CRMC Password Complexity Standards

This is a brief synopsis of the official passphrase reset policy

- Use ANY of the 26 letters in the English Alphabet.
- Minimum 15 characters for standard users / 8 character minimum for providers
- Piece words together to make a phrase, hence the term passphrase…. Don’t recommend common phrases though.
- Due to system limitations, the following characters should not be used even though Active Directory will not prohibit them… `<”\|^&
- Leading character in passphrase can be any letter, number or symbol
- Utilize capital letters throughout the phrase
- No more than 2 characters of your user name or Display name
- Utilization of vowels, etc… are ok…. Telling a user that switching a “O” for a “0” or a “@” for a “a” or a “3” for an “e” are tricks that are not beneficial… hackers programmed for that many years ago.
- We want users to reset their own passphrases moving forward. Please teach them, don’t do it for them.

Password reset for External Users – https://portal.crmchealth.org

Password reset for internal Users – Intranet page “Password Self Service”

Or from any browser navigate to https://passwordhelp