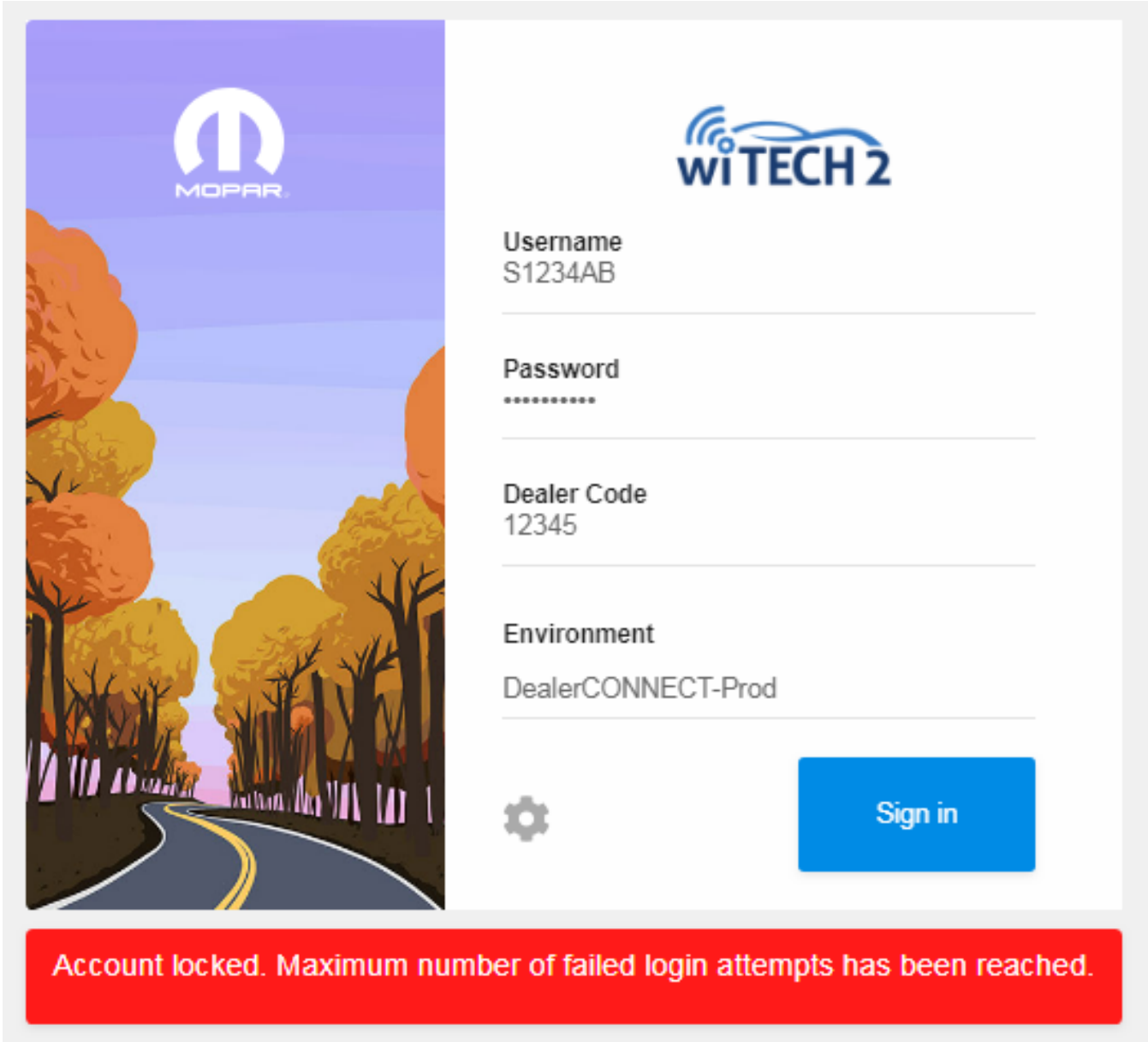


# Account Locked After Too Many Failed Login Attempts

905 Ryan Clauson Wed, Jan 16, 2019 [wiTECH 2.0 Public Articles - Dealers](#) 11842

## Overview

wiTECH 2.0 will automatically lock a users account after **5 consecutive failed** login attempts. The account will be locked for only **15 minutes**. Once the account has become unlocked, the user will have another 5 attempts to login again



The screenshot displays the login page for wiTECH 2.0. On the left is a vertical banner with the Mopar logo at the top and an illustration of a road lined with autumn trees. On the right, the login form includes the wiTECH 2 logo and the following fields: Username (S1234AB), Password (masked with dots), Dealer Code (12345), and Environment (DealerCONNECT-Prod). A blue 'Sign in' button is located at the bottom right of the form. A red banner at the bottom of the page contains the message: "Account locked. Maximum number of failed login attempts has been reached."

Please take the following steps to log back into wiTECH 2.0 after waiting the whole 15 minutes with

**no login attempts:**

- Clear the cache on your browser (CTRL + SHIFT + DELETE), then close and relaunch the browser
  - Internet Explorer and Safari are the supported browsers for wiTECH 2.0
- Be sure that you are able login to DealerConnect with the same credentials
- Manually type in the web address for wiTECH 2.0 or click on the following link: <https://login.n.fcawitech.com>
- Clear any information automatically populated by auto-fill settings and manually type in your DealerConnect credentials to log into wiTECH 2.0

Online URL: <https://kb.fcawitech.com/article/account-locked-after-too-many-failed-login-attempts-905.html>