********* Single Sign-On Password Change *********

Changing Single Sign-On Password (Windows 10, Solacom Guardian IWS, GeoComm GeoLynx Map and Higher Ground).

With Single Sign-On, when you change your password it will be applied to all three systems simultaneously. Passwords will be required to be changed every 90 days. When your password expires, Windows will prompt you to change your password and will not allow you to log in until this is completed. You can change your password at any time prior to the 90 day expiration.

Password Policy:

Minimum Length: 8 Chars

Minimum Age: 1 Day *(i.e. you can only change the password once per day)*

Maximum Age: 90 Days

Number of Historical Passwords Remembered: 6

Password Complexity:

- Cannot contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Contain characters from three of the following four categories:
    - English uppercase characters (A through Z)
    - English lowercase characters (a through z)
    - Base 10 digits (0 through 9)
    - Non-alphabetic characters (for example, !, $, #, %)
- Complexity requirements are enforced when passwords are changed or created.

Accounts will be locked after 5 failed logon attempts within 15 minutes. The duration of this lockout is 60 minutes.

Notice of password expiring:

When logged into the Solacom Guardian & GeoComm GeoLynx Map and during the time frame your password credentials expire after the 90 day period you may receive a "Windows Security" popup box.

1. Log out of the Solacom Guardian, GeoComm GeoLynx Map and Windows 10; when you log back in you will be prompted to change your password.

To change your password:

1. Log onto NG911 computer using your windows log-on; after all programs have finished loading you will be at the main screen.

2. From the main screen do "Ctrl + Alt + Delete" to pull up the task manager screen.
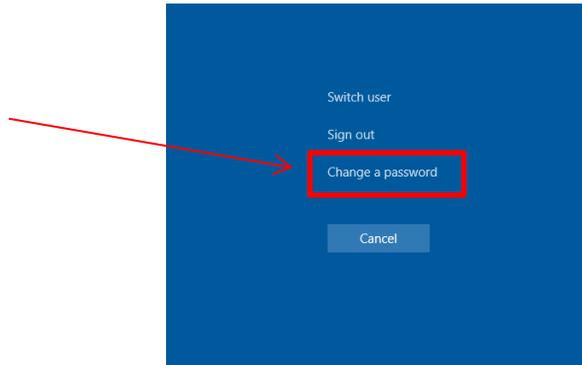
3. Click on the "Change a password" prompt
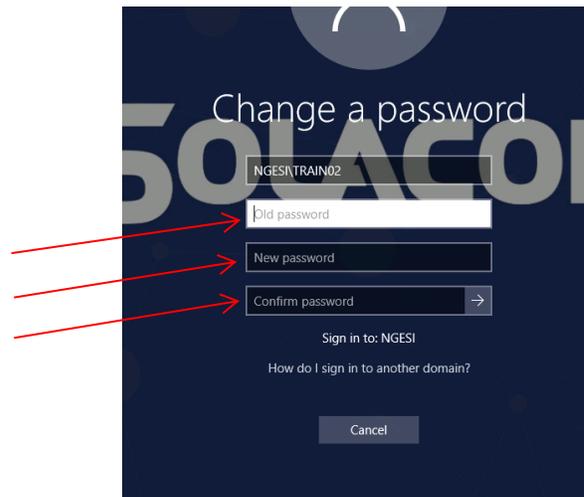
4. Follow the on-screen prompts.
   - Enter "Old password",
   - Enter "New password" (refer to password policy for approved format)
   - Re-enter new password in the "Confirm password" field

Note: In the event you have any issues with your log-on contact the ENC (FERC) for assistance and use your PSAP EAP log-on until your personal log in issue is resolved.

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