



## Password Requirements

### CONTENTS

<b>PropertyIQ .....</b>	<b>1</b>
Password Complexity .....	1
Password Age .....	1
Password History .....	1
Session Timeout .....	1
<b>PropertyIQ Portal .....</b>	<b>2</b>
Password Complexity .....	2
Password Age .....	2
Session Timeout .....	3

## PROPERTYIQ

The following are password requirements for **PropertyIQ** software.

### PASSWORD COMPLEXITY

PropertyIQ users must have a password that is **at least 8 characters** long AND meets **all 4** of following criteria:

- 1 uppercase letter
- 1 lowercase letter
- 1 number; and
- 1 special character

*Special characters accepted:*

! " # \$ % & ' ( ) \* + , - . / : ; < = > ? @ [ \ ] ^ \_ ` { | } ~

### PASSWORD AGE

PropertyIQ users must change their passwords at least once every 12 months.

If it's been 12 months (365 days or 366 days in a leap year) since a user's last password change, when next logging in to PropertyIQ they will be redirected to the "Reset Password" screen to change their password.



*PropertyIQ will enforce a change of password when password age reaches 12 months, however users can still change their password more often using the reset password function.*

### PASSWORD HISTORY

PropertyIQ users cannot use a password if it's the same as any last 10 passwords used.

When resetting a password and a user tries to reuse an old password, a warning will appear and they will be asked to choose a different one.

### SESSION TIMEOUT

PropertyIQ users will be asked to login again if their browser session has been inactive (e.g. no mouse clicks on screen) for **1 hour**. Once logged back in, activity can resume as normal.

## PROPERTYIQ PORTAL

The following are password requirements for **PropertyIQ Portal** for lot owners, committee/council members and strata manager portal administrators.

### PASSWORD COMPLEXITY

PropertyIQ Portal users (lot owners, committee/council members and strata managers) must have a password that is **at least 8 characters** long AND meets **3 out of 4** following criteria:

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character

*Special characters accepted:*        ! @ # \$ % ^ & \*

### PASSWORD AGE

#### STRATA MANAGER PORTAL ADMINISTRATORS

**Strata manager portal administrators** using the PropertyIQ Portal must change their passwords at least once every 12 months.

If it's been 12 months (365 days or 366 days in a leap year) since a user's last password change, when next logging in to PropertyIQ Portal they will be redirected to the "Reset Password" screen to change their password.



*PropertyIQ Portal will enforce a change of password when password age reaches 12 months, however users can still change their password more often using the reset password function.*

#### LOT OWNERS & COMMITTEE/COUNCIL MEMBERS

There are **no** requirements to change the password at set intervals for **lot owners and/or committee/council members** using the PropertyIQ Portal.

## SESSION TIMEOUT

---

### STRATA MANAGER PORTAL ADMINISTRATORS

**Strata manager portal administrators** using the PropertyIQ Portal will be asked to login again if their browser session has been inactive (e.g. no mouse clicks on screen) for **1 hour**. Once logged back in, activity can resume as normal.

---

### LOT OWNERS & COMMITTEE/COUNCIL MEMBERS

**Lot owners and Committee members** using the PropertyIQ Portal will be asked to login again if their browser session has been inactive (e.g. no mouse clicks on screen) for **15 minutes**. Once logged back in, activity can resume as normal.