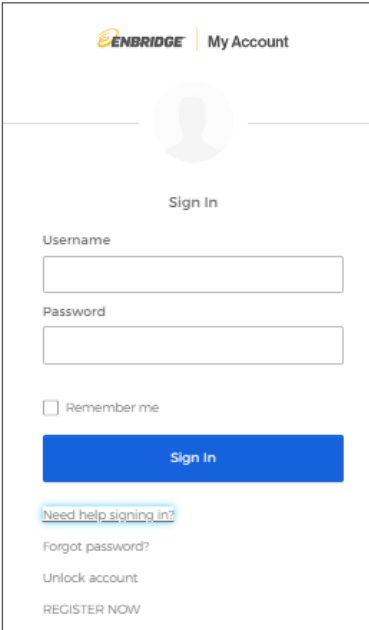# My Account Multi-factor Authentication (MFA)
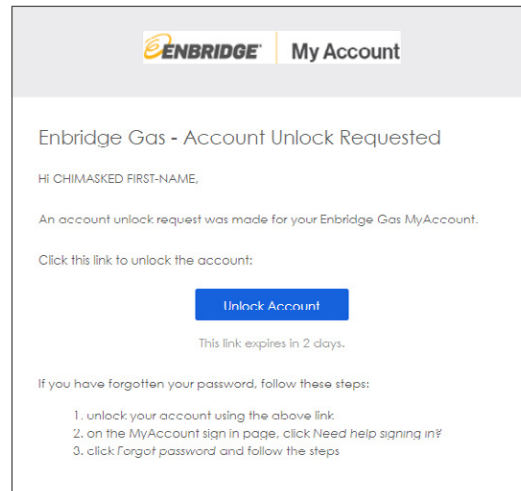## Unlock account and reset password

Unlock account

1. You will lock your account if you enter the wrong username/password **three times**.

2. You can also access the Unlock account link from the sign in page under the **Need help signing in?** menu.

3. You will be presented with an **Unlock Account** window, enter your email address and click **Send Email.**

4. An email will be sent to the email you provided and you will be presented with an **Email Sent!** window.

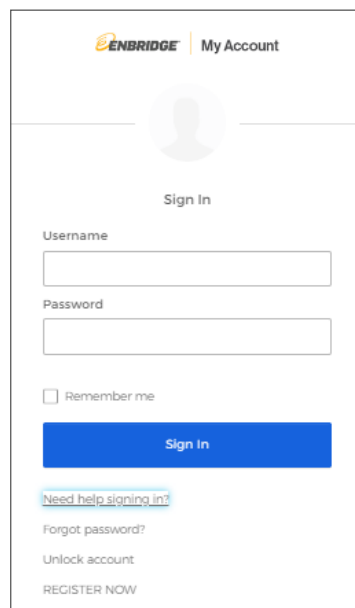5. Access your email and click the **Unlock** button.

6. Return to your web browser and click **Back to sign in**.

7. If you don't receive the email – return to the sign in page and click **Unlock account** to try again.

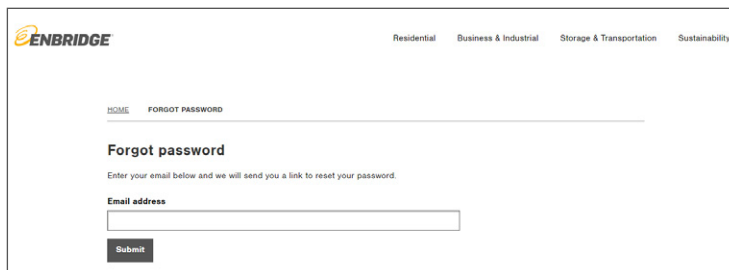8. If you have also forgotten your password, continue with the below instructions.

Forgot password

1. If you have forgotten your password, click the **Need help signing in?** menu on the login page, choose **Forgot password?**

2. You will be sent to the **Forgot password** page, enter your email address, click **Submit**.

3. An email will be sent to you with a link to reset your password.

4. Click the link in the email.

5. You will be directed to the **Reset Password** page, enter a new password and security question.

6. Click **Submit**.

7. Your password has now been reset and you can log in to **My Account** with the new password.

8. If you do not receive the email, please contact us at 1-877-362-7434 Monday to Friday 8:00 a.m. to 6:00 p.m. EST (closed holidays).

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