**Subject:**

UCM | Retrieving Login Information

**Message**:

Hello UCM Users,

With the current COVID-19 situation, and many of us working remotely, we wanted to be sure everyone knew how to retrieve their login information if you are having any trouble.

There is a helpful article in UCM’s Knowledgebase that will guide you through the steps to recover all your login information using just your email. Here is a link: <https://ucmsupport.icontracts.com/hc/en-us/articles/360034551111-Retrieving-Your-Login-Information>

As a warning, after 5 failed attempts to login, your account will be DEACTIVATED, and you will be LOCKED OUT. You will then need to contact a Local UCM Admin to have your account reactivated.

If you are experiencing any problems accessing UCM, please ensure that you follow these instructions to reset your information so you do not get locked out.

Thank you,

Your UCM Admins