
eMEDS®

Unlocking a User's Account



eMEDS® Support Desk

emedss-support@miemss.org

410.706.3669

Licensure & Certification Support Desk

licensure-support@miemss.org

410.706.7381

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Purpose

The purpose of this document is to cover how the county/company administrators can unlock an account in Maryland's eMEDS® system.

What causes an account to become “Locked”?

When users attempt to log into eMEDS®, the system will allow that user up to the pre-defined number of opportunities to log in, and not recognize the password entered. After the final attempt, the user's account will automatically lock which prevents the account from being accessed.

The other reason an account will lock is if a user does not log into the system at least once within the pre-defined number of days. When an account has not been used for this period of time, the system automatically locks the account due to lack of activity.

Who can unlock an account?

Accounts may be unlocked by any county/company administrator or officer with the necessary permissions or rights. If you are not able to perform the steps outlined in this document, please contact your EMSOP/County Official first. MIEMSS cannot make changes to your pre-defined permission group without the approval from the EMSOP/County.

MIEMSS eMEDS® Support staff may also be contacted to have an account unlocked.

A “Locked” account is not the same as an “Inactive” account.

Locked accounts may still have an agency status of Active. As long as this is true, the county/company administrator can unlock the account so the individual can log in. Agency status is related to a clinician's affiliation record per Licensure & Certification. If a clinician's agency status is inactive, this typically means that the user is not affiliated with that particular service.

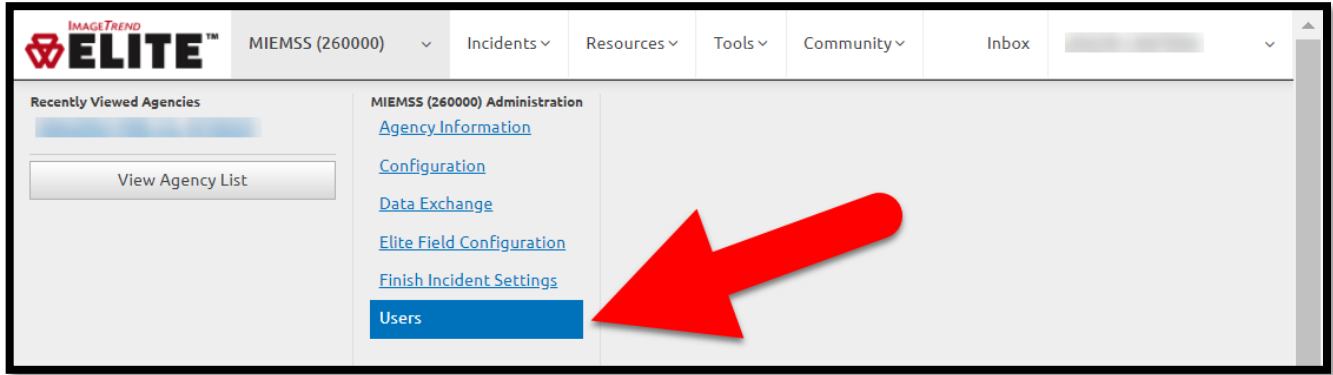
Special Note

While there are several ways of performing this task, this document assumes the reader has no previous knowledge of how to accomplish this.

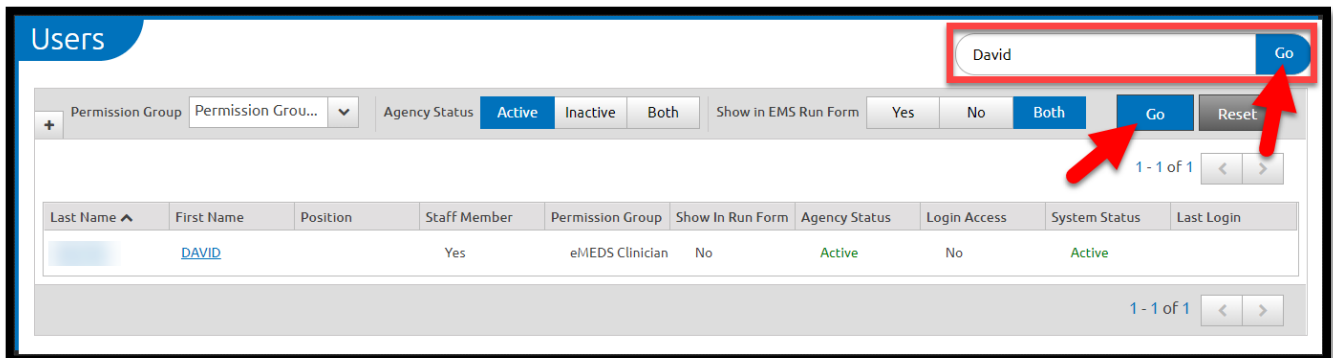
Searching for a single locked account:

To lookup a single account, follow the steps below.

- After logging into eMEDS®, select your agency name to expand the menu and then choose Users.



