

Online Recertification Troubleshooting

Did you forget your login?

Use your email address in the login field instead.

Did you forget your password?

Click on “Did you forget your password?” under Log In. Type your login username and click “Send Password.” this will email your password to the email associated with your login account.

Did you receive a notice to wait 20 minutes before logging in again?

1) Reset your account log in.

Directions for resetting account login:

Under Login, click “Did you forget your password?” and then click on “Reset Account Login.”

2) If the reset option does not work, Clear out your cookies.

Directions for clearing out cookies:

a) Internet Explorer - In your browser find “Tools” and click on it. In the drop down menu click on “Delete Browsing History...” A box will appear, click on “Delete cookies...” and try to log in again.

b) Mozilla Firefox - In your browser find “Tools” and click on it. In the drop down menu, click on “Options.” A box will appear, click on “Privacy.” Either click on “clear all current history” and make sure “Cookies” are checked then click “Clear Now” OR “Show Cookies...” then “Remove All Cookies” and “Close.”

Did you pay using Google Checkout but it still shows you need to pay?

Instead of using the link provided from the Crane Institute website, type in www.test.com in the address bar. In the upper right hand corner click Log In (above Contact Us) and log in using your login and password. Once you have paid using Google Checkout go directly to “test.com” to complete your exercise. The link provided to you from Crane Institute is an “Unpaid” link and may not let you continue on to your exercise without having to pay again.

If you are still having trouble, please contact Crane Institute of America at 800-832-2726 Monday-Friday 8 AM to 5 PM EST.