



# Educational Brief

## PSOPPC Website Passwords

Issue 21: March 2018

The Patient Safety Organization Privacy Protection Center (PSOPPC) follows the Federal Information Security Management Act's (FISMA) and the Department of Health and Human Services' (HHS) guidelines and policies for passwords. Level 2 user passwords for the PSOPPC website are required to be changed every 120 days, and Level 3 user passwords must be changed every 60 days.

Users will receive two system-generated email reminders of the need to change their password,

one at 5 days prior to expiration, and again on the day before expiration.

### Changing an Unexpired Password

Select "My Account" from the left-hand toolbar on the PSOPPC website dashboard page

Next, select the "Change Password" button at the top of the "Update My Account" page and follow the instructions on how to change your password.

Figure 1. Changing an Unexpired Password – First Step

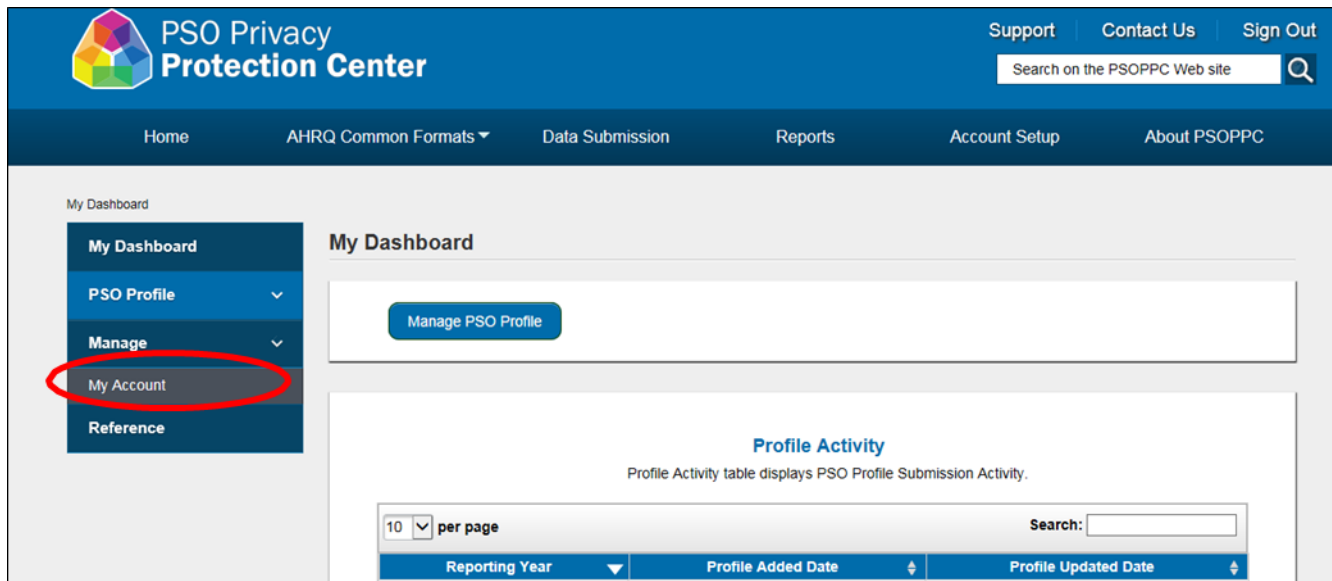


Figure 2. Changing an Unexpired Password – Second Step

The screenshot shows the PSO Privacy Protection Center website. The top navigation bar includes links for Support, Contact Us, and Sign Out, along with a search bar. The main navigation bar lists Home, AHRQ Common Formats, Data Submission, Reports, Account Setup, and About PSOPPC. The left sidebar, titled 'My Account', contains links for My Dashboard, PSO Profile, Manage, My Account, and Reference. The 'Manage' link is highlighted. The main content area is titled 'Update My Account' and includes a sub-header 'User Information'. A red circle highlights the 'Change Password' button in the left sidebar.

## Resetting an Expired Password

Enter the required password fields and select the "Submit" button.

Once you submit you will be navigated back to the PSOPPC "Sign In" page where you will be prompted to sign in with your new password.

