

## Help, I get an error when logging into my OTC Office 365 Account

Error: "It looks like your account has been blocked. Please contact your admin to unblock it."

Error: "Your account is temporarily locked to prevent unauthorized use. Try again later, and if you still have trouble, contact your support person."

Information obtained from: [Microsoft Support Reference Page](#)

An account is blocked when it is believed:

- to have been compromised and is being used fraudulently without your knowledge, or
- a bulk mail you have sent, has used a distribution list that contains multiple invalid email addresses
- too many log in attempts are made within a short time period for the account

An account can be compromised when someone using a computer clicks a link in a phishing email or if someone visits a disreputable website. A compromised account can be used to send spam email which can exceed service limits.

For End Users once you receive this error message:

- Method 1: Wait 15 minutes. Try to sign into the account using your known username and password.

If this method does not work, please complete the [Account Assistance Request Form](#) from the [Account Assistance](#) portion of the [Ogeechee Technical College](#) webpage. When you complete the account assistance form, please ensure that the reply email address is a current so that you will receive your temporary reset password.

Error looks like this:

