Customer Services Notice

PASSWORD POLICY CHANGE

Instem will be implementing a change to the password policy in use for domain user accounts in SaaS solutions hosted in Rackspace data centers in Germany (EU), China and DFW (US).

The following password policy will be in effect from the 25 March 2024, and required for any password change made following that date.

Minimum password length – 14 characters (increased from 8)
Minimum password age – 3 days (increased from 1)
User account lockout – 60 minutes (increased from 30)

Existing password complexity remains:
- Not contain more than two consecutive characters of:
    - Username
    - First or Last name
    - Domain name ("Instem" for Germany (EU) and DFW (US) or "InstemCN" for China)

- Contain characters from three of the following four categories:
    - English uppercase characters (A through Z)
    - English lowercase characters (a through z)
    - Base 10 digits (0 through 9)
    - Non-alphabetic characters (for example, !, $, #, %)

This password policy will be in effect for solutions accessed through Citrix.

Please contact the Instem Help desk if you require any further information.

Please contact the Help Desk for further information
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