Provider Web Portal Password Requirements Updated

On January 15, 2017, the Provider Web Portal password requirements were updated to not allow a user’s “Name” to be included as part of the required “Password” when a new user is registering in the Portal or changing password. If the user’s first or last name is used as part of their password, the following error message will be displayed, “Your password must be 8 to 20 characters in length and cannot contain your name or last name. It should not be the same as your user id and it must contain at least 1 character from three of the following categories: numeric digit, uppercase letter, lowercase letter, and non-alphanumeric characters.”

The following image shows the “Registration Step 2 of 2” page with the new error message:

The following image shows the “Change Password” page with the new error message: