ConnVRS: EXPIRED PASSWORDS

ConnVRS Users,

Your password for ConnVRS expires after 90 days. The ConnVRS system will notify you 14 days in advance that your password is set to expire. Once your password has expired, you must reset your password to regain access to the ConnVRS system.

If you need assistance updating your password, please contact the ConnVRS staff.

**The following steps will guide you through updating your password.**

1. Upon LOGIN, the user gets the following message: “Your password has expired.”



1. Enter username and email address. Click continue.
	1. Use the same email address you used to register your ConnVRS account.
2. Go to your email.
	1. If more than a few minutes goes by and no email is received, make sure the email address your entered is correct and is the same as the address on record with the ConnVRS system.
3. Open the email from ConnVRS.
4. Click the link at the top (just once) to access the system to change your password.
5. A new window will pop up asking for your PIN.
6. Enter your existing 4-digit PIN number.
	1. If you do not know your correct PIN, you cannot continue. Contact the ConnVRS staff for assistance.
7. Enter your new password.
	1. The red block will turn green when an acceptable password is entered. It will remain red with unacceptable character combinations.
	2. All passwords must meet the following rules:
* Minimum length is 8 characters
* One lowercase alpha
* One uppercase alpha
* One numerical digit (0-9)
* One special character ( - , \_ , ! , $ , ~ , \* , & ) Note: Google users may not be able to use the ( - , \_ , ~ , \*)
* No spaces allowed
* Cannot be same as previous 10 passwords
* Cannot contain your name or username
* Password may start with a numeric digit.
* Password **cannot** start with any special characters.



1. Enter it again in “Confirm your new password”.



1. Click continue when both boxes are green.
2. The system will confirm that your new password has been saved.
3. Click continue to go back to the login screen.

