

My UGent account has been blocked. What should I do?

05/18/2026 08:15:01

FAQ Article Print

Category:	Account	Votes:	0
State:	public (all)	Result:	0.00 %
Language:	en	Last update:	14:54:55 - 12/15/2025 (Europe/Brussels)

Keywords

account locked lock block blocked

Solution (public)

You will first need to set a new password via
[1]<https://mysignins.microsoft.com/security-info/password/change>. If you have forgotten your current password, you can reset it via
[2]<https://accountreset.ugent.be/en>.

Once you have changed your password, contact ICT HelpMe for more information about the block and how your account can be reactivated.

Note: A lockout caused by entering the incorrect password too many times will automatically be lifted after a certain period of time.

[1] <https://mysignins.microsoft.com/security-info/password/change>

[2] <https://accountreset.ugent.be/en>

Symptom (public)

You received an email that states that your account is blocked or you get this message when trying to login.

Problem (public)