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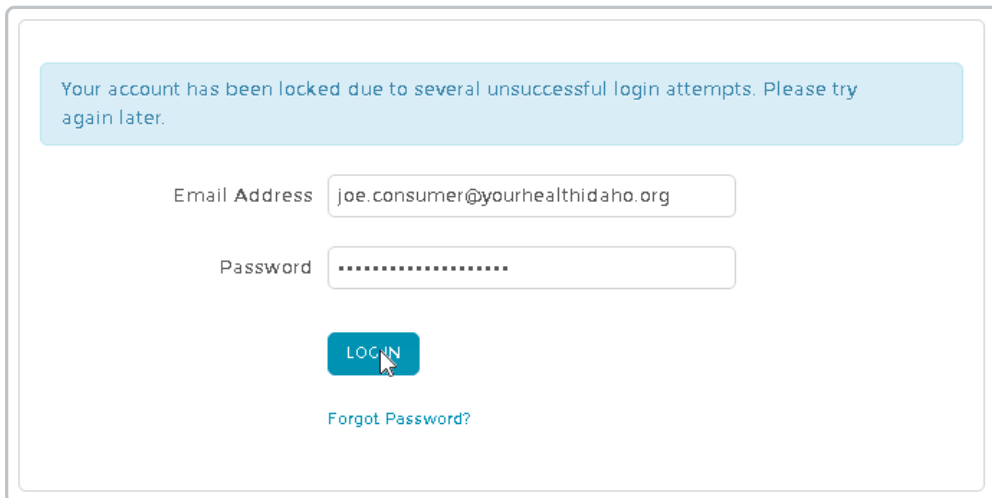
# Your Health Idaho Account is Locked

04/18/2024 9:14 am MDT

Your Health Idaho allows for three failed login attempts before locking an account. Locked accounts will display the message: *"Your account has been locked due to several unsuccessful login attempts. Please try again later."*

If your account is locked:

- You will be unable to log into your account for 30 minutes, even if you successfully enter the correct password or change your password after the lock occurs.
- After 30 minutes have passed, you can reattempt your password, or, if you cannot remember your password, change it by clicking the *Forgot Password?* link.
- If you are unable to access your account after resetting your password and allowing the lock to time out, see [Troubleshooting Account Access](#) or contact customer support at 855-944-3246.



The screenshot shows a login interface for a Health Idaho account. At the top, a light blue banner contains the message: "Your account has been locked due to several unsuccessful login attempts. Please try again later." Below this, there are two input fields: "Email Address" with the value "joe.consumer@yourhealthidaho.org" and "Password" with a masked password represented by dots. A blue "LOGIN" button is positioned below the password field, and a blue link labeled "Forgot Password?" is located below the button.