

Advertiser Portal Login & Access Common Questions

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This guide explains how to log in to the Advertiser Portal, reset your password, and resolve the most common access issues. It's designed to help you get signed in quickly and smoothly.

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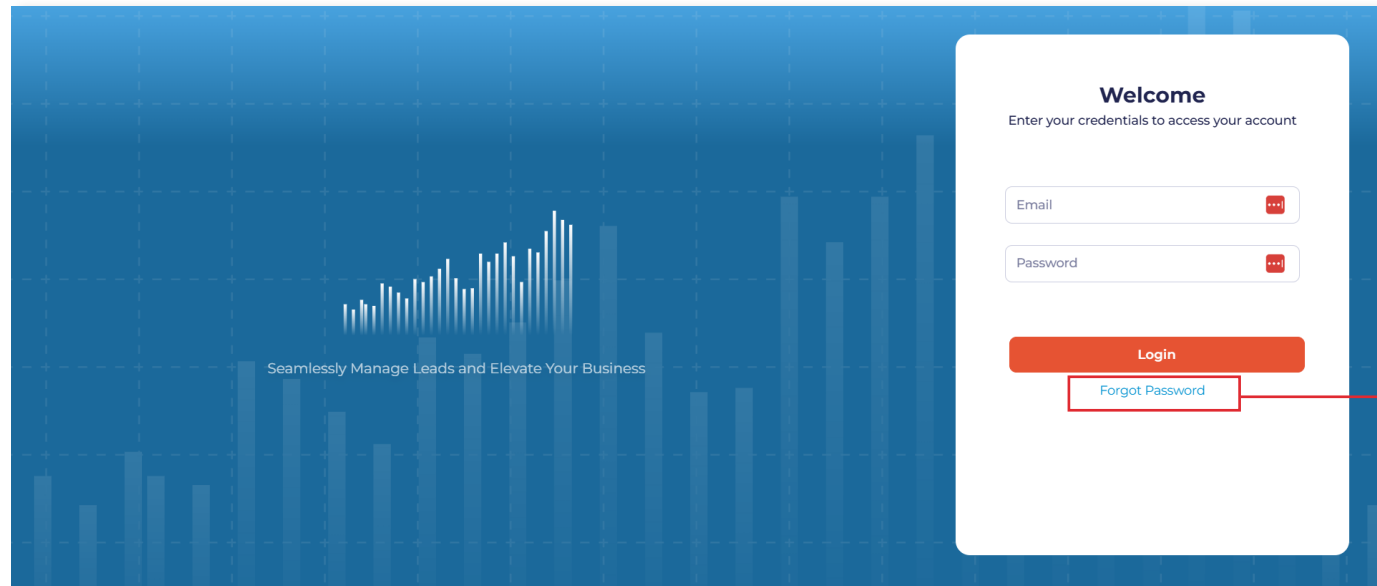
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Log In

This is your new log in screen



Upon your first log in, request a new password follow the prompts to input your email address associated with your eLocal account

<https://advertisers.elocal.com/forgot-password>



You will receive a verification code and then input your new password

<https://advertisers.elocal.com/login>

How Do I Log In?

- Your login is always your email address.
- Usernames from older or legacy systems are no longer supported.
- Each person must sign in using their own email address associated with the account.

Tip: If you previously used a username, you'll now need to use your email instead. The e-mail that have access to the portal is the same e-mail address that received eLocal information about the new portal.

How Do I Set or Reset My Password?

If you're logging in for the first time or forgot your password:

1. Go to the Advertiser Portal login page
2. Select Forgot Password
3. Enter the email address associated with your account - the same e-mail address that received eLocal information about the new portal
4. Use the link sent to your email to create a new password

For security reasons:

- Passwords are never visible to support teams
- Passwords cannot be reset on your behalf

I Didn't Receive the Password Reset Email

If the reset email doesn't arrive, the most common reasons are:

- Incorrect email entered - Make sure you're using the exact email tied to your account.
- Email not associated with the account - Only contact emails associated with the account can receive reset links.
- Wrong portal - Ensure you're using the new Advertiser Portal, use the link provided in the email.
- Spam or security filters - Check spam/junk folders or corporate email filters.

Helpful Steps:

- Double check your email spelling
- Confirm you're on the correct portal login page
- Try again after checking spam folders

Can Multiple People Access the Same Account?

Yes. Multiple users can access the same account. Each user needs:

- A unique email address
- To be added as an approved contact on the account
- Their own password

Once added, each user manages their own login credentials.

One Email, Multiple Accounts

If the same email is associated with more than one account:

- You may see multiple accounts after logging in
- Password resets apply to the email, not a single account

If this causes confusion, contact your Account Manager to set up separate e-mails per account.

I'm Signed In, But the Dashboard Is Blank

This can happen if:

- The account is still completing setup
- Your email isn't fully authorized for the account yet
- The system is syncing shortly after changes

Try refreshing the page. If the issue continues, additional help may be needed.

Need Help?

If you're still unable to log in or are experiencing issues with access, please contact eLocal for assistance. Their team can help review your account setup and guide you through next steps.

Key takeaways

- ✓ Email address = your login
- ✓ Use Forgot Password to set or reset credentials
- ✓ Multiple users are supported with separate emails
- × Legacy usernames and portals are not supported