

Release Note

System Enhancements

Date: 17 July 2017
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Release Note

MedCo recognises the importance of system security and takes its responsibility seriously. As part of an ongoing programme of work, MedCo is to enhance the system security with the introduction of password expiry and lockout functions.

This document provides instructions on;

- how the function will work;
- how to reset passwords.

It also sets out the role of Primary, Secondary and Administrator users within an organisation and their responsibility to maintain user access

How will the Password function work?

All users will be required to change their password periodically and will be informed in advance, of its expiry that it is now time to change.

A new 'Change Password' option will allow users to change their password in advance of its expiry and can be used at any time a user wishes to update their password.

If the password is not changed by the expiry date, users will be unable to access their account until they have set a new password.

A 'Forgotten Password' function has also been developed together with a secure facility to reset the password.

The 'Password Lockout' function will lock the MedCo account for a period of time, if an incorrect password is entered more than the permitted number of times. The user has the option to wait for the lock to expire to attempt to re-enter the password or to follow the secure re-set password process.

MedCo cannot assist with this, please ensure that you have the contact details of your MedCo Account Primary, Secondary and Administration User within your organisation.

How to reset passwords?

When you log into your MedCo account you will see a new 'Change Password' option has been added to your dashboard menu.



You can change your password at any time. Select the Change Password function, complete the fields show below and pres Save.

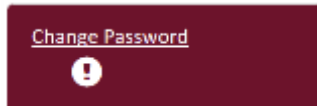
Change password.
Please enter new security details

Email	<input type="text"/>
Current Password	<input type="password"/>
New Password	<input type="password"/>
Confirm New Password	<input type="password"/>
Password Question	<input type="text"/>
Password Answer	<input type="text"/>


Password must have at least one each: numeral, uppercase, lowercase and special character: !@#%&*^

Password expiry

When your password is due to expire, the Change Password function will be highlighted Red and an icon will be displayed.



If you hover the cursor over the exclamation icon you will be informed how long it is until your password will expire.

 Your password is due to expire in 8 days. Please change your password

When the Change Password function is highlighted Red you must change your password within the number of days shown. Select the Change Password function, complete the fields shown below and press Save.

Change password.

Your password is due to expire. Please reset in order to continue to access the system



The form contains the following fields and buttons:

- Email: [Redacted]
- Current Password: [Text input with red error bar]
- New Password: [Text input with red error bar]
- Confirm New Password: [Text input with red error bar]
- Password Question: [Text input with red error bar]
- Password Answer: [Text input with red error bar]
- Buttons: Save (Red), Return To Main Menu (Green)


Password must have at least one each: numeric, uppercase, lowercase and special character - !@#\$%^&*?

If you do not change your password by the expiry date, you will immediately be directed to the 'Change Password' screen the next time you log in and will not be able to access your account until you change your password.

Complete the fields shown below and press Save.

Change password.

Your password has expired please reset



The screenshot shows a web form for changing a password. It has the following fields and elements:

- Email:** A text input field with a blacked-out value.
- Current Password:** A text input field with a red vertical bar on the left.
- New Password:** A text input field with a red vertical bar on the left. Below it is a small red text note: "Password must have at least one each: numeral, uppercase, lowercase and special character - !@#%*^?".
- Confirm New Password:** A text input field with a red vertical bar on the left.
- Password Question:** A text input field with a red vertical bar on the left.
- Password Answer:** A text input field with a red vertical bar on the left.
- Buttons:** A red 'Save' button and a yellow 'Logout' button are located at the bottom of the form.

Password Requirements

A Password must have at least 8 characters and contain one number and one special character. The following special characters are acceptable ! @ # \$ % ^ & * ?

Please note, you are not able to reuse a previous password

Forgotten password

If you forget your password and are unable to log in to action the 'Change Password' requirement, you can use the 'Forgotten Password' function. You will need to remember the answer for your security question to use this function.

If you cannot remember the answer to your security question and are a user within an MRO or Authorised User account, you will need to contact your organisation's **Primary, Secondary or Administration User**. They can access the Manage Users facility in your organisation's account and send you a 'Reset Password' email with a unique link.

Please note MedCo cannot assist with this, so please ensure that you have the contact details of your MedCo Account Primary, Secondary and Administration User within your organisation.

If you are a Direct or Indirect Medical Expert and have forgotten both your password and your security question, you will need to contact enquiries@medco.org.uk.

Password Lockout Function

If you enter an incorrect password more than the permitted number of times, your account will be locked for a period of time. In the event your account is locked, you have the option to wait for the lock to expire and can attempt to re-enter the correct password. Alternatively, if you are a user within an MRO or Authorised User account you can contact your organisation's **Primary, Secondary or Administration User** who can access the 'Manage Users' facility in your organisation's account and send you a 'Reset Password' email with a unique link.

Please note MedCo cannot assist with this, please ensure that you have the contact details of your MedCo Account Primary, Secondary and Administration User within your organisation.

If you are a Direct or Indirect Medical Expert and you have been locked out of your account for incorrect password entry and do not wish to wait for the lock to expire to attempt to re-enter the correct password, you will need to contact enquiries@medco.org.uk.

The Role of Primary, Secondary and Administrator users within an organisation.

The Primary, Secondary or Administration Users within an Authorised User or MRO account are responsible for users access to their accounts. This includes password maintenance.

It is recommended that Primary, Secondary and Administrator users;

1. Ensure your organisation's user community know your contact details. This is because you are responsible for access management. In the event operational users are unable to login and require a password reset, it is your responsibility to rectify this.
2. Contact your IT support to ensure notify@medco.org.uk is whitelisted and you can accept emails from SendGrid IP address **167.89.40.149**. This will prevent emails being blocked and getting caught in firewalls.

How to reset users passwords

Primary, Secondary and Administration Users can use the new '**Reset Password**' function to send operational users an email with a unique link to reset passwords. **MedCo is unable to assist with this.**

To use the new Reset Password function, log in and select **Manage Users**. From the Manage Users screen select **Reset Password** for the relevant user.



You will be shown a confirmation screen. Select **Reset Password** to proceed.



If you select Reset password the following confirmation message will be displayed.

Confirmation ✕

Your request has been processed. Please allow sufficient time for the reset password email to be delivered to the recipient. If the email is not received within the hour, please advise them to check their junk mail box. Also please check with your IT support that "notify@medco.org.uk" is whitelisted, and your organisation can accept emails from SendGrid IP address 167.89.40.149 then you can opt to send the "Reset password" email again

Close

If an Administrator User is unable to login, only another Administrator user, the Primary or Secondary User can select the "Reset Password" function, to send the reset password email with the unique link.

If the Primary or Secondary User is unable to login as their password has expired and they have forgotten the security question, please contact enquiries@medco.org.uk for assistance.