

PERFORMANCE ALERT



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

Emergency Action Procedure User Accounts

The Maine ESCB set up the three Emergency Action Procedure (EAP) logins for each PSAP site to provide a means for a call-taker to login and take calls when that call-taker does not have an assigned account at that PSAP. (For example: a call-taker from another PSAP augmenting staffing in an emergency such as a PSAP evacuation.)

The password policy that is in place for all Active Directory accounts within the NG911 system is set to expire on a 90 day cycle. You will need to change these EAP passwords to comply with this password policy. Logins have been reset to an initial password of "Maine911!". These accounts are configured to prompt the user to change the password upon initial login.

The ESCB is recommending that each PSAP log into all three EAP logins and reset the password (to be shared with required PSAP personnel) every 90 days and prior to them expiring.

Reference the Performance Alert titled, "Password Change 03-10-21" for guidance with changing passwords.

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