

## How to force users to change (to a stronger) password?

If you have not configured *How many days a password is valid* (under *Users Products Logon to Puzzel*), the default value (0) is that passwords are **valid forever**. Your users may therefore have (very) old passwords.

If you want to force your users to change password e.g. every 3rd month, you can set the value to 90 days. If you have defined how long a passwords should be valid, and a password expires in less than 14 days, a warning is given when the user logs on to Puzzel (*Your password expires in x days*).

Before you change the value from 0 (=forever) to e.g. 90 days, please note that most users will receive the message "Password expired" at next logon attempt, since the password already is older than 90 days, and only users with a predefined email address or mobile number in Puzzel can reset their own password!

## What if a user doesn't change his password before it expires?

If a user tries to log on to Puzzel Agent Application (or Administration Portal) after his password has expired, the logon is not accepted. The user can click *Forgot password/Need new password* to order a one-time password to his email address/mobile number if this is registered on the user. If the users email address/mobile number is not registered, the user has to ask his admin to register his email address/mobile number in the Administration Portal, and when this is done, the user can order a one-time password to reset his own password.

From January 2017, new users must be registered with email address or mobile number, but some older users may miss this information. A users can edit his email address and mobile number in the Puzzel Agent Application, and the admin can edit a users email address in the Administration Portal.

## Password requirements

The basic requirement for a password is that it has to contain at least 6 characters, including one letter and one digit. Prior to April 2015 the system accepted passwords with less than 6 characters.

In January 2017 we introduced a "Strong password required" option, so that a customer admin can force his users to use stronger passwords. This option can be turned ON for all your users or for selected user groups under *Users Products Logon to Puzzel: Strong password required*.

Homepage ?

Logon to Puzzel ?

Quick find users/user groups

Company: Intelcom Connect Demo Product

User Group: Select User

User: Select User

|   | Inherit                             | Value   | Inherit | Value | Inherit | Value |
|---|-------------------------------------|---|---------|-------|---------|-------|
| Show Access Log   | <input type="checkbox"/>            | On <input checked="" type="radio"/> Off <input type="radio"/> |         |       |         |       |
| Show Change Log   | <input checked="" type="checkbox"/> | On <input checked="" type="radio"/> Off <input type="radio"/> |         |       |         |       |
| Strong password required  | <input checked="" type="checkbox"/> | On <input checked="" type="radio"/> Off <input type="radio"/> |         |       |         |       |
| Two-factor authentication: Email                                    | <input checked="" type="checkbox"/> | On <input type="radio"/> Off <input checked="" type="radio"/> |         |       |         |       |
| Two-factor authentication: SMS                                      | <input checked="" type="checkbox"/> | On <input type="radio"/> Off <input checked="" type="radio"/> |         |       |         |       |
| How many days a password is valid                                   | <input checked="" type="checkbox"/> | <input type="text" value="0"/>                                |         |       |         |       |
| IP address white list. (Format 1.1.1.0-1.1.1.255;2.2.2.0-2.2.3.255) | <input checked="" type="checkbox"/> | <input type="text"/>  |         |       |         |       |
| Two-factor email from display name                                  | <input checked="" type="checkbox"/> | <input type="text"/>  |         |       |         |       |
| Two-factor SMS from (max 11 letters)                                | <input checked="" type="checkbox"/> | <input type="text" value="Intelcom"/>                         |         |       |         |       |
| Web session timeout (in sec)  | <input checked="" type="checkbox"/> | <input type="text" value="43200"/>                            |         |       |         |       |

Save Changes Undo changes

Logon to queue ?

A **strong** password must contain at least **8 characters** including one lower-case letter (a-z), one upper-case letter (A-Z), one number (0-9) **and one special character** (\$ @ ! % \* ? & = ,).

If you configure that an existing user group should have strong password, a new user put in this user group must define a strong password. Existing users are not forced to change password now, but the next time they change the password, they must define a strong password.

## How to force users to change password at next logon?

**First**, you should verify that all users have email address (or mobile number) registered. We recommend that all your users have email address (or mobile number) registered.

1. **Send information to your Puzzel users** that you will force them to change password on first logon after a given date. (In the Puzzel Agent application, the message Your password has expired will be given, and the user must click *Forgot password/Need new password* to order a one-time password to their email/mobile to reset their password).
2. If needed; set *Strong password required* to ON for all or selected user groups.
3. On the evening before the communicated date for forced password change, **set How many days a password is valid to e.g. 10** (so that users with passwords older than 10 days (probably all users) are forced to change password on next logon)
4. After max 9 days, **set How many days a password is valid back to 0**, so that you don't force users to change password once more/every 10th day.

