



Invalid Logon Attempts and Locked Accounts

If you enter your UserID, payroll number, password, date of birth or security questions incorrectly, you will see a message which says, 'Login details are incorrect'.

Welcome.

Please enter your login details:

✘ Login details are incorrect

For security reasons, the message will not tell you which piece of information was incorrect.

If you enter any of your details incorrectly more than **three** times, your account will become locked. Note that you receive the same message regardless of whether your account is locked or not.

Unlock your account

➤ **University of Nottingham staff**

Please contact the IT Service Desk on 0115 95 16677 or via the [IT Self Service Portal](#).

➤ **University of Nottingham casuals and associates, and Non-University of Nottingham staff (e.g., Unitemps)**

Please use the 'Forgotten your password' link to reset your account. See the '**Logging on**' section for detailed instructions.

If you need more support, please contact the IT Service Desk on 0115 95 16677 or via the [IT Self Service Portal](#).