

Rules and Resetting Passwords

D81A

Introduction: There are rules in place at the Waikato DHB around password use, password requirements and changing of passwords. This guide will explain these.

Password Use

- Passwords assigned by the Waikato DHB are for your use only. They should not be shared.
- You will be emailed every 90 days to reset your Waikato DHB password.

Password Requirements

Your Waikato DHB password needs to meet the following requirements:

- Cannot be one of your previous 6 passwords.
- Must be between eight and 32 characters in length.
- Cannot contain the account name or parts of the user's full name that exceed two consecutive characters.
- Contain characters from three of the following four categories:
 - Uppercase characters (A through Z)
 - Lowercase characters (a through z)
 - Numbers (0 through 9)
 - Non-alphanumeric characters (for example, !, \$, #, %)

Changing Your Password

When you have forgotten your password, received an email that your password is due to expire, or want to change your password for another reason there is a link on the login page **Password Reset**. This will take you to a web page that will allow you to reset your password.

It is recommended that you visit this site and complete challenge questions with answers so it is possible to reset your password if you have forgotten it.

If you have any problems you can call the Waikato DHB IS Service Desk on 07 834 3652.