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| **Subject:** | **EASE VFO Sign-on Security Updates** |

Beginning April 24, 2014 EASE, users will see changes when signing into the EASE VFO. Below is a list of the changes that customers will see:

* VFO Change Password Screen - A new ‘Password Rules’ link is added beside the ‘New Password’ text box which when selected will open up a new ‘Password Rules’ screen displaying the rules required to follow for creating a new password. Currently, the Change Password screen is displayed only if the user checks the ‘Change Password’ checkbox while logging in. Every user logging in to VFO for the first time or when their password expires will be taken through the Change Password screen forcing him/her to change their password.
* Note : The administrator can chose to enable the password expiration feature for all VFO users but can disable password expiration for an individual VFO user by checking the ‘Password Never Expires’ checkbox. If configured this way, then password expiration feature will not be applicable for such users.
* User Profile Account Locking Functionality - Upon consecutive unsuccessful login attempts against a valid user name for a configured number of times, EASE will lock that user’s login profile account. The user will then need to contact the Administrator requesting to unlock his/her account. The Administrator must update that user’s password with a temporary password and inform the user of the temporary password. This password reset by the Administrator initiates the ‘Force Reset’ checkbox to be enabled in that user’s profile. If the ‘Force Reset’ checkbox is checked, the Administrator cannot manually uncheck. The next time the user tries logging in with their valid user name and the provided temporary password, the system identifies that this user is flagged for password reset and navigates the user to the ‘Change Password’ screen. The user must then use the temporary password as the current password and generate a new password in this screen. There is a ‘Password Rules’ link that the user can refer to during this process which the new password user must adhere to.
* The list of changes to the User Profile Details screen under the Administration tab are referenced below:
1. *Force Reset:* A new ‘Force Reset’ non-editable check-box is added to the User Profile Details screen. During new user profile creation, this check-box will be checked by default. This is to force the new user being created to change his/her password on first login. During the update to the existing user profile data, if Password is changed by the administrator, then this ‘Force Reset’ checkbox will get checked by default. This can be seen once the password is changed and the user profile data is viewed again in Modify mode. The administrator will inform the user of the temporary password. The next time this user tries logging in to VFO, he/she will be taken through the ‘Change Password’ screen and forced to reset their password where they can provide this temporary password as the current password and choose a new password.
2. *Locked:* Administrator can enable the user profile account locking feature across the VFO system by configuring a set number of invalid retries at the application property level. If a user tries consecutive unsuccessful logins with same valid user name but incorrect password for this configured number of times, then his/her account will get locked by updating the Locked checkbox to checked state. The next time the user tries logging in again with the same valid user name, the user will be informed that their account is locked and to contact their Administrator. Upon contact, the Administrator will update the password with a temporary password that forces auto check of the ‘Force Reset’ check-box and forces auto-uncheck of ‘Locked’ check-box.
3. *Password Never Expires:* Administrators can enable the password expiration feature to be applicable to all users across the VFO system. If any individual user wants to override this feature, they can check the ‘Password Never Expires’ checkbox in that user’s profile details screen.

If you have any questions or concerns regarding this notice please contact your Brightspeed Account Manager. Brightspeed appreciates your business and we look forward to our continued relationship.

Sincerely,

Brightspeed on behalf of itself and its subsidiaries

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