What to do if you receive a "Login alert" email from DISCO

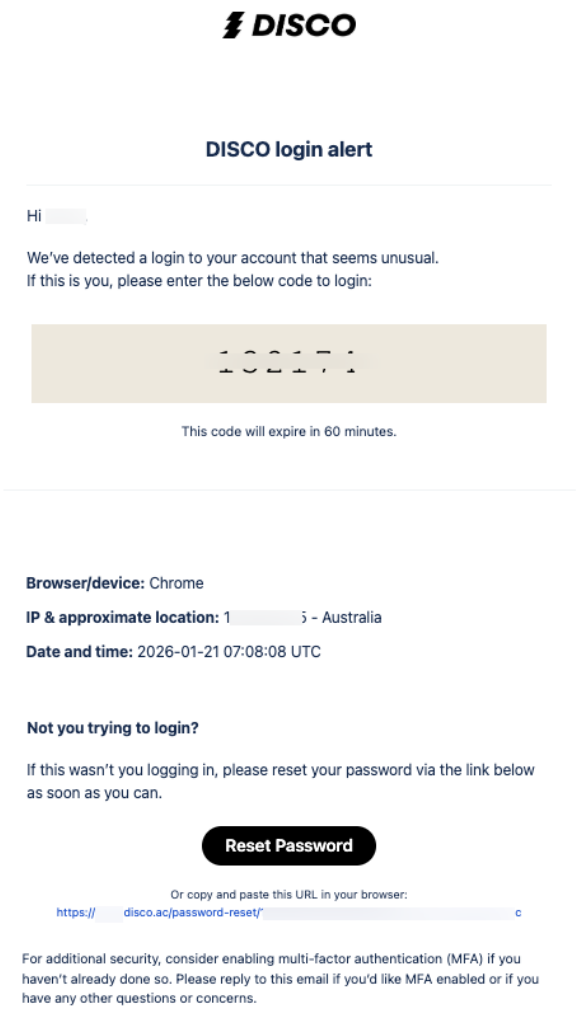
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If we detect suspicious login activity on your DISCO account, we'll take the following security measures:

1. We'll automatically block the login attempt.
2. We'll send you an email to alert you of this activity. The email will also include a **one-time passcode (OTP)** for you to complete the login process (just in case it *was* actually you who was trying to log in).

What you need to know

This email is sent from support@disco.ac and looks like this:



> ***Note:*** *Since we estimate the location of a login using an IP address, you may receive this alert if you are using a VPN.*

Next steps

> ***Important:*** *If you receive one of these alerts and you* ***do not*** *recognize the login attempt, we suggest* ***immediately*** *changing your DISCO password to a complex password you have never used before.*

If you receive one of these alerts and it was actually you trying to log in:

1. Enter the code from the email on the DISCO login screen.
2. Continue logging in to your DISCO.

Frequently Asked Questions

Could it be a false positive?

Yes, if you are accessing DISCO using a VPN or you are near the border of another country you might get this alert even for your own logins.

Can these alert emails be disabled?

They cannot be disabled at this time.

Does the notification mean someone successfully logged in?

No, it just means that a login attempt was made.

Can you provide any additional information about who logged into my account or what they did once they logged in?

Unfortunately the only information that we can provide is the information provided in the email alert.