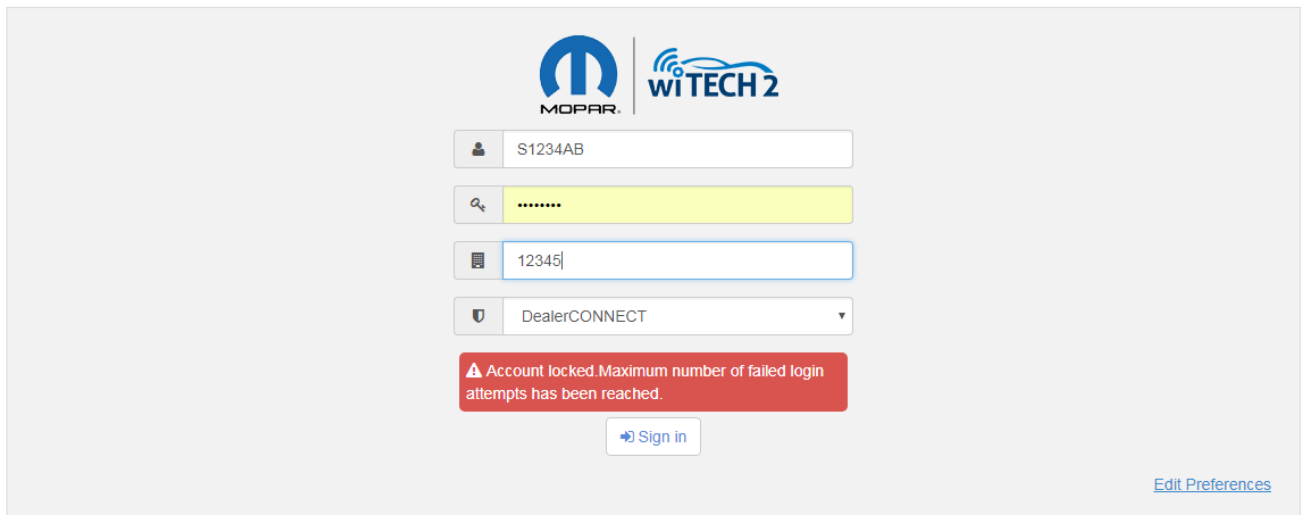


Account is Locked After Too Many Failed Login Attempts

460 Chris Ordner Tue, Jul 3, 2018 [wiTECH 2 Public Articles](#) 3371

wiTECH 2.0 will automatically lock a users account after 3 failed login attempts. The account will only be locked for 15 minutes. Once the account has become unlocked, the user will have another 3 attempts to login again.

An example of a failed login attempt includes using the incorrect password or Dealer Code.



The screenshot displays the MOPAR wiTECH 2 login page. At the top, the MOPAR logo and wiTECH 2 logo are visible. Below the logos are four input fields: a user ID field containing 'S1234AB', a password field with masked characters '.....', a dealer code field containing '12345', and a dropdown menu for 'DealerCONNECT'. A red error message box is centered on the page, stating: 'Account locked. Maximum number of failed login attempts has been reached.' Below the error message is a 'Sign in' button. In the bottom right corner, there is a link for 'Edit Preferences'.

Online URL: <https://kb.l.fcawitech.com/article/account-is-locked-after-too-many-failed-login-attempts-460.html>