



May 20, 2015  
Announcement 919

## Security Settings and Password Requirements Modified in the Provider Web Portal

On May 18, 2015, security modifications were made to the Provider Web Portal to enhance security settings and update password requirements.

The new password requirements are listed on the “Change Password Assistance” page on the Provider Web Portal as shown below.

Home

Home > Challenge Question > Site Token Password > Change Password

### Change Password Assistance

1. The Password cannot be the same as your User ID.
2. The Password must be between 8-20 characters.
3. Passwords must contain at least 1 character from **three** of the following categories below:
  - Uppercase letters
  - Lowercase letters
  - Numeric digits (0 through 9)
  - Nonalphanumeric characters: ~!@#%&\*+\_=`|\()\{\}[];:'"<>.,?/
4. The password cannot be the same as any of the previous 24 passwords.
5. The password cannot be changed more than once in a 24-hour period.

### Change Password

\* Indicates a required field.

Enter your Current Password, New Password, New Password Confirmation and click the **Submit** button.

\* Current Password

\* New Password

\* Confirm New Password

**Submit** **Cancel**

The new password requirements for the Provider Web Portal are:

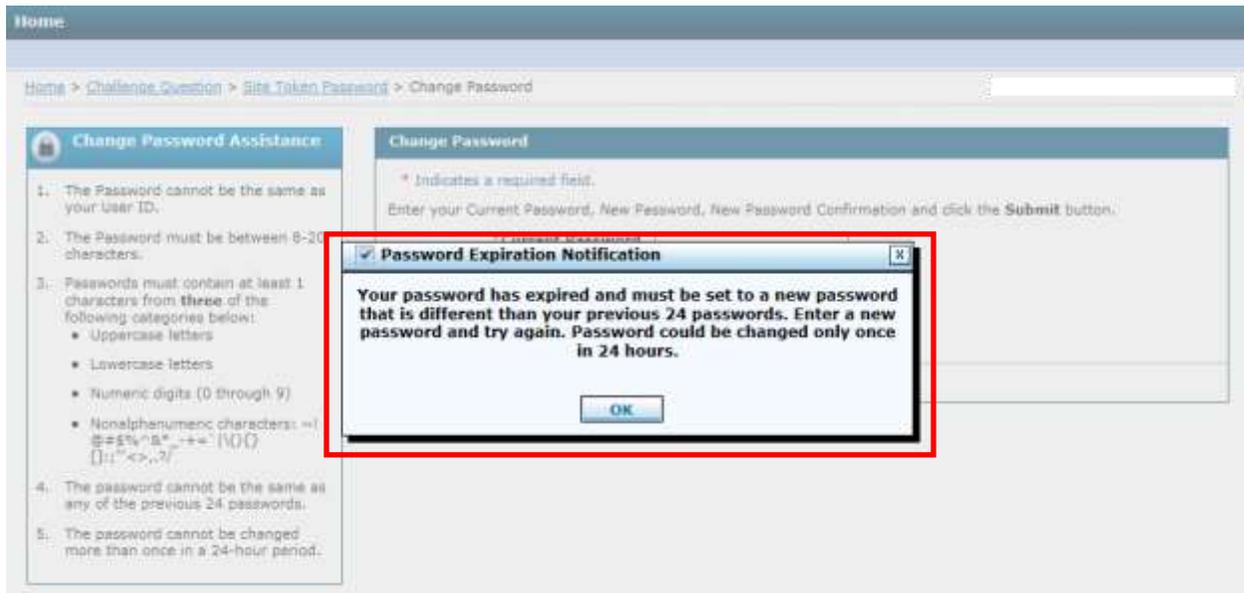
1. Passwords cannot be the same as the User ID.
2. Passwords must be between 8 and 20 characters.
3. Passwords must contain at least 1 character from **three** of the following categories:
  - Uppercase letters
  - Lowercase letters
  - Numeric digits (0 through 9)
  - Non-alphanumeric characters: ~!@#%&\*+\_=`|\()\{\}[];:'"<>.,?/
4. Passwords cannot be the same as any of the previous **24 passwords**.
5. Passwords cannot be changed more than once in a 24-hour period.

