

FAQ: VPN LOCKOUTS

To prevent account lockouts, avoid personal VPN usage while accessing company data.

Why Was I Locked Out of My Account for Using a Personal VPN?

When you use a personal VPN, it can trigger a security lockout because Microsoft 365 flags it as an unfamiliar login location. This is a precaution to protect your account from unauthorized access.

When you log in to your Microsoft account using a personal VPN for the first time, we can't tell it's you. So, as a security precaution, we lock the account.

How Do I Get My Access Back?

We'll attempt to contact you over the phone to ensure it is you trying to access the account. Once we confirm it's you, you can log in.

Won't Attackers Pretend to Be Hungerford to Trick Me?

Yes, you shouldn't be afraid of phone calls from Hungerford, but there should always be a healthy dose of skepticism from phone calls you aren't expecting.

How Do I Know It's Really Hungerford?

Hungerford will never ask you...

- To download anything
- To run any special programs
- For your password
- For credit card/billing information

If anyone claiming to be Hungerford asks you to do these things, hang up and immediately call us. Hungerford may ask you to visit Microsoft websites like Outlook to verify password changes. But we'll never send you a link; we'll ask you to navigate there and log in yourself.

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Am I Allowed to Use My Personal VPN for Work?

Yes, but you may experience a lockout the first time. If using a personal VPN is part of your regular workflow, let us know so we can ensure the VPN provider is recognized for your account moving forward.

Does Hungerford Block Personal VPNs?

No, we don't block personal VPNs outright. If a personal VPN triggers a lockout, it's due to unfamiliar behavior, not a blanket block. Once the VPN is flagged as part of your normal usage, it will be allowed for your account.

Contact Hungerford Technologies

If you have any questions regarding VPN lockouts, email us at support@hungerford.tech or call (616) 949-4020.