Cannot Log In to eICS?

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.

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 cas than *leverett*.
You do not remember your username or password.*	Reset your credentials using the procedure to Retrieve Your Userr

Note: You must have a security question and answer set up you do not have the security question and answer set up 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.