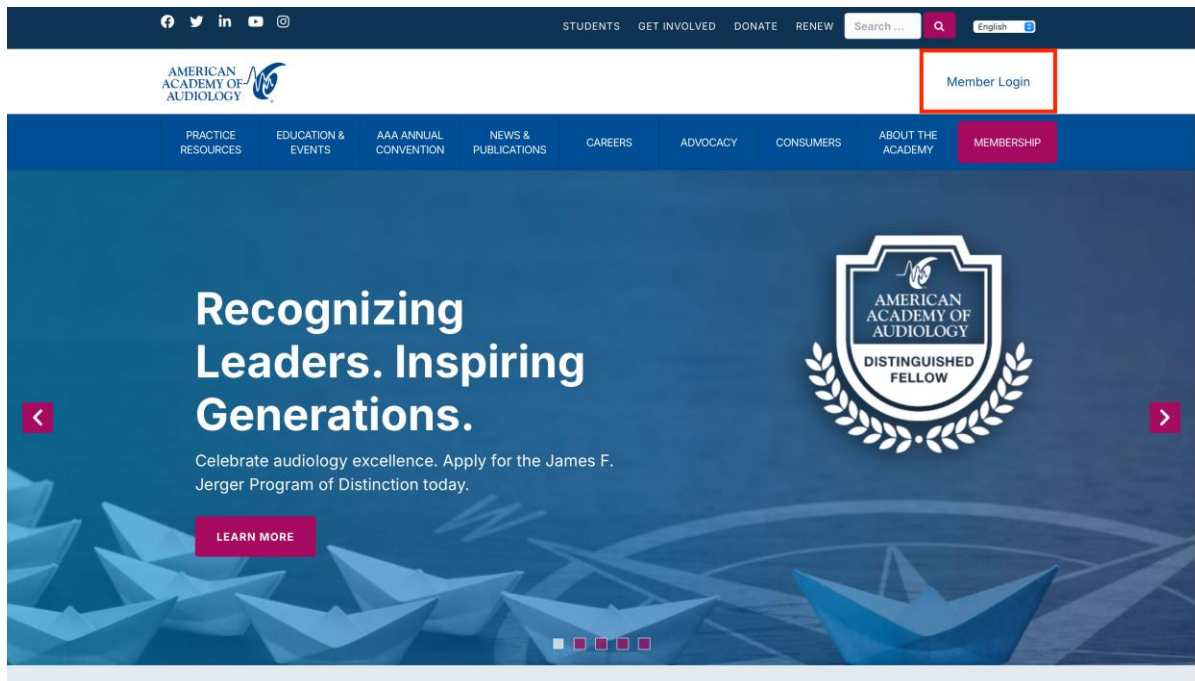


JAAA – Troubleshooting Guide for Accessing Articles

To ensure full access to JAAA articles, please follow the steps below. These instructions are intended for **active members** of the American Academy of Audiology.

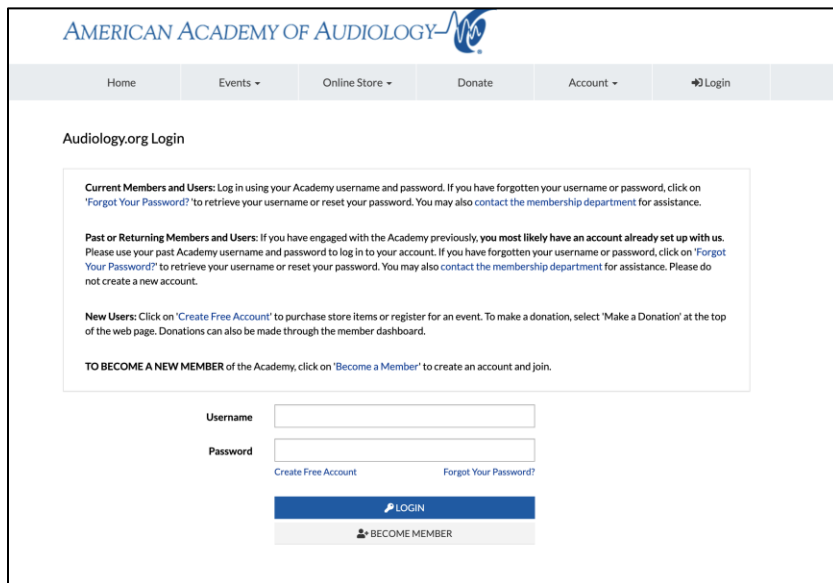
Step 1: Log in Through the Member Portal

