



## Armature FAQ & Troubleshooting

### I haven't received login information

- If you do not see a notification from Armature in your inbox (or spam folder), please email [eeqcert@theqacommons.org](mailto:eeqcert@theqacommons.org). She will reset your password.

### I have my username and password, but I can't remember the site

- Go to <https://qacommons.armaturecorp.net>

### I've logged in, but the program is continually "hanging"

- Please email [eeqcert@theqacommons.org](mailto:eeqcert@theqacommons.org). There is likely an easy fix we can execute.

### I've logged in, but don't see my Instrument (ESA or EEQ CERT submission).

- Go to the upper right hand corner and click the circle with your initials.  
Then click "Change my Persona."  
Then click "Organization Representative."

### I hit "submit," but I have something else to add

- Please email [eeqcert@theqacommons.org](mailto:eeqcert@theqacommons.org). We will "un-submit" for you.

### AND REMEMBER...

- **Make sure to always hit SAVE before leaving a page or hitting "next." If you do not, your information will be lost!!!**