# Password FAQ

**Frequently asked questions about password**

Question: I tried logging into my work computer this morning but it says my password is incorrect. I know I'm entering it right. How can I get into my account?

Answer: There are a couple of reasons why a valid password might suddenly stop working.

1. Make sure caps lock is not accidentally enabled on your keyboard when entering your password.
2. Try clicking the "Forgot Password" option during login to trigger a password reset link. This will send a temporary code to your registered email to create a new password.
3. If the automated reset option does not work, contact the IT helpdesk at 123-123-1234 to manually reset your credentials. They will first need to confirm your identity through security questions before resetting your password.
4. If your account becomes locked after too many failed login attempts, only an admin can unlock it. In that case, contact the IT helpdesk right away to regain access by calling 123-123-1234.

Question: When I try logging in, I get a message saying "Your account has been locked out due to too many failed login attempts." What should I do?

Answer: Not to worry, this is easily resolved. The account lockout is a security measure to prevent unauthorized access after too many incorrect password attempts. Please contact the IT help at 123-123-1234