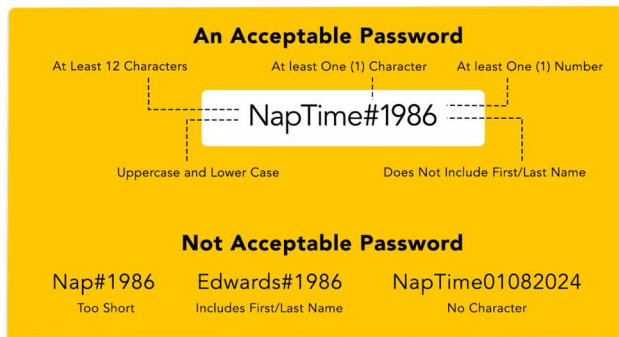


Announcement: Upcoming Login and Password Changes
Date: September 06, 2024

To further protect our clients and your data, On October 15th, 2024, enhancements to login and password processes will take effect. These changes are designed to better protect your account and personal information. To prevent disruption, please read the following carefully.

- **Enhanced Password Security:** We're requiring more secure passwords. When it's time, and if a user does not meet the minimum requirement, the user will be asked to create a new password. Password criteria will be at least 12 characters long, a combination of uppercase and lowercase characters, a number, a special character, and cannot include first or last name.



- **Auto-Login Link:** To make sure your account stays secure; we're phasing out the usage of the auto login link. It is *highly* recommended users have emails associated with their accounts for initial new user login and login recovery. In the case a user does not have an email; Admins will need to manually reset a user's password. The manual reset of a password by a platform Admin will require the user to update on their first login.
- **New Accounts:** A one-time temporary link will be sent to a new user's email address, expiring within 48 hours. Upon first login, users will be requested to update their password, and then login with the new password. This includes new users created individually or in a user upload.
- **Account Recovery:** Users will receive an email with a temporary link to reset their password and login with new credentials. This temporary link will expire within one (1) hour. If the user has multiple accounts associated with their email, they will be prompted to select the Sponsor's System, Platform, and specific user account.
- **Your Role:** Please take a moment to update your password when prompted. It's a simple step that will help protect your data. Review your users for emails and update those that do not have one so they may self-serve in account recovery. Communicate with your users these changes have occurred with steps for them to complete password reset and meet requirements.

We take your security seriously, and these changes are part of our ongoing commitment to safeguarding your data. If you have any questions or need assistance, our support team is ready to help.