ECS - Password Policy

Agents and Supervisor's will need to reset their password when first logging into their Agent or Supervisor Client or forgot their password and need to have it reset by an Admin or Supervisor.

Below outlines the ECS Password Policy when resetting a password:

1. Passwords may not contain the user's Account Name or part of the users full name (two characters or more). Both checks are not case sensitive.
2. At least 8 characters in length
3. Contains characters from at least three of the following categories:
   a. Uppercase letters – A through Z
   b. Lowercase letters – a through z
   c. Base 10 digits (0 through 9)
   d. Non-alphanumeric characters (special characters): (~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/)
4. Password history – cannot use past 6 passwords

Click here to learn how to reset an agent or supervisor password through the Setup or Manager Client.

Click here to learn how to reset an agents password through the Supervisor Client.