

Change is Coming!

Password Rules Change

XAP takes privacy and the safety of personal data very seriously. That's why we are making changes to the password rules for student, parent and adult account holders this summer. These changes help us help you follow data security best practices and will improve security for your users' data.

Here's an overview of what will be changing this summer:

- All new and reset passwords must abide by the following rules:
 - The password must be between 8 and 12 characters long (currently, student, parent and adult account holders can have passwords between 5 and 12 characters long).
 - The password must contain both alphabetic and numeric characters, but cannot have special characters or spaces.
 - The password cannot match their account name.
- Every student, parent and adult account holder will be **required to reset their password** upon their first sign-in after the password changes go into effect this summer.
- Users will be asked to choose a security question and answer when they are resetting their passwords.
- Users will also be given the option of providing an alternative email address and cell phone number to help with password retrieval.

Sign In

Change Password

Welcome. To help keep your system as secure as possible, please enter a new password for your account. It must meet the following requirements:

- 8-12 characters
- Must contain both letters AND numbers (for example: Abc123456)
- No spaces or special characters
- It cannot match your account name

Password:

Password (again):

Retrieving Your Password

If you forget your password, there are several ways to retrieve it. The easiest way is to select a security question and an answer you'll remember. An Alternate e-mail or cell phone number could also be used for receiving a temporary password.

Question:

Answer:

Choose a simple answer that you'll remember.

(Optional) Alternate e-mail:

We'll send you a temporary password at this address in addition to your primary e-mail address. (<someone@example.com>)

(Optional) Confirm e-mail (again):

(Optional) Cell phone:

(###) ###-####

In the future, you may be able to receive a temporary password via your cell phone. See our [privacy policy](#) for more info.

Save and continue

Screenshot of password reset page

What should you do now?

Over the upcoming months, we will be sending out reminders of the change as well as information on password security for you to use to help explain the importance of strong passwords in keeping accounts secure. As the summer approaches, XAP suggests updating any materials you have with the screenshot above and discussing the importance of data security with staff and students.

Please note: The new password rules **do not** affect professional or administrator accounts.