



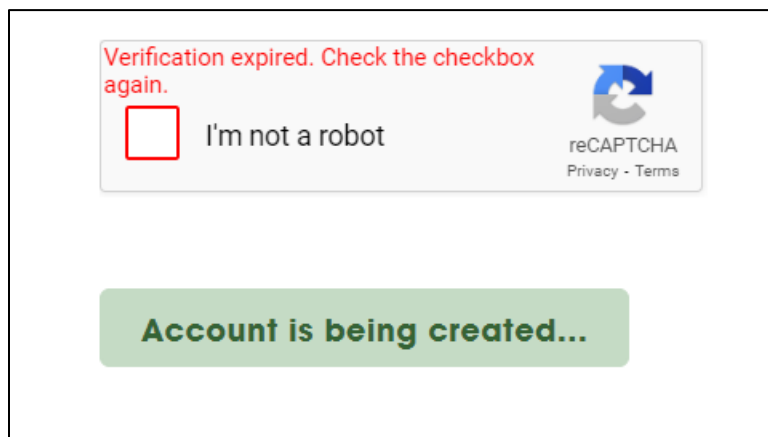
## How to Trouble Shoot Sustainable Jersey Account Creation Technical Difficulties

As of February 23, 2024, the Sustainable Jersey website is experiencing technical difficulties with the new user account sign up process. We apologize for the inconvenience as we know many municipalities are working on their certification application prior to Sunday's first application submission deadline. If your municipality is unable to complete its application by the February 25 deadline due to these new user account creation issues, please email [info@sustainablejersey.com](mailto:info@sustainablejersey.com) and we will work with you next week to get the application submitted for the first round of review. We will be checking email over the weekend and can also assist users with gaining access to their application.

*NOTE: If you already have an account, there should be no impact to your access of the Municipal Dashboard.*

Below are some steps to help navigate through the account creation difficulties involving the reCAPTCHA box on the Sign Up Now box.

1. If you are in the process of signing up for an account, but the reCAPTCHA box times out, and you see the notification below, click the "X" to close out of the box, go back to the Sign In page and enter your email address and password used for your account in the "Sign-in" box. This should allow you to sign into the website.



2. After signing in, you should be directed to the Welcome page, where you will see the message below.



# How to Trouble Shoot Sustainable Jersey Account Creation Technical Difficulties

You should receive an email shortly for verification.  
**You may need to validate your email address to access key elements of the site.**

## Welcome!

**Still need to validate your email address? Click [here](#) for a link to resend the email.**

Thank you for signing up for an account with Sustainable Jersey. Below are a few suggestions to get started.

**Municipality not yet registered?** Begin the registration process [here](#).

**Curious what other towns have done?** Search participating municipalities and approved actions [here](#).

**Attend a Sustainable Jersey event.** Click [here](#).

**Need funding?** Learn more about the Sustainable Jersey Grants Program [here](#).

3. Click “here” in the red text at the top, and you will be directed to the Municipal Dashboard where you will see the button to resend the validation email.

**The email address associated with your account has not been verified. Please check your inbox for your verification email, or click the link below to resend.** X

### Dashboard

- Certification Overview
- Why Get Certified?
- 2024 Certification Cycle
- Search Participating Municipalities & Approved Actions
- Registration Overview
- Register a Municipality
- Annual Awards
- Resources

### Municipal Dashboard

Listed below is the municipal account(s) for which you are an identified user. To gain access to additional accounts, you must be invited by a current user.

**Need Help?**

If you have questions contact us at [info@sustainablejersey.com](mailto:info@sustainablejersey.com) or 609-771-2938 or download the [Application User Guide](#).

**2024 Certification Cycle: First Application Deadline February 25**

The first 2024 municipal certification application deadline is **Sunday, February 25**. Review the timeline and details for the 2024 certification cycle, view the 2024 Certification Webinar recording and presentation, and The Clock is Ticking: Are you Ready to Submit for Certification webinar recording and presentation [here](#).

**Click to resend verification email.**



## How to Trouble Shoot Sustainable Jersey Account Creation Technical Difficulties

4. Once you click the button, you will be taken to a page confirming the validation email was sent.

### **Validation Email Sent**

You will receive an email message that contains a validation link. Please click on the link to validate your email address.

5. Click the link in the email to validate your email address. This will take you to the “Update Personal Profile” page on the website. You do not need to update the information on the page unless you want to make any changes.
6. Navigate back to the Municipal Dashboard. If you do not see the municipality you are affiliated with listed, email [info@sustainablejersey.com](mailto:info@sustainablejersey.com). We will be checking email over the weekend and can also assist users and municipalities with gaining access to their application.