



The 8.0 update to the AFHCAN software introduces some changes that effect AFHCAN security requirements. This FAQ will help you understand the changes that have been made in the AFHCAN software.

What changes have been made to AFHCAN’s security requirements?

- Your AFHCAN password will require more complexity to meet higher security criteria (see details below)
- An email address is now required on your AFHCAN profile to reset forgotten passwords and to notify you when it is time to change your password
- Your AFHCAN password will need to be reset periodically*
- After five unsuccessful login attempts, your AFHCAN account will be locked for a number of minutes, or until your password is reset*

**The times are configurable and managed by your organization’s IT staff.*

What are the password requirements?

Strong

Password Requirements:

- 6 or more characters
- 1 or more numbers
- 1 or more upper case letters
- 1 or more lower case letters

Note: If you already have a password with these elements AND your account profile has a valid email address, you will not need to make any changes.

How do I update my password and email when the system notifies me to do so?

After logging into AFHCANweb or AFHCANcart following the update, you may be directed to one of these reset screens shown below. Enter and verify your new password and update your email as required.

AFHCANcart

Your account requires updating for the following reasons:

As part of continued security improvements we are asking users to update their passwords to meet a higher security criteria. Your new password should meet the following requirements, At least 6 characters in length, 1 or more numbers, 1 or more lower case letters, 1 or more upper case letters.

Username:

Old Password:

Enter New Password:

Retype New Password:

AFHCANweb

Please Update Your Account Information

*required fields

Your account requires updating for the following reasons

As part of continued security improvements we are asking users with to update their passwords to meet higher security criteria. Your new password should meet the following requirements; At least 6 characters in length, 1 or more numbers, 1 or more lower case letters, 1 or more upper case letters.

Your account must be associated with an email address.

User Name:

* Password:

* New Password:

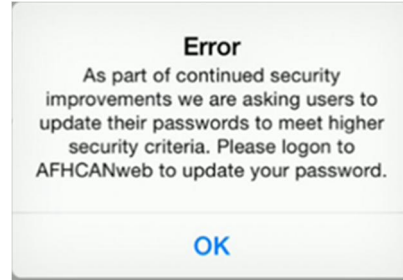
* Confirm New Password:

*Email:



How will AFHCANmobile change?

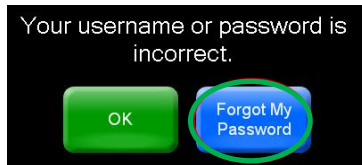
Users on AFHCANmobile will be directed to AFHCANweb to update their passwords if they haven't already done so.



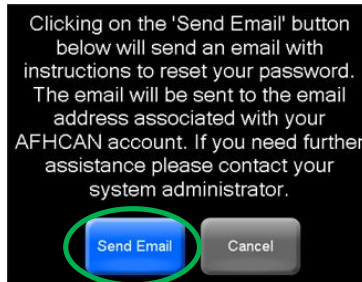
My account is locked (or is about to be locked). How do I reset my password?

AFHCANcart

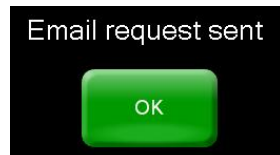
Select the "Forgot my password" link



Select "Send Email"

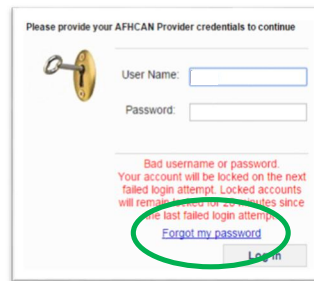


Select "OK"

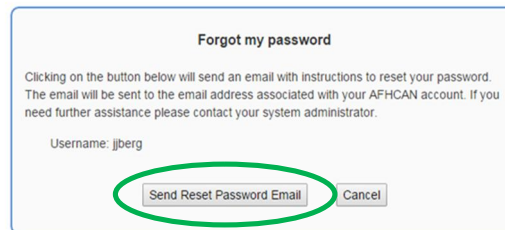


AFHCANweb

Select the "Forgot my password" link



Select "Send Reset Password Email"

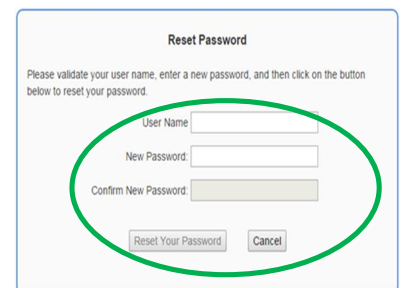


AFHCANcart & AFHCANweb will both direct you to your email:



Go to your email and use the link provided to access the password reset screen

At the "Reset Password" window enter and confirm a new password, then select "Reset Your Password"



Note: The "forgot password" link will only appear if you have an email associated with your account and you have typed your password incorrectly. If you do not have an associated email or if you do not have access to email contact your Clinical Administrator or Tech Support to have your password reset.