

## Password Expired

If you are unable to access your portals or login onto a campus machine, the issue may be your password. To see if your password is expired, try logging onto a campus computer. The error message "Password has expired" will show when you enter your password.

Reset your password using [PortalGuard](#) on and off-campus.

## Account Lockout

When you unsuccessfully login to your account 5 times your access to the system is locked out for 60 minutes. After 60 minutes, access is restored, and login is available again for all devices.

A locked account may present with one or more of the following issues on and off campus.

- Error message at login "Referenced account is locked."
- Unable to access UNDA-WiFi and UNDA-AD wireless networks on university or BYO devices
- Emails not received on computer or BYOD
- Unable to log onto university applications and portals (Blackboard, Allocate, PeopleSoft)

If you are unsure of the cause of the account lockout, it is best practice to reset your password. If you are experiencing multiple account lockouts, please Contact the IT Service Desk.

## Password Reset

If your account is already locked or your password is expired, you will not be able to reset your password by yourself. Reset your password using [PortalGuard](#) on and off-campus.

Once your password is reset, please update the password on all devices accessing email or wireless.

## Website or Machine Issues

If you have confirmed with IT that your account is not locked or your password expired, please try the following steps.

- Delete cache and cookies from your web browser
- Try a different browser (Chrome, Firefox)
- Restart your device
- Check CAPS and NUMLOCK on your keyboard
- Remove and re-add the account to your device

## Outages

If there is an application outage, a notification will show on the webpage or portal login screen. Please check with the IT Service Desk if you are having issues with accessing a portal or other students/ staff have reported the same fault.

Please kindly contact your campus Service Desk if you require assistance.

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