

Title: Account Lockout Resolution

Scenario:

An employee is unable to log in after multiple failed password attempts.

Steps:

1. Go to the Self-Service Password Reset portal.
2. Verify your identity using two-factor authentication.
3. Reset your password following the on-screen instructions.
4. Wait 15 minutes for synchronization across systems.
5. Attempt login again using the new password.

Troubleshooting:

1. Clear browser cache and cookies before retrying.
2. Ensure Caps Lock is not enabled during password entry.
3. If lockout persists, contact ServiceDesk for manual unlock.