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?

Last updated: Tue, 15 Feb 2022 19:19:29 GMT

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](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/How_do_I_fix_it_if_a_patron_gets_a_message_in...) documentation for an explanation and how to fix it.

Page ID

40855