**How to Unlock Your Account**

Your account becomes locked due to 5 or more failed login attempts (incorrect username and/ or password). All accounts automatically become unlocked after 30 minutes, but you may perform a self-service unlock by following these instructions.

1. From the ACR Login page (<https://sso.acr.org>) click 'Need help signing in?' to view the self-service options available.
2. Select 'Unlock account?'





1. Enter the email address used for your ACR Login and click 'Send Email'. This must be a valid, active email address that you can access.

1. If your ACR Login was not locked out, you will receive the email shown in the screenshot below. If you are still having trouble logging in, perform a password reset by using the link in the email (<https://sso.acr.org/signin/forgot-password>).





If your ACR Login was locked out due to 5 or more failed login attempts, you will receive the email as shown to the left.

1. Click the 'Unlock Account' button in the email. If successful, you will see the screen below, and can now use your ACR Login.



**Note:** These emails are only valid for 7 days and are one-time use.

If you miss the 7-day period, or attempt to use the email twice, you must start back at step 1.

Questions? Contact NRDRSupport@acr.org