# Understanding Lock Outs

<table>
<thead>
<tr>
<th>Message</th>
<th>What Happened?</th>
<th>What To Do</th>
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</thead>
</table>
| Your NetID and/or Password are invalid.  
*After 3 invalid attempts this account will be locked.* | • You may have mistyped your NetID or password  
• You may have left the CAPLOCK key on  
• You may have forgotten your password | • Carefully reenter your NetID and password  
• Turn off the CAPLOCK key and carefully reenter your NetID and password  
• Go to: [http://its.syr.edu/netid/](http://its.syr.edu/netid/) and click on *Forgot Your Password*?  
• Enter your NetID  
• Correctly answer your challenge question  
• Change your password |
| Account Locked | • You have entered an invalid Password 3 times | • Go to: [http://its.syr.edu/netid/](http://its.syr.edu/netid/) and click on *Forgot Your Password*?  
• Enter your NetID  
• Correctly answer your challenge question  
• Change your password |
| Administration Account Lock | • Your account has been locked for administrative reasons (i.e. you have changed dept, been on a Leave of Absence, etc) | • Call the Help Desk at ext. 2677 for assistance |