

# Dynatrace Portal user account is locked out

## Information:

Environment
<ul style="list-style-type: none"><li>Dynatrace Portal</li></ul>

Solution
<p>There are two reasons why a Dynatrace Portal user account is be locked out:</p> <ul style="list-style-type: none"><li><b>Incorrect Login Information.</b> After 5 attempts to log in, with the wrong login information, the account will be locked.</li><li><b>Excessive Logins.</b> After the user attempts to login more than 48 times in 4 hours, the account will be locked. This typically indicates an automated login process, which is prohibited in the Terms of Service.</li></ul> <p>Contact Customer Support to unlock the accounts.</p>