**Password**

**Required Characters**

Passwords and keywords (keyword needed for first signon only) must contain:

* Eight to 10 characters.
The minimum number of characters required for a new password is 8 characters.
* At least one letter and one number (alphanumeric).
* At least three different characters from the previous password.

### Prohibited Characters

Passwords and keywords cannot:

* Contain special characters such as **\*, ; - + \_ [] {}**.
* Use the same first three characters from the previous password.
* Be repeated from the five previous password changes.
* Be the same as your keyword.

### Prohibited Words and Text Strings

In addition to the prohibited characters, the following words and text strings cannot be included as all or part of your password. For example:

* If the first name in your sign-on profile is *LISA*, you cannot use either LISA or MONALISA.
* You cannot use PASS, PASSWORD, or PASSPORT because they contain the restricted word *PASS*.

Restricted words and text strings include:

* Your Sign-On ID, typed either forwards or backwards, and with or without a check digit.
* Your agency name.
* The first or last name shown in your STD profile.
* Days of the week.
* The name of a month.
* Three consecutive similar characters such as *AAA*, *222*, or *123*.
* Restricted words and text strings.

Keywords (first signon only)

* Must contain between four and six characters.
* Can contain letters and/or numbers (alphabetic, numeric, or alphanumeric).
* Must be different from your password.

**Tip!** Use your inicials and year of birth (eg. KP75)

Password setup and changes: You must **not** be in INSERT mode.

The following restricted 'words' cannot be used:

