

## Members Only FAQs

### Q: What is the new Members Only portal?

A: The new Members Only portal is an online area where TLA customers, members and non-members can purchase products, register for events, join or renew membership, update their profile info and more. It's more user-friendly and streamlined than the membership area we had with our old system.

### Q: Why did TLA move to a new Members Only portal?

A: The new portal gives our members and other customers one place where they can more efficiently manage all their TLA -related business. There is a single sign-on for Members Only and TLA Engage, our online community, so current TLA members will be able to access both with the same username and password.

### Q: How do I log in to my Members Only account for the first time?

If you have not logged into your Members Only or TLA Engage account since we introduced the new system, you will need to create a new password. Your Members Only and TLA Engage password will now be the same login information, so you will only need to do this once.

1. To create a new password for your Members Only account, click on the button on [txla.org](https://txla.org) that says "Members Only" or go directly to <https://member.txla.org> to get to this login screen.

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## Welcome

Please log in or create an account to continue.

If this is your first time logging into our new "TLA Members Only" area, please enter your TLA primary email address and then click "Forgot Password" to create a new password. All members will need to create a new password for this system.

**Log In**

Email

Password

Log In

[Forgot your password?](#)

[Don't have an account?](#)

2. Type in your primary email address associated with your TLA account. If you have ever done business with TLA, you likely already have an account set up under that email address.

3. Click the link that says, **“Forgot your password”**. This will send a password reset email to the email address you provided. The password reset email will come from [tla@txla.org](mailto:tla@txla.org). Please ensure that you have this email address whitelisted with your institution or email provider.
4. Check your email, click on the reset my password link and create your new password.

You have now updated your login credentials for Members Only and TLA Engage.

When you go to <https://engage.txla.org/home> and click “Sign-in”, you will be auto-directed to the login screen, where you will use your Members Only login credentials you just created.

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**Log In**

Email

Password

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If you have any trouble resetting your password, please call the TLA office or email [tla@txla.org](mailto:tla@txla.org).

**Q: I get an error message when I try to sign into TLA Engage.**

TLA Members Only and TLA Engage use a single sign on. If you have not reset your password for the new Members Only, see directions above. If you have created a new password for members only, login to TLA Engage with that new password.

**Q: How do I register for an event?**

1. Login to your Members Only account (see above).
2. Click “Event Registration” at the top of your Members Only profile.
3. Find the event, click “View”, and then Register and pay online.

**Q: My information is out of date or incorrect on my profile. How do I fix this?**

1. Log in into your account with your primary email address and password.

2. From the My Profile page, click on “edit my profile” in the left navigation.
3. Make your edits and then save.

If you need to update the primary email address on your profile, please call the TLA Office at 512-328-1518 or [email us](#) with the requested change.

**Q: Where is the online membership directory?**

All current members are listed in TLA Engage “All Members” Community.