

- **I don't have a subscription to *Mslexia*, can I become a member?**  
Mslexia Max membership is only available to subscribers of *Mslexia* magazine. If you want to subscribe to the magazine and become a Mslexia Max member [click here](#).
- **I am a digital subscriber, can I upgrade to Mslexia Max?**  
You can! Subscribers to our digital edition are welcome to upgrade their subscription to include Mslexia Max. But please note, if your digital subscription lapses, your Mslexia Max account will be suspended.
- **I already have a Mslexia online account, how do I become a member?**  
Simply log in as usual with your username and password, then add 'Mslexia Max' to your basket and check out. Once the order has been processed, 'Mslexia Max' will appear on the right-hand side of the menu bar at the top of the page, next to 'Contact' and below the issue number.
- **I don't have a Mslexia online account, how do I become a member?**  
Put 'Mslexia Max' into your basket, then tick the 'Create an Account' box at the Checkout, where you'll be prompted to create a username and password. Once your order has completed, 'Mslexia Max' will appear on the right-hand side of the menu bar at the top of the page, next to 'Contact' and below the issue number.
- **I do have an online account, but I've forgotten my password and/or username. How can I log in?**  
If you've forgotten your password, click [here \(mslexia.co.uk/my-account\)](http://mslexia.co.uk/my-account) to reset it (just choose 'Lost your password?') before purchasing your Mslexia Max membership upgrade. If you've forgotten your username, or the email address you used, please contact us by email at [postbag@mslexia.co.uk](mailto:postbag@mslexia.co.uk) or by phone on 0191 204 8860.
- **I am a long-time subscriber to *Mslexia*, does this mean I have an online account?**  
No. Unless you have previously created an account through our website (in order to enter a competition, for example, or to purchase a Diary), you won't have one. You can either sign up for an account [here \(mslexia.co.uk/my-account\)](http://mslexia.co.uk/my-account) or tick the 'Create an Account' box at Checkout when you are buying your Mslexia Max membership.
- **My online account says I don't have an active subscription, but I do subscribe to *Mslexia*...**  
Our website doesn't link to our subscriber's database, so unless you have purchased a subscription via our website and created an account during that process, it won't recognise you as an active subscriber. But don't worry, this has no effect on your Mslexia subscription or your Mslexia Max upgrade!
- **I've upgraded to Mslexia Max and am logged into my account, but Mslexia Max isn't showing in the menu bar.**  
First check that the browser you're using is the latest version, as it could be a compatibility problem. If that doesn't work, try logging in via a different browser, i.e. Chrome, Safari, Firefox. If you're still unable to view Mslexia Max in the menu bar, login to your account and then follow this direct link to the [Mslexia Max homepage \(mslexia.co.uk/members-area\)](http://mslexia.co.uk/members-area).



If you have any questions not addressed here, please email [postbag@mslexia.co.uk](mailto:postbag@mslexia.co.uk) or call the office on **0191 204 8860**.