TOPIC: Locked Accounts

If you are locked out of the system, it can be for a few different reasons. The procedure for unlocking your account will depend on the reason it is locked:

**Too many attempts at logging-in**

Resolution: Contact your system administrator or call VCCC @ 1-866-637-8482

**6 months of inactivity (status inactive)**

Resolution: Contact your system administrator or call VCCC @ 1-866-637-8482

**12 months of inactivity (status terminated)**

Resolution: Fax a new SA-IRMS-E to (804) 774-3898

**Important Notes:**

- After a password is unlocked, there could be a 24 to 48 hour window before you are able to log-in.
- We recommend that you log into your account once a month to remain active.
- If you email “IRMS Support” regarding a locked password, you will be provided with the instructions above. *IRMS Support staff are not able to unlock passwords or re-activate terminated accounts.*