

APAN TROUBLESHOOTING TIPS

TOP 5 COMMON ISSUES

1 I DON'T HAVE AN ACCOUNT

- 1) Visit APAN at <https://www.apan.org>
- 2) Click CREATE ACCOUNT on the upper-right corner of the screen.
- 3) Enter a valid email address and follow the prompts.

2 I FORGOT MY USERNAME / I FORGOT MY PASSWORD

Use these links to retrieve your information:

<https://passport.apan.org/apan/home/forgotusername>
<https://passport.apan.org/apan/home/forgotpassword>

3 I CAN'T LOG INTO MY EMAIL [THAT IS LINKED TO MY APAN ACCOUNT]

If you are able to log into your APAN account:

- 1) Log into APAN (<https://www.apan.org>).
- 2) On the upper-right corner of the screen, click SETTINGS.
- 3) The Self Service Account Change window appears.
- 4) Click on the Edit button next to the email address and follow the prompts.

If you are unable to log into your APAN account, send a digitally signed email with your request to the USSOUTHCOM APAN Support Team (southcom.miami.scj6.mbx.omb-sc-apan@mail.mil). If you cannot digitally sign emails, please contact the Support Hotline at (808) 472-7841.

4 I HAVE MULTIPLE APAN ACCOUNTS

Contact the USSOUTHCOM APAN Support Team via email (southcom.miami.scj6.mbx.omb-sc-apan@mail.mil) with your APAN usernames and emails associated with these accounts. Advise which account you would like to keep. If you do not have this information, simply let us know and we will gladly work with you to find your accounts.

5 WHERE DO I GO FOR APAN HELP?

Contact the USSOUTHCOM APAN Support Team via phone at (305) 437-2491 or email at southcom.miami.scj6.mbx.omb-sc-apan@mail.mil.

REGISTRATION TIPS

- ❖ **TRANSLATION** You can use the translation button on the upper-right corner of the page to translate the form into various languages. The confirmation email will be sent in the language you selected.
- ❖ **REGISTRATION EMAIL** Use an email address you have access to from your current location. If you are accessing your email from a new location (i.e., country), your email provider may require you to answer a few security questions.
- ❖ **EMAIL ERROR** Received an "Email address already registered" message? Click the SIGN IN button (upper-right corner of page) and click the *Forgot Username?* link under the green SIGN IN TO YOUR ACCOUNT button or contact the USSOUTHCOM APAN Support Team for assistance.
- ❖ **FORM ERROR** If you receive an "Error please fix the problems below" message, scroll down and fix any area with red text.
- ❖ **PASSWORD** Ensure the password created for this APAN account meets the minimum requirements: 1 upper case character, 1 lower case character, 1 number, and 8 total characters" or you will receive a error message. This will **not** replace your personal or work email's password.

USING APAN

- ❖ **DISPLAY ISSUES** When using Internet Explorer, if you cannot see content on the page, click on the yellow banner on the top or bottom of your screen and then click the SHOW CONTENT button or ENABLE CONTENT option.
- ❖ **UPLOAD CONTENT** Always use the NEW POST or NEW buttons to upload content onto your groups.
- ❖ **DOWNLOAD DOCUMENTS** Click the green downward arrow or *Download* link to open files on APAN. In some cases, you may have to click the title of the file to view it. Then, click the OPEN/SAVE option from the middle or bottom of the screen.
- ❖ **APAN LITE** If you are in a low-bandwidth environment, APAN Lite provides a low-bandwidth solution. It can be accessed directly connecting to <https://lite.apan.org> or from the full APAN site by clicking the Lite Version button (upper-left corner of any page).