

## Password Reset Clarification

Recent changes to the processing of password resets for RACF ID's have highlighted an issue for some court and JIS Link users. This message clarifies the handling of temporary passwords provided when your password has been reset for you. The new RACF ID password rules are included as well. I appreciate your understanding and patience as we strengthen the security of judicial information.

If a RACF password is reset by a site coordinator, *the temporary password is set by the system to ALL UPPER CASE letters. In this situation, your staff should **type the default password in all upper case letters and press <enter>**.*

They will receive the message "your password is expired", they should then type the new password in mixed case, following the new password rules:

- Passwords MUST be **exactly** 8 (eight) characters; no more, no less.
- Passwords MUST contain at least one upper case letter.
- Passwords MUST contain at least one lower case letter.
- Passwords MUST contain at least one number.
- Three special characters can be used but are not required: @ # \$.

The following password rules have not changed and are still in effect:

- Passwords expire every 90 days.
- Passwords are revoked after five (5) incorrect attempts.
- Your last ten (10) passwords are remembered by the system; so each time a password is changed it should be unique.

Again, I appreciate your patience as we work together to increase the protection of our systems and data.

*If you have questions about these changes, please contact AOC through the eService Center by submitting your question using the "Ask a Question" option.*

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