

Last updated: March 11, 2025

What Do I Do If My Account is Locked?

If you are unable to log in to your account, it may be because we have locked your account. Your account may be locked after several unsuccessful login attempts to ensure your account stays safe.

Why is My Account Locked?

Your account will lock after ten failed login attempts. After the tenth failure, your account will remain locked for an hour. Once an hour has passed, your account will unlock automatically and you will be able to log in again. If you need to access your account before then, please see the section below to learn more about how to unlock your account.

Unlocking Your Account

You can unlock your account by resetting your password. Follow the steps below to reset your password:

- 1 Click the **Forgot your password?** link on the login page or use our [KnowBe4's Training Instances](#) article to find a direct link to your Reset Password page.
 - You may be redirected to log in with your SAML provider. If you are redirected and you are unable to log in with your SAML provider, please contact your admin for further assistance.
- 2 Enter your work email address and click **Send me reset password instructions**.
- 3 The password reset confirmation and instructions will be emailed to that email address.
- 4 Once you receive the email, click on the link provided and you will be redirected to the password creation page.

☆ **Important:** The email will arrive within 15-20 minutes. The email will come from do-not-reply@knowbe4.com with the subject line "Reset Password Instructions". If you do not see the email in your inbox, please check your junk or spam folder for the email before requesting another.

For more information on managing your password, please see our [How to Manage Your Password](#) article. If you are still unable to log in to your account, please reach out to your supervisor, your organization's IT administrator, or the [KnowBe4 support team](#) for help.
