

HowToThinkSideways.com Site Move: LAST Chance to Correct Your Account

written by Holly
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By Holly Lisle



The move over at HowToThinkSideways.com is starting

We're starting to move member accounts onto the live new software, new domain, and new classrooms this week.

In order to receive your new temporary password, you MUST have a working email address in your current account.

Here are the steps to make sure you'll be able to get to your stuff (INCLUDING free class, worksheets, and forums).

Step One: Check your current account

Log into your current account here:

<https://howtothinksideways.com/login/> (opens in new window)

If you cannot get into your account, create a Help Desk ticket for me here:

<http://novelwritingschool.com/support/>

Tell me everything you remember about your account:

- Full name
- User name
- current email address, plus any possible older email address that might have been attached to the account

NOT your password. Never give anyone your password.

Step Two: Once you're logged in, check your email address

Your email address is the first and most important piece of information where your NEW account is concerned.

It will be your sign-in name. It will be your contact address in case anything on your account breaks.

And it will be where your "This is your new account" email goes, which contains the validation link you MUST click in order to receive your new temporary password.

If that email address is wrong, you will not be able to get into your classroom, and following the move while the dust settles, I am expecting LONG lines in the Help Desk.

So check your email address in your account:

<http://howtothinksideways.com/myaccount/>

You cannot fix anything you see here. This is part of the software that is broken.

So if you have an email address linked to your account that no longer works,
create a Help Desk ticket for me here:

<http://novelwritingschool.com/support/>

* Tell me the email address that's in your account

* Tell me what it I need to change it to

At this point, fixing missing classes will just slow us down

We'll still have all the data and receipts we have right now, and will still have backups of your existing account and all previous purchases from my sites.

If you're missing anything, gather your receipts, and once you can get into your classrooms on the new site, let me know which ones aren't working for you there. (They'll be the same ones.)

Right now, we have to deal with the part that will keep people out of their accounts completely.

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We'll be moving people in groups

I'm the only one doing the help desk stuff (because I'm the only one with nearly years of receipts stored on my hard drive) and having 300 people in line in the help desk is incredibly stressful. (I know this, because I've had this happen before.)

Massive stress is not healthy for me right now.

So Dan and I will move a group, those folks will receive their confirmation and sign-in emails, if you're in that group, you'll sign in and promptly check for problems with your classes, I'll fix your account, and we'll move another group.

We have well over 10,000 people to move. This will take some time.

But you might be in the very first group, so today you need to make sure your email address will work.

Thank you for your help on this.

And I'll see you inside.

Write with joy,

Holly Lisle

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