

There are 2 different locked scenarios. Described below are the cause and fix for each.

1. Student account is locked.

After entering the username and password, the following message is received:

The referenced account is currently locked and may not be logged on to.



Cause: Incorrect password entered 3 times.

Fix: Contact Building Technician or Marie Molinari (x1610) with the student's name.

Note: Accounts will automatically unlock after 30 minutes.

2. Computer is locked.

The logon screen only prompts for a password. It is locked by another user.



Cause: The previous user did not logoff.

Fix: Hold down the power button until the computer shuts down. Restart and choose "Start Windows normally" option.

Prevention: Make sure students log off properly:

Go to **Start** and click **Logoff**.

WAIT until the Press CTRL + ALT + DELETE screen appears, then close the lid.

Note: Shut Down will both logoff and shut down. Wait until screen is black before closing lid.