

## Sign in and password

For sign in to Puzzel Contact Centre using customer key, username and password:

- The basic password requirement in Puzzel is 6 characters including at least 1 letter and at least 1 digit
- The customer's admin can configure that **strong password** must be used for all or selected users. A **strong password** must contain at least 8 characters, including at least 1 uppercase letter, 1 lowercase letter, 1 digit, and 1 special character.
- The customer's admin can turn on **two-factor authentication** for all or selected users. If turned on, the user receives a 5-digit one-time code as SMS or email for each login.
- The customer's admin can configure that passwords must be changed every N days

A user can sign in to the Puzzel agent application using Single Sign On (SSO) with an Azure id, if it's configured in the Puzzel Admin Portal. More details [here](#).

For information about the new sign in to Puzzel applications using Puzzel ID, please see [Puzzel ID FAQs](#).