What to Do If Your PIMS+ Account Is Locked

Troubleshooting & Access Recovery for Providers

Overview

For security purposes, access to the Provider Inquiry Management System Plus (PIMS+) may be temporarily restricted after multiple unsuccessful login attempts. This guide outlines how to resolve account lockouts and restore access quickly.

Steps to Resolve an Account Lockout

1. Review the on-screen error message carefully.
2. Attempt a password reset using the "Forgot Password" option.
3. Verify browser, device, and network settings.
4. Contact support if access is not restored.

Why Accounts Get Locked

❖ Multiple incorrect password attempts
❖ Expired or previously used passwords
❖ Automated security protection triggered
❖ Shared credentials or simultaneous login attempts
❖ Browser or cached credential conflicts

Quick Troubleshooting Checklist

❖ Before contacting support, complete the checklist below:
   o Wait 15–30 minutes before retrying

   o Confirm you are using the correct email address

   o Select "**Forgot Password**" instead of guessing

   o Check spam or junk folders for reset emails

   o **Clear browser** cache and cookies

   o Disable saved passwords or auto-fill

   o Try a different browser or device

   o Ensure login credentials are not shared

Related Help Articles

1. How to Reset Your PIMS+ Password
2. How to Create a Provider Account in PIMS+

Provider Support

If your account remains locked after completing the steps above, contact Provider Support at:

➢ **Email:** support@dbhddpims.zendesk.com; Include your full name, email address used for login, provider organization, and a brief description of the issue.