

## **Password Change Procedure**

VERSION: 1.1

Tuesday, May 06, 2025

## PURPOSE

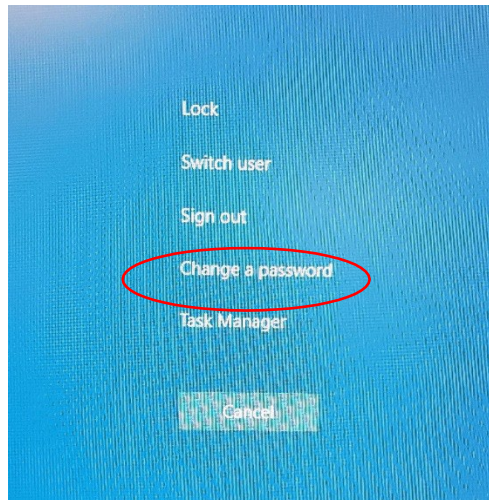
The purpose of this document is to help our End-Users reset their password. To minimize service disruption, it is imperative that you change your password before it expires.

## PROCEDURE

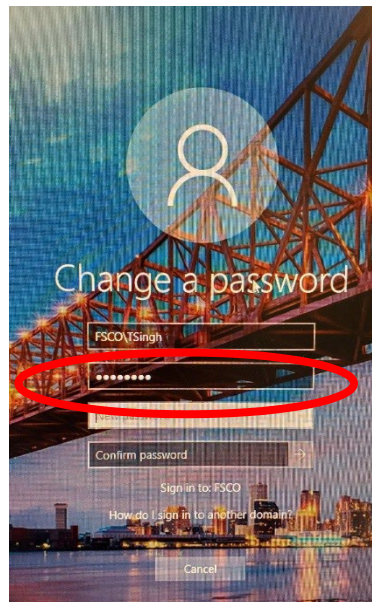
When the following notification pops up on the right bottom corner of your screen, it means your password will expire soon and needs to be changed:



1. Press **CTRL + ALT + DELETE** on your keyboard and select the '**Change a Password**' option.



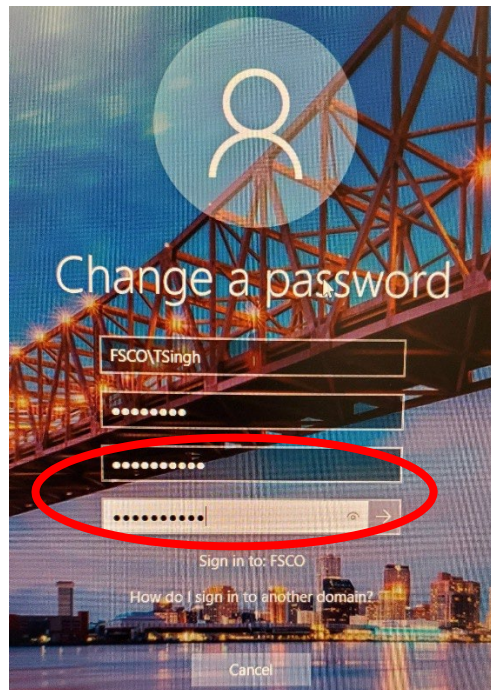
2. The following screen will open up. Enter your current password in the following dialog box



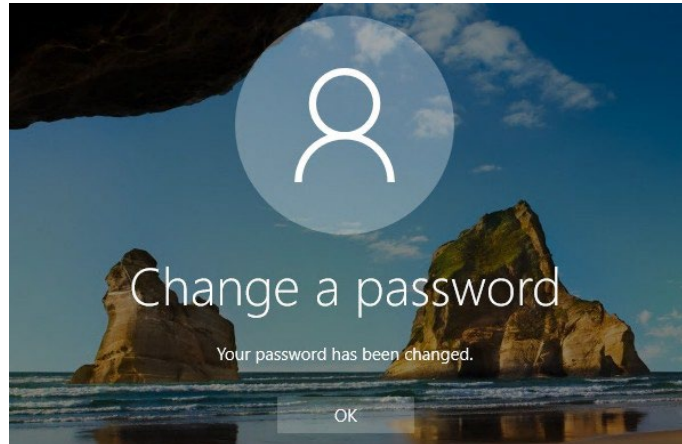
### Password policy:

- Password cannot contain your user ID or any part of your name.
- Cannot be any of the previous 9 passwords
- Minimum 8 characters length
- Must contain any 3 of the following character types
  - Uppercase
  - Lowercase
  - Numbers (0-9)
  - Non-alphanumeric characters (special characters): (~!@#\$%^&\* \_ - +=` \(){}[]:;'"<>,.?/) Currency symbols such as the Euro or British Pound aren't counted as special characters for this policy setting.

3. Enter and re-enter your new password in the following fields, and click Enter -



4. The following message will be displayed once you're password has been changed. You can now login using your new password.



If you require any assistance, Please call service desk at 416-590-7111 or email:  
[servicedesk@fsrao.ca](mailto:servicedesk@fsrao.ca)

#### Document Revision History and Version

Version	Date	Name	Revision
1.0	3/12/2020	Tarunveer Singh	Procedure Created
1.1	05/06/2025	Serah Majekodunmi	Procedure Updated

