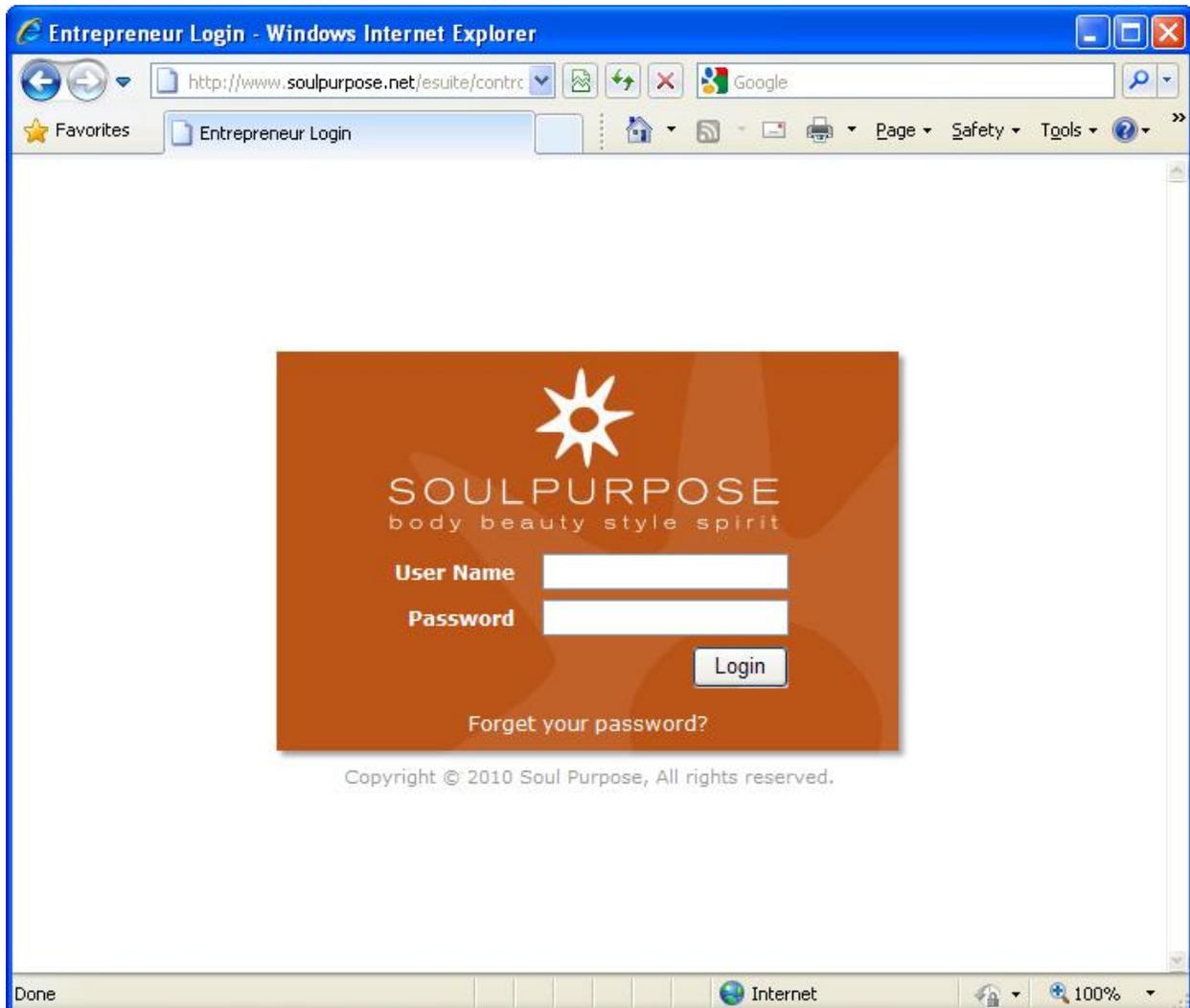


# EMMA Login

Visit <http://www.soulpurpose.net> to login to EMMA.

Your username is your Soul Purpose ID and the initial password will be what was entered during your online enrollment process.



