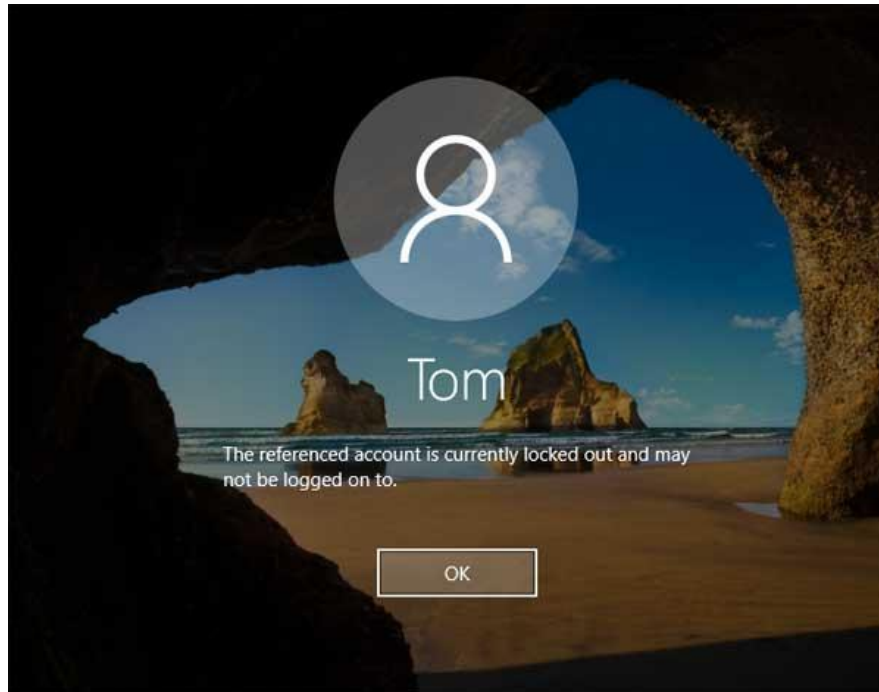
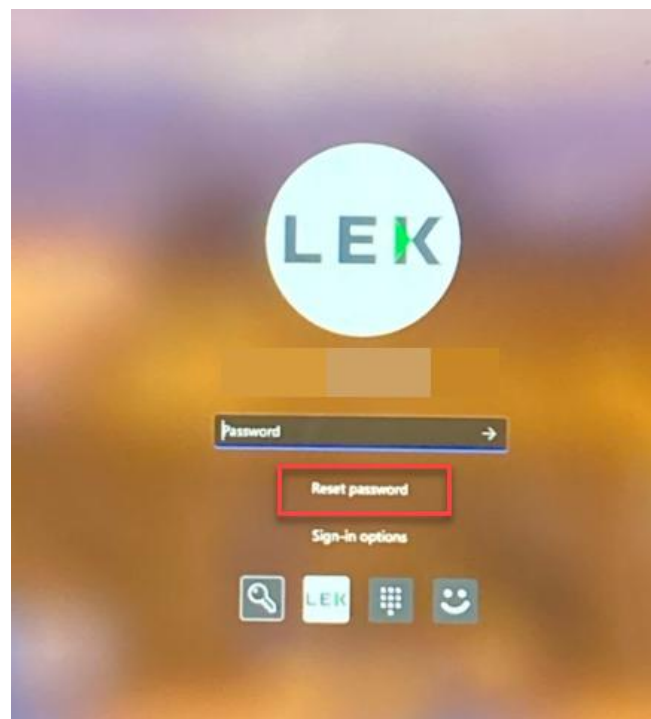


