

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

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When we detect suspicious login activity on your DISCO account, such as a login from a country you have never logged in from, we automatically send an email alerting you to this activity.

What you need to know

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

Hi Ameen,

We've detected a login to your account that seems unusual.

Security and privacy are our top priorities, and we want to ensure that your account remains safe and secure.

Details of the login

Browser & device

Chrome Other

IP & approximate location

31.171.153.70 - Albania

Date & time

2024-05-13 22:12:03 UTC

It's also important to note that 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

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.

Frequently Asked Questions

What triggers this alert?

The alert is triggered by successful login to your DISCO account from a country that you have not logged in from in the past.

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?

Yes, this alert gets triggered only when a successful login occurs.

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.
