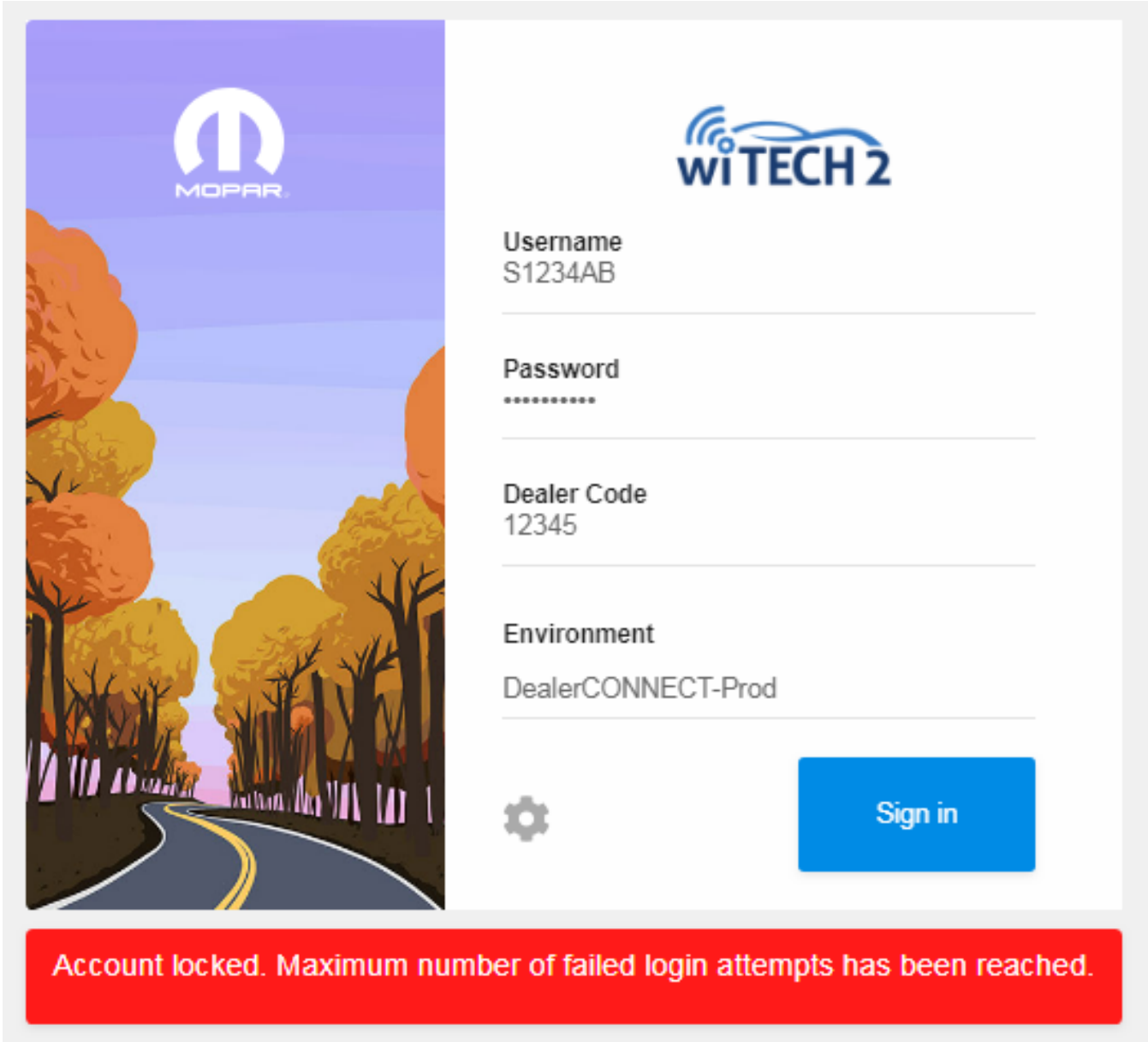


Account Locked After Too Many Failed Login Attempts

905 Ryan Clauson Wed, Jan 16, 2019 [wiTECH 2.0 Public Articles - Dealers](#) 11738

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, there is a vertical banner with the Mopar logo at the top and a stylized illustration of a road lined with trees in autumn colors. The main content area on the right contains the following fields and labels:

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

Below these fields is a gear icon for settings and a blue "Sign in" button. At the bottom of the page, a red banner 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>