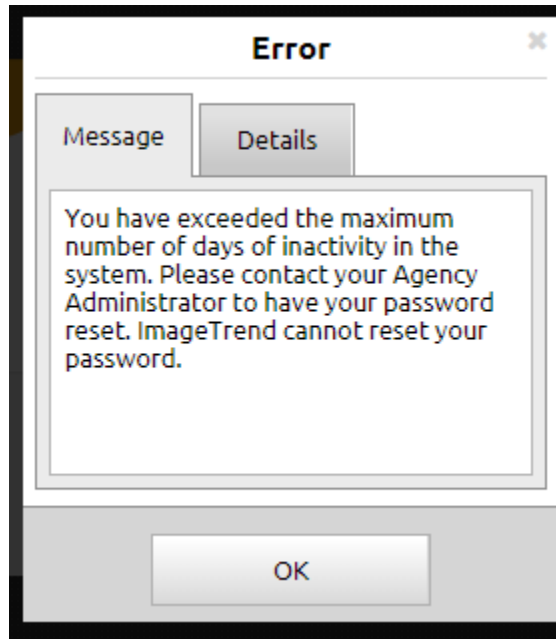


RE-SETTING ELITE USER LOGIN ACCESS

If a user has tried too many times to login or has been inactive for too long they will see this message and will not be able to login:



Go into USERS and pull up their account and look for the Login Status. If this is the problem, it will indicate, "No".

Last Name ^	First Name	Agency	Staff Member	Permission Group	Show In Run Form	Agency Status	Login Access	System Status	Last Login
Resque	Ricky	Demo Agency	Yes	Provider	EMS	Active	No	Active	01/18/2017 17:58

Click on their name to open their account information.

Click on the ACCOUNT DETAILS tab

Ricky Resque

Demographics | Certifications | Employment | **Account Details** | Per

User ID: RResque

Password Requirements: Minimum password length of 6 characters. Password cannot be the same as the username.

Password: Verify:

Password: Require Reset

Permission Group: Provider

Email Notification of All Login Access Inactivations **i**: Active Inactive

Agency Status **i**: Active Inactive

System Status **i**: Active Inactive

Login Access **i**: Yes No

Last Login

User Agencies **i**: User Agencies

Merge Other Users Into This User **i**: Merge Users

Change the Login Status from NO to YES

Ricky Resque

Demographics | Certifications | Employment | **Account Details** | Per

User ID: RResque

Password Requirements: Minimum password length of 6 characters. Password cannot be the same as the username.

Password: Verify:

Password: Require Reset

Permission Group: Provider

Email Notification of All Login Access Inactivations **i**: Active Inactive

Agency Status **i**: Active Inactive

System Status **i**: Active Inactive

Login Access **i**: Yes

Last Login

User Agencies **i**: User Agencies

Merge Other Users Into This User **i**: Merge Users

It should now look like this: