



OCA Member Portal Login Help

If you are having trouble logging in or unable to complete password reset please see below steps for assistance.

1. Ensure you are entering the same email address connected to your OCA portal account, it may be different from your primary email address if you recently updated your contact details.
2. Please use only Chrome or Firefox browsers as other systems may not be supported.
3. If you use Outlook email and are experiencing trouble with seeing the reset password page, you will need to turn off Microsoft Safelinks. This feature changes the format of the password link being sent to you. You can read more about [Safelinks here](#).
4. Clear your cache. Ensure you do not have a saved password that is auto-populating, clear cookies and saved passwords for our website.
5. Ensure your browser isn't blocking cookies from our website, check browser settings and make sure cookies are enabled for chiropractic.on.ca.
6. If using a business laptop some companies have rules setup for websites, try using a personal computer rather than a business computer.
7. Try using an incognito browser window to login.
8. If you have tried your password over 5 times you will be locked out, please wait 15 minutes to try again.

If you have tried all above tips and still are not able to reset password please email us, oca@chiropractic.on.ca