Correcting Locked Login Access

Service Directors can turn a member's Login Access back on if they got locked out. This can occur if they have not accessed their account for an extended period of time OR they exceeded the number of attempts to access their account using the wrong Username or Password.



Once in your account under the Service Name tab click on Users.

That will bring up the service roster. If the *Login Access* column states "*No*" their account will be locked out. To correct this first *Click* on their *First or Last Name* to go into their account.

MAGETREND	ImageTrend Testing	Incidents	 Resources - 	Tools~ Communit	y~					Inbox Fr
	Users Search								Last Name or First N	Jame Go
	Permission Group Permission Grou Agence			gency Status Active	cy Status Active Inactive Both Show in EMS Run Fi			Form Yes No Both		
									1 - 11	of 11 < >
	Last Name 🔺	First Name	Position	Staff Member	Permission Group	how In Run Form	Agency Status	Login Access	System Status	Last Login
	2018 App	test		Yes	WARDS Contact	EMS	Active	Yes	Active	11/06/2017 07:42
	APPLICANT	FAP		Yes	Provider	No	Active	No	Active	
	Director	Medical		Yes	Medical Director	EM5	Active	Yes	Active	03/10/2018 11:04
	Director	Service		Yes	Service Director	EMS	Active	Yes	Active	04/20/2018 13:23
	Flintstone	Fred		Yes	Service Director	EMS	Active	Yes	Active	05/01/2018 11:54
	Provider	EMS		Yes	Provider	EMS	Active	Yes	Active	05/01/2018 11:16
	Test	Charlie123	2	Yes	CQI Member	EMS	Active	No	Active	08/21/2015 07:42
	Test	John		Yes	Service Director	EMS	Active	Yes	Active	04/27/2018 14:53
	Testing	Intermedix		Yes	Integration	No	Active	No	Active	01/19/2017 09:16
	Upload	3rd Party		Yes	Billing w/Export	No	Active	No	Active	01/17/2017 21:43
	Vader	Darth		Yes	Service Director	EMS	Active	Yes	Active	
									1 - 11	of 11 < >

Once in their account scroll down and you will see a Yes/No Login Access switch. Click Yes then Save in the upper right hand corner. That is all that is needed to allow them access again.

ImageTrend Testing V Incidents Resources Tools Community	Inbox	Fred Flintstone	× ^
User Information	ave		
Note: This User's Inked with 'Usensure'.			
User ID Password Requirements Minimum password length of 7 characters. Must have an unpersect extractor. Password cannot be the same as the usermane.			
Password ••••• Verify ••••• Cancel			-
Password Permission Group Email Notification of Inactive All Login Access Inactivetors			
Agency Status 1 Active Inactive			
Login Access Ves No Lask Login 08/21/2015 07:42			
User Agencies 🜒 User Agencies			

In this screen you will also notice this is where you can confirm that person's User ID or Login Name shown in the top blue circle. The other blue circle is where you would change a person's permission level, if needed.



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