

# PERFORMANCE ALERT



\*\*\*\*\* **Emergency Action Procedure Passwords** \*\*\*\*\*

## Emergency Action Procedure User Accounts

Emergency Action Procedure (EAP) logins are generic logins for the PSAP that were created in the event that a calltaker's login is not working or the calltaker does not have an assigned account at that PSAP. Each PSAP has three logins assigned to that PSAP.

The Password Policy for all Active Directory passwords assigned to the NG911 system expire on a 90-day cycle. You will need to change these EAP passwords for compliance. Logins have been reset to an initial password of [REDACTED] and will prompt the user to change the password upon initial login.

The ESCB recommends each PSAP log into all three EAP logins and reset the password (to be shared with required PSAP personnel) every 90 days prior to expiration.

Please reference the Performance Alert titled, "Password Change" for guidance with changing passwords.

**Please contact the Emergency 9-1-1 Center 1 (866) 984-3911 with any system issues.**