1. Visit www.audiology.org.
2. Click the “**Member Login**” button located at the top right corner of the page.



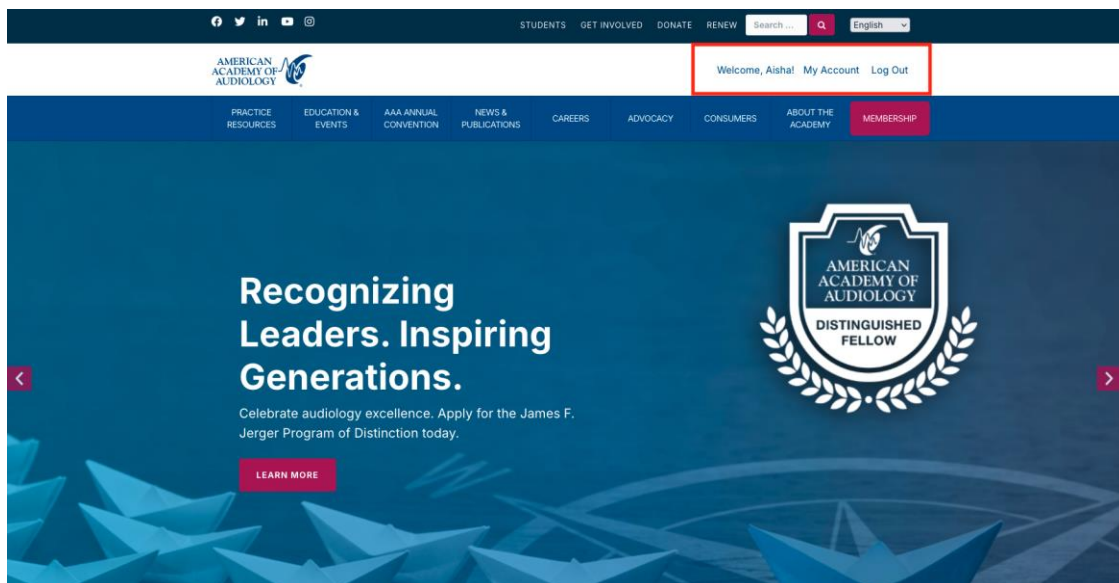
Step 2: Sign in

Use your American Academy of Audiology login credentials to [sign into your account](#). If you need help logging in, please email membership@audiology.org, or call 800-222-2336, option 3, for further assistance.



