**Top Tips for Club Editors – Avoiding being "Blocked" from your Dashboard**

In 2020, the security plug-in, WordFence, has been applied to the SIGBI Website in order to limit the likelihood of the website being hacked. However, it has also had the side-effect that some Club Website Editors have found that their user account has been blocked and they cannot log into their Dashboard, even if they try to change their password.

This happens has a result of trying to access the website too many times with the incorrect login details. Users are allowed 5 attempts to login, and on the fifth incorrect attempt the user is blocked for a period of five days. During this time, attempts to change your password will not unblock your username.

To avoid being blocked:

1. The first time that you are told you have entered an incorrect password DO NOT TRY TO RE-ENTER the same password.
2. Have you got your password written down? If it's in a Word document, try copying and pasting it into the login prompt, instead of typing it, in case it was simply a typing error.
3. If this does not work (attempt 2) then reset your password. Click the "Lost your password?" link underneath the login prompt. Enter your email address on the next screen and click "Get New Password".
4. You will receive an email containing a link that you need to click. This will take you to a screen where you can choose a new password. Replace the long default password displayed with one of y our choice – copy it before clicking "Reset" (CTRL + C to copy) and paste it into Word for future reference. Then click "Reset Password" to activate it.
5. Log into your website with your new password.

If you do find that you are blocked, you will need to wait FIVE DAYS before trying again. Do not try to access the dashboard before the five days are up.

You may have seen a message that you will be blocked for 9 hours. This is a WordPress generated message, not WordFence, so is incorrect.

If you try again after five days and are still blocked then please contact SIGBI HQ (sally@sigbi.org). However, you should be able to log in again after this period.