



I have locked myself out of my network account. What can I do to unlock my account?

You can unlock your own account by going to the Self-Service Password Management [site](#). If you have not previously registered for the site and your account is locked, you will have to contact the Service Desk. You can contact the Service Desk through any of these methods

- Use online chat by logging into the [web portal](#) and selecting “Chat”.
- Log into the [web portal](#) and select “Report an Issue”.
- English speaking employees can call (843)383-3500 and select option 1 or email bt.service.center@sonoco.com
- Spanish and Portuguese employees can call (312)392-3157 for Spanish and (312)392-3156 for Portuguese
- Employees in Asia can call +861069115174 or email asiabtsupport@sonoco.com
- Employees in Europe can call +48525822680