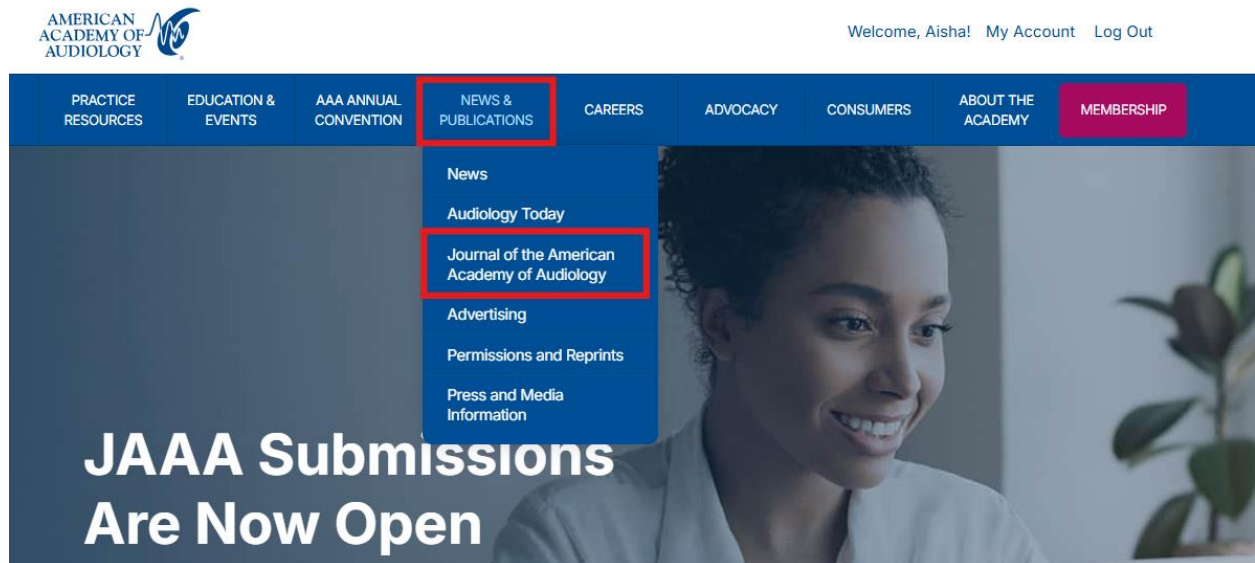
The screenshot shows the Audiology.org Login page. At the top is the American Academy of Audiology logo and a navigation bar with links: Home, Events, Online Store, Donate, Account, and Login. Below the navigation bar is the 'Audiology.org Login' section. It contains three paragraphs of instructions for current members, past/returning members, and new users. Below the text are input fields for 'Username' and 'Password'. There are links for 'Create Free Account' and 'Forgot Your Password?'. A blue 'LOGIN' button is present, along with a 'BECOME MEMBER' button.

Once you're logged in, **please confirm** that your name appears in the upper right corner of the screen –as shown in the screenshot below. This indicates your account is properly recognized and allows full access to the articles.

