Need Help? Try looking below or submit a ticket using your "Get Help" in your user menu.

Please select one of the following:

Not Getting emails from ACTHA?   To get your username:

1. On the ACTHA website Clicking "Log In"
2. Click on "Forgot your username?" under "Log In"
3. Enter in your email address
4. Click "Submit"
5. Follow direction on the screen and email that is sent to your email.

I click "Submit" and nothing happens – Your email is not correct, check it and click "Submit" again It tells me "Your username reminder failed because a User with the specified e-mail address could not be found.." – Contact support (support@actha.us)   **To get your password:**

1. On the ACTHA website Clicking "Log In"
2. Click on "Forgot your password?" under "Log In"
3. Enter in your email address
4. Click "Submit"
5. Follow direction on the screen and email that is sent to your email.
6. Open email sent by ACTHA copy token (ensure you do not copy spaces or other text along with the token)
7. Click "Submit"
8. Enter in your new password then enter it again in "verify password" (Do not cut and paste passwords)
9. Click "Submit"
10. Now login using your username and password.

I click "Submit" and nothing happens – Your email is not correct, check it and click "Submit" again It tells me "Your username reminder failed because a User with the specified e-mail address could not be found.." – Contact support (support@actha.us)   **Remove yourself from a ride:**

1. Log on to the site by clicking "Log In" and entering your username and password then click "Log In" again
2. Click on "My Rides" under your User Menu
3. Click on the ride you wish to be removed from under the "Upcoming Rides" section
4. Click on the ▯ rider and horse you would like to remove. *If you do not see the ▯ (Delete) icon you have signed up under a special you will need to email support to be removed from this ride.(support@actha.us)*
5. Verify the information is correct then click "Confirm Cancellation"

Change divisions or other information for a ride:

1. Log on to the site by clicking "Log In" and entering your username and password then click "Log In" again
2. Click on "My Rides" under your User Menu

3. Click on the ride you wish edit under the "Upcoming Rides" section

4. Click on the ☒ *(Edit) icon you have signed up under a special you will need to email support to edit information* next to the rider and horse you would like to remove. *If you do not see the* ☒ *on this ride.(support@actha.us)*

5. Update your information and/or division then once information is correct then click "Update signup ride information"

Update Credit Card / Billing Information:
1. Log on to the site by clicking "Log In" and entering your username and password then click "Log In" again
2. Click on "Accounting" under your User Menu this will take you to a secure connection
3. Click "Update Billing Information"

4. Update your information. *If you want to update your credit card number click the* ☒ *(Edit) next to Credit Card Number field*

5. Click "Submit"

Add Rider:
1. Log on to the site by clicking "Log In" and entering your username and password then click "Log In" again
2. Click on "My Riders" under your User Menu
3. Click "Register New Rider" at the bottom of the list
4. If "You have reached you maximum allowed registered riders." You must add additional riders options on your account:
   1. Click on "Membership" under your User Menu
   2. Click on "Additional Family Members / Horses"
   3. Select how many riders you will be adding
   4. Click "Save Changes"

5. Click on "My Riders" under your User Menu
6. Click "Register New Rider" at the bottom of the list
7. Fill in your information then click "Register Rider"

Add Horse:
1. Log on to the site by clicking "Log In" and entering your username and password then click "Log In" again
2. Click on "My Horse" under your User Menu
3. Click "Register New Horse" at the bottom of the list
4. If "You have reached you maximum allowed registered horse." You must add additional horse options on your account:
   1. Click on "Membership" under your User Menu
   2. Click on "Additional Family Members / Horses"
   3. Select how many horses you will be adding
   4. Click "Save Changes"

5. Click on "My Horses" under your User Menu

6. Click "Register New Horse" at the bottom of the list
7. Fill in your information then click "Save Changes"

Update Rider information:

1. Log on to the site by clicking "Log In" and entering your username and password then click "Log In" again
2. Click on "My Riders" under your User Menu
3. Click the (Edit) next to the rider you wish to edit.
4. Update your information then click "Save Changes"

Update Horse information:

Due to the registration and certificate process for all ACTHA horses. You must email the following information to support:
1. Horse Name
2. Breed
3. Color
4. Sex (Mare, Gelding, or Stallion)
5. Year of birth
6. State Horse Resides