

## Account Disabled

### 1: Is your Account disabled?

If you get a message telling you that **you are not permitted to login** to one of the lab machines or login servers, this means that your account has been disabled.

(If you're just getting **Access Denied**, you probably just need to [reset your password](#).)

We disable accounts as a safety measure if software in your account is misbehaving, or if it looks like your account has been compromised.

We also disable accounts if there's been a serious breach of the rules, such as:

- Sharing your account credentials with someone else
- Trying to hack or compromise CSE systems or other people's accounts
- Failing to return loan items
- Tampering with equipment in the labs
- Eating and/or drinking in the labs

If your account has been disabled, it usually means that we need to have an in-person conversation with you before we can re-enable it.

Contact SS on [ss@cse.unsw.edu.au](mailto:ss@cse.unsw.edu.au) or call us on 9385 54199 to make an appointment for this.

*Last edited by jbc 23/06/2017*