

## Login and Password changes for the ESM Application

**In order to meet Pearson security requirements, the following rules were established and will be put in place during the 28 August release.**

### New Password Rules

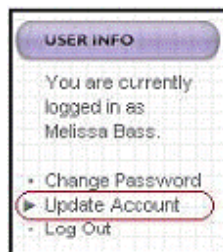
- Your **ESM** login password will need to follow what is considered a **strong password format** meeting the following criteria:
  1. Passwords must be a minimum of 7 characters
  2. Passwords must contain 3 of the 4 conditions in order to have a valid password:
    - a. 1 Upper Case
    - b. 1 lower case
    - c. 1 number
    - d. 1 special character (punctuation symbols which require the shift key)
    - e. ESM will force each user to update their password, to a robust password, upon **initial entry**. Users will have to enter their old password before entering a new robust password. Therefore, it is highly recommended that users take note of their password prior to the upgrade.
- Passwords expire based on **60 day** intervals. Users will be prompted to change their password upon first login after their 60 day period expires. Additionally, users have the ability to change their passwords at their discretion, or whenever they feel that they may have compromised their ID.
- Passwords may not be **reused** within the same calendar year.
- No **group IDs** and/or passwords are permitted. To assist in maintaining a user audit trail, there is one login account per user and one user per login account.
- While attempting to log into ESM, if an invalid password is used **five (5) consecutive times**, the system will disable the account, create a temporary password and send it to the e-mail address on file. A message will be displayed on the screen stating that the user's account has been disabled and that a temporary password has been sent to their e-mail address. If there is no valid e-mail account on file, the user will be directed to a contact link with instructions.
- **Lockout:** If an account has been locked, it will **not** unlock automatically after a certain length of time has passed. Accounts must be unlocked by a designated system administrator, Help Desk or Information Security.
- If a user session has been idle for more than **15-minutes**, the **screen** will be locked. The user will be prompted to simply log in using their user log-in information to open the locked screen.

- Accounts **dormant** for more than **sixty (60) days** will be locked. If an account has been locked, it will **not** unlock automatically after a certain length of time has passed. Accounts must be unlocked by the onscreen technical team (0844 576 0024). **Note:** This guideline applies to ESM users after the August 2011 release, but does NOT apply to Candidates (Test Takers).
- Accounts **dormant** for more than **one hundred and eighty (180) days** will be deleted. **Note:** This guideline applies to ESM users after the August 2011 release but does NOT apply to Candidates (Test Takers).
- In the case of a **forgotten password**, CATGlobal will provide an e-mail notification, upon request, of the user's forgotten password. The notification will be sent to the user's e-mail account on file with CATGlobal.
- The **Onscreen Technical Team** is the point of contact for examination officers, IT managers and other ESM users, who do not remember their password, do not have a valid e-mail account on file, or have a locked or deleted account.

### Retrieve Your Password

If you do not remember your current password, it may be retrieved by doing one of the following:

- Select individuals may log into **CATGlobal.com** and click on the Update Account link located on the right menu panel.



- Please contact the Pearson VUE Help Desk to retrieve your forgotten password. Supply the Help Desk with a valid email address for future communications