

# Lockout and Forgotten Password

## From the NAD:

- *Users can make 5 consecutive unsuccessful sign-in attempts.*
- *Upon the 5th unsuccessful consecutive sign-in attempt, the account will be locked for 5 minutes.*
- *After five minutes, entering the correct username and password will unlock the account.*
- *After an account has been locked, users **cannot** use the single use code process to unlock the account.*
- *Instead, select “Can’t access your account?” from the sign-in screen and a password reset e-mail will be sent to the e-mail address associated with the account.*

When you use a “Can’t access your account” method, you need to enter your username (not email) and answer a random Captcha token.

A temporary link will be sent to your email good for one access to reset your password.

We strongly suggest these steps be done from a full computer rather than a mobile device.