## Unlocking your L.E.K. Account

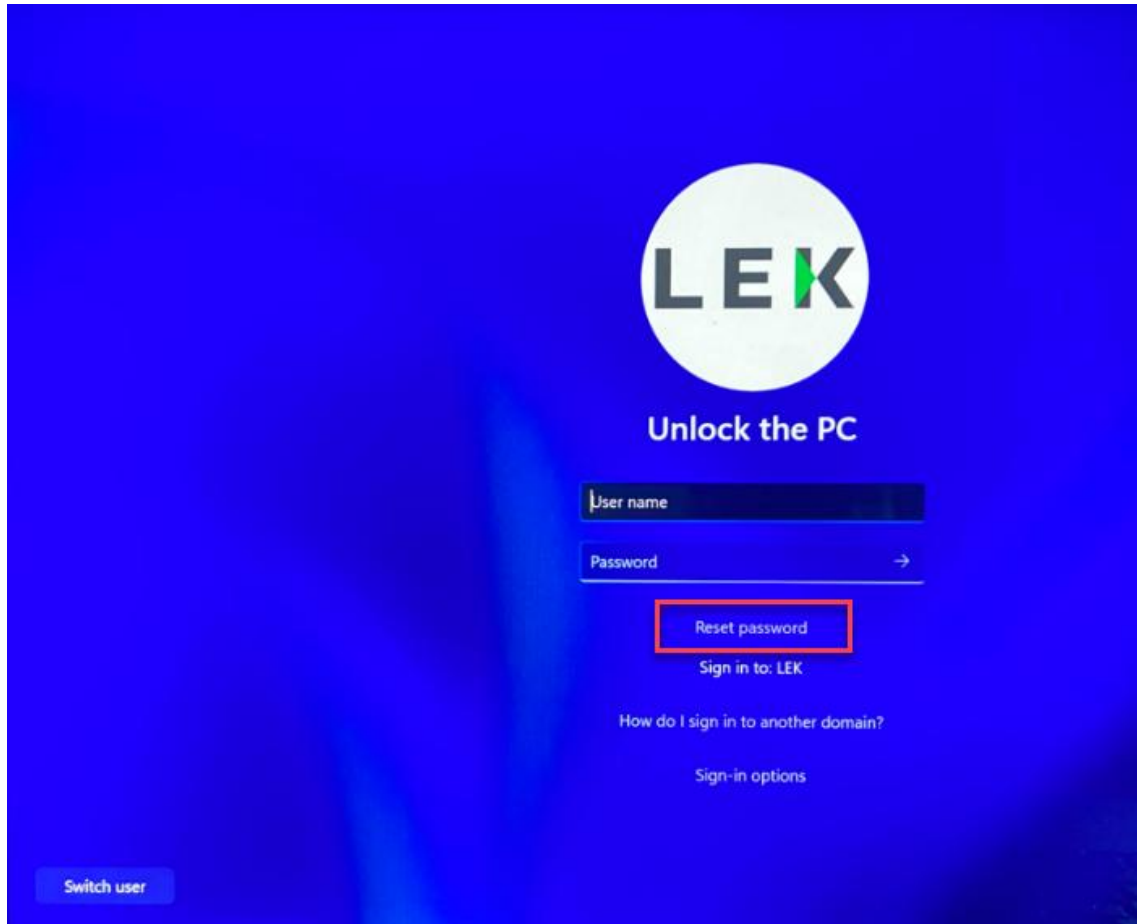
Follow these steps if you're unable to log in to your laptop and receive a message that your account is locked:



- 1) At the Windows logon screen, click **"Reset Password"**.



- 2) A new temporary Windows session will open. Click “**Reset Password**” again.  
**Note:** VPN Disconnects when this Windows Session is launched. You can reconnect the VPN after using this tool.



- 3) Enter your **L.E.K. email address** and complete the **CAPTCHA**.

## Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: \*

a.smith@lek.com

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. \*

Next

Cancel

4) Select “**I know my password, but still can’t sign in**”.



## Get back into your account

Why are you having trouble signing in?

☐ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☒ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

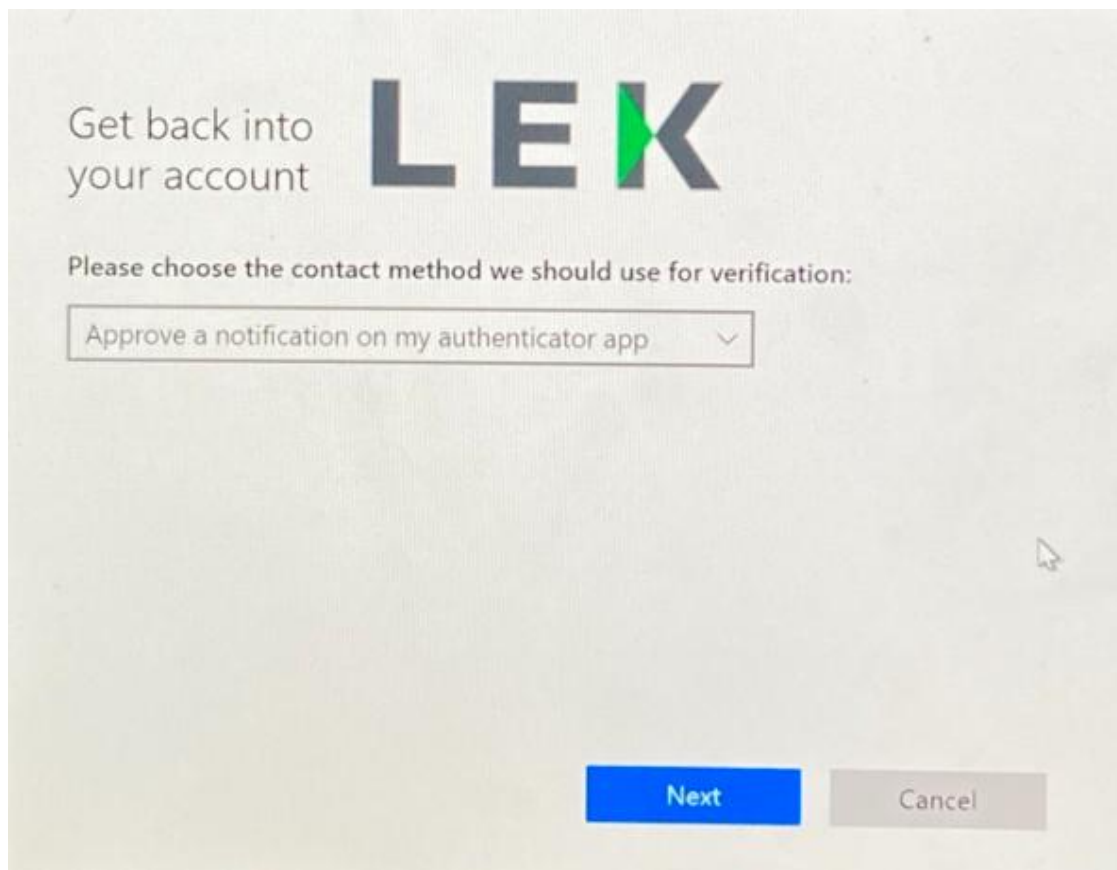
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

