# SOP for Account Lockout  
  
## Purpose  
To resolve user account lockout issues efficiently.  
  
## Scope  
Covers domain accounts, VPN, and email access.  
  
## Procedure  
1. Verify user's identity.  
2. Check Active Directory for lockout status.  
3. Unlock account and reset password if necessary.  
4. Investigate repeated lockouts for security risks.  
5. Confirm resolution with user and close the ticket.  
  
## Escalation  
- \*\*P1:\*\* Multiple accounts locked out.  
- \*\*P2:\*\* Individual user locked out frequently.  
- \*\*P3:\*\* Single user lockout with self-service reset available.