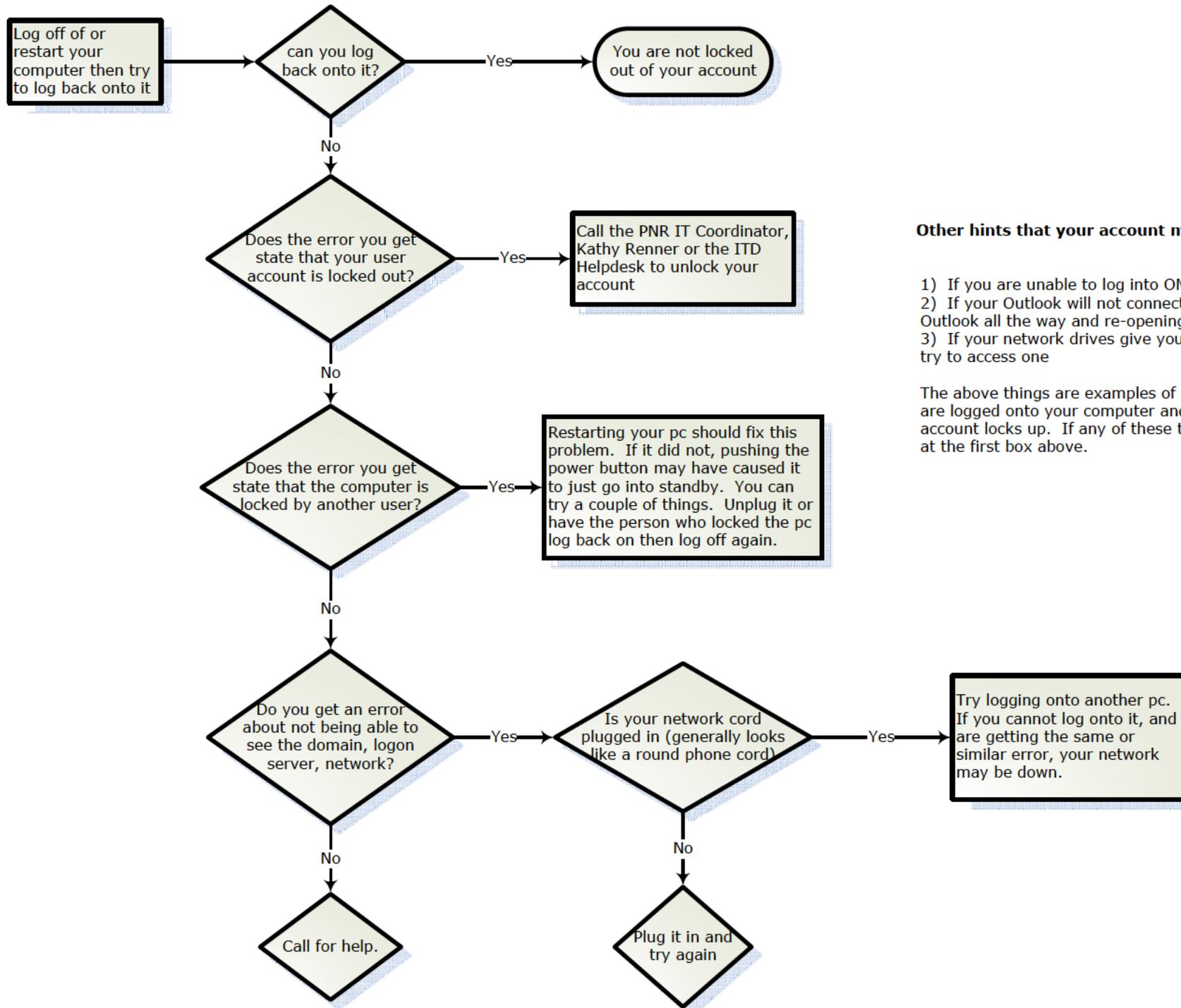


If you suspect that you are locked out of your ndgov account:



Other hints that your account may be locked out:

- 1) If you are unable to log into OMS
- 2) If your Outlook will not connect (first try shutting down Outlook all the way and re-opening it)
- 3) If your network drives give you a security error when you try to access one

The above things are examples of what can happen when you are logged onto your computer and for whatever reason your account locks up. If any of these things happens, try starting at the first box above.

Differentiating between desktop and network issues:

