How to find the reasons for account being suspended?

436 Vishnupriya October 8, 2026 General, Technical 6504

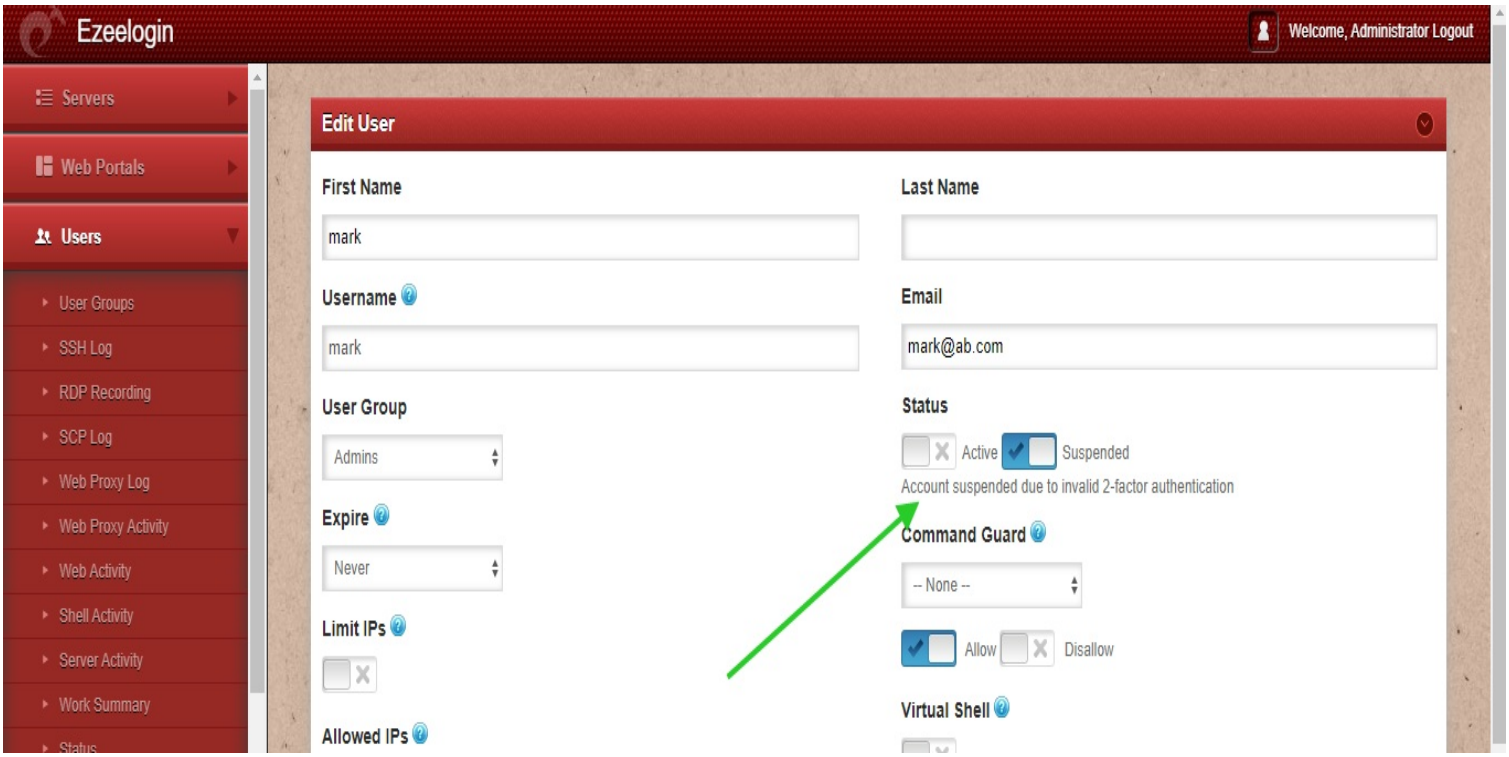
Reasons for Account Suspension

Overview: This article describes the reasons why an account could be suspended.

Ezeelogin user accounts are never suspended because of an unpaid or overdue invoice. A suspended account in the Ezeelogin software means the user was locked out after too many failed login attempts, usually an incorrect password or security code.

1. Account suspended due to invalid 2fa or security code:

If a user is suspended due to an invalid 2fa or security code, you can view the reason for suspension under Users -> Edit User as shown below.

