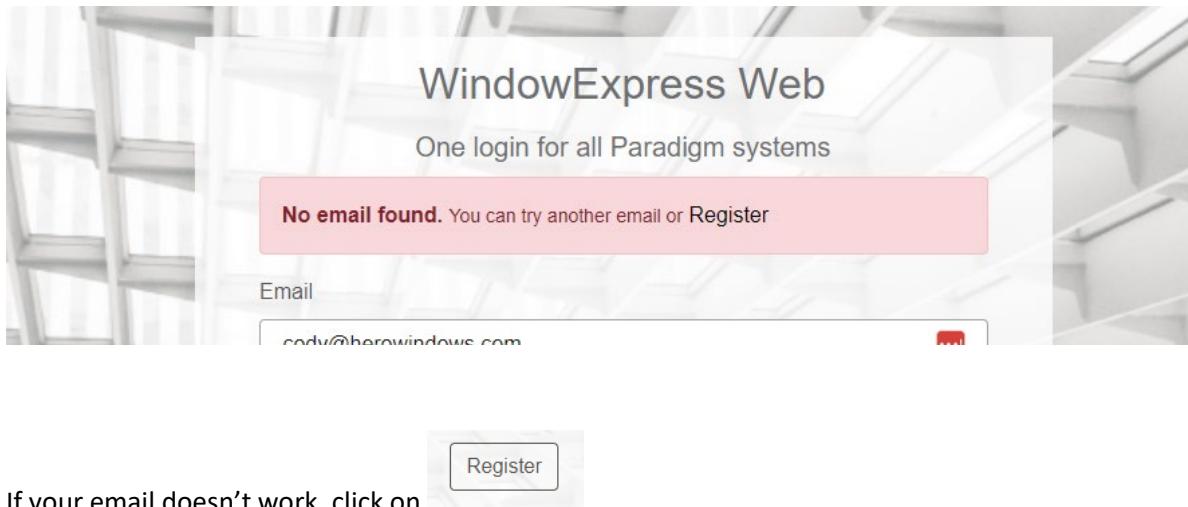


Login Error



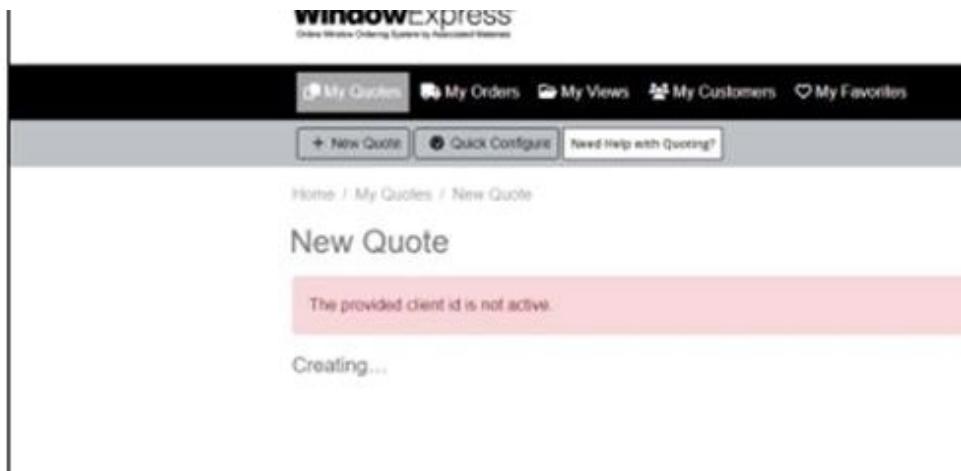
If your email doesn't work, click on [Register](#).

If that does not work, contact your Sales or Customer Service Representative for more details. Most likely there is a misspelling or lack of properly registering.

If they can not log in, check if their email works in WE Web. If it does not, they need to create an account or follow the registration process.

General Email CSDirectTeam@associatedmaterials.com

The provided client is not active? How do we fix this?



