

Most login issues with Beacon are simple and can easily be fixed. If a participant contacts you saying that they cannot log in to their account, please give them the following directions.

1. Make sure that you are using the correct link to log in. It is: <https://beacon.ciee.org/login/>
2. Make sure that the email you are using to log in is spelled exactly the same way that your local agent entered it into the system.
3. Make sure that you are using **Google Chrome** when working in the application
4. Clear your cache in case incorrect passwords are saved.
5. If you incorrectly enter your password too many times, Beacon will log you out. Wait an hour and try again.

If you have accidentally misspelled a pax's email address when creating their application, you can edit it under the "Contact Information" section of their application.

If you do need to change the spelling, please resend the welcome email. You can do this by pushing the blue rectangular button at the top of the application. See below.

United Kingdom / Camp Exchange
USA 2018

Change Application Status

 Printer-friendly View

 APPLICANT INFORMATION	<p>Send Welcome Email</p>
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If they still cannot log in after trying all of these options, please contact CIEE at campteam@ciee.org.