UAlbany Mail - Account Locked or Blocked Message

Issue
When attempting to log into UAlbany Mail using Outlook Web App (OWA), you may receive one of these error messages:

- “Your account has been locked. Contact your support person to unlock it, then try again.”
- “It looks like your account has been blocked. Please contact your admin to unlock it.”
- “Taking you to your organization’s login page.” then reloading to the same message over and over.

Resolution
This issue can often be resolved by visiting the ITS Password Set/Reset page to reset your UAlbany password. Once that is done, processes will run that may take up to 30 minutes that should unlock your account.

If that does not resolve your access, please contact the ITS Service Desk to investigate further.

Need more help? Contact the ITS Service Desk.