

# Security Update

Telligen Provider Portal

# Overview

- Telligen understands how important it is to keep data secure
- To maintain high security standards, Telligen frequently engages in security audits and testing
- Through our continuous improvement process, Telligen will implement the following changes:
  - Increased frequency and complexity of user password updates
  - Improved user deactivation processes



# Passwords

- New password requirements:
  - Passwords will need to be at least eight (8) characters long
  - Passwords will need to contain at least one (1) special character, one (1) letter, and one (1) number
  - Special characters can only include: ! @ # \$ % & \* ( ) - = + [ { ] } ; : , /
- Passwords will change every 60 days. They cannot be reused.
  - Users will receive a notification that their password is going to expire stating:  
**Warning! Your login password will expire soon. Please change your password.**
  - Users will be allowed two (2) grace logins if the password is expired. At the second log-in, the user will be forced to reset their password.

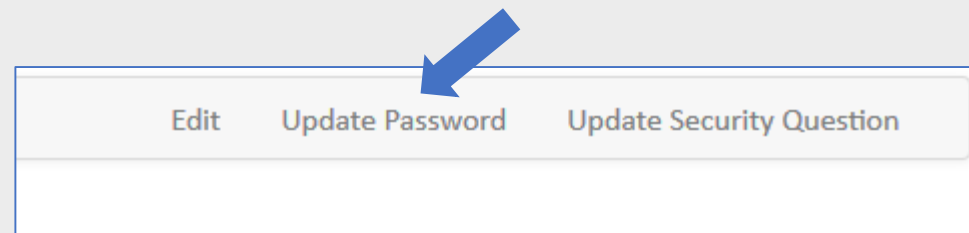
# How to change your password.

- Log in to the Telligen Provider Portal
- Click on “My Account” in the top right corner of the page



# How to change your password.

- Select Update Password in the top right section of the page



# How to change your password.

- Enter your Current Password
- Enter your New Password
- Enter the New Password in the Confirm New Password box
- Select Update to complete

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Enter a new password between 8 and 24 characters in length. The password must contain at least one letter, one number, and one special character. Allowable special characters include !@#%&\*()-+{[]:;./

**Current Password: \***

**New Password: \***

**Confirm New Password: \***

- Your Password has been changed.

Thank You!

- Thank you for reviewing this important message concerning improvements to the security of the Telligen Provider Portal.
- If you have any questions concerning this information, you can contact the Help Desk at:

email: [MarylandUCSupport@Telligen.com](mailto:MarylandUCSupport@Telligen.com)  
phone: 1 (888)276-7075