Security Features - Logon Request and Password Reset

Friday, November 22, 2013 1:16 PM

Introduction

There are a few changes coming to the website that will affect how New User Requests are processed and how the Account Recovery Process is implemented.

- There is now an option to reset User Passwords
- There is now an option to request User Access

This should help reduce the amount of time taken to obtain User Access.



New User Request Form

New users will be prompted to enter their information and select which company they are requesting access for from a drop down list. These requests for access will be forwarded to the Account Manager for the company they are requesting access for. Any users who cannot find their company listed will be prompted to enter their company manually. These requests will be directed to an Admin to handle manually.



Manager Approval Process

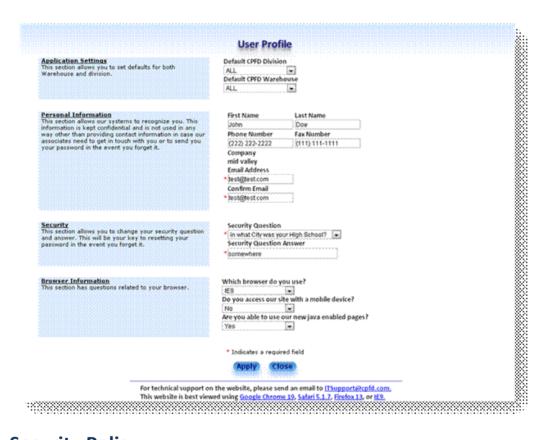
Once a request has been submitted an email will be sent to the appropriate manager. When any manager logs on to the website that has pending requests waiting they will get a big red link at the top of the main menu that will take them to the approvals page. Once on the Approval page, all you need to do is click 'Approve' or 'Deny' and the appropriate email will be sent to the user.





New Required Information

Due to these changes we will be requiring a valid email address for all users and for users to select a security question and answer. This information will be used to retrieve their user information in the event they forget it. Any user not having a valid email or security question and answer on file will be automatically redirected to their profile page to add this information.



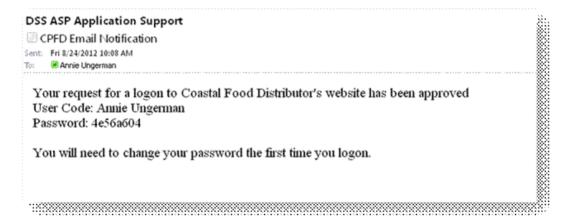
New Security Policy

All Client passwords will be required to be a minimum of 7 characters and must include 1 uppercase character, 1 lowercase character, and 1 number. Passwords will be required to be changed every 90 days. Any users with passwords that do not meet this requirement will be prompted to change their password at logon. Users that are inactive for 90 days will be deactivated. Users inactive for 180 days will be deleted. Any user that has been deactivated will need to contact IT Support to get reactivated.

	GPD.
Change Password	
	Change Password
Change Your Passwerd This section allows you to change the password you use to log in to the Coastal Web System. Passwords must: - Contain at least one UPPER case letter - Contain at least one lever case letter - Contain at least one numeric character - Be at minimum 7 characters leng - Be different from the existing password - Must be changed every 90 days	User Name: NORANNE
	Old Password:
	New Password:
	Confirm New Password:
 Logins inactive for 90 days will be deactivated and will require IT to reactivate. 	{
Logins inactive for 180 days will be deleted.	
Forgot your	r logon or password? Reset it here
	(Change) (Cancel)
	s the website, please send an email to ITSupport@spfd.com. red using <u>Google Chrome 19, Safari 5.1.2, Firefox 13</u> , or IE9.

Sample Emails

Sample Approved Access Email



Sample Denied Access Email



Sample User Code Request Conformation Email



Sample Account Manager Notification Email

