

# Unable to log in

## Frequently Asked Question:

Unable to log in

## Answer:

When you click Logon in the parent windows of AZELLA, an additional popup windows appears where you type in your user information and click Logon to enter the site. If this second window is closed before you click Logout, you may not see the Logon link when you try to access the site again.

To get back into the AZELLA site, click What's New, to the lower left of the screen. You will be taken to the Release Notes screen. You will see the familiar About, Help, Faq's, Contact Us, Logout, and Main hyperlinks on the left side of the screen. Click Main to get back to the AZELLA main screen. From here you can Search, Create, and View reports. Remember to click Logout before closing out of the AZELLA site.

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<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=1692>