Figure 3. Resetting an Expired Password

The screenshot shows the 'Change Your Password' page. It includes a message: 'Your password has expired. Please reset your password.' Below this is a 'Reset Password' section with 'Password Creation Rules' and three input fields: 'Current Password\*', 'New Password\*', and 'Confirm New Password\*'. The 'Submit' button is circled in red.

**Change Your Password**

To change your password, enter your current password and enter and confirm a new password. An asterisk (\*) indicates a required field.

**Reset Password**

**Password Creation Rules**

1. Contains 8-24 characters
2. Contains three of the four character types:
  - Upper case character
  - Lower case character
  - Special character (For example, ~ ! @ # \$ % ^ \* ( ) \_ + { } | : ; ' " ' \ , . /)
  - Numeric character (For example, 1 2, 3, 4)
3. Does not contain the User ID.
4. Does not contain three consecutive like characters
5. Can be only changed once in a 24-hour period
6. Six unique passwords must be created prior to reusing a previous password

**Current Password\***

**New Password\***

**Confirm New Password\***

**Submit** **Cancel**

## Resetting a Forgotten Password

Click on the “Did you forget your password?” link on the “Sign In” page.

Enter your email address and click on the “Next” button on the “Forgot Your Password?” page. Level 3 or PSO

Administration accounts require a Second Factor Authentication code sent via Short Message Service (SMS) Text Message.

Enter the required answers to your security questions to reset your password.

