

Error Messages Revisions

Hey Isaac - I left the originals in for comparison. I prefer to write error message explaining the *basic* problem and how to fix it, but without saying YOU too many times. It's demoralizing to constantly hear that you're the problem hahaha - I also don't think we need to explain everything to the user, if it won't help them remedy the error.

I've condensed the error messages for several items below into one message – if the result of the problem is the same, the user can't change the situation (locked for security purposes), and the remedy is the same, the error message should be the same.

- **Original:** Your password is case-sensitive and must be 6-12 characters. ([what is this instructing?](#) [Did they enter their password incorrectly...?](#) [How is this an error?](#))

Revised: Tip: passwords are case-sensitive and 6-12 characters long.

- **Original:** You have **entered an invalid password**. Passwords are case sensitive, which means that ABC123 is not the same as abc123. If you do not remember your password, click the Forgot/Need Your Password link below.

Revised: This AAdvantage number and password don't match the one we have on file. Try again?

- **Original:** You have **exceeded the password attempt** limit for login. Please submit your name and AAdvantage number for verification so we can help you reset your password.

Revised: The password has been entered incorrectly too many times. To reset your account, enter your name and AAdvantage number.

- **Original:** You have **entered an invalid challenge response**. Your answer is case sensitive, meaning 'response' is not the same as 'RESPONSE' or 'Response'.

Revised: The answer to your security question doesn't match the one we have on file. Tip: answers are case-sensitive.

- **Original:** You have reached the **maximum number of attempts to gain access** to your account. For security purposes, access to your account has been blocked. Please contact AA.com Web Services for assistance.

Revised: There have been too many tries to log in to your account. Call 1-111-111-1111 to have us reset your account.

- **Original:** You have **exceeded the temporary password attempt limit** and access to your account has been blocked for security purposes. Please contact AA.com Web Services for assistance.

Revised: There have been too many tries to log in to your account. [Contact AA.com Web Services](#) for assistance.

- **Original:** **Access to your account is blocked** for security purposes. Click [Need a Password](#) to reset your account and receive a new temporary password via Email.

Revised: Your account is locked for security purposes. Click [Forgot Password](#) to reset your account.

- **Original:** Your previous session has expired. Please login again.

Revised: Your login has expired. Please log in again.

- **Original:** Please enter a valid login to continue or contact [AAAdvantage Customer Service](#).

Revised: This page requires an [AAAdvantage](#) login. Please log in to continue, or [contact AAAdvantage Customer Service](#) at 1-111-111-1111.

- **Original:** We have locked access to your account for security purposes. Please click the [Forgot/Need Password](#) link below, or contact [AA.com Web Services](#) for assistance.

Revised: Your account has been locked for security purposes. Click [Forgot Password](#) to have your password reset.

- **Original:** You have **exceeded the password attempt limit** and this account is now locked. Click the "[Forgot Your Password](#)" link below to answer your challenge question and reset your password.

Revised: Your account has been locked for security purposes. Click [Forgot Password](#) to have your password reset.

- **Original:** You have **exceeded the password attempt limit** and access to your account has been blocked. Click the [Forgot/Need Password](#) link below to reset your account and receive a new temporary password via email.

Revised: Your account has been locked for security purposes. Click [Forgot Password](#) to have your password reset.

- **Original:** The Promotion Code entered requires Login. Please click [Promotion Code Rules](#) to view details.

Revised: This promotion code requires an [AAAdvantage](#) login. Please log in to continue, or click [Promotion Code Rules](#) for details.

- **Original:** Please login using your AAdvantage Number.

Revised: This page requires an AAdvantage login. Please log in to continue, or contact AAdvantage Customer Service at 1-111-111-1111.

- **Original:** We did not recognize your login. Please try again or select Login Help FAQs.

Revised: This login doesn't match the one we have on file. Try again, or view the Login Help FAQs.