PCCD Online Compliance Tool (Juveniles Held) Troubleshooting Sheet

The majority of registration problems are due to the Login.NET network architecture this website was built on. We (PPCD) do not have control over this system, or the ability to fix problems with it. The following are common fixes we can control:

1. Make sure you are using Internet Explorer, not Chrome, or Firefox, or other.

2. Make sure you enter the ORI and Registration Key EXACTLY as written. For example, be careful not to confuse a zero (0) with an 'oh' (O), or a lowercase 'el' (l) with an uppercase 'eye' (I).

3. You may get an error message that your email address is already being used:

   a. Return to the login page and try the 'Forgot Password' link to try to have the system send you your User Name and New Password.

   b. If that does not work, you most likely have a MUSER account and your password cannot be sent or reset through our system. The MUSER account, also part of the Login.NET system, is controlled by the State, not PCCD. An MUSER account is most commonly associated with MPOETC, PAVTN, and the old PFAD system. Try using your login credentials for those systems.

   c. If you cannot remember your user name and password for those systems, you must get in touch with whoever you would normally call for help with those systems.

   d. You can also Create New User Account with a new user name, password, and email address. BUT, that email address cannot be the same as what is used for the MUSER system. A solution is to use your own personal email address. Keep in mind that the email address that you entered on your Personal Profile does not need to match the email address used to create your user account. The only purpose for the email address on the Create New User Account is for the Forgot Password link.

   e. If this still produces an error message send your name, police department, and email address/ addresses to your Police Liaison who will forward it to PCCD and we will do our best to determine a solution.

4. Your computer's settings have configurations that do not allow our application to work:

   a. This is difficult to diagnose since we (PCCD) cannot see or access your PC but there are two common issues you should be able to verify or fix.

   b. Some users are able to complete the registration but are immediately kicked back the login page. The most successful fix for this is to add our website to your trusted sites on your own computer. To do this:

      i. Click the gear icon (Tools) in the upper right corner of Internet Explorer, then select Internet options.

      ii. A small window will open with tabs across the top. Select the Security tab.

      iii. Make sure the green checkmark (Trusted sites) is selected, and then click the Sites button below it. NOTE: if the Sites button is grayed out and you cannot click it, that means you do not have administrator rights to that computer and you need to contact whoever handles your department's IT issues.

iv. Assuming you can click the Sites button, doing so will open another small window. Cut and paste the following into the field: https://www.pccdjheld.pa.gov/JHELD/Login.aspx   Then click Add, then Close. NOTE: if you can't add the website, that also means you do not have administrator rights.
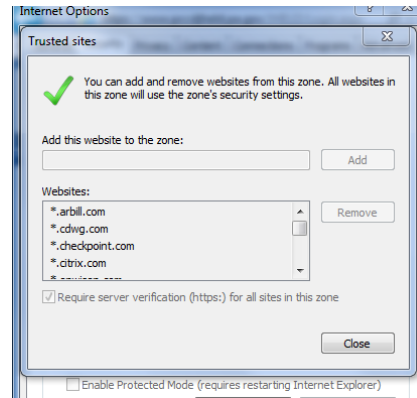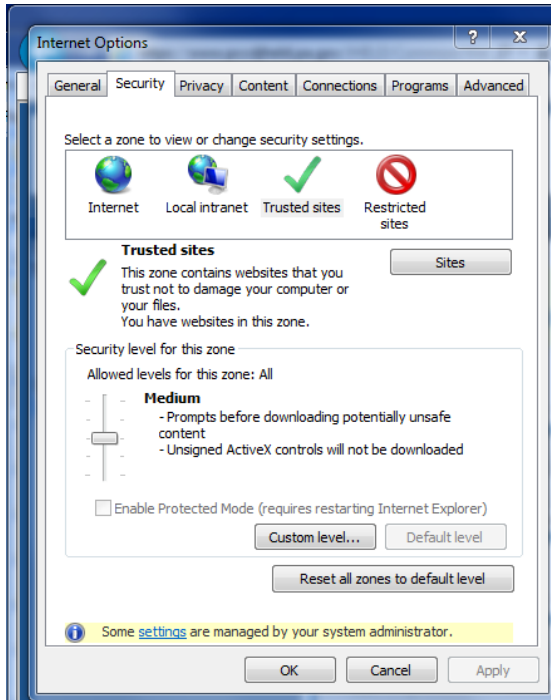
c. Check to make sure you have 'cookies' enabled.   Tools – Internet options – Privacy tab – Advanced button – Override – Accept.

d. If you try to login 3 times without success, your account will lock for 30 minutes. This is a function of the State computer architecture and is not controlled by PCCD. You must wait 30 minutes to try again. The 'Forgot Password' link will work during this time, but you still must wait the 30 minutes before trying to use your new password.

If you continue to have problems with the registration, contact support or your police liaison. Please provide your name, your department's name, and the email address you are trying to register with in any emails.