

# Cold is Cool Passport Frequently Asked Questions

## **I forgot my password, how can I reset?**

Please follow this link to reset your

password: <https://msia.winterkids.org/membership/password/new>

You'll receive an email with a link to create a new password. Please create a password that is unique and that you can remember.

## **I'm in the app, trying to redeem an offer but it won't let me. It says I have to "Upgrade" my membership, but I've already paid and we've been approved.**

This is our most common issue, and we apologize for the inconvenience! Please log out of the app, click off of it and then log back in.

## **How do I redeem an offer in the App?**

[Check out this link for step-by-step instructions.](#)

## **Help! I made a mistake with my information**

Please contact MSIA staff at [coldiscool@winterkids.org](mailto:coldiscool@winterkids.org) and let us know what error was made. Please allow us 24 hours to reply to your email.

## **How do I log into the Cold is Cool App?**

After downloading the WinterKids App, select 'Cold is Cool' for Michigan. You can click the 'sign in' tab on the top right of the App, or you can click any offer and click the 'sign in to continue' tab. Enter the email and password you used when creating your membership. [Check out this link for step-by-step instructions.](#)

## **I didn't receive my welcome email.**

First, please check your spam or junk folder. The emails come from [coldiscool@winterkids.org](mailto:coldiscool@winterkids.org). You can mark the email as 'important,' 'star' or 'VIP' so you will receive emails from that address in the future.

You can also [click this link for a copy of the information that was sent in the welcome email.](#)

## **How do I download the App?**

You can search for the WinterKids App in the Apple or Google Play stores or follow one of the following links

- Apple: [WinterKids on the App Store \(apple.com\)](#)
- Google: [WinterKids on the Google Play store](#)

## **I redeemed an offer in error.**

Please contact a MSIA staff member at [coldiscool@winterkids.org](mailto:coldiscool@winterkids.org). Provide the name of the child, name of the offer and date redeemed.

## **We have two eligible kids. How do I include them both in our Cold is Cool Passport account?**

When you sign up initially, there is a dropdown bar to add and pay for a second child. If you neglected to do this, please contact an MSIA staff member at [coldiscool@winterkids.org](mailto:coldiscool@winterkids.org). We can add the child and take credit card information over the phone.