ELD Credentials Invalid

Troubleshooting · https://atsfleetmanagement.com/docs/eld-credentials-invalid/

Description

This issue occurs when Advanced IFTA cannot authenticate with your ELD provider due to invalid usernames, passwords, API keys, or authentication tokens.

Possible Causes

- Incorrect ELD credentials
- Password changed at ELD provider
- Invalid API key
- User account disabled
- Authentication token expired

Resolution

1. Verify your ELD login credentials.
2. Update stored credentials within Advanced IFTA.
3. Reconnect the ELD integration.
4. Confirm account access directly within the ELD provider portal.
5. Test synchronization after reconnecting.

Related Articles

- ELD Connection Expired
- ELD Provider Connection Lost
- ELD Data Not Importing