Salesforce Error: INVALID_LOGIN: Invalid username, password, security token, user not active, or user locked out

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INVALID_LOGIN: Invalid username, password, security token, user not active, or user locked out

If you are receiving this error it means you need to update your Salesforce credentials in the Connector. Usually, this error is caused by a recent update or reset of your Salesforce Security token or password.

Please note that the security token method of authentication is no longer recommended by Salesforce. Instead, it is recommended that you switch to the OAuth method. You can find instructions on how to update your authentication method here.

Resolution

To update your credentials and resolve this error, please complete the steps below:

1. On the my forms page, select a form that is integrated with Salesforce and click on the **connector tab.**

2. On the Salesforce connector that is on your connector timeline, click **configure**.

3. At the top of the connector configuration screen click on the **reset credentials** link.

4. Make sure your username and Salesforce password are correct.

5. Get your **security token** from the email you received from Salesforce and copy and paste it into the box.

6. Next, click on **check** to apply your new credentials.

7. You can also click on the **click here to also update other connectors using this username** to update all of your Salesforce connectors.

8. Finally, scroll to the bottom of the connector and click on **save**