Once the User list screen comes up the administrator can use the search option to look for the specific individual with the locked account. Simply type in the first name or last name of the individual in the search field (top right), and select the blue Go button to bring up a screen similar to the one below:

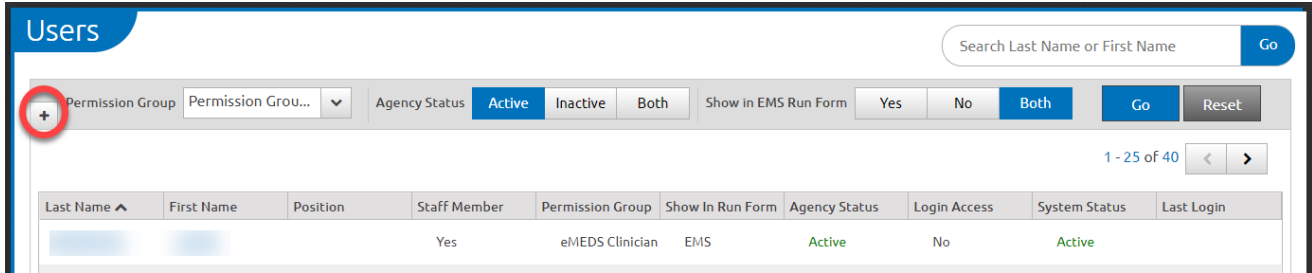


In the example above, David was entered in the search field and when either one of the blue Go buttons was selected the account comes up (clicking on either one of the Go buttons is what initiates the search).

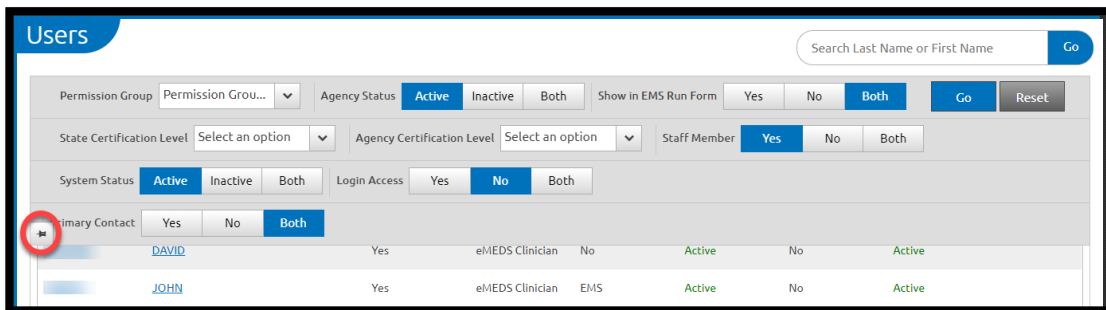
Searching for a multiple locked accounts:

Since an administrator may want to review all the accounts that are locked, the below steps show how to accomplish this. These steps are performed after the list of users comes up on the screen (please note the below screens may appear differently depending upon the screen resolution of the computer used):

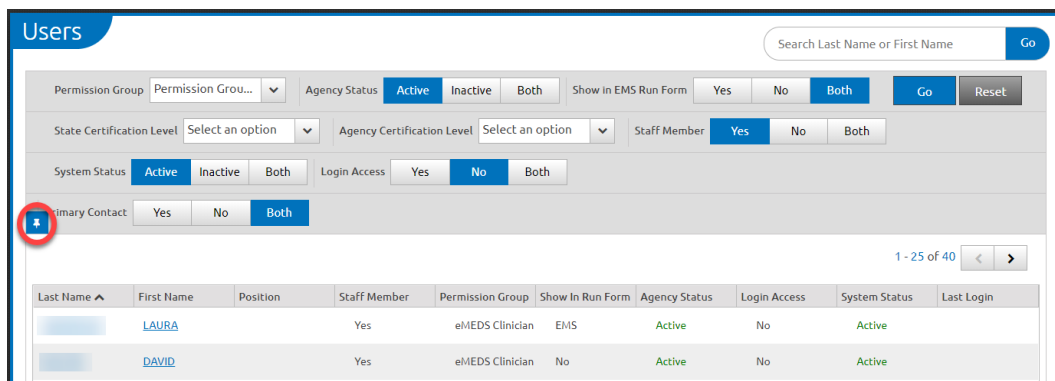
- Once the User list screen comes up, the administrator can select the plus (+) symbol (as indicated below) to open up additional filters on the screen:



- Once the additional filters appear, select the Pin symbol to lock the filter screen in place which also makes the screen easier to read:



(Without the Pin symbol selected)



(With the Pin symbol selected)

- Now, for “Login Access” select the “No” button. Then click on either of the blue Go buttons

The screenshot shows the 'Users' management interface. At the top, there is a search bar for 'Last Name or First Name' with a 'Go' button. Below this are several filter rows. The 'Login Access' filter is highlighted with a red box and has 'No' selected. Two red arrows point to the 'Go' buttons on the right side of the filter rows.

