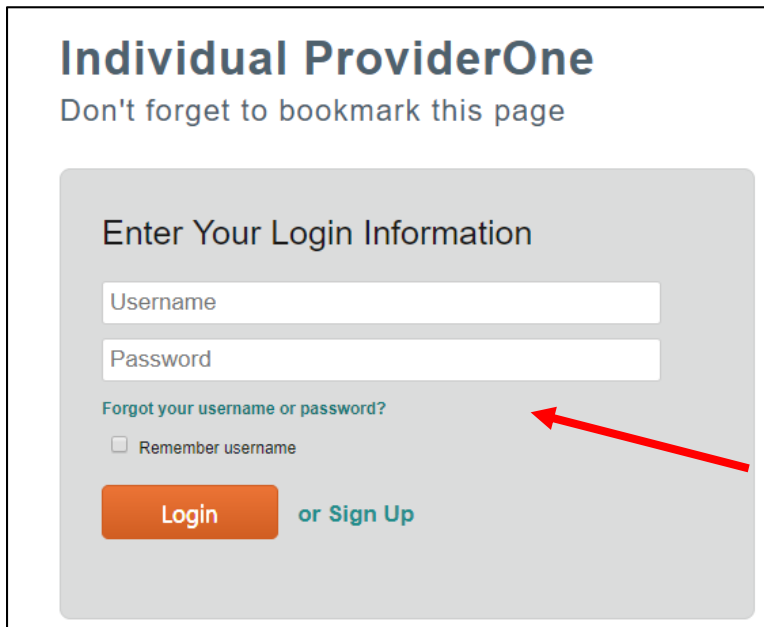


How to Unlock a Password

After three failed login attempts a user will be locked out of their IProOne account for security purposes. If this occurs, the user can use the “forgot password” link. The user will need to verify their credentials and use the answers from their security questions to get unlocked.



Individual ProviderOne
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Enter Your Login Information

Username

Password

[Forgot your username or password?](#)

Remember username

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They can also call PPL’s Call Center. After a representative completes the caller verification process, the account can be unlocked or reset.