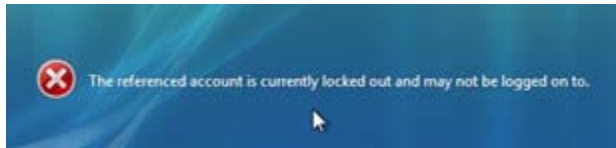


Account Lockout

When using Active Directory on campus (such as by logging in to a computer in a public computer lab with your CWRU network ID and password), you may receive an error message saying that your account has been locked out. The Active Directory account lockout policy disables a user's account if an incorrect password is entered a specified number of times over a specified period. This account lockout policy helps CWRU's Active Directory system to prevent attackers from guessing users' passwords and decreases the likelihood of successful attacks on our network.

Your Active Directory account will become locked out if you enter an incorrect password 30 times over a 15-minute period.* Account lockout will also occur if you are logged into one computer via Active Directory and then use a second computer to change your Active Directory password. If your Active Directory account has been locked out, it will automatically unlock itself after 15 minutes. However, the issue that caused your account to become locked out will still persist.



If your account has been locked out, you should re-sync your CWRU network ID password with your Active Directory password at the following link: <https://its-services.case.edu/my-case-identity/password/change/>. Once your password has been successfully synced, and once 15 minutes have elapsed since you were notified of the account lockout, try logging into Active Directory again. If this does not work and your account gets locked out again, please contact the ITS Service Desk at 216-368-HELP (4357).

ITS Password Change Page

You can use this page to change the password associated with your CWRU Network ID. Changing this password will affect access to services provided by Information Technology Services, e.g., accessing web mail at webmail.case.edu, login to Case-only webpages on www.case.edu and its-services.case.edu, etc.

If your Case Network ID is being used by servers in other departments, changing this password will not cause the password to change on other departments' servers.

Read about how to **pick a good password**.

Your Case Network ID:

Your Current Password:

New Conforming Password:

Verify New Conforming Password:

Sync my Active Directory password:

Sync my Google Apps password:

[Having trouble with this form?](#)

[Did your Active Directory password fail to sync?](#)

[Forgot your password? Click here to reset it](#)

* The Active Directory administrators for each school/department that uses Active Directory have the ability to override this default account lockout policy, and many have done so. Therefore, the specific conditions that cause an account to become locked out may vary depending on where you are logging into Active Directory.