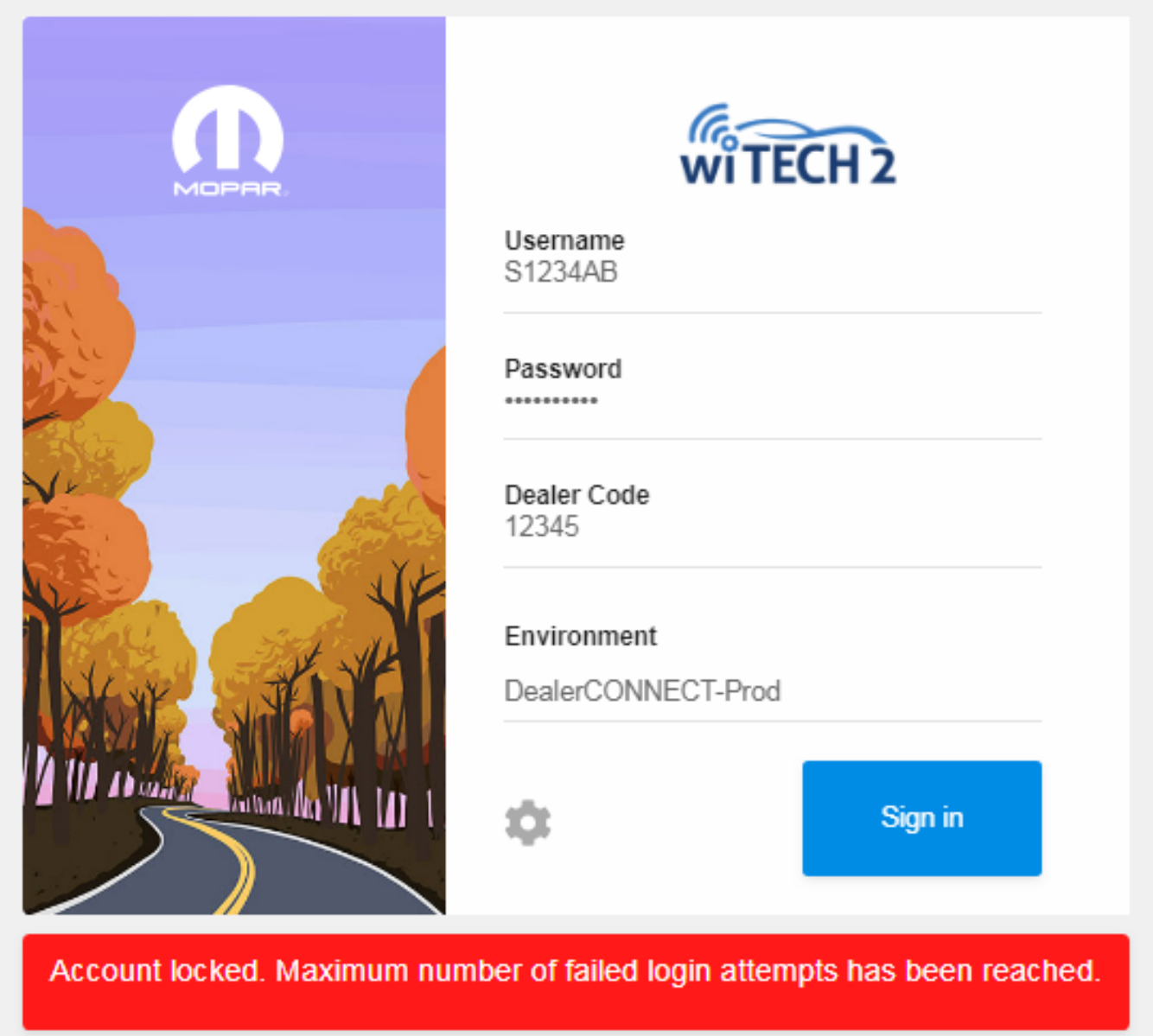


Account Locked After Too Many Failed Login Attempts

905 Ryan Clauson Wed, Jan 16, 2019 [wiTECH 2.0 Public Articles - Dealers](#) 9436

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 2.0 logo and the following fields:

- Username:** S1234AB
- Password:** (masked with 8 dots)
- Dealer Code:** 12345
- Environment:** DealerCONNECT-Prod

Below the form is a gear icon for settings and a blue "Sign in" button. A prominent 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>