### Password Expiration Notification:

A new message will be displayed on the Provider Web Portal during login when a user's password has expired. The new message states:

“Your password has expired and must be set to a new password that is different than your previous 24 passwords. Enter a new password and try again. Password could be changed only once in 24 hours. “

Note that the new password requirement will still allow the user to **reset** their password, if it was forgotten, and will allow entry of a new password after the temporary password is entered.

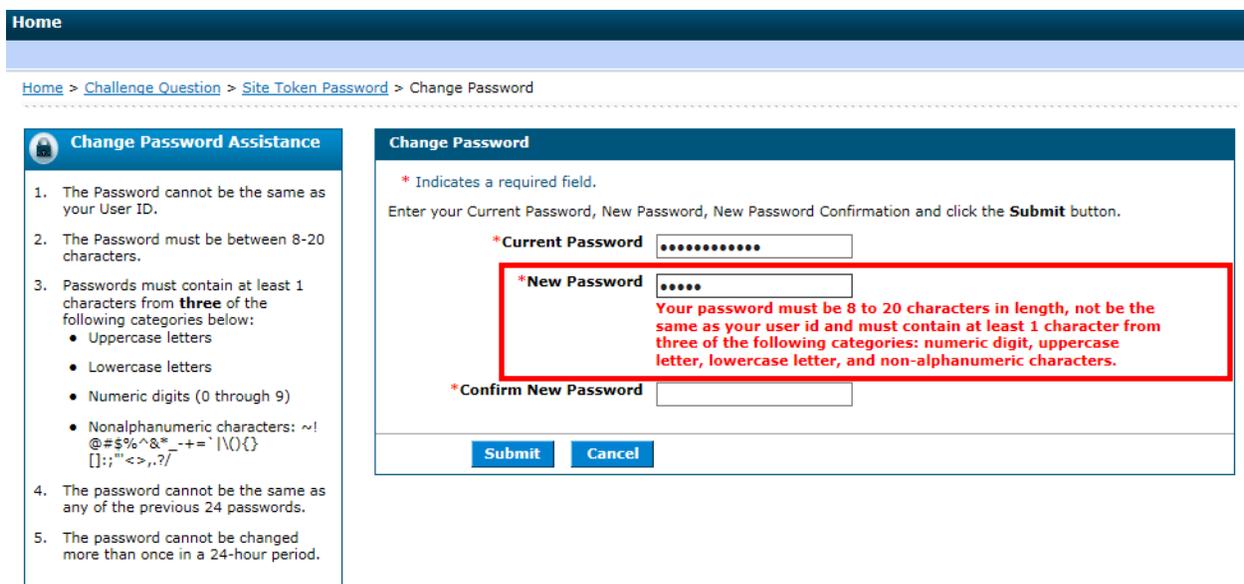


The Provider Web Portal password error messages have also been updated to show these new password requirements. See below for new error messages that can be returned when changing your password.

### Change Password Page:

When entering a new password on the "Change Password" page, if the password does not contain at least 1 character from three of the above-mentioned categories, the following error message will be displayed:

"Your password must be 8 to 20 characters in length, not be the same as your user id and must contain at least 1 character from three of the following categories: numeric digit, uppercase letter, lowercase letter, and non-alphanumeric characters."



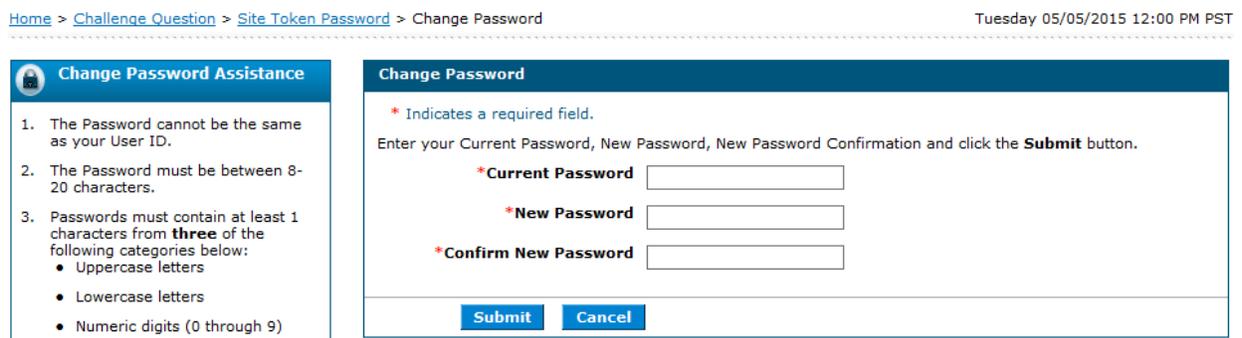
If you enter a new password that matches any of the previous 24 passwords, the following error message will be displayed:

“The new password is the same as one of the previous 24 passwords or you are trying to change it more than once in 24 hours. Enter a new password and try again. ”



### Password Resets:

The new password requirement will still allow the user to **reset** their password, if it was forgotten, and will allow entry of a new password after the temporary password is entered. The new password cannot be the same as any of the previous 24 passwords, and can only be changed once in a 24-hour period.



**Change Password Assistance**

1. The Password cannot be the same as your User ID.
2. The Password must be between 8-20 characters.
3. Passwords must contain at least 1 character from **three** of the following categories below:
  - Uppercase letters
  - Lowercase letters
  - Numeric digits (0 through 9)
  - Nonalphanumeric characters: ~!@#\$\$%^&\* \_-+= ' \(){} []:;";'<>.,?/'
4. The password cannot be the same as any of the previous 24 passwords.
5. The password cannot be changed more than once in a 24-hour period.

**Change Password**

\* Indicates a required field.

Enter your Current Password, New Password, New Password Confirmation and click the **Submit** button.

\*Current Password

\*New Password

**Your password must be 8 to 20 characters in length, not be the same as your user id and must contain at least 1 character from three of the following categories: numeric digit, uppercase letter, lowercase letter, and non-alphanumeric characters.**

\*Confirm New Password

**Submit** **Cancel**

**Change Password Assistance**

1. The Password cannot be the same as your User ID.
2. The Password must be between 8-20 characters.
3. Passwords must contain at least 1 character from **three** of the following categories below:
  - Uppercase letters
  - Lowercase letters
  - Numeric digits (0 through 9)
  - Nonalphanumeric characters: ~!@#\$\$%^&\* \_-+= ' \(){} []:;";'<>.,?/'
4. The password cannot be the same as any of the previous 24 passwords.
5. The password cannot be changed more than once in a 24-hour period.

**Error**

The new password is the same as one of the previous 24 passwords or you are trying to change it more than once in 24 hours. Enter a new password and try again.

**Change Password**

\* Indicates a required field.

Enter your Current Password, New Password, New Password Confirmation and click the **Submit** button.

\*Current Password

\*New Password

\*Confirm New Password

**Submit** **Cancel**

## User Registration

During the Provider Web Portal Registration process, new users are required to enter a password. The password must be 8 to 20 characters in length, not be the same as the User ID and must contain at least 1 character from three of the following categories: numeric digit, uppercase letter, lowercase letter, and non-alphanumeric characters.

**Registration Step 2 of 2 - Security Information**

\* Indicates a required field.

The User ID and Password cannot be the same and the password must be 8-20 characters in length, contain a minimum of 1 numeric digit, 1 uppercase letter and 1 lowercase letter.

\*User ID  **Check Availability**

\*Password

\*Confirm Password

The following error message will display if the password does not meet the complexity or minimum length requirements:

**Registration Step 2 of 2 - Security Information** ?

\* Indicates a required field.

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The User ID and Password cannot be the same and the password must be 8-20 characters in length, contain a minimum of 1 numeric digit, 1 uppercase letter and 1 lowercase letter.

\*User ID

\*Password

**Your password must be 8 to 20 characters in length, not be the same as your user id and must contain at least 1 character from three of the following categories: numeric digit, uppercase letter, lowercase letter, and non-alphanumeric characters.**

\*Confirm Password