**NOTE:** Both username and password are case-sensitive. The YNGSP portion of your username must be entered in all “uppercase” letters (yngsp will not work) and the password must be entered exactly as it was entered during the initial sign-up process.

If you have trouble logging in please make note of the error message you are receiving, it is specific to the incorrect information (username or password) and will assist you in correcting the problem.

## Common Login error messages and how to fix them

**The following error occurred:**  
Invalid Login Id: [yngsp201976]

This is the error message that you will receive when you have incorrectly entered your username. The problem with the above login is the lowercase letters “yngsp”. This is the most common error people make when trying to log into EMMA. Re-entering the letters as YNGSP, instead, will fix this error.

**The following error occurred:**  
Invalid Login Id: [YNGSP201976 ]

The above error is the second most common error, however, it is not always as obvious to correct. The above username has an extra space, after the ID, which is causing the problem. Deleting the space will correct this problem.

**The following error occurred:**  
Incorrect password provided.  
Please note that passwords are case sensitive.

You have entered your password incorrectly. The most common reason this occurs is that people believe their password is lowercase but they originally entered it as uppercase without realizing it (or vice versa). It is usually best to retry the password, switching to the opposite case, just to be sure the caps lock was not on when you entered the original password. CAPS LOCK will reverse whatever the keyboard is entering and because passwords are hidden it is rarely noticed at the time you set up a password.

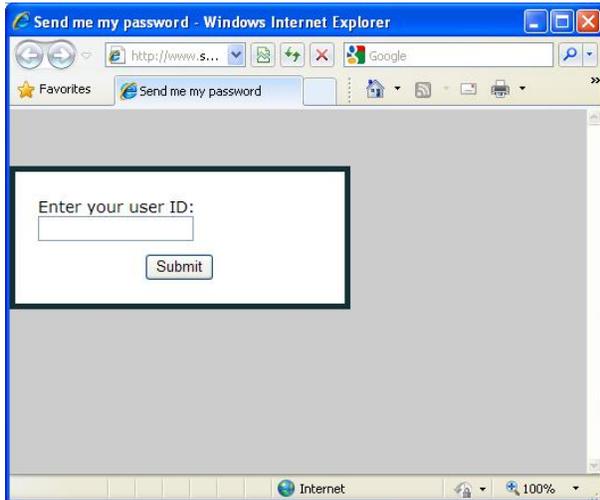
If you cannot figure it out, it is time to have the system reset your password. (see resetting your password below)

## Resetting your password

When you cannot remember your password, EMMA is designed to assist you by generating a new password and automatically e-mailing it to the default e-mail address you have on file.

To start the process, look for the “Forget your password?” link, underneath the login button on the main EMMA login page and click it.

A new page will open that looks like this:



Enter your login ID (example: YNGSP201976) and click the submit button. Then make sure the screen has a message that your password has been sent to you. It will look like this after successfully resetting your password:



If there is any other message (than the above) then the password reset has not been successful. Correct the problem and try again. If you are not sure how to correct the problem please contact [techsupport@soulpurpose.com](mailto:techsupport@soulpurpose.com) for assistance. (please see "contacting support" for helpful information before e-mailing techsupport)

Upon successfully resetting your password a system generated e-mail will arrive listing your username and NEW password. Close the "send me my password" window and return to [www.soulpurpose.net](http://www.soulpurpose.net) to log in.

It will contain the following info:

From: techsupport@soulpurpose.com [mailto:techsupport@soulpurpose.com]  
Sent: Wednesday, June 09, 2010 2:40 PM  
Subject: Soul Purpose E.M.M.A. Information

Username: YNGSP201976 (your ID will be listed here)  
Password: 25gOT6ORC7 (this is your new password)

For security reasons, the passwords are purposely complicated. They can be extremely difficult to type exactly right and we recommend that you copy and paste them from the e-mail. Please make sure that when highlighting the password that you do NOT highlight any of the surrounding spaces, as this will cause the password entry to be invalid.

