

## User Logins and Passwords

### Intended Audience

- All ARIES Users
- Managers and Supervisors

### Policy Background

User logins and passwords are one part of the “two-factor authentication” system used by ARIES to ensure that only authorized users can access ARIES. Digital certificates comprise the second factor.

Each user must have a unique login and password. When the ARIES System Administrator installs their digital certificates, new users are given a login and temporary password. At first login, new users will be prompted by ARIES to reset their temporary password.

As a security measure, passwords typically have a lifespan of 90 days. After 90 days, ARIES prompts users to change their password.

ARIES users must not share their logins and passwords with other staff or managers. ARIES maintains an audit trail of each user’s actions while in the system. Since ARIES can only identify users by their logins and passwords, it is critical that users keep this information confidential.

### Procedures

To reset their passwords, users must select new passwords that:

- Are between 6 and 32 characters long,
- Include at least one upper and one lower case character,
- Include at least one number, and
- Include at least one special character (except for the \$, %, ^, and \*).

When new users reset their passwords, they are also required to establish a security question/answer which helps to confirm their identity when talking with the ARIES Help Desk or the System Administrator.

Users should never share their login and passwords with anyone, including their managers or supervisors. Login and passwords should not be written down or visibly displayed.

Additionally, Internet Explorer has a feature that will save passwords associated with logging into websites. ARIES users should never use the “save your password” option as this feature affords

an access opportunity that might result in a breach of security. Furthermore, users should not utilize third-party password cache software to manage their ARIES password for this same reason.

Users should contact their agency's technical lead or manager, Administrative Agency, or the Help Desk to have their password reset in the event that they forget their password, get locked out of the system, or suspect that their password has been compromised.

## Related Policies

- ARIES Policy Notice No. A1 regarding Establishing New Users
- ARIES Policy Notice No. F2 regarding The ARIES Help Desk