

Troubleshooting ideas :

If you were added to the system manually, have you followed the **password reset document**? You can find that [here](#).

How do you know if you were **added manually**? Anyone that did not directly purchase their courses from www.addisonavenuehairshows.com has been added manually.

- If you purchased a ticket for a live class that was cancelled, you were added manually.
- If you called and gave your credit card information over the phone, you were added manually.
- If you sent in a check for payment, you were added manually.

If you were added manually, **the system "thinks" you already have a password created**. You need to follow the instructions below to choose **"forgot password"** as you are **"already a member"**. **DO NOT SIGN UP**. You are **already a member**.

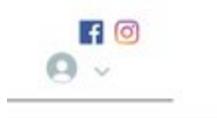
Can't get logged in?

- Are you trying to access the online courses from **multiple devices** at once? It is best to use one device at a time, and close all browser tabs, to ensure that your devices are "confused". Example - if you are on a tablet and request a password reset, but you open your email on your phone, both of your devices may conflict. It is best to reset your password from a computer. If that is not available, try to use **ONLY** one device to work through your password reset and accessing the online courses.
- Are you using a phone or tablet?
 - Close all browser windows and start fresh.
 - Is your phone/tablet up to date? System requirements are listed on our [FAQ page](#).

Having trouble finding online courses?

Go to www.addisonavenuehairshows.com

If you see a little arrow down next to the round head, you are logged in.



If it reads "Log in", you are not logged in and will not be able to view the classes.

If you are logged in, go to Online Courses, HOVER over it and 4-hour/8-hour videos will appear.

Click on 8 hour videos and you should see a screen like this :

8-hour



🔍 Search video