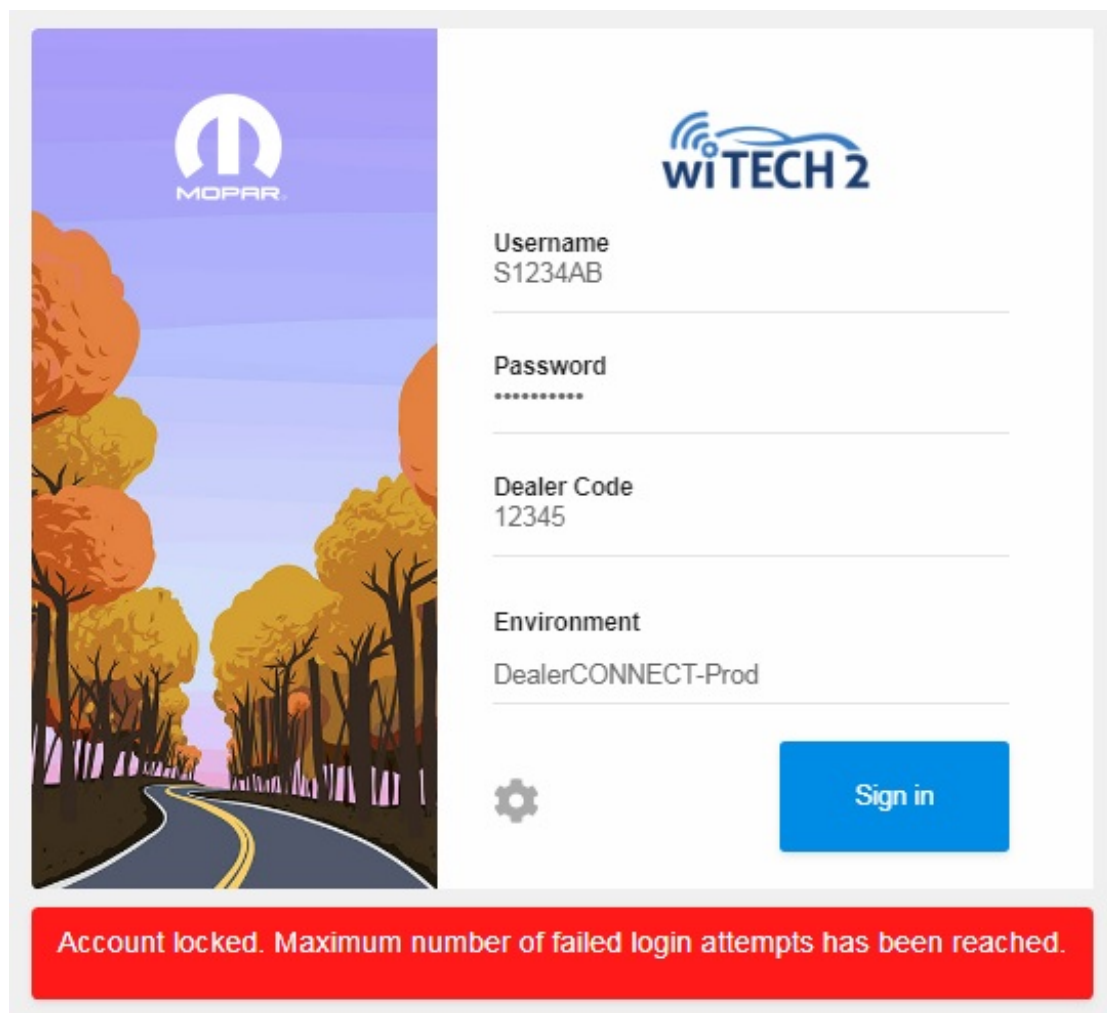


Account Locked After Too Many Failed Login Attempts

Article Number: 905 | Rating: Unrated | Last Updated: Wed, Jan 16, 2019 9:33 PM

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



2.0

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

Posted : Ryan Clauson - Wed, Jan 16, 2019 9:33 PM. This article has been viewed 2145 times.

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