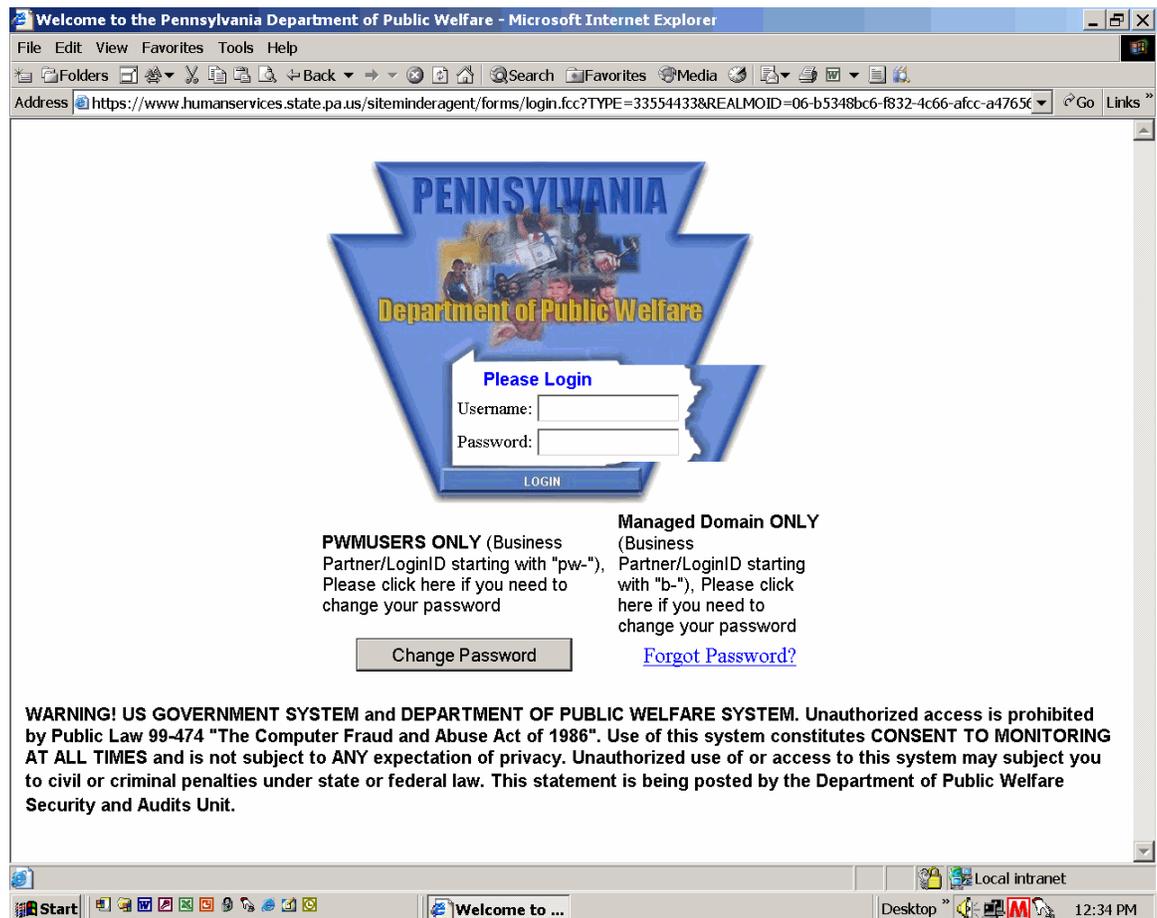


Procedures to Change an eGovernment (eGov) Exchange Password

