

### IN THIS ISSUE

- ✕ Login Disabled Message

## Login Disabled Message

When logging on to Nexsure, sometimes a user's **Login Name** can become disabled if too many incorrect attempts to log on have been made or if the System Administrator has disabled the **Login Name**. Perform the following steps to enable the **Login Name** again:

If a user's **Login Name** and **Password** become disabled a **This login is disabled indefinitely. Please contact your system administrator** message is displayed.

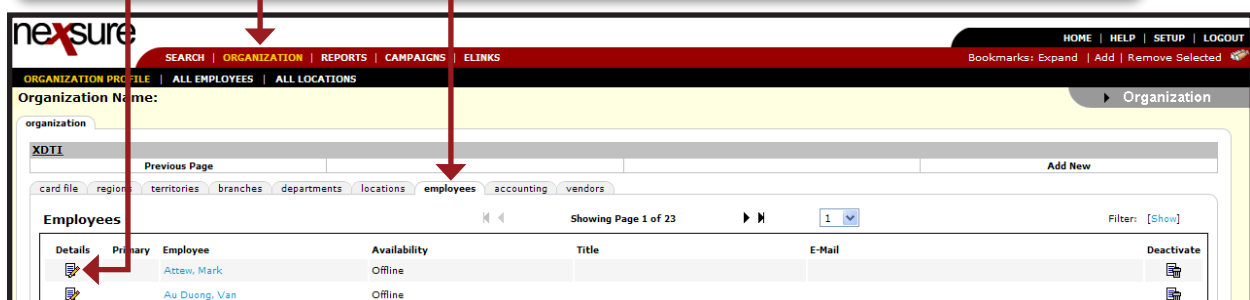
The screenshot shows the Nexsure login interface. At the top, there's a navigation bar with links: LOGIN | SUPPORT | SECURITY | ABOUT NEXSURE | ABOUT XDTI | XDTI HOME. Below this, a message says "Welcome to Nexsure. Please login." A red box highlights the error message: "This login is disabled indefinitely. Please contact your system administrator." Below the error message, there are input fields for "Login Name" (containing "dbrown@trainingorg") and "Password". There are also links for "Login", "Change password", "Forgot your password?", and "New user registration request".

1. When this message is received it could mean the user might have entered the **Login Name** and **Password** incorrectly more times than your Org Administrator has setup Nexsure to allow (in the image below, see the value entered in the **Number of unsuccessful login attempts before login name is locked** box). The setting is located in Nexsure by clicking **SETUP > Security Administration** on the **Setup Console**.

The screenshot shows the Nexsure Setup Console. On the left, there's a sidebar with a tree view under "Setup Console" containing: Actions, Client Access, Retail Agent Access, Color Schemes, Integration, Downloads, Lookup Management, Opportunities, Print Blank Forms, Program, Document Templates, and Security Administration. The main area is titled "Please review and update organization security policy". It contains a table with columns: Rule Description, Value, Effective Date, and Expiration Date. The table lists several security rules, including "Enable user login expiration date and time", "Enable access time restriction for users", "Default time of day after which user is allowed to login", "Default time of day after which user is not allowed to login", "Require that passwords contain at least one special character", "Require that passwords contain at least one numeric character", and "Number of unsuccessful login attempts before login name is locked". The value for the last rule is "12".

Rule Description	Value	Effective Date	Expiration Date
Enable user login expiration date and time	Yes		
Enable access time restriction for users *	No		
Default time of day after which user is allowed to login *	1:00 AM		
Default time of day after which user is not allowed to login *	11:30 PM		
Require that passwords contain at least one special character	No		
Require that passwords contain at least one numeric character	No		
Number of unsuccessful login attempts before login name is locked	12		

- Also, it might be that the System Administrator has disabled the user's **Login Name**. To re-enable the **Login Name** contact your System Administrator, not Nexsure Support, since the decision of allowable logins are the responsibility of your System Administrator. On the **Primary** menu, the System Administrator can enable the login by clicking on the **ORGANIZATION** link, clicking the **employees** tab, locating the employee and click the **Details** icon.



- Click the **security** tab and deselect the **Login disabled** check box. Click the **Update** link on the **Navigation Toolbar**. Once completed, the user will be able to successfully log on to Nexsure.

