

# Does my account have password controls?

Link: <https://help.wextelematics.com/deep-dive/does-my-account-have-password-controls/> Last Updated: July 29th, 2021

## QUESTION:

Are there password controls for my account?

There are several controls and system activities occurring behind the scenes to keep your GPS tracking account secure. However, choosing a good password is one thing you can do to help strengthen your company account's security. Please review the information below concerning account password controls to learn about login credential capabilities and rules.

## Password Setup

New users are sent a welcome email with a password which they are required to change when they log in for the first time. This email can also be re-sent at any time via the Manage Users page in the Portal.

## Resetting Passwords

From the login page, any user may enter their username or email address and send themselves a password reset link. They must have access to receive emails at the address configured on their account to reset their password.

Account Administrators with applicable permissions can also require a user to reset the user's password from the Portal.

## Account Locked

If a user attempts to log in and fails five times within a 1-minute period, the user's account is locked for the next three minutes.

## Password Complexity Requirements

Password are required to be "hard to guess" for better security. The following elements are required when setting your password:

- Must be between 8 and 256 characters
- Must have at least one upper case letter
- Must have at least one lower case letter
- Must have at least one numeric digit
- Must have at least one special character