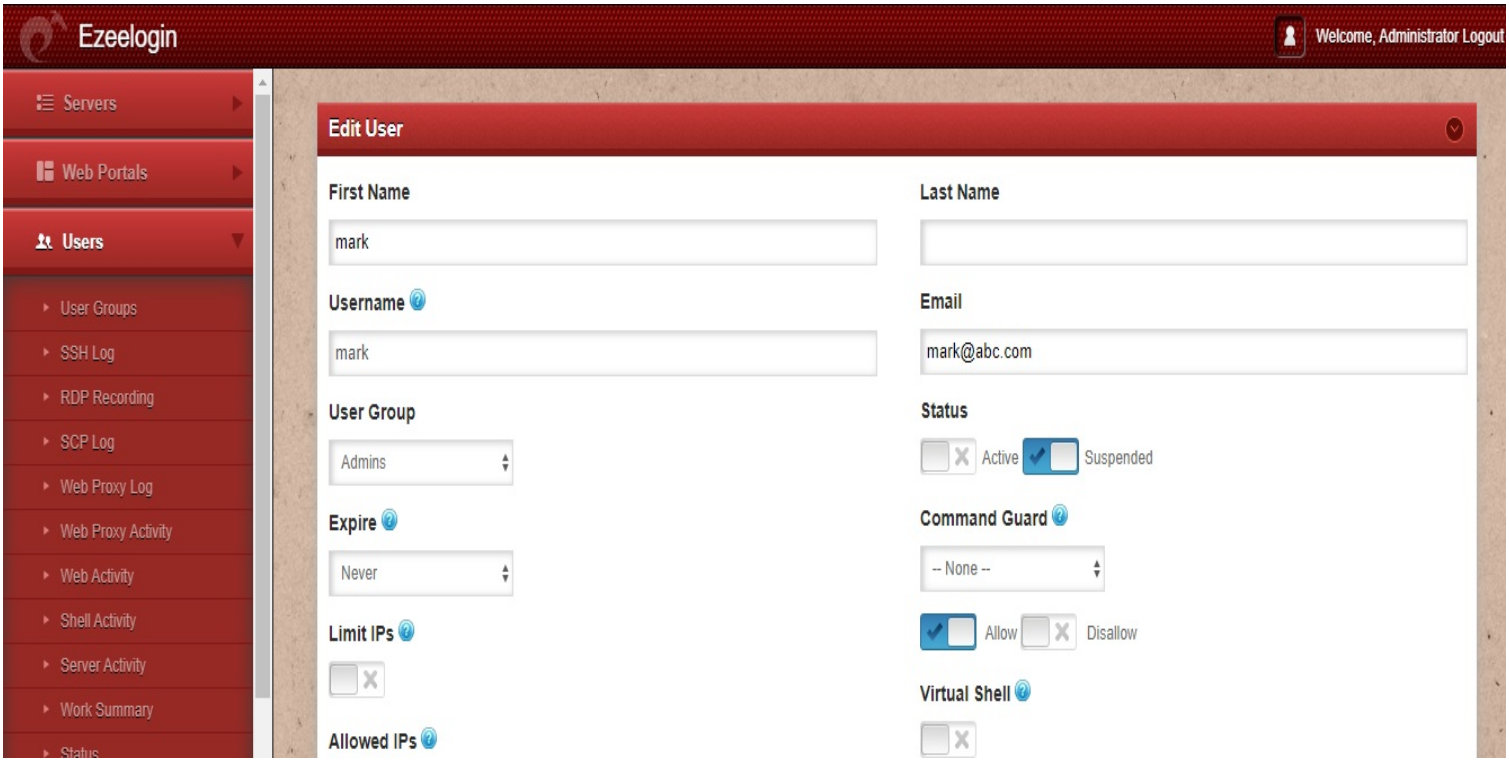


2. Account locked due to inactivity:

If the user has not logged in for the number of days set, it will automatically suspend the user and the reason for the suspension is shown below

3. Account suspended by admin:

There will be no warning message/reason if the account is **suspended** by admin.



Related Articles:

Account suspended after entering incorrect security code.

Account locked due to inactivity.

Online URL: https://www.ezeelogin.com/kb/article/how-to-find-the-reasons-for-account-being-suspended-436.html