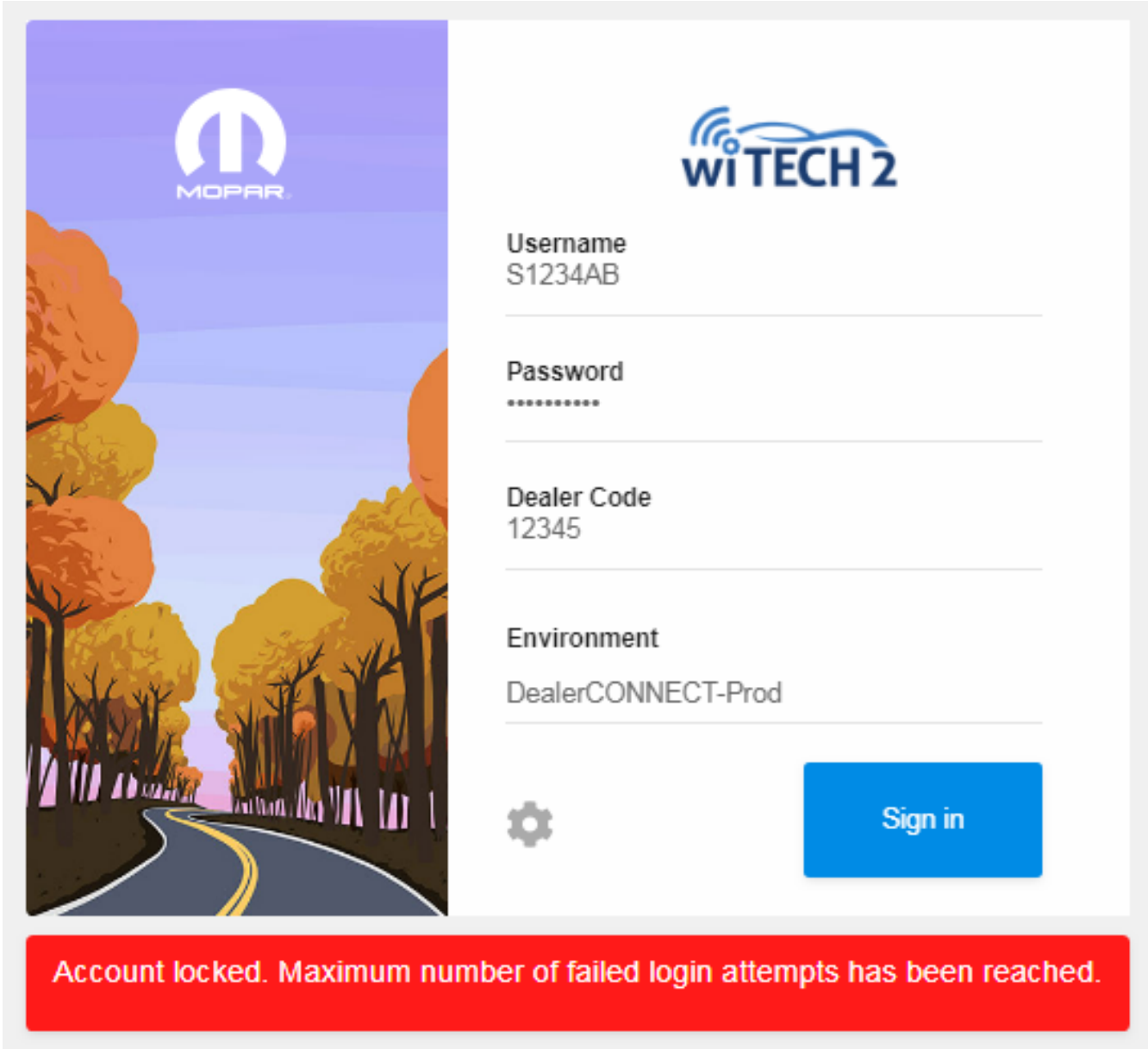


Account Locked After Too Many Failed Login Attempts

905 Ryan Clauson Wed, Jan 16, 2019 [wiTECH 2.0 Public Articles - Dealers](#) 9684

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 wiTECH 2.0 login page. On the left is a vertical banner with the Mopar logo at the top and an illustration of a winding road through autumn trees. The main form area on the right contains the wiTECH 2.0 logo and four input fields: Username (S1234AB), Password (masked with dots), Dealer Code (12345), and Environment (DealerCONNECT-Prod). Below these fields is a settings gear icon and a blue 'Sign in' button. A prominent red banner at the bottom of the form area 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>