FAQ – What Happens After Failed Login Attempts on Pocket and Mobile

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FAQ: What Happens After Failed Login Attempts on Pocket and Mobile



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To protect your account and data, Care Control has built-in security measures when entering your login details. If the wrong password is entered multiple times, the app will temporarily lock access.

Lockout Timings

- 4 failed attempts → The device will lock for 1 minute.
- 5 failed attempts → The device will lock for 3 minutes.
- 6 failed attempts → The device will lock for 5 minutes.
- More than 6 failed attempts → The app will reset itself, and you will need to re-register your device before logging in again.

Why This Happens

These security steps are designed to:

- Prevent unauthorised access.
- Protect your data if someone tries to guess your password.

- Encourage safe and correct login practices.

What To Do If You’re Locked Out

- Wait until the lockout period has passed.
- Double-check your login details.

If you still can’t access your account, use the password reset option or contact our Support Team using our Customer Contact Form.

Was it helpful ?

- Happy
- Normal
- Sad

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