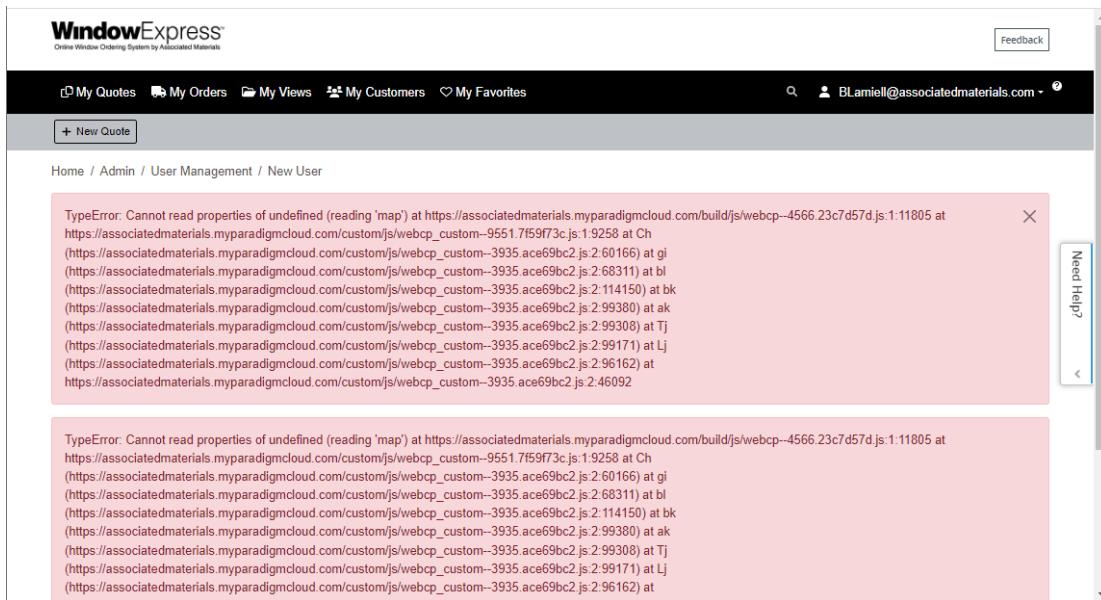
If you see that message..

- Close your browser and reopen it.
- If that doesn't work, clear your cache and close your browser than reopen it.
- If that doesn't work, restart your computer.
- Check your internet and network connections

If that does not work, contact you Sales or Customer Service Representative.

Read Error

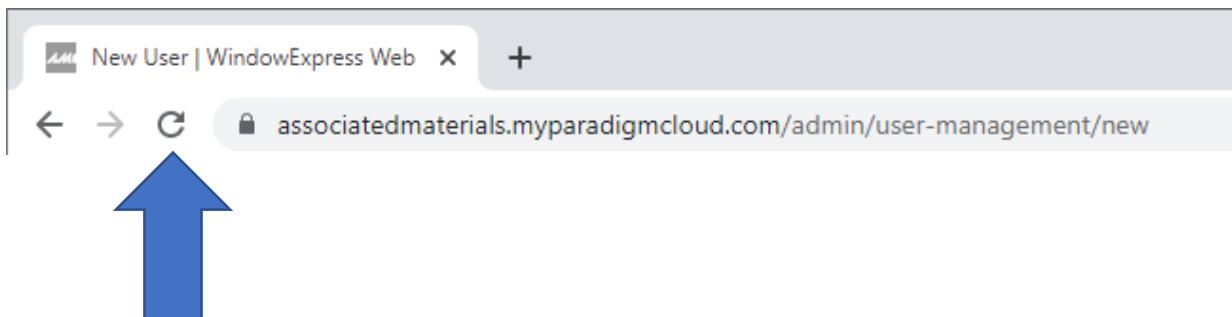
Error messages that appear in pink boxes, what do you do?



TypeError: Cannot read properties of undefined (reading 'map') at https://associatedmaterials.myparadigmcloud.com/buildjs/webcp-4566.23c7d57d.js:1:11805 at https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-9551.7f59f73c.js:1:9258 at Ch (https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-3935.ace69bc2.js:2:60166) at gi (https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-3935.ace69bc2.js:2:68311) at bl (https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-3935.ace69bc2.js:2:114150) at bk (https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-3935.ace69bc2.js:2:99380) at ak (https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-3935.ace69bc2.js:2:99308) at Tj (https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-3935.ace69bc2.js:2:99171) at Lj (https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-3935.ace69bc2.js:2:96162) at https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-3935.ace69bc2.js:2:46092

TypeError: Cannot read properties of undefined (reading 'map') at https://associatedmaterials.myparadigmcloud.com/buildjs/webcp-4566.23c7d57d.js:1:11805 at https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-9551.7f59f73c.js:1:9258 at Ch (https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-3935.ace69bc2.js:2:60166) at gi (https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-3935.ace69bc2.js:2:68311) at bl (https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-3935.ace69bc2.js:2:114150) at bk (https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-3935.ace69bc2.js:2:99380) at ak (https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-3935.ace69bc2.js:2:99308) at Tj (https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-3935.ace69bc2.js:2:99171) at Lj (https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-3935.ace69bc2.js:2:96162) at https://associatedmaterials.myparadigmcloud.com/custom/js/webcp_custom-3935.ace69bc2.js:2:46092

In Chrome select refresh (See image below)



If you are using Edge  , press the F5 key on your keyboard.

