Information about the eRaider account lockout feature

Notice

No one at Texas Tech University or from anywhere else should ask for your password.

Details

To prevent someone from guessing passwords and gaining access to your account, 14 failed sign-in attempts within 14 minutes will result in your account being temporarily locked. The account will remain locked for 15 minutes unless more failed sign-in attempts are made.

Accounts cannot be manually released from lockout. The account will remain locked until the system automatically releases the lockout. This will happen after 15 minutes.

NOTE: Most services will not give you a message indicating that your account is locked. They will typically just prompt for the password over and over again even if you are entering the correct password. This is almost certainly an indication that your account is locked.

TIP: If your account gets continually locked out, you may wish to view Causes and solutions for eRaider account lockouts for tips on avoiding lockouts.