

From: ITSupport@acmecompany.com  
To: john.smith@acmecompany.com  
Subject: Re: Account Lockout - RESOLVED  
Date: 2023-05-15 14:30:00

Dear John,

I'm glad to hear that you're able to access your account now. The lockout occurred due to multiple failed login attempts, which is a security measure to protect against unauthorized access. In the future, if you're unsure about your password, please use the "Forgot Password" option instead of multiple attempts.

If you have any further issues, don't hesitate to reach out.

Best regards,  
IT Support Team

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From: john.smith@acmecompany.com  
To: ITSupport@acmecompany.com  
Subject: Re: Account Lockout  
Date: 2023-05-15 14:15:00

Hi IT Support,

Thank you so much! I've successfully logged in now. I appreciate your quick help.

Best,  
John

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From: ITSupport@acmecompany.com  
To: john.smith@acmecompany.com  
Subject: Re: Account Lockout

Date: 2023-05-15 13:45:00

Hello John,

I've unlocked your account. Please try logging in again with your current password. If you've forgotten your password, use the "Forgot Password" link on the login page to reset it.

Let me know if you need any further assistance.

Regards,  
IT Support Team

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From: john.smith@acmecompany.com  
To: ITSupport@acmecompany.com  
Subject: Account Lockout  
Date: 2023-05-15 13:30:00

Dear IT Support,

I'm unable to log into my account. It says it's locked out. Can you please help me regain access?

Thanks,  
John Smith