

Can't log into Alma

- **Product:** Alma
 - **Product Version:** December 2015
 - **Relevant for Installation Type:**
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Question

Why can't I log into Alma? When I enter my username and password I get the error message "Due to abnormal activity identified in your Alma institution, and as a precautionary measure, we have temporarily suspended logins to your Alma account. We are giving this issue high priority and our support team will be in contact with your institution shortly. We apologize for any inconvenience and appreciate your understanding."

Answer

The institution may have been migrated to a new production server and URL may have been changed. Please confirm that the URL you are using corresponds to your current production environment.