



Virtual Front Office (VFO) Password Requirements Job Aid

Frontier Wholesale

Jurisdiction: All

Effective Date: 07/20/2014

Revised Date: 11/07/2014

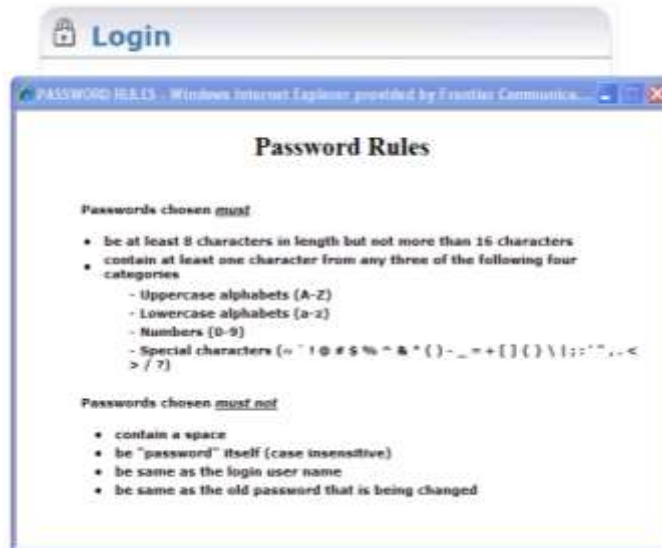
Original Login screen will remain the same for VFO.

The screenshot shows a login window titled "Login" with a lock icon. The main heading is "Please Login". It contains four input fields: "User Name", "Password", "Module" (a dropdown menu currently showing "Access"), and "Change Password" (a checkbox). A "Login" button is located below the "Change Password" checkbox. At the bottom, the logo for "Virtual Front OfficeSM Powered by Synchronoss Technologies Inc." is displayed.

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

The screenshot shows a password change window titled "Login" with a lock icon. The main heading is "Please change your Password". It contains three input fields: "Old Password", "New Password", and "Confirm New Password". Below these fields are "Cancel" and "Update Password" buttons. A blue link labeled "Password Rules" is positioned to the right of the "New Password" field. A callout box labeled "New Link" has an arrow pointing to the "Password Rules" link. At the bottom, the logo for "Virtual Front OfficeSM Powered by Synchronoss Technologies Inc." is displayed.

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



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

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

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