About Account Locks

There are multiple types of account locks. An account locks temporarily, for 15 minutes, when the correct username but the wrong password is entered 15 times in a row. This typically happens after a user has changed his or her password but when some device or program remembers the old password and is repeatedly trying to enter it. The only fix is to find where the old password is saved and change or remove it.

Places Your Old Password May Be Saved

(Note: All instructions have been written based on the latest version of the software in question. Instructions for other versions of software may be different.)

Windows


BoxerSecure Wireless Profile How to remove: Go to the wireless icon (lower-right), click, Open Network and Sharing Center -> Manage Wireless Networks -> find and select BoxerSecure, click Remove, re-add the profile as per the TIP sheets instructions.

Contribute How to remove: Open Contribute, go to Edit -> My Connections -> Doubleclick on each connection, use Next to move through the connection wizard, changing the password but keeping all else the same.

FTP (e.g. Filezilla, ws_ftp) How to remove: Go to the saved profile for the Pacific server you connect to, update the password field and save.

Saved Passwords on Webpages – Internet Explorer How to remove: Go to Tools -> Internet Options -> click Delete… -> Check “Passwords” and click Delete.

Saved Passwords on Webpages – Firefox How to remove: Go to Tools -> Options -> General tab -> click Saved Passwords -> find and highlight the website and click Remove.

Saved Passwords on Webpages – Chrome How to remove: Click on the Wrench icon -> Options -> Personal Stuff tab -> click Show saved passwords -> click on the websites to select them and click Remove.

Vault Drive Letter Program How to remove: Double-click X icon (lower-right), Disconnect a drive, double-click on it, change password.
**Mac OS**

**BoxerSecure Wireless Profile** How to remove:
Click on the Airport icon (upper right) -> Network Preferences -> Advanced -> WiFi tab -> Preferred Networks -> Select BoxerSecure and click the “-” icon to delete it. Go to the 802.1x tab, find any profile with your PUnet ID and password and delete it. Re-connect to BoxerSecure as per the instructions on the BoxerSecure TIP sheet.

**Entourage – Faculty & Staff Email** How to remove:
Go to the Entourage pulldown menu -> Account Settings -> double-click on your account, change password, click OK.

**Outlook – Faculty & Staff Email** How to remove:
Go to Tools -> Outlook Accounts -> change the password there and close the window.

**Contribute** How to Remove: Open Contribute, go to the Contribute pulldown menu -> My Connections -> Doubleclick on each connection, use Next to move through the connection wizard, changing the password but keeping all else the same.

**FTP (e.g. Filezilla, Fetch )** How to remove: Go to the saved profile for the Pacific server you connect to, update the password field and save.

**Saved Passwords on Webpages – Firefox**
How to remove: Go to Firefox -> Preferences -> Security tab -> click Saved Passwords -> find and highlight the website and click Remove.

**Saved Passwords on Webpages – Safari**
How to Remove: Go to Safari -> Preferences -> AutoFill Tab -> click Edit next to User Names and Passwords -> click on the websites to select them and click Remove.

**Saved Passwords for Server Access** How to remove: Use spotlight search, find and run Keychain, find the entry for that server and delete it.

**Mobile Devices**

**Blackberry – Wireless Connection** How to remove: Follow the setup instructions on the Help Documentation page.

**Blackberry – Faculty & Staff Email** How to remove: Follow the setup instructions on the Help Documentation page.

**iPhone – Wireless Connection** How to remove: Go to Settings -> WiFi -> BoxerSecure -> click Forget This Network, then add BoxerSecure back in.

**iPhone – Faculty & Staff Email** How to remove: Go to Settings -> Mail, Contacts, Calendars -> your Exchange account -> Account -> change Password and Done.


**Android – Faculty & Staff Email** How to remove:
Go to Settings -> Accounts & sync -> select your Pacific email account -> Account Settings -> Incoming Settings -> change Password and Done.

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