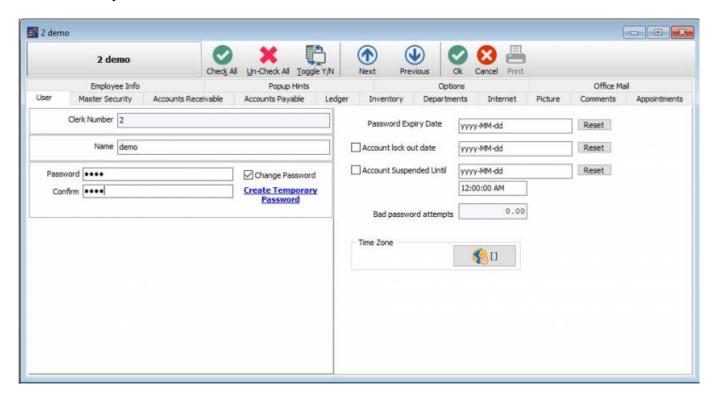# Password Recovery

In System Five, you will require rights to edit a user if you want to reset or modify their password.

- **Password Expiry** is a specific date as to when the password expires.Upon expiration date and the user will login, System Five will prompt the user to change the password and will force the user to enter a **New Password**, and confirm it. If **New Password** is not equal to **New Password Confirm**, confirmation field will be highlighted in yellow and will get a message "**new passwords do not match**".

- If, **PCI complex password rules on all users was enabled**, password should be **alphanumeric** and must contain **more than 7 characters**.
    - The following messages will prompt the user:
        - *Password is too shor*t - if password is not more than 6 characters
        - *Password has been used before* - if password is the current password as well as previous password
        - *Password requires a letter* - if password contains only numeric characters
        - *Password requires a number* - if password contains only alphabets

- If the user successfully changed the password, System Five will automatically change the **Password Expiry** field, that is **90 days** from the date of change. However, this field can be manually edited.

Account Lock Out Date

- If checked or enabled, this will prevent the user from logging in to the system starting from the date specified.

- This can only be disabled/unchecked by anyone who is having an admin access in the **Setup Wizard** and there is a need to reset the password.

Account Suspended Until

- **Suspended Account** is mainly a blocked account as a result of bad password attempts that will not be used temporarily for about 20 minutes. However, setting an end date manually in this option will just suspend an account up to this date and time only.

Bad Password Attempts

- This field is a system counter which records the number of wrong password attempts the user commits. This field triggers the *Account Suspended Until* function that will automatically set the user suspended, and records the date and time as to when was it will become active again. A maximum of *6 allowable password attempts* has been set as a default before the user can be suspended.

- If the user has been suspended, System Five will automatically enable the user around 20 minutes from the suspended time. Basically, it is the date and time indicated in the **Account Suspended Until** field. However, this can also be enabled manually by simply clicking the **[Reset]** button beside the field.

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