**Digital Access Activation / Can't Log In**

Thank you for your email. I'm sorry to hear that you are having trouble with digital access. I have set up a login password that you will be able to use to get into your digital account:

        User Name: smilone@newburyportnews.com
        Password: NOB123

To log in from a desktop or laptop computer, please go to the home page and click on the "Login" button on the top right of the page. This will allow you to enter your email address and password in order to access your account. Once entered you will be fully logged in and can also click into the E-paper as well if you choose from that point forward.

If you are using a mobile phone or a tablet, you will look for an icon on your screen which looks like 3 horizontal lines, one on top of the other. Click on the icon, then click on the Login button in the screen which pulls in from your left.  Our website can be accessed on up to 3 devices simultaneously; this includes your desktop computer, laptop, I-pad, tablet, or smart phone. All instructions for downloading the apps can be found on the home page of our website.

**Other troubleshooting information that may be helpful:**

* If you have any difficulty logging in through Google Chrome, please try using Firefox to log in. You can download the Firefox browser by visiting [www.mozilla.com](http://www.mozilla.com). If you can log in at home, but not at your workplace, there may be firewalls set up to prevent you from accessing our page when you are at work.
* Should you find that you are unable to access your digital paper by clicking in through your email link, your password may have timed out. In this case, please go to <www.newburyportnews.com> and try logging in again with your username and password. (If you click the "remember me" button upon entering your password, you should be able to remain logged in for a few weeks or so before it times out.) If you are able to sign in on the website but not through your app, you may need to delete your app and download a new one, as they update from time to time.
* If you are not receiving our email in your in box each morning, please add nm\_newburyportnews@newsmemory.com to your email address book as they may be going into your spam or junk folder.
* Once logged in, if you would like to change the password, you can go to the home page and click on "Login" then click on "Change Password" and follow the instructions from that point. Please bear in mind that any new password must be a minimum of 6 characters and is case-sensitive; any upper case letters within the password must always be entered as upper case upon logging in. It can also be changed within the e-Edition under the account tab.

As always, please feel free to call or e-mail us with any questions you may have concerning your subscription or digital access. Our customer service number is 1-800-836-7800 and our department is currently available from 7:00 AM-3:00 PM Monday through Friday, as well as from 6:30 AM-11 AM on Sundays and most holidays.
Best Regards,