Accessing Your Accounts and How They Are Linked

As you know, your WARDS Elite account is linked to your E-Licensing account. You are able to access your E-Licensing account from the E-Licensing Login Page. On this page there is also a link that will allow you to reset your password for this account.

Similarly, you are able to access your WARDS Elite account from the WARDS Elite Login Page. It too has a link that will allow you to reset your password for this account.

While the intent was to have both accounts linked together, you can probably realize from the previous paragraphs that if you recover your WARDS Elite password, you could end up with two accounts with two different passwords.

If you do reset your password from the WARDS Elite login page, you must be sure to login to your WARDS Elite account with the new password. Upon logging into WARDS Elite, the two programs sync with each other and link both programs with the same password.

Keep in mind that if you do make a change to your password you will also need to use this new password to enter E-Licensing, because the change will be synced between the two programs, linking them together.

Another method is provided to access your WARDS Elite account: after logging into your E-Licensing account, you will see a panel like the one below. (The difference is that it will have your service(s) noted instead of the test service accounts noted here.)

This tile lets you access both programs from a single login. By only using this method, any password recovery would be done through E-Licensing. Then after logging into your E-Licensing account and using the above link to go into your WARDS Elite account (just like above), the two programs will sync with each other and link both programs with the same password.

Recommendation: Using this method to access your account in both E-Licensing and WARDS Elite should reduce the confusion of recovering your password and eliminate the possibility of creating two different passwords.

Locked Accounts

There is one other WARDS Elite account access issue that has arisen recently. WARDS Elite was initially set up over two years ago. At that time everyone with an account in E-Licensing was synced to WARDS Elite, and that created those linked accounts in WARDS Elite. If you have not accessed your WARDS Elite account since it was created, your account most likely has been locked.

Accounts are locked if they had not been accessed in 365 days or after the wrong Username or Password had been used to login to the account up to 12 times. If this happens to you, please contact your Service Director. They have the permissions needed to access a staff member's account and reset their *Login Access*, if needed.