

LEADRS

**Law Enforcement Advanced
DUI/DWI Reporting System**

Username and Password Recovery

For All LEADRS User Accounts

The username/password recovery process can start one of two ways:

If you are certain you do not recall your Username and/or Password, click the blue "Forgot Username or Password" link.

Login to LEADRS.
Enter your username and password to access the online reporting system.

Username


Password

[Forgot Username or Password?](#)

Your agency supervisor can setup new accounts or reset your password.

For other technical support, contact the LEADRS team at [512-797-1047](tel:512-797-1047) or dwihelp@impa.org

[Username/Password Recovery Guide pdf](#)




Or, if you tried to login, but entered an incorrect username and/or password.

The "Forgotten your username or password click here!" link appears.

Click the link.

Login to LEADRS.
Enter your username and password to access the online reporting system.

Your username or Password is invalid.

[Forgotten your username or password click here!](#)

Username


Password

[Forgot Username or Password?](#)

Your agency supervisor can setup new accounts or reset your password.

For other technical support, contact the LEADRS team at [512-797-1047](tel:512-797-1047) or dwihelp@impa.org

[Username/Password Recovery Guide pdf](#)




Forgot Password?

Account Recovery

If you have forgotten your username / password and have an email address on file, please enter it below if it is valid you will be asked to answer your security question if this is validated a new temporary password will be emailed to you which you can use to login. You can also contact your local agency supervisor/administrator who can change it for you.

If you have NOT entered a password recovery question then please contact your Administrator first to have them reset your password.

Account Recovery Email

Email:

No Email Address on File?

If you do not have an email address on file please call LEADRS support: [512-797-1047](tel:512-797-1047) (this is a 24hr support pager)

[Back to the Login Page](#)

The Account Recovery page appears.

In the email box, input the email address associated with your LEADRS account.

Select **“Validate Email”**

Account Recovery Email

Email:

There may be an odd occasion where you forgot which email address is associated with LEADRS or it has been more than two years since you logged into your account and there is no email account on file. If that is the case, contact one of your agency administrators (any supervisor) and they can update your account for you.

Forgot Password?

Account Recovery

If you have forgotten your username / password and have an email address on file, please enter it below if it is valid you will be asked to answer your security question if this is validated a new temporary password will be emailed to you which you can use to login. You can also contact your local agency supervisor/administrator who can change it for you.

If you have NOT entered a password recovery question then please contact your Administrator first to have them reset your password.

Password Reset Question

Question:

Answer:

[Back to the Login Page](#)

Your Password Reset Question appears.

In the text box provided, input the answer. Remember, the answer is case and character count specific, so if you capitalized the first letter to the answer when you created it, make sure it is capitalized here.

Answer:

Select **“Generate Password”**

If your answer does not match, contact one of your agency administrators (any supervisor) and they can update your account for you.

Sorry! your answer doesnt match

Forgot Password?

Account Recovery

If you have forgotten your username / password and have an email address on file, please enter it below if it is valid you will be asked to answer your security question if this is validated a new temporary password will be emailed to you which you can use to login. You can also contact your local agency supervisor/administrator who can change it for you.

If you have NOT entered a password recovery question then please contact your Administrator first to have them reset your password.

Thank you, you should receive an email shortly containing your password.

Password Reset Question

Question:

Answer:

[Back to the Login Page](#)

If your answer matches, you will see this yellow banner.

The system has automatically generated and sent you an email with your username, a temporary password, and a link to the LEADRS website.

Emails come from LEADRS Support with LEADRS Information in the subject line.

If you do not see the email in your inbox, check your spam or junk folder.

If the do not receive the email at all, as in after several minutes, contact one of your agency administrators (any supervisor) and they can update your account for you so you can get to work.

Make sure to notify your agency's IT department to make sure their filters are set to allow LEADRS emails to come through.

LEADRS Information Inbox x



LEADRS Support <support@leadrs.org>
to me ▾

Your LEADRS account info is as follows:

Username: jdoe2388

Password: v|tw]lx

Click on the following link to login now:

<https://texas.leadrs.org>

Thank you for choosing LEADRS.

The body of the email contains your username and a temporary password.

Notice that the password is made of various letters and symbols. Sometimes it is difficult to decipher which symbols they might be. A good practice would be to use your cursor and mouse to highlight the password, then right click, and save it.

Password: v|tw]lx

When you click the link, it takes you to the LEADRS login page.

Login to LEADRS.

Enter your username and password to access the online reporting system.

Username

Password

Your agency supervisor can setup new accounts or reset your password.

For other technical support, contact the LEADRS team at
[512-797-1047](tel:512-797-1047) or dwihelp@tampa.org

On the login page, input your username, then on the password field, place the cursor, right click, and paste the temporary password into the space.

Be careful not to add an additional space. The system will recognize it and not allow you to proceed.

If you continue to receive an error message, contact one of your agency administrators (any supervisor) and they can assist you.

Login**Reset Password**

Enter the following information to reset your password.

Hi **joedoe2388**

Old or Temporary Password:

New Password:

Confirm New Password:

On the Reset Password page, in the Old or Temporary Password field, place the cursor, right click, and paste the temporary password into the space.

In the New Password field, create a new password that meets these password complexity requirements.

- A minimum of eight characters in length
- At least one capital letter
- At least one number
- At least one non-alphanumeric special character

Confirm the password.

Select **“Reset Password.”**

If successful, you will see this message.

Login**Reset Password**

Thank you. Your password has been updated successfully. Please login again to continue.

LEADRS

**Law Enforcement Advanced
DUI/DWI Reporting System**

dwihelp@tmpa.org

24 Hour Technical Support Line:

512-797-1047