



Type: System Enhancements	ID Number: SE 22
Date: March 19, 2008	Subject: New People First Password Features

Suggested Audience:

All HR Staff

Enhancement Summary:

Effective April 12, 2008, new password requirements will be implemented for logging in to the People First system:

- The next time you log in, starting April 12, 2008, you will be required to select three security questions and provide answers. These will be used to verify your identity and allow you to unlock your user ID and/or reset your password.
- The next time your current People First password expires or the next time you choose to change your password, you will be required to create an eight-character, alpha-numeric password to log in to People First. You may [review the new password guidelines](#) before your password expires. For security reasons, passwords will continue to expire every 90 days.

Effective April 12, 2008, when you call the People First Service Center, you will be prompted to enter the following information to verify your identity instead of your password:

- The last five digits of your social security number.
- Your six-digit date of birth in MMDDYY format; for example, June 29, 1975 would be entered as 062975.

What Does This Mean to Me?

- **Select security questions:** You will select three security questions and answer them. If you forget your password, you'll select the "Forgot your password?" link on the People First logon screen.
- **Create a more secure password:** You will create a unique, eight-character password using a combination of letters and numbers, with the option of using certain special characters. Please [review the new password guidelines](#) for details.
- **Change your password:** Once you have selected your three security questions and answered them, you may reset your password online at anytime. If you wish

to change your current seven-character, numeric password to the more secure eight-character, alpha-numeric password starting on April 12, 2008, you can. Click the “Change your password.” link on the People First login screen. Please [review the new password guidelines](#) for details.

- **Forgot your password:** Once you establish your security questions and answers, you will be able to unlock and reset your password yourself. If you forget your password, you’ll select the “Forgot your password?” link on the People First logon screen. You’ll enter the last five characters of your social security number, your six-digit date, and answer one of your pre-selected questions to verify your identity. Then you will be able to change your password and log in.

Anytime You Call the Service Center:

- **Service Center Validation:** For faster service, enter your People First user ID, the last five digits of your social security number, and your six-digit birth date when prompted. Once the system verifies your identity, the Service Center specialist will only need to verify your name before helping you.
- **Password Resets Via the Service Center:** If you are unable to reset your password online, you can call the Service Center for assistance. You should enter your People First user ID, the last five digits of your social security number, and your six-digit birth date when prompted. Once the system verifies your identity, select prompt #6 to speak with a password reset specialist.