- This will bring up a list of just the active users (Staff Members) locked out of the system. Each account listed that the administrator wants (or needs) to be unlocked has to be done one account at a time. There is no bulk action available to unlock multiple accounts.

Unlocking accounts:

Once the account has been located (Logon Access is set to No on any locked account), click on the Last Name or the First Name to access the User Information window.

The screenshot shows the 'Users' list with one user, David. The 'Last Name' and 'First Name' columns are highlighted with a red box. The 'Login Access' column shows 'No' is also highlighted with a red box.

Last Name	First Name	Position	Staff Member	Permission Group	Show In Run Form	Agency Status	Login Access	System Status	Last Login
	DAVID		Yes	eMEDS Provider	No	Active	No	Active	

Once on the User Information screen, click on the Account Details tab:

The screenshot shows the 'User Information' screen for David. The 'Account Details' tab is highlighted with a red box. There is a note: 'Note: This User is linked with 'Maryland Elite to Licensure Sync'.'

On the Account Details screen, look for the Login Access option:

User Information

DAVID [REDACTED] **Note:** This User is linked with 'Maryland Elite to Licensure'

Demographics | Certifications | Employment | **Account Details** | Permission

User ID: 0126400

Password Requirements: Minimum password length of 8 characters. Must have a numeric character. Must have a special character. Password cannot be the same as the username.

Password: [REDACTED] Verify [REDACTED]

Require Reset:

Permission Group: eMEDS Clinician

Email Notification of All Login Access Inactivations:

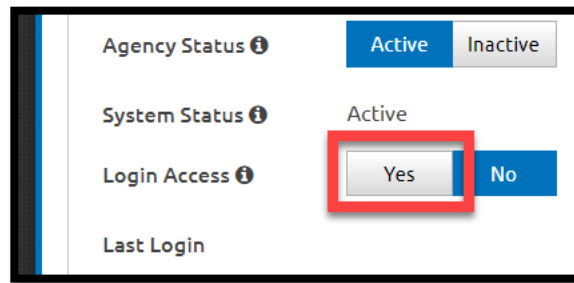
Agency Status:

System Status:

Login Access:

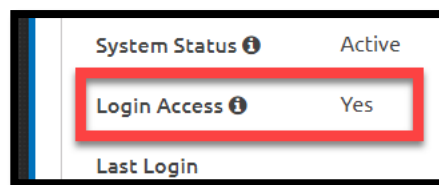
Last Login

To unlock the account, click on the Yes button:



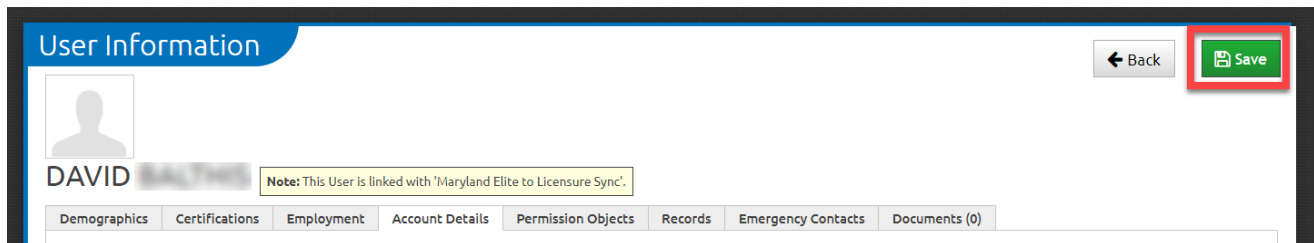
A screenshot of a user management interface. It shows four rows of settings: 'Agency Status' with 'Active' and 'Inactive' buttons; 'System Status' with an 'Active' button; 'Login Access' with 'Yes' and 'No' buttons, where the 'Yes' button is highlighted with a red rectangle; and 'Last Login'.

At this point, the buttons used for Login Access will disappear and Login Access will be set to Yes (as seen below):



A screenshot of the same user management interface. The 'Login Access' row now only shows the 'Yes' button, which is highlighted with a red rectangle. The 'Agency Status' and 'System Status' rows are still visible.

Once this is set, click on the green Save button found at the top right side of the screen:



A screenshot of a 'User Information' page. The page title is 'User Information'. On the right side, there are two buttons: a grey 'Back' button and a green 'Save' button with a document icon, which is highlighted with a red rectangle. Below the title, there is a user profile for 'DAVID BALTHUS' with a note: 'Note: This User is linked with 'Maryland Elite to Licensure Sync''. At the bottom, there is a navigation bar with tabs for 'Demographics', 'Certifications', 'Employment', 'Account Details', 'Permission Objects', 'Records', 'Emergency Contacts', and 'Documents (0)'.

At this point the users account has been unlocked.

Questions

For questions on this process, please contact support eMEDS Support.

Quick Reference