*NOTE: If your password does not show up in your e-mail in a few minutes please see the troubleshooting section)*

Once you have successfully logged into EMMA you should click on Profile (upper right hand corner of the page):



At the bottom of the profile page you will find an Update Password button. Click the button and customize the password to something that you will be able to more easily remember and enter.

## Troubleshooting password reset

The password reset is an automated function. TechSupport cannot manually reset your password or tell you your current password. For security reasons, passwords are stored in an encrypted format and are unreadable by the human eye.

The most common reasons for problems with the password reset function are as follows:

- 1) Incorrect User Name entered. Make sure you receive the message that a password is being e-mailed to you, before deciding that you are having trouble receiving the e-mail.
- 2) E-mail was tagged as spam. Check your spam folders. The password e-mail is a system generated e-mail and can get tagged as spam by your e-mail client a lot. You can also improve the chances of the e-mail landing in your INBOX instead of some other folder (or blocked altogether) by adding [techsupport@soulpurpose.com](mailto:techsupport@soulpurpose.com) to your "safe senders" list. Note: this is a function of your spam filter program. If you do not know how to do this you will need to consult your spam program's help documentation.
- 3) Incorrect or missing e-mail address on your account. If there is no e-mail address on file, the password reset function should respond with a message that it cannot e-mail you because there is no e-mail address on file. It will not know, however, if there is a typo in your e-mail address. The password e-mail is e-mail to the default e-mail address that is stored on your MAIN profile in the Youngevity system. If you have access to the Youngevity BackOffice you can check it, by logging in and clicking on PROFILE. If not, either your Sponsor or TechSupport can check it for you.
- 4) Comcast e-mail address – currently we are NOT having trouble e-mailing Comcast addresses. However, Comcast is notoriously aggressive about blocking e-mail servers from being able to deliver e-mail to Comcast users. If you have a Comcast address you should attempt the automated password reset. If Comcast has blocked us again, it will bounce back to [techsupport@soulpurpose.com](mailto:techsupport@soulpurpose.com) and we will then be able to forward it manually to you.

## **Contacting Tech Support**

If you need to contact Tech Support, please e-mail us at [techsupport@soulpurpose.com](mailto:techsupport@soulpurpose.com). The following information is necessary for us to be able to effectively assist you:

- 1) Your Soul Purpose ID. We have the same access to EMMA as you do. Without your ID we have no way of giving you any specific information about your account.
- 2) Your name. We need to understand that we are sharing information with the person who is named on the account.
- 3) The nature of your problem. Please be specific – "I'm having trouble with EMMA" will only add an extra step of having to ask you for the specifics and delay a resolution for you.

- 4) Include any specific error messages that you received. Whenever possible, copying and pasting them into an e-mail is best. Some of them contain technical information that tells us exactly what the problem is.
- 5) If your question is about your personal web page, please include your web page address.
- 6) Include a screen print, if possible. There is sometimes valuable information on a screen print, that would not be included when you copy and paste text. To capture your browser window and paste it into an e-mail take the following steps:

Click anywhere in the window that you want to capture. Then hold down the ALT key and press the PRNT SCRN key. This captures a copy of the active window to your Windows Clipboard. Then open an e-mail, click anywhere in the body of the e-mail and press the paste button (or CTRL V).

- 7) Explain the steps (if any) you have already attempted in trying to resolve your problem. This will prevent us from sending you right back through the same steps you have already attempted on your own.
- 8) Be sure that you are inquiring about EMMA – [www.soulpurpose.net](http://www.soulpurpose.net). You will hear the same verbiage used a lot for both EMMA and Youngevity's system. Both have been referred to as "your backoffice" or "your business center".  
[TechSupport@soulpurpose.com](mailto:TechSupport@soulpurpose.com) can only help you with EMMA ([www.soulpurpose.net](http://www.soulpurpose.net)). If you are having trouble with the Youngevity BackOffice ([www.youngevityonline.com](http://www.youngevityonline.com)) you should contact them at [support@youngevity.com](mailto:support@youngevity.com).

This is EMMA - ([techsupport@soulpurpose.com](mailto:techsupport@soulpurpose.com)):



This is the Youngevity BackOffice (support@youngevity.com):

