

What To Do If Your Account Is Locked

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An account becomes locked when there are outstanding charges against the account. This can occur if you perform a filing and the credit card on file has expired or otherwise become invalid.

If your account is locked, you will not be able to use the web portal or any of the software until you [update your billing information](#) .

When you update the credit card associated with your account, you must wait for the outstanding charges to clear. If the credit card is valid, this will only take a few minutes.

If you have no outstanding charges against your account and no unpaid invoices and your account remains locked, contact [customer support](#) .