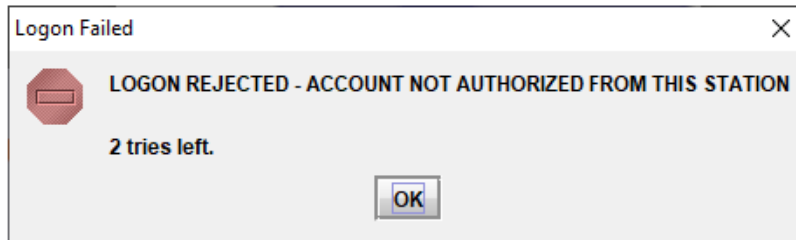


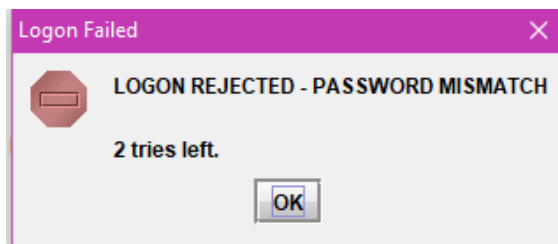
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### LEADS 3.0 Common Login Errors

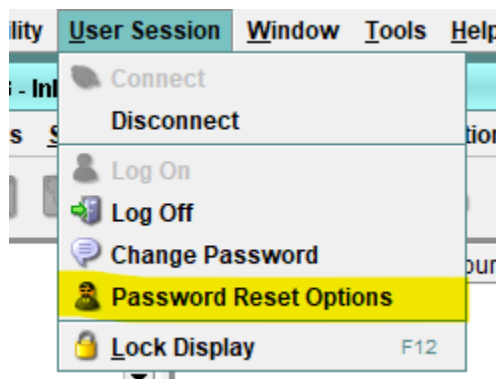
When logging into LEADS 3.0 users may receive a message that notifies the User of a specific issue before successfully logging in. Below are the most common “Logon Failed” errors and explanations of those error messages:



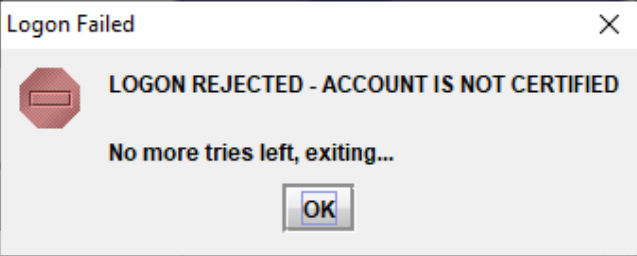
**Account Not Authorized From This Station:** This error is stating the user is logging into a station which is not in the user’s profile under their current ORI. This will need to be addressed by LEADS staff. Please contact your LAC or LEADS Delegates. The agency’s LAC/Delegates should contact the ISP Help Desk for this issue.



**Password Mismatch:** This error means the password entered is not correct. Make sure the user does not have the CAP Lock button on while entering their current password, and upper and lower case are properly used. *Users are advised to update the “Challenge Questions” on their User ID profile in order to reset/recover their own passwords.*



If this is still an issue, contact your LAC or LEADS Delegates for a password reset.



**Account is Not Certified:** This error means the profile has not been updated with the most current LEADS certification expiration date. If the user has a new certification date the profile on LEADS 3.0 needs to be updated to allow the user to login. To fix this issue, notify the LAC/Delegate of your agency to update your profile.

[illegible]