Figure 4. Resetting a Forgotten Password – First Step

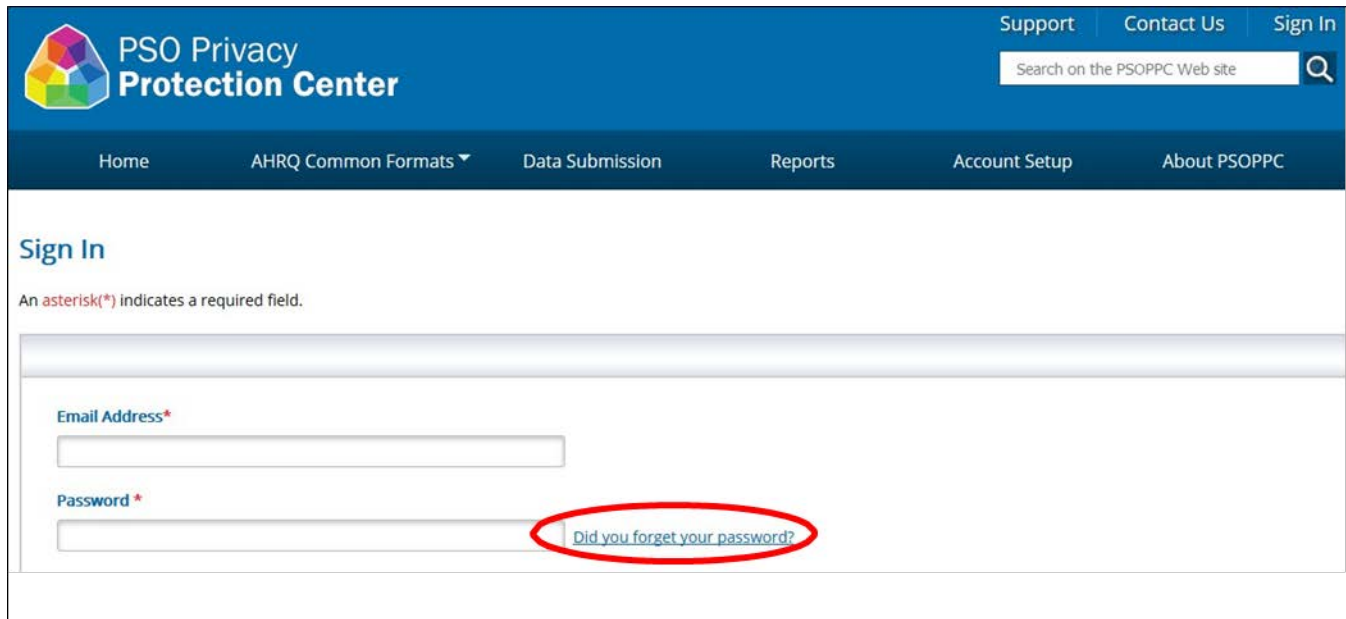


Figure 5. Resetting a Forgotten Password – Second Step

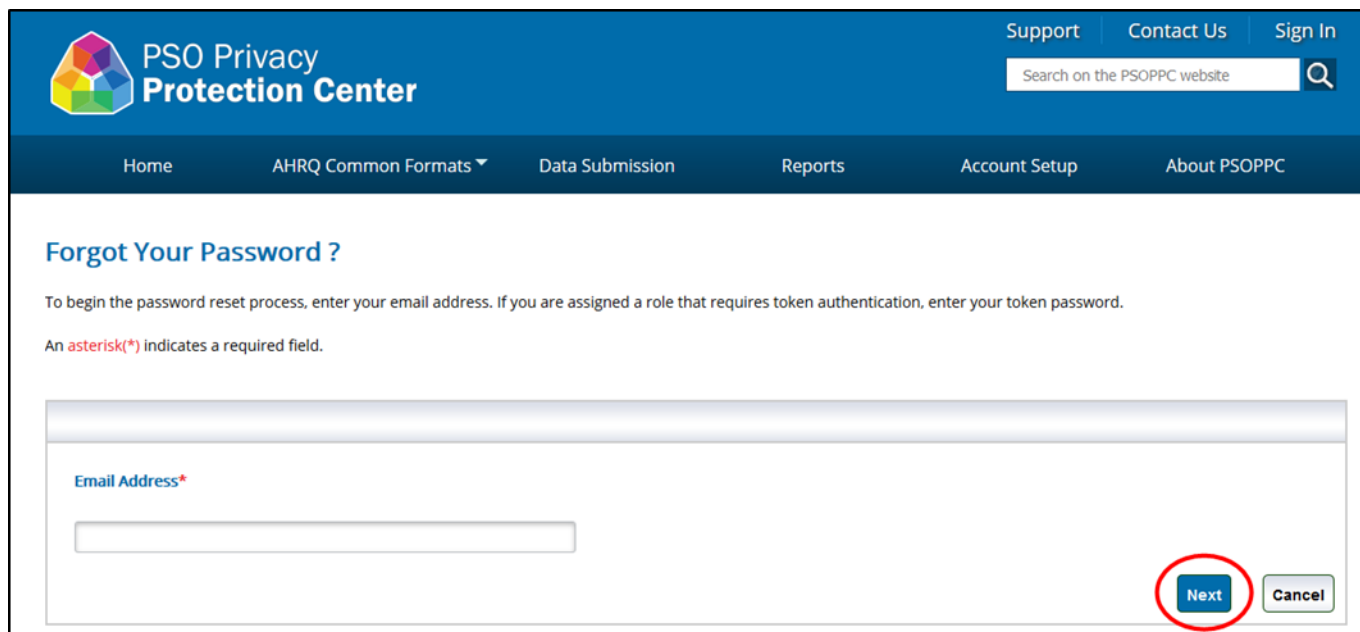


Figure 6. Resetting a Forgotten Password – Third Step

The screenshot shows the 'Forgot Your Password?' page of the PSO Privacy Protection Center. The header includes the PSO Privacy Protection Center logo and navigation links: Support, Contact Us, Sign In, and a search bar. The main navigation bar contains links for Home, AHRQ Common Formats, Data Submission, Reports, Account Setup, and About PSOPPC. The page title is 'Forgot Your Password?'. Below the title, it states: 'To continue the password reset process, answer the 3 security questions created for your account.' and 'An asterisk(\*) indicates a required field.' The 'Answer Security Questions' section contains three questions, each with an 'Answer: \*' label and an input field. The questions are numbered 10?, 30?, and 40?. At the bottom right, there is a 'Submit' button circled in red and a 'Cancel' button.

## Account Lockout

An account will become locked if any one of the following fields is entered incorrectly three consecutive times:

- User ID
- Password
- Second Factor Authentication code (Level 3/ PSO Administration accounts only)
- Account security questions

## Technical Assistance

Contact the PSOPPC Help Desk at [support@psoppc.org](mailto:support@psoppc.org), or toll-free at (866) 571-7712 if an account needs to be unlocked. The help desk will reset the account and provide a temporary password for user to gain access.

*Please note: the temporary password provided by the PSOPPC Help Desk expires within 24 hours.*