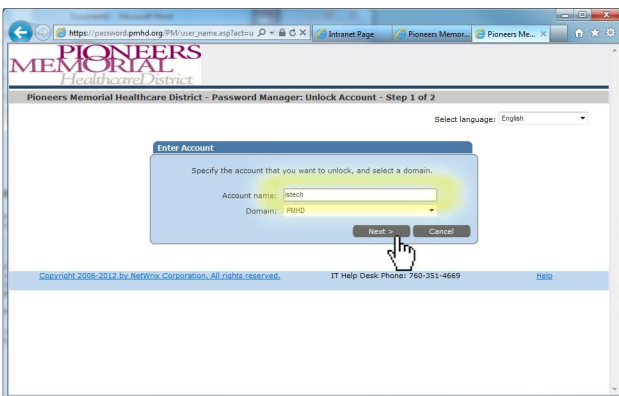# Unlocking an Account

If your account has been locked for any reason, for example, five invalid logon attempts in a row, you can unlock it through the self-service portal.

To unlock your account:

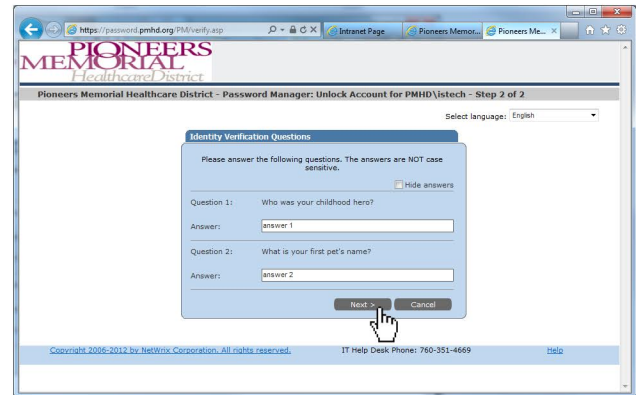1. In the Self-Service Portal home page, click the Unlock Account link.

2. Type your username (not istech) and click Next.

You will be prompted to give answers to random secret questions that you have configured. Two secret questions are asked. The answers are case-insensitive.

3. Specify the answers and click Next. You will be redirected to the page showing the result.

If you want to hide your input while you are typing, select the Hide answers option. This will hide your input with password characters, and an additional confirmation text box will appear for each answer.

4. Result page will indicate if it was unlocked successfully. Please wait a few minutes for the change to take effect. It may take up to 5 minutes.