

How to Unlock Your Account

1. If you don't remember your password, you only have 3 attempts to get the correct one. After 3 attempts, you will be locked out of your account (meaning you will be unable to log in) and you must follow this procedure in order to get access again.
2. At the AD Self Service Plus homepage, click "Unlock Account" under where you would normally sign in



Update Your Profile Efficiently :

[User Registration](#)
Establish your identity via registration

[Self Update](#)
Update your contact information

[Change Password](#)
Change your password using current password

Sign in

User Name:

Password:

 **Reset Password**
Reset your forgotten password

 **Unlock Account**
Unlock your locked out account

3. In the next page, enter the username you would use to log into your Trimac account. Once you have entered in your username, click the button that says "Continue".

 **Unlock Your Account**
Please provide your user name and domain name.

Domain User Name (Example : Jsmith)

4. What will appear on the next page are the security questions you created when you first enrolled your account. The answers will be the ones you entered in when you choose your security questions. **IMPORTANT:** Once you have arrived on the page where you enter in your security questions, this procedure will now be timed. You have 5 minutes to complete the rest of this process. After 5 minutes, your session will expire and you must start this procedure from the beginning. To keep track of this time limit, a timer in the top right corner will show you how much time you have left. It will look like this:

Time left for this operation : 02:03 

5. After you have entered in your answers, below will be a picture that looks something like this **(the characters will ALWAYS be different):**

Type the characters you see in the picture below.



gfrneo

Letters are not case-sensitive

Continue Cancel

You will be required to enter in the characters you see in the picture. For example:

Type the characters you see in the picture below.



gfrneo

Letters are not case-sensitive

Continue Cancel

If you cannot read the characters, you can change them by clicking the  button. You can do this as many times as you like until you get a set of characters you can read.

6. Once you are done, click the “Continue” button.
7. On the next page, you will need to do the same process as step 5 where you must enter in the characters you see.
8. Once you have entered in the characters, click the “Unlock Account” button.

Type the characters you see in the picture below.



59fk3g

Letters are not case-sensitive

Unlock Account Cancel

9. You will now be able to log in again to your account. **REMEMBER:** If you enter in your password wrong 3 times again, you will need to repeat this entire procedure. It is **HIGHLY RECOMMENDED** that you reset your password instead of repeating this procedure multiple times. Resetting your password is a lot faster and simpler instead of locking your account. If you are unsure of how to reset your password, please refer to the document named "How to Reset Your Password".