



**The password policy has changed, effective July 15, 2011.**

**The next time you change your password, it should meet the following criteria:**

**Should be at least 8 characters in length.**

**Should contain at least 1 number, 1 alphabet letter (lower case) and 1 special character (' . & = + ? ; / : = , \$ %).**

**Last 10 previous passwords cannot be reused.**

**Password cannot be same as user ID.**

**Example passwords: password 1\$, password 2\$**

**If your account has been locked, please wait for 15 minutes before you try again.**

**We are sorry for any inconvenience this may cause you. If you need further assistance with this matter, please call your appropriate provider services help line number.**