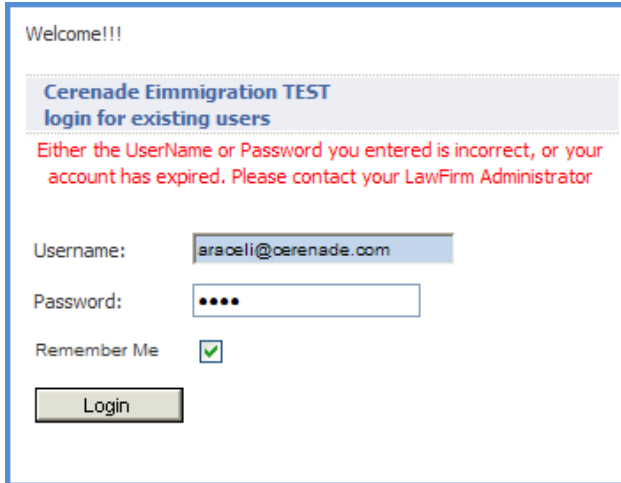


## ATTORNEY CANNOT LOGIN TO EIMMIGRATION/ADMIN CONSOLE

**ERROR:** Attorney gets the error message below when logging into Eimmigration or to the Admin Console?



Welcome!!!

**Cerenade Eimmigration TEST**  
login for existing users

Either the UserName or Password you entered is incorrect, or your account has expired. Please contact your LawFirm Administrator

Username:

Password:

Remember Me

Login

### PROBLEM:

1) The username and password was not entered correctly.

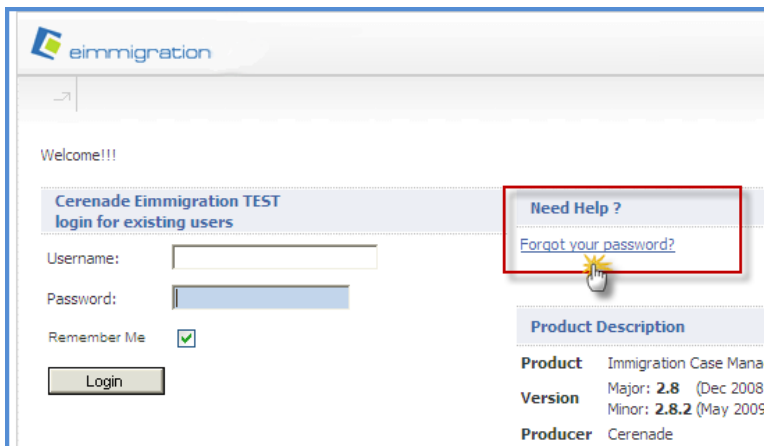
### SOLUTION:

- Verify the username and password was entered correctly.
- Verify you are using your Law Firms URL

2) Attorney forgot username/password.

### SOLUTION:

- At the login page of your Eimmigration on the right, click on **Forgot your password?** link to retrieve password.



eimmigration

Welcome!!!

**Cerenade Eimmigration TEST**  
login for existing users

Username:

Password:

Remember Me

Login

**Need Help ?**  
[Forgot your password?](#)

**Product Description**

<b>Product</b>	Immigration Case Manag
<b>Version</b>	Major: 2.8 (Dec 2008) Minor: 2.8.2 (May 2009)
<b>Producer</b>	Cerenade

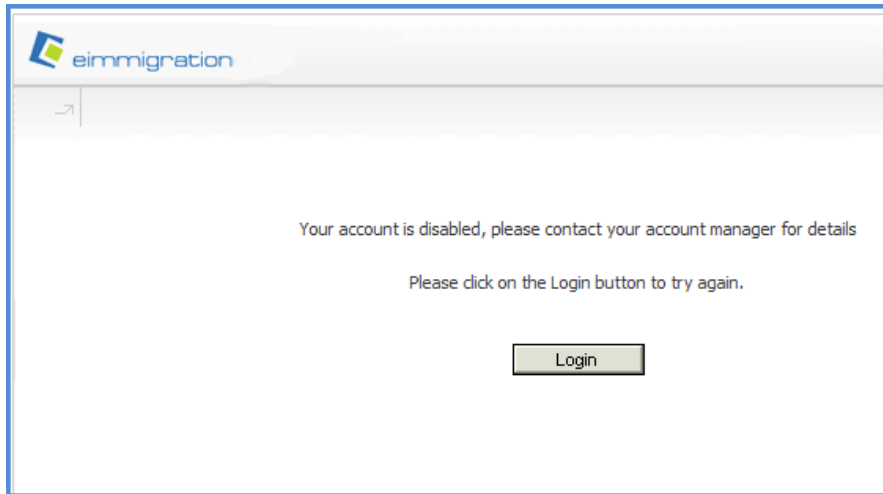
- Send an email to [support@cerenade.com](mailto:support@cerenade.com) or call the support center at 310-645-0598 to get your username/password.

3) The URL displayed in the address bar of your browser is not your law firms URL

**SOLUTION:**

- Verify in the address bar of your browser that you are using your law firms URL.

4) Account is disabled because payment has not been applied.



**SOLUTION:**

- Payment has not been applied, to make payment contact your sales representative at 1-800-617-4202.
- You have reached the maximum amount of active users. If you want to purchase an additional license please contact your sales representative at 1-800-617-4202.

**Related Articles:**

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Attorney Cannot Access Eimmigration Website:

<http://www.cerenade.com/eimmigration/AttorneyCannotAccessEimmWebsite.pdf>

For more information and articles, please visit [www.eimmigration.com](http://www.eimmigration.com)