How do I fix it if a patron gets a message in the ILLiad Web that says that the account is locked due to a login limit?

Symptom

• Patron is getting an error message about a Web Login Limit and the account is locked

Applies to

• ILLiad

Resolution

Here is the information on the Web Login Limit and how to fix it:

1. There is a feature that you can turn on that will block a patron with a number of failed login attempts.
2. Please see the Temporarily Block Web Users for Failed Login Attempts documentation for an explanation and how to fix it.