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:
  o **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**
  o **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.