

Getting back into your account after normal working hours

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July 17, 2023 by [ES and UIS Communications](#) [2]

Entering the wrong password too many times and finding your CU account locked is never fun. Realizing it's after normal business hours only adds to the frustration. Luckily, there is a quick fix.

If your account is simply locked and you know your password, it is just a matter of waiting. After 15 minutes have elapsed, your account will reset on its own, and you should be able to log in as normal.

If you are locked out of your account and don't remember the correct password, [submit a ticket to the Service Desk](#), [3] and it will be answered during business hours.

Reminder: When prompted to reset your password, you must satisfy the [CU System password requirements](#) [4]:

- At least 12 characters in length
- At least one capital letter
- At least one numeral
- At least one special character
- Cannot be one of your previous passwords

[UIS Service Desk](#) [5], [password](#) [6]

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