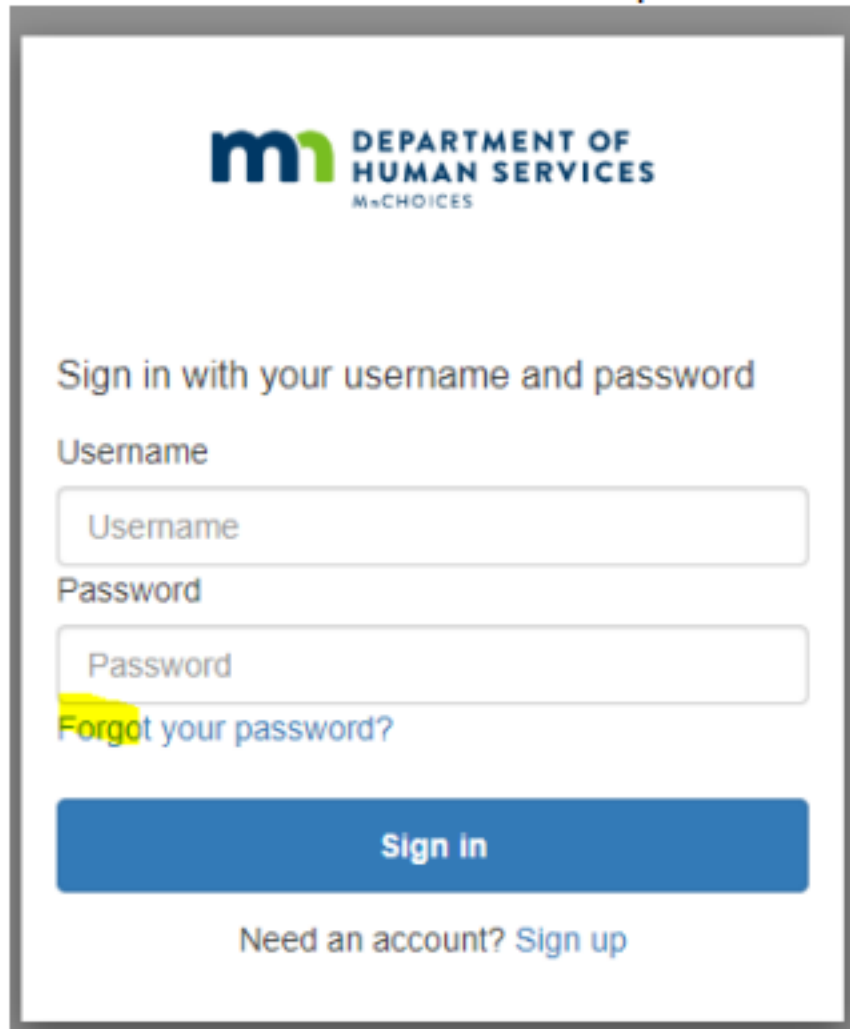


Troubleshoot sign-in error message (Production environment only)

Problem

A user tries to sign into the production environment after getting the account creation email or creating their password. Instead of opening the MnCHOICES dashboard, the user sees the “Incorrect user name and password” error message.

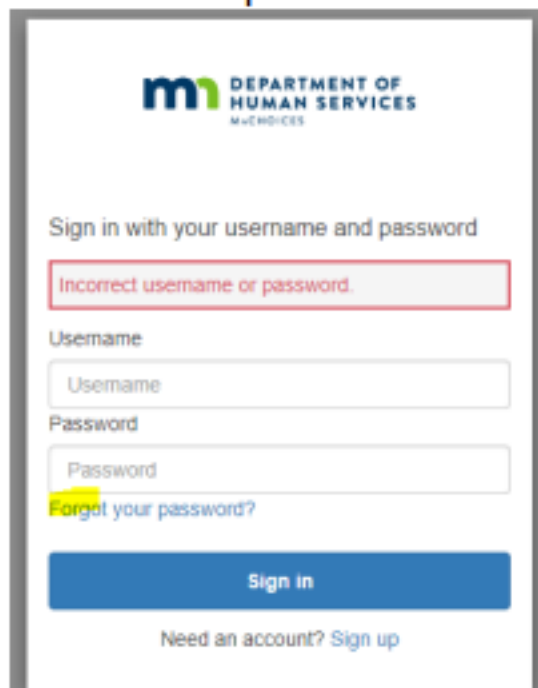
Note: A user can reset their own password with the forgot password button on the login screen.



The screenshot shows the MnCHOICES login page. At the top left is the logo for the Department of Human Services, MnCHOICES. Below the logo is the text "Sign in with your username and password". There are two input fields: "Username" and "Password". Below the "Password" field is a link that says "Forgot your password?". At the bottom of the form is a blue "Sign in" button. Below the button is the text "Need an account? Sign up".

Solution

1. Go to the production environment login page and select “Forgot your password?”.



The screenshot shows the MnCHOICES login page with an error message. The error message "Incorrect username or password." is displayed in a red box above the "Username" input field. The rest of the page, including the "Forgot your password?" link, the "Sign in" button, and the "Need an account? Sign up" text, is the same as in the previous screenshot.

2. Enter your username for the production environment and select “Reset my password.” The system will email a code to you.

m DEPARTMENT OF HUMAN SERVICES
MnCHOICES

Forgot your password?

Enter your Username below and we will send a message to reset your password

3. The change password window shows part of the email address where the reset code was sent. Check the address to make sure the first letter and the first letter after the "@" are correct. Continue if the address is correct.
 - a. If the address is incorrect, ask your mentor submit a MnCHOICES Help Desk ticket that includes a screenshot.
4. Enter the code from the automated email and enter a new password.

m DEPARTMENT OF HUMAN SERVICES
MnCHOICES

We have sent a password reset code by email to U***@M***. Enter it below to reset your password.

Code

New Password

Enter New Password Again

5. The system will automatically send you to the signin page after "Change Password" is selected. Remove any data in the username or password field. (This ensures your browser is not retaining old data.)
6. Enter your username and new password and sign in.
7. You will go to the acknowledge screen.



8. After selecting acknowledge, the system will send you to:
- a. The agency login page (if you work for more than one lead agency).

The image shows the agency login page. It features three dropdown menus: 'Organization*', 'Location*', and 'Staff Member*'. Each dropdown menu has a yellow bar on the left and a downward arrow on the right. Below the dropdown menus is a blue button labeled 'Log In >'.

- b. "My Dashboard" (if you work for only one lead agency).

The image shows the 'My Dashboard' page. At the top is a navigation bar with the MnCHOICES logo, a search bar labeled 'Search Persons', and icons for messages and notifications. Below the navigation bar is a blue header labeled 'My Dashboard'. The main content area is divided into two sections. On the left is a 'Today' section with a date display for 'Thursday 08' and two notification cards. The first card says 'Welcome to the MnCHOICES application!' and the second card says 'Contact information for the Help Desk and guidance documents can be found in the Help menu.' On the right is a 'Caseload' section with a 'Program' dropdown menu and a user profile for 'Oscar Olson' with ID:180 and 78 years old. Below the profile is another 'Program' dropdown menu.

Help desk

If you follow these steps and cannot log in, ask your mentor to submit a ticket using the [MnCHOICES Help Desk Contact Form, DHS-6979](#).