

# 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](mailto:support@disco.ac) and looks like this:



### DISCO login alert

Hi [redacted].

We've detected a login to your account that seems unusual.  
If this is you, please enter the below code to login:

102171

This code will expire in 60 minutes.

**Browser/device:** Chrome

**IP & approximate location:** 1 [redacted] 5 - Australia

**Date and time:** 2026-01-21 07:08:08 UTC

#### Not you trying to login?

If this wasn't you logging in, please reset your password via the link below as soon as you can.

[Reset Password](#)

Or copy and paste this URL in your browser:

[https://\[redacted\]disco.ac/password-reset/\[redacted\]c](https://[redacted]disco.ac/password-reset/[redacted]c)

For additional security, consider enabling multi-factor authentication (MFA) if you haven't already done so. Please reply to this email if you'd like MFA enabled or if you have any other questions or concerns.

**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.

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