



The Login Access setting in a user's account becomes a button if the user locks themselves out of Elite. Users can lock themselves out by incorrectly entering their login credentials too many times or by exceeding the number of days of inactivity in Elite. Resetting their Login Access allows users to use their credentials to log in to Elite.

**Navigation:** System / Agency Name > Users > Select a User > Account Details tab

## Facts

- Users lock themselves out of Elite by entering a password incorrectly or exceeding the number of days between signing in.
- The Login Access setting is the most common setting users need help resetting. When Login Access = No a users cannot sign in to Elite.
- The Login Access button is only active when the user locks themselves out and if you have the permissions to reset a user's login credentials. Otherwise the status appears as text.

- If users forgot their passwords, they also require a password reset. Administrators with the necessary permissions, can reset the password. Otherwise, the user can reset their own password through the Forgot Password link on the sign in screen

**MIEMSS Tips:** We recommend that if the user's doesn't remember their password, go to the eLicensure system and attempt to log into that system. If they are unable to, use the forgot password option. After resetting the password in eLicensure, wait 5mins and then attempt to log into eMEDS with the same username, and the new password.

## Lockout Email Notifications

- Lockout notifications are emails sent to administrators when a user locks themselves out of an agency. Administrators can use that information to reset the user's Login Access. To learn more and set up email notifications, see [Configuring Lockout Email Notifications](#).

**Required Permissions:** Other Users > Account Details = Edit to access the Account Details tab on a user's account **AND** Other Users > Enable Login Access = Yes to reset a user's Login Access.