

# How to Fix Registration & Login Problems

Contributed by GKA Staff  
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## Registration and Login Problems

It is imperative you allow all cookies from GetKidsActive.com, it helps us personalise your experience and will fix any login problems you may experience

Follow these steps to fix your login problems:

1)  
Allow ALL cookies from [www.teachsite.com/gka/](http://www.teachsite.com/gka/) and [www.getkidsactive.com](http://www.getkidsactive.com) – this can be achieved in Internet Explorer by navigating to Tools - Internet Options - Privacy (tab) - Sites (button), then in the “Address of web site:” box, you need to type “[www.teachsite.com](http://www.teachsite.com)” (minus the quotes) and press the allow button. Then also allow “[www.getkidsactive.com](http://www.getkidsactive.com)” (minus the quotes)

2)  
If you have problems registering a new account at GKA, please check your spam filter! Please check your junk mail (our official emails sometimes get mistaken as 'Junk') and use the 'Forgot password' function to get your password resent by mail!

3)  
Still problems? If you still have problems either registering or logging in - Clear your cookies and cache! This can be done in Internet Explorer by navigating to Tools - Internet Options - Temporary Internet Files (dialog box) and delete cookies and delete files