TROUBLE SHOOTING

Logging In

- If you have tried unsuccessfully to login to UCJIS several times and received the error "Authentication failed. Please try again," call BCI to reset your pin/password or change the expiration dates.

Running Checks

- If you get an error referring to the phone number, you need to put parenthesis around the area code. The format of the phone number should be changed from ###-###-#### to (###)###-####.

- If you get an invalid name error, check the name for a hyphen, space, or "JR" as a middle name. The hyphen, space, or JR must be deleted before the check can be run.

- If you get any other error, call BCI to verify that the transaction did not go through before resubmitting the check.

Changing PIN or Password

- Make sure the PIN or password is 8 characters, has at least one letter and one number, is not similar to your current PIN or password or the same as a previous PIN or password.