

From: Michael Laham <mlandel2012@aol.com>
To: ctoinfo <ctoinfo@loc.gov>
Subject: Re: Other TG #59075
Date: Tue, Mar 22, 2016 1:53 pm

To CTO

I already tried this it did not work.

So I did my own work around.

If you like I will try your instructions below using firefox and see what happens as believe me I would like to just be able to enter my old account. with all my old data in it

From Mrs. Laham

-----Original Message-----

From: ctoinfo <ctoinfo@loc.gov>
To: 'Michael Laham' <mlandel2012@aol.com>
Cc: ctoinfo <ctoinfo@loc.gov>
Sent: Tue, Mar 22, 2016 1:45 pm
Subject: RE: Other TG #59075

Ms. Laham,

Please read the information below for logging into your eCO account. No further action is needed.

Please login to eCO www.copyright.gov and enter user ID: BWYGCB. Click forgot/reset password on the login screen and enter your information below to retrieve a new system generated password (if needed). We do not store passwords in our eCO system. If you need additional assistance contact our office @ 202-707-3002.

First name: Elana
Last name: Laham
email: mlandel2012@aol.com
Challenge answer: SEEHEARSMELLTASTETOUCH

Regards,

CTO

From: Michael Laham [<mailto:mlandel2012@aol.com>]
Sent: Tuesday, March 22, 2016 7:38 AM
To: ctoinfo
Subject: Re: Other TG #59075

To CTO:

Thank you for your prompt reply to my inquiry.

I figured out how to resolve the issue.

I entered in as a new user with a new user ID, password, and security question.

I believe the difficulty your eco website was having, not being able to recognise me under my old password, was that it did not have my updated physical address. So when I tried to get in under my old eco account it did not know my new IP address so it did not know I was me.

Safari for Mac users is not compatible?! No one told me! Are you sure as I now have a new eco account?

From Mrs. Laham

-----Original Message-----

From: ctoinfo <ctoinfo@loc.gov>

To: 'Michael Laham' <mmandel2012@aol.com>

Cc: ctoinfo <ctoinfo@loc.gov>

Sent: Tue, Mar 22, 2016 12:07 pm

Subject: RE: Other TG #59075

Mr. Laham,

Please use a PC with: Internet Explorer browser or Firefox browser. Please do not use (IPAD, Google, Google Chrome, Bing, AOL, MSN, Yahoo) etc.

Mac users: Google Chrome and Safari are not compatible browser(s) with our website and need to download the Firefox Browser at (www.mozilla.com)!

The information below is incorrect information the developers are working on getting removed from our website. This does not mean someone else has your password. Create a new temporary password and proceed to login to eCO. If you need additional assistance contact our office @ 202-707-3002.

Regards,

CTO

From: Michael Laham [<mailto:mmandel2012@aol.com>]

Sent: Tuesday, March 22, 2016 3:46 AM

To: ctoinfo

Subject: Re: Other TG #59075

To CTO:

I followed your instructions below.

But when I tried to re-enter my old password, again, it said it belongs to someone else!

So if I want/need to log into my account do I have to make a brand **new** password along with **new** security questions?

I do not know what you mean by "We do not store passwords in our eCO system" as apparently it does as it is telling me someone else owns my password and evidently if it didn't no one can use their passwords to get into their eco

accounts.

From Elana Laham

-----Original Message-----

From: ctinfo <ctinfo@loc.gov>
To: 'mlandel2012@aol.com' <mlandel2012@aol.com>
Cc: ctinfo <ctinfo@loc.gov>
Sent: Mon, Mar 21, 2016 5:07 pm
Subject: RE: Other TG #59075

Ms. Laham,

Please login to eCO www.copyright.gov and enter user ID: BWYGCB. Click forgot/reset password on the login screen and enter your information below to retrieve a new system generated password (if needed). We do not store passwords in our eCO system. If you need additional assistance contact our office @ 202-707-3002.

First name: Elana
Last name: Laham
email: mlandel2012@aol.com
Challenge answer: SEEHEARSMELLTASTETOUCH

Regards,

CTO

From: mlandel2012@aol.com [<mailto:mlandel2012@aol.com>]
Sent: Saturday, March 19, 2016 7:48 AM
To: Copyright Information
Subject: Other

General Questions Form

Category: Other
Name: Elana Laham
Email: mlandel2012@aol.com

Question: Why is your website not acknowledging my password? It says it is being used by someone else! I am that someone else. I have had this password since 2013.