

# Locked Out of PlanAdvisor

Description: This job aid provides information on how to proceed when a user is locked out of PlanAdvisor.

- PlanAdvisor allows up to 10 invalid login attempts before locking the user out.
- The duration of this lock out period is 15 minutes.
- The locked-out user must wait until the lockout period expires before attempting to log in again.
- If the locked-out user is still unable to log in, please contact your dedicated Account Manager to assist you.