

#3 Account lockout – Windows login

Submitted Received via Requester
January 16, 2026 at 15:10 Web Form John Smith

Status category	Ticket status	Type	Priority	Group	Assignee
Pending	Pending	Question	Normal	Support	Alexis Wa

Sentiment confidence	Intent	Intent confidence	Language	Language confidence	Sentiment
High	Software::Login issues::Unable to login	Low	English	High	Neutral

Alexis Wa January 16, 2026 at 15:10

Hello John,

I've unlocked your account and reset your password. Please wait 10 minutes and try logging in again.

Let me know if the issue continues.

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