5) Choose one of the following to verify your identity:

- **Authenticator App:** Approve the notification and enter the code.
- **SMS:** Enter the code sent to your mobile.
- **Phone Call:** Answer the call and follow instructions.



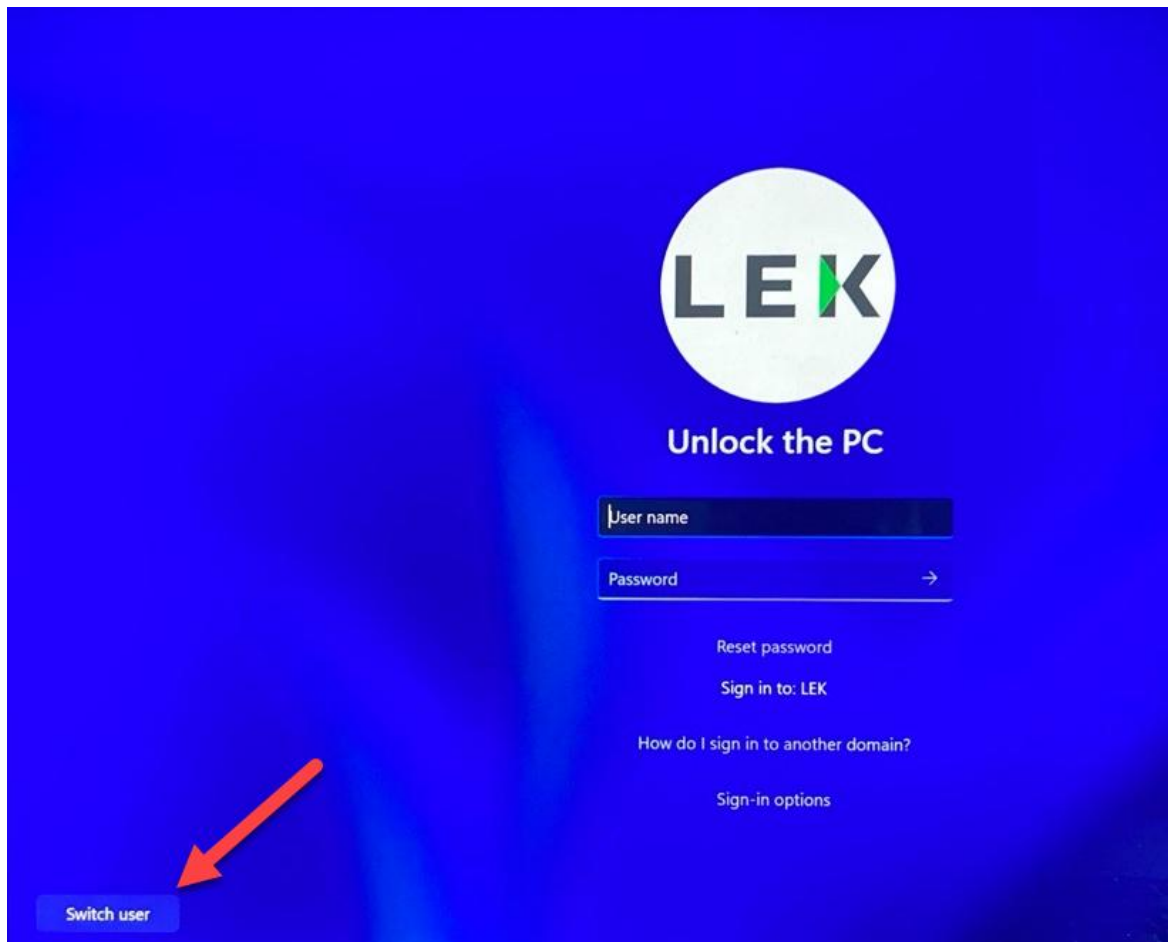
- 6) You should see a confirmation message that your account has been unlocked. Click “Finish”.



Get back into your account

✓ Your account has been unlocked

- 7) **Important:** If you were connected to the VPN prior to starting this process, it may have disconnected during the temporary session. Click “Switch User” to return to the main logon screen, enter your credentials to sign in, then reconnect to the VPN.



8) You can now sign in using your same password.