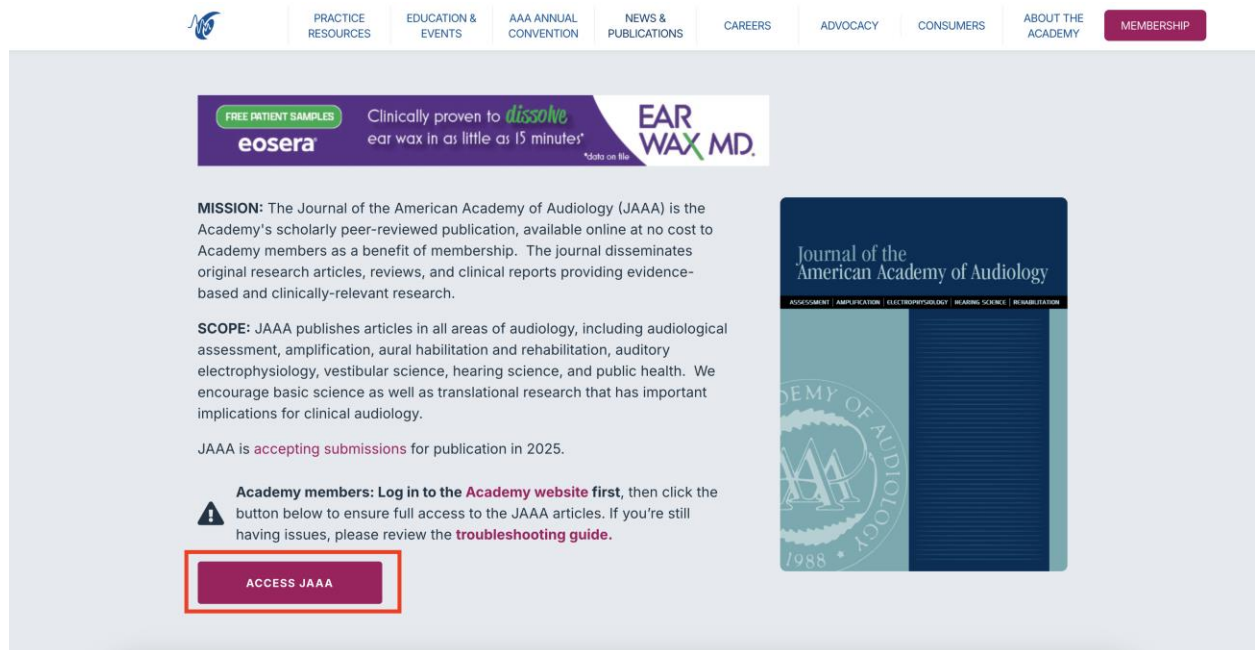


Step 3: Accessing JAAA Content

To access JAAA content, hover over the “**News and Publications**” tab on the Academy’s homepage and click “**Journal of the American Academy of Audiology**”.



Then click, “**Access JAAA**” to navigate to the JAAA website.



Once you are logged in to the JAAA website, you should see a message in the top right corner saying: “**You are signed in as American Academy of Audiology.**” This confirms that you've successfully signed in and have access to Academy-only journal content.

If you do not see this, please refer to the troubleshooting tips on page 5 of this document.

The screenshot shows the Ingenta Connect homepage for the Journal of the American Academy of Audiology. The header includes the Ingenta Connect logo, navigation links (About, Contact, Help, Cart, and social media icons), and a search bar. The main content area features the journal's title, ISSN 1050-0545 (Print), and a link to the publication homepage. A sidebar on the right contains a registration box for the American Academy of Audiology, a list of tools (Activate personal subscription, Receive new issue alert, RSS for latest issue, RSS for recent issues, Linking options, Accessibility), a language selector, and a share content section. The main content area also includes a description of the journal, the publisher's name (American Academy of Audiology), and a list of issues and fast track articles.

Step 4: Download Articles

On the JAAA website, select the article you would like to view and click the **“Download”** button to access the full content.

The screenshot shows the Ingenta Connect article page for the article 'Hearing-Health Care Accessibility and the Promise and Limitations of Remote Hearing Assessment Apps'. The header includes the Ingenta Connect logo, navigation links, and a search bar. The main content area features the article title, author (Piker, Erin G.), source (Journal of the American Academy of Audiology, Volume 36, Number 2, 1 March 2025, pp. 67-67(1)), publisher (American Academy of Audiology), and DOI (https://doi.org/10.3766/jaaa.250502). A sidebar on the right contains a registration box for the American Academy of Audiology, a list of tools (Activate personal subscription, Reference exports, Linking options, Receive new issue alert, Latest TOC RSS Feed, Recent Issues RSS Feed, Accessibility), a language selector, and a share content section. The main content area also includes a 'Download Article' section with buttons for 'Download (HTML 6.2 kb)' and 'Download (PDF 26 kb)'. The article content area shows the abstract, which is currently empty.

Troubleshooting Tips

If you are experiencing issues accessing content, try the following:

1. Clear Your Browser's Cache and Cookies

Sometimes, stored data can interfere with login sessions. Clearing your cache may resolve this issue.

- [Clear Cache in Google Chrome](#)
- [Clear Cache in Safari](#)

2. Use an Incognito or Private Browsing Window

This mode disables browser extensions and cached login data, which can interfere with access.

- [Use Incognito Mode in Chrome](#)
- [Use Private Browsing in Safari](#)

PLEASE NOTE: If you have an Ingenta account used for accessing other journals, please **sign out of that account first** before attempting to view content from the *Journal of the American Academy of Audiology (JAAA)*. Credentials associated with other journal subscriptions will **not** grant access to JAAA articles. **Only** the login credentials provided through your Academy membership will work for this specific journal.

Alternatively, you may be able to access JAAA through your university's subscription with their login credentials. To do so, **please confirm that your university is actively subscribed to the Academy's content**. If your university is not actively subscribed, we recommend contacting your department head to request a subscription. For assistance in subscribing your institution, please reach out to Ingenta's support team at help@ingentaconnect.com.

If you continue to experience issues after following these steps, please contact the Membership Department at membership@audiology.org or call **(800)-222-2336, option 3**, for further assistance.