

# EIS Troubleshooting Tips

## 1. Not receiving an email when users select the Forgot password option:

- A. The two main reasons employees are not receiving an email are as follows:
  - 1) The registered email does not match the one the user fills in for the Forgot Password Screen.
  - 2) They have attempted to log in more than four times and have been locked out. They must wait 30 minutes before they are unlocked. At that time, they should choose Forgot Password.

## 2. Account Locked Out:

- A. The account will be locked out if a user has attempted to log in more than four times.

- 1) Users must wait 30 minutes before they are unlocked.

Once unlocked, users get only a single try before the account is automatically placed back into a lockout duration. OCDE recommends the following steps:

- a. Users choose “**Forgot Email**” to ensure they have the correct email
    - b. Users should then choose “**Forgot Password.**”
    - c. Users will lastly follow the steps in the email to reset their password.