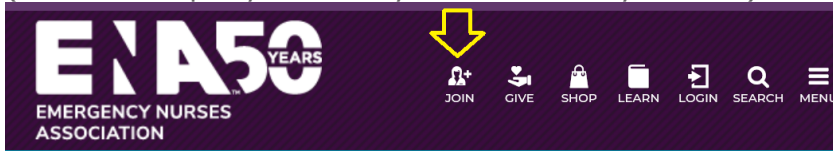
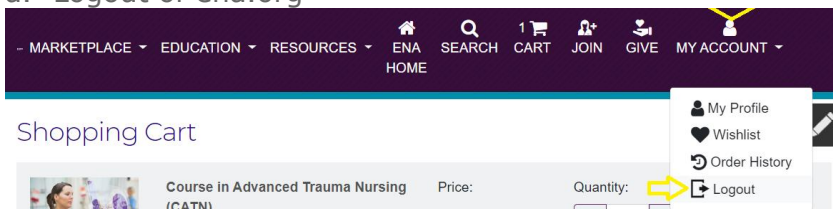


Typical questions asked about this site:

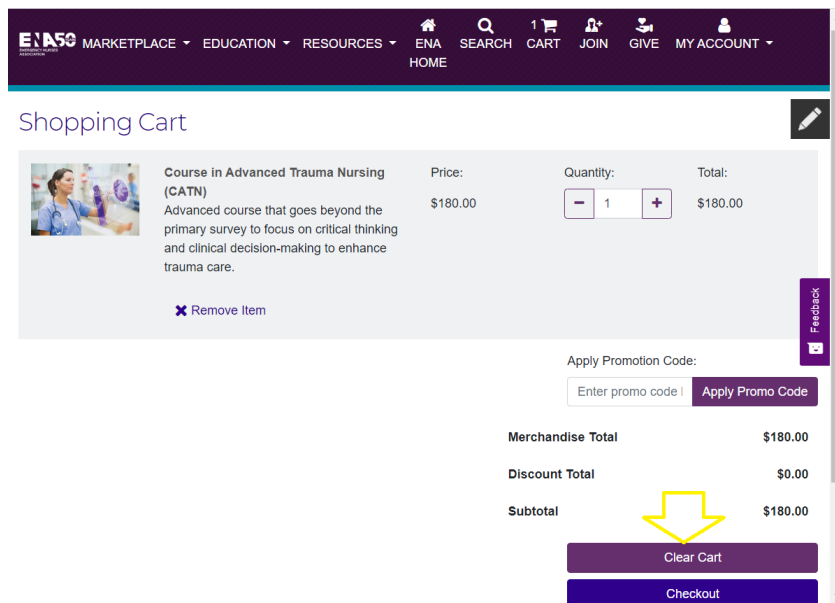
- How do I get the **Member Price**?  
**Before** you login & shop, click the Join button  
(see next step if you already have items in your cart)



- How can I get the member price in my cart, **if I shopped BEFORE** I joined?  
a. Logout of ena.org



- b. Click the 'clear cart' button



- c. Click on your profile and Log-out of ena.org
- d. **Open a different browser**, and login to ena.org, then shop
- e. Still having trouble, clear your cache/cookies and try again (see next step for more details)

Please follow these troubleshooting tips:

- Clear the cache/cookies and history in the browser before logging into the ENA website:
  - **Chrome Web Browser** > Click on Customize and Control in the upper right-hand corner > select **Settings** > Under **Privacy and security** click on **Clear Browsing Data** > change the time range to “**Last 7 days**” and click **Clear data**
  - **Firefox Web Browser** > Click the **Menu** button and choose **Options** > click on **Privacy & Security** > Under **Cookies and Site Data section** select **Clear Data** > Remove the check mark in front of Cookies and Site Data but keep the check mark for Cached Web Content and click Clear
- **Do not use the link from another source.** Please login to ena.org and click on Shop.
- Please note that institutions have many different firewalls and security features that you may not be aware of, we recommend contacting your institution’s Computer Service department for assistance.
- Check that your computer is updated with the most recent version.

Please let us know if you are still experiencing any issues.