

# Frequently Asked Questions

1. When I try to login I get an account disabled error, why?
  - a. Your account has been disabled. You will need to contact your local ITC support staff and have them re-enable your account. Accounts will disabled if they are not logged into for more than 120 days.

Your account has been disabled. Please see your system administrator.



- b.
2. When I try to login I get an password expired error, why?
  - a. Your password has expired. If you have enrolled prior you should be able to reset your password using Self Service. If you have not enrolled you may not be able to recovery your account and will need to contact your local ITC support staff and have them reset your account password.