

Competition Suite Troubleshooting Steps for OrlandoFest

1. Check Your Email

- a. You should have received an email from CompetitionSuite with access details.
- b. Look in your inbox (including spam/junk folders) for an email sent to the **exact email address you provided** in the CompetitionSuite section of the Music Selection Form.
 - i. **Important:** Your scores and recordings are linked **only** to this email address. You must use this email to access your materials.
 - ii. **For example,** *If you provided your personal email on the form but are trying to log in with your school email, your scores and recordings will not appear.*

2. Set Up or Log In to Your Account

- a. If you **do not have** a CompetitionSuite account, go to <https://competitionsuite.com> and click “**Sign Up (It’s Free)**” to create one.
- b. If you **already have** an account, visit the same link and click “**Login**” in the upper right corner.
- c. **Be sure to use the same email address** you provided in the Music Selection Form.

3. Access Your Scores and Recordings

- a. Your event materials are linked **only** to the email address submitted on the form. If you log in with a different email, your scores and recordings will not appear.

4. After the Event

- a. If you are accessing this after the day of the event, you may need to click on “**Past Events**” to find your OrlandoFest performance information.

5. Need Help?

- a. If you haven’t received the email or need assistance, please contact Aaron Stone at aaron@orlandofest.com.