



### Password Requirements

Passwords must meet the following minimum complexity requirements:

- Minimum password length: 12 characters
- Password must contain characters from three of the following four categories:
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Base 12 digits (0 through 9)
  - Non-alphabetic characters (for example, !, \$, #, %)
- Password must not contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Password may not be any of the previous 5 old passwords used

### Account Expirations

For security requirements, your CHS Hosted Account password is set to expire every 90 days. Five days before your CHS Hosted Account password expires, you should receive an alert when you log in to AccessPad that your password will expire in 5 days. You are not required to reset it at this point, and you may click past it to login normally.

AccessPad will repeat the warning each subsequent day until the password expires. If you do not update your password when prompted before it expires, you may call Support, 800-250-8687, and request a password reset.

### Account Lockouts

If you enter the wrong password more than 7 times within a 30-minute period, your account will be locked for 30 minutes. After 30 minutes have passed you may retry. If you have forgotten your password, you must call Support, 800-250-8687, and request a password reset.

### Password Reset Requests

- The person calling should be requesting a password reset only for their own AccessPad account.
- If that person is not an authorized contact a verbal authorization by the Site's Primary Contact will be required.
- Under no circumstances will a password for a Provider be given to any individual other than that Provider. The Provider must verbally authorize this and receive the password directly over the phone.
- New user accounts are exempt from this as the Office Manager requesting the account will receive the initial password on behalf of the new user.

## Obtaining Support

You may call Support, 800-250-8687, to request a password reset. Because not all Support technicians have security access to perform resets, you may be required to wait for an available technician. Once your password has been reset, you will be required to login using the temporary password and immediately reset your password.