LEADS Daily Bulletin

March 5, 2024

RESETTING EXPIRED USERS – LEADS 3.0

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*.

To do so, the below listed steps must be followed:

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)
    a. NOTE – For roles: **LTFA**, **PRACTITIONER FOR ADMIN**, and **PRACTITIONER FOR NON-ADMIN**, the role will need to be typed into the security role box. Spelling counts.
9. Select "OK" at the bottom of the screen

The user is now set to Initial certification level in nexTEST. This will allow the user to take the Initial training for LEADS certification at the appropriate level.

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

Please contact the Help Desk (866/LEADS-00), or ISP.HelpDesk@illinois.gov with any questions.

Operator's Initials	Date	Operator's Initials	Date	Operator's Initials	Date	Operator's Initials	Date	Operator's Initials	Date