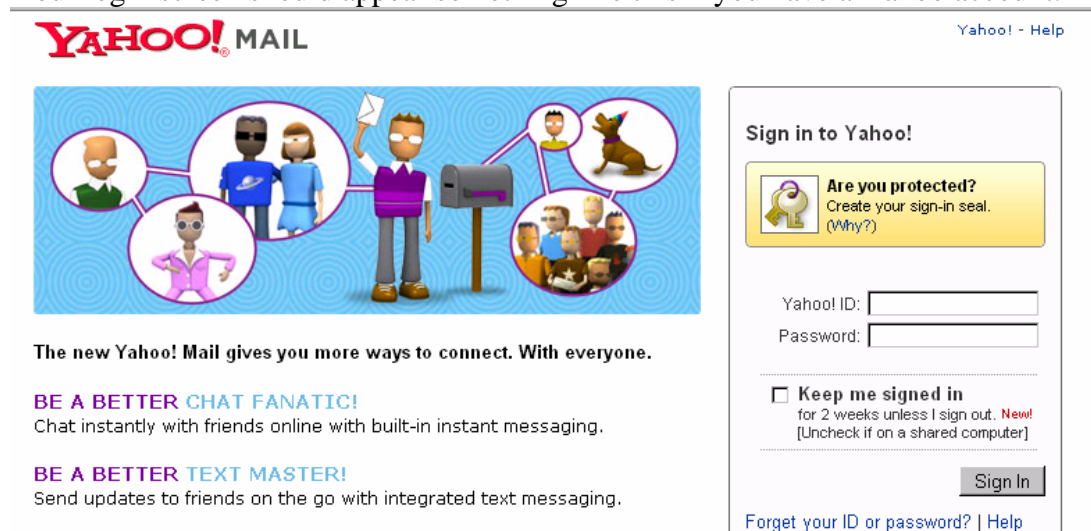


## Having problems logging into your Yahoo account?

Your login screen should appear something like this if you have a Yahoo account.



The screenshot shows the Yahoo! Mail login page. At the top left is the "YAHOO! MAIL" logo, and at the top right is a "Yahoo! - Help" link. Below the logo is a colorful illustration of a man in a purple shirt holding a mail envelope, surrounded by various people and a dog. To the right of the illustration is a "Sign in to Yahoo!" box. Inside this box, there is a yellow banner that says "Are you protected? Create your sign-in seal. (Why?)". Below the banner are two input fields: "Yahoo! ID:" and "Password:". Underneath these fields is a checkbox labeled "Keep me signed in for 2 weeks unless I sign out. New! [Uncheck if on a shared computer]". At the bottom of the box is a "Sign In" button. Below the box is a link that says "Forget your ID or password? | Help".

**The new Yahoo! Mail gives you more ways to connect. With everyone.**

**BE A BETTER CHAT FANATIC!**  
Chat instantly with friends online with built-in instant messaging.

**BE A BETTER TEXT MASTER!**  
Send updates to friends on the go with integrated text messaging.

If you have signed up for a Yahoo account to sign in you can put either just your username or your full e-mail address in the box provided. Either one is acceptable.

### Example

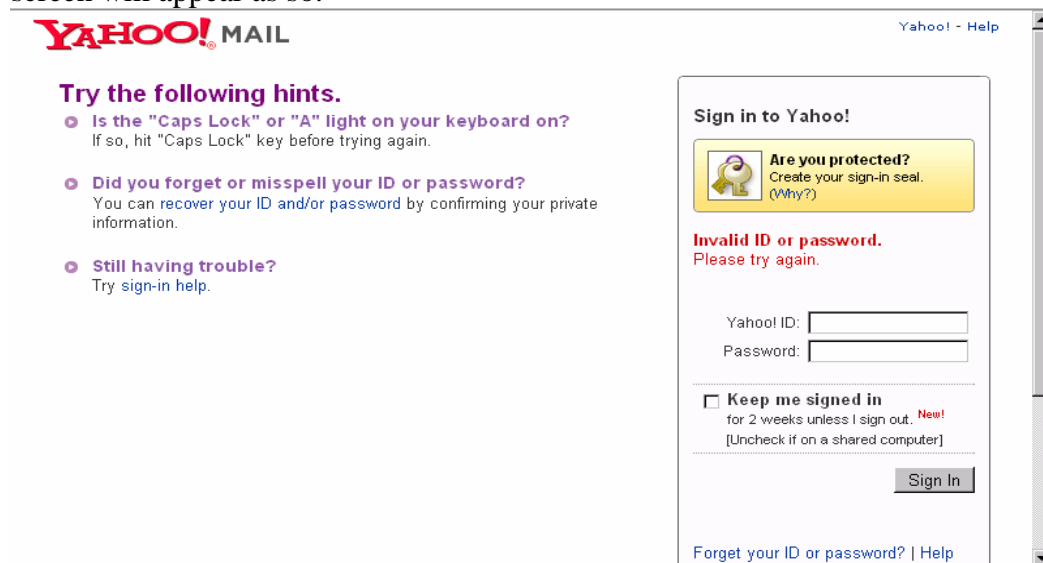
Username: centrallibraryrocks

OR

Username: centrallibraryrocks@yahoo.com

With the username and password box filled in –you should be able to access your account.

If for some reason you either forgot your password, username, or mistyped something your screen will appear as so:



The screenshot shows the Yahoo! Mail login page with an error message. At the top left is the "YAHOO! MAIL" logo, and at the top right is a "Yahoo! - Help" link. Below the logo is a section titled "Try the following hints." with three bullet points: "Is the 'Caps Lock' or 'A' light on your keyboard on? If so, hit 'Caps Lock' key before trying again.", "Did you forget or misspell your ID or password? You can recover your ID and/or password by confirming your private information.", and "Still having trouble? Try sign-in help." To the right of the hints is a "Sign in to Yahoo!" box. Inside this box, there is a yellow banner that says "Are you protected? Create your sign-in seal. (Why?)". Below the banner is a red error message: "Invalid ID or password. Please try again." Below the error message are two input fields: "Yahoo! ID:" and "Password:". Underneath these fields is a checkbox labeled "Keep me signed in for 2 weeks unless I sign out. New! [Uncheck if on a shared computer]". At the bottom of the box is a "Sign In" button. Below the box is a link that says "Forget your ID or password? | Help".

To figure out your password click the “Forget your ID or password?” link just below the “Sign In” button. This should redirect you to another page that walks you through the necessary steps to recover your password or username.