Password and Login Guidance

# Introduction

This is a guide for the user to understand password and login requirements and functionality.

# Email Notification and Initial Login

After initial registration in the system users will receive an email with their temporary password.

Upon first logging into the system users will be required to set a new password.

# Login ID

Login ID will be the user’s OR number.

# Password

The minimum password length is 10 characters.

Passwords must be alphanumeric (a combination of letters, numbers, and at least one special character).

Users will be prompted to change their password every 90 days.

When resetting or changing passwords, the previous 15 passwords cannot be reused.

# Lockout

After 3 unsuccessful login attempts (incorrect password), the user’s account will be locked.

The lockout period lasts 30 minutes during which time the user will not be able to login.

# Administrative Users (Multi-Factor Authentication)

When logging into the system users will be prompted to enter a numeric token to verify their identity. This is an added security measure.

The token will be sent to the user’s email address and may take several minutes to arrive.

The token can be copied and pasted from the email into the login screen.

The token is valid for 30 minutes from when it was requested after which time the user must return to the login screen and re-enter their login information for a new token.