

March 5, 2024

LACs and Delegates now have the ability to reset **expired** users using LEADS 3.0, Configurator. *This feature only applies to agencies with access to LEADS 3.0 Messenger.*

1. Open Configurator
2. Select User > Modify > click “OK”
3. In the “User ID” box, type the user’s ID and hit ENTER
4. Under the Security Role box, select (highlight) the current role listed for the user and hit delete
 - a. The security role for the user should be listed as LTFA, FA or Practitioner status, remove this security role
5. Select “APPLY” at the bottom of the screen, which will send the modification, but the user’s information will remain on the screen
6. Wait approximately 5 minutes for the systems to synch
7. Go back to the the Security Role box, click the binoculars for the drop-down menu
8. Select the security role for the user (LTFA, FA or Practitioner)
9. Select “OK” at the bottom of the screen

Non-Messenger agencies will still need to call or email the HelpDesk for assistance.

[illegible]