



Frontier Communications Virtual Front Office (VFO) Password Requirements

Carrier Services

Frontier Communications
Rochester, NY

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Frontier Communications Virtual Front Office (VFO) Password Requirements

Original Login screen will remain the same for VFO.

Login

Please Login

User Name :

Password :

Module : Access ▾

Change Password :

Virtual Front Officesm
Powered by **Synchronoss**
Technologies Inc.

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Once the user enters their User Name and Password, they will receive the window below to change their password.

Login

Please change your Password

Old Password :

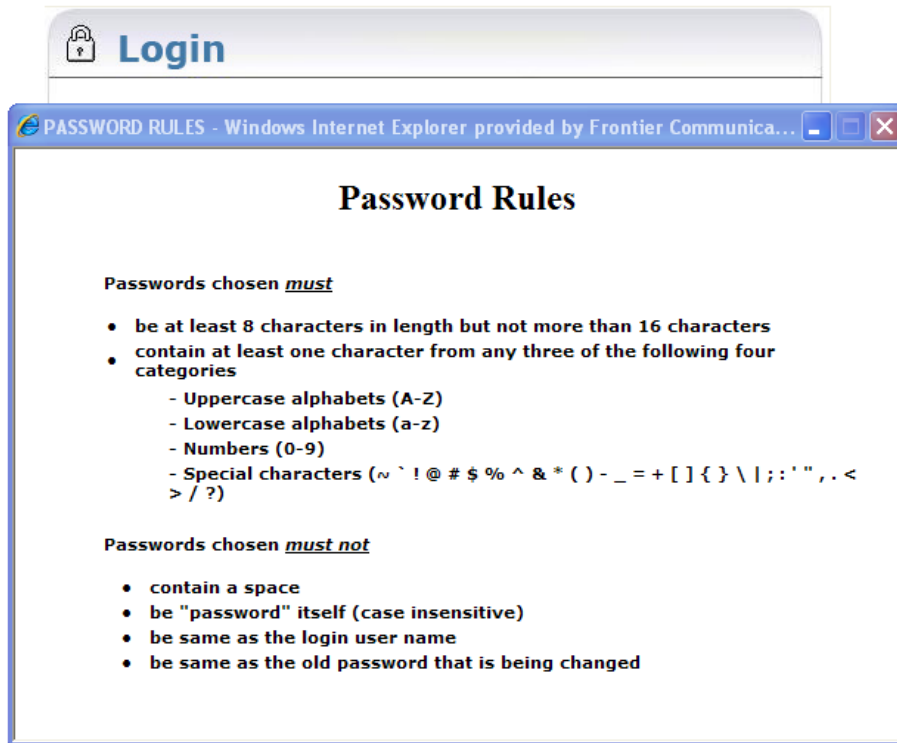
New Password : [Password Rules](#) ← **New Link**

Confirm New Password :

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Clicking on the new “Password Rules” link will open a new window and explain the Password Rules.



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Please enter old password, new password using the rules listed below and again in the Confirm New Password field and select Update Password.

The new rules for passwords are as follows:

Passwords chosen **must**

- be at least 8 characters in length but not more than 16 characters
- contain at least one character from any three of the following four categories
 - Uppercase alphabets (A-Z)
 - Lowercase alphabets (a-z)
 - Numbers (0-9)
 - Special characters (~ ` ! @ # \$ % ^ & * () - _ = + [] { } \ | ; : ' " , . < > / ?)

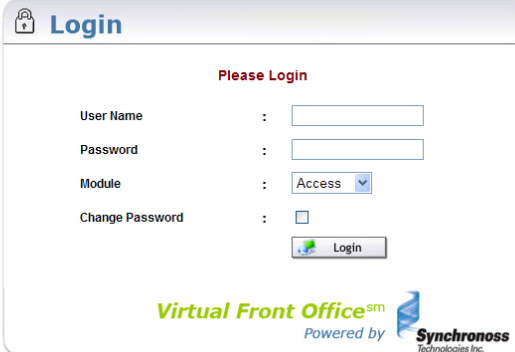
Passwords chosen **must not**

- contain a space
- be "password" itself (case insensitive)
- be same as the login user name
- be same as the old password that is being changed

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Once the user has changed the password, they will be required to log back in.

You have successfully changed your password. Please login with the new password



The screenshot shows a login interface with the following elements:

- Title:** Login
- Instruction:** Please Login
- Fields:**
 - User Name: [Text Input]
 - Password: [Text Input]
 - Module: [Dropdown Menu] (Current selection: Access)
 - Change Password: [Checkbox]
- Buttons:** A "Login" button with a globe icon.
- Branding:** "Virtual Front OfficeSM" logo and "Powered by Synchronoss Technologies Inc." logo.

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