

Password Changes in Edusoft

Edusoft is releasing several new features on Monday, May 10th. As part of this release, Edusoft is making changes to our current password policy to increase system security and eliminate occasional log-in related problems.

In order to implement the new standard password rules described below, all users will be required to change their passwords after May 10th.

What will users experience the first time they log in to Edusoft after May 10th?

1. Users will log in as normal with their old passwords.
2. As part of their log in process they will be asked to change their password. Their new password will have to conform to the rules described below.
3. The website will contain a message to users to guide them through the process of changing their password. The message will explain why they are required to change their password and it will outline the new password rules.
4. A step in changing their password will include requiring users to choose a Personal Identification question from a list of options and enter its answer. This is for future user identification verification.
5. Users will be asked to enter an email address during the process of setting their new password. An email address is not required to set a new password, but it is highly recommended.

New Standard Password Rules

- *Case Sensitive Passwords:* In order to login, users must enter their passwords in the same case in which they created them. For example, if a user created a password of "sChooL1," the system will not allow her to login if she enters "school1."
- *Password Length between 6 and 20 characters:* Passwords can never contain fewer than 6 characters or more than 20 characters.
- *No Spaces:* Passwords cannot contain spaces, such as using the space bar or the tab key.
- *Personal Identification Question:* Users are required to choose a Personal Identification Question from a list of options and to enter its answer. When a user calls Edusoft Customer Support for any personal account services (e.g., resetting a password), the user will be required to correctly answer the question in order to validate her identity.

Helpful New Feature

- *Self-Reset of Forgotten Passwords:* After users complete the process of changing their passwords to follow the rules above, Edusoft will offer the ability for users to reset their own forgotten passwords:
 - The user must enter her correct username and the matching email address of record for that user account. Unless both pieces of data are entered, she cannot reset her account.
 - If the user is able to reset her password, a temporary password will be sent to her email address of record.
 - The Personal Identification Question will **not** be used as part of the self-reset password flow—only the username and email address of record will be used. The personal identification question is only for use when the user calls Customer Service to reset her password.

Together, these security improvements will greatly increase the possible password combinations to make it significantly more difficult for someone to guess a password. We believe improving the security of students' personal information is extremely important and is therefore worth requiring users a one-time change of their passwords. Changing your password should be a quick and easy step, but if you have any questions or encounter any problems please contact Edusoft Customer Service at 1-866-433-8763.