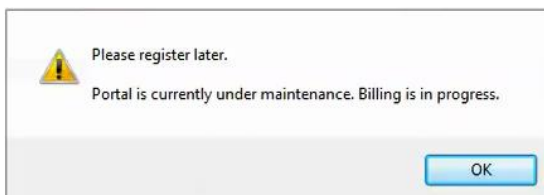




Merit Contractors Association MVOS Access for EMPLOYEES - Issues

The following are tips on the Member Portal if something goes wrong.

Receive the following error when trying to register for the Member Portal:



- 1) If you receive this error the portal is currently unavailable because the billing process is currently running.
 - Try registering again later.

Receive the following error when logging into Member Portal:

• Invalid username or password

- 1) Confirm that you are using the same email address and password that you registered with.
 - If you do not remember your password, click on the **Can't remember your password** link on the login screen to receive instructions on how to change it.
 - Note: If you perform 20 incorrect attempts to login, your account will be locked for 15 minutes.
 - If you do not remember the email address that you registered with, call Mercon at 1-888-263-7266.

www.meritalberta.com
mercon@merconbenefits.com



104-13025 St. Albert Trail
Edmonton AB T5L 4H5



780-455-5845
1-877-263-7266



780-455-5845





Merit Contractors Association MVOS Access for EMPLOYEES - Issues

Receive the following error when logging into Member Portal:

Access Restricted

Please login later. Portal is currently under maintenance. Billing is in progress.

[Logout](#)

- 1) **If you receive this error, the portal is currently unavailable because the billing process is currently running.**
 - Try logging in again later.

Receive the following error when logging into Member or Employer Portal (Note: this would only occur for Company Plan Administrators):

Access Restricted

You are not authorized to access member portal. If you require further information, please [contact your plan administrator](#).

[Logout](#)

- 1) **This message will appear when you are trying to sign into the Member portal when you are already logged into the Employer Portal (or vice versa). MVOS does not allow you to be logged in to both portals at the same time.**
 - Click on the [Logout](#) link, or
 - Close the portal you are currently logged into and try again

Having issues not identified above?

✓ **Call Mercon**
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