In the Administration Portal page *Users Users* you can click on column headers *Email* and *Mobile* to see who has (not) defined it.

**puzzel.** You are logged in as: Paal Admin Customer Intelcom Connect Demo Product Customer ID 10009 [Sign out](#)





Home Page Real-time **Users** Services Statistics Catalog Archive

User Groups Users Pause Reasons Enquiry Registration Resource Filters Products Access Control Log

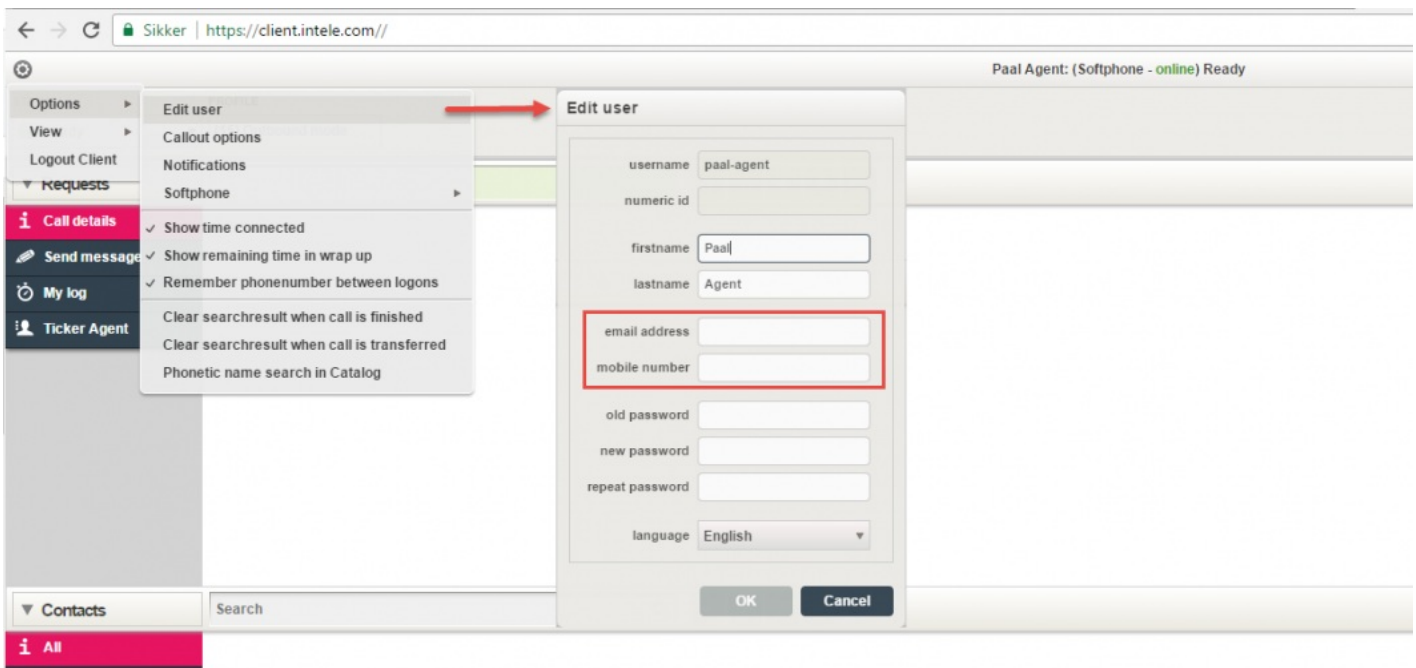
Home Page » Users » Users + Create New User

Users [Import User List](#) [Create New Group Number](#)

Show: All Users Filter: Filter table... Sort by: First Name Last Name

| Name                       |   | Numeric ID | User Group | Username |
|----------------------------|---|------------|------------|----------|
| <a href="#">Paal Admin</a> | - -   | -          | Admins     | pako     |
| <a href="#">John Doe</a>   |   | 1337       | Admins     | bjosve   |

If you don't want to register email address or mobile number in the Administration Portal for the users this info is missing for, please ask the relevant users to register their own email address (or mobile number) in the Agent Application (under *Options Edit users*).



Sikker | https://client.intele.com// Paal Agent: (Softphone - online) Ready

**Options** Edit user **Edit user**

View Callout options

Logout Client Notifications

Requests Softphone

**Call details** Show time connected

Send message Show remaining time in wrap up

My log Remember phonenumber between logons

Ticker Agent Clear searchresult when call is finished

Clear searchresult when call is transferred

Phonetic name search in Catalog

username paal-agent

numeric id

firstname Paal

lastname Agent

**email address**

**mobile number**

old password

new password

repeat password

language English

OK Cancel

Contacts Search

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