

Cannot Log In to eICS?

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Question

Why am I having trouble logging in to eICS?

Answer

Review these scenarios to identify the cause and resolution that applies to your situation.

Helpful Links

[Juvare.com](#)
[Juvare Training Center](#)
[Announcements](#)
[Community Resources](#)

Cause	Resolution
The eICS site address was entered incorrectly.	In your browser's address field, enter: https://eics.juvare.com .
Your username or password was entered incorrectly.*	Try again. Keep in mind that your username and password are case sensitive, not <i>leverett</i> .
You do not remember your username or password.*	Reset your credentials using the procedure to Retrieve Your Username . Note: You must have a security question and answer set up. If you do not have the security question and answer set up, contact an administrator to reset your password.

*Your eICS system may have a maximum number of allowed log in attempts. If you have exceeded this limit or are unable to reset your credentials, contact Juvare Support by sending an email to support@juvare.com or calling 1-877-771-0911.