

## iSoms User Passwords Changes

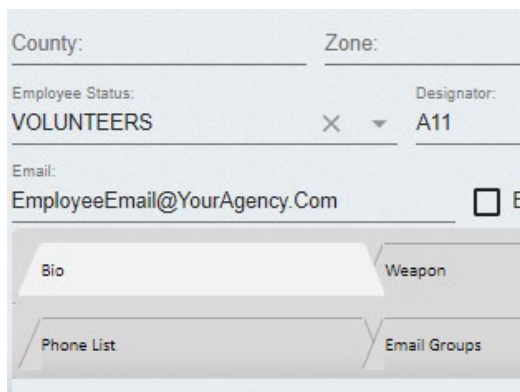
Requiring the user to change their password was at **first** an *optional* agency setting. This option has been removed and now required. Users are now required to change their password on a regular basis. The default setting is every 90 days. This can be changed to a max of every 180 days.

The user has three attempts at the password before they are locked out for a default 3 minutes.

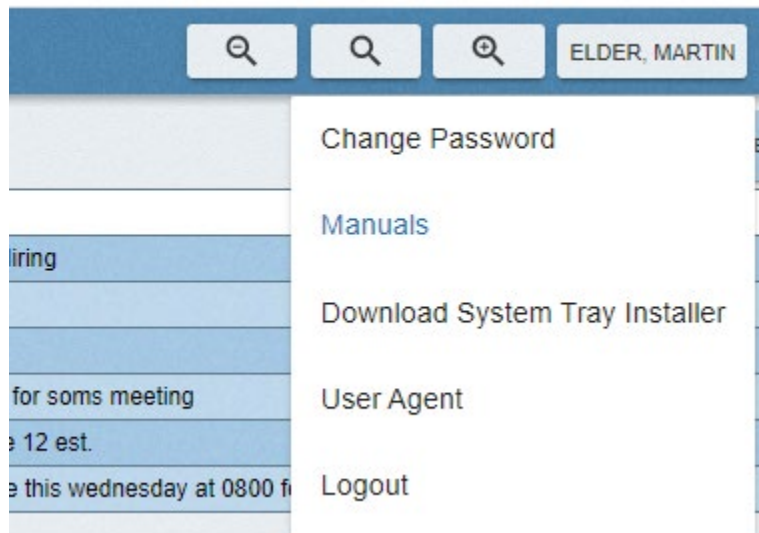
The lock out time is covered in a different document ***iSOMS Login Authentication***



User can request an email link to change password. Click on Forgot password and type in the User Name. If there is an active user with an email address it will send a link for a password reset. It gets the email address from employee records.

A screenshot of an employee record form. The form includes several fields: "County:" and "Zone:" at the top; "Employee Status:" with a dropdown menu showing "VOLUNTEERS" and a close button (X); "Designator:" with a dropdown menu showing "A11"; "Email:" with the text "EmployeeEmail@YourAgency.Com" and a checkbox; and a bottom section with four tabs: "Bio", "Weapon", "Phone List", and "Email Groups".

Once logged in the user can change their password at any time using the User menu.



An administrator, using Employee Records and reset password, (providing them a generic password). The system will auto set that password to expire in two (2) days. This will allow them to login but in 2 days they will be forced to reset the password, or contact administration again.

### **Password Complexity**

**Note:** We do not store the user's actual password. We cannot see your password. We can only reset it.

Minimum Password Length = 8 characters

Maximum Password Length is 128 characters

Must have at least one (1) of each of the following:

Upper Case Letter, Lower Case Letter, Number and Special Character

Example: MyPass@1 is valid

Example mypass@1 is not valid (missing upper case letter)

Example: He passed me on the 404 like a !@#\$ mad man is valid

Valid Symbols: !@#\$%^&\*()\_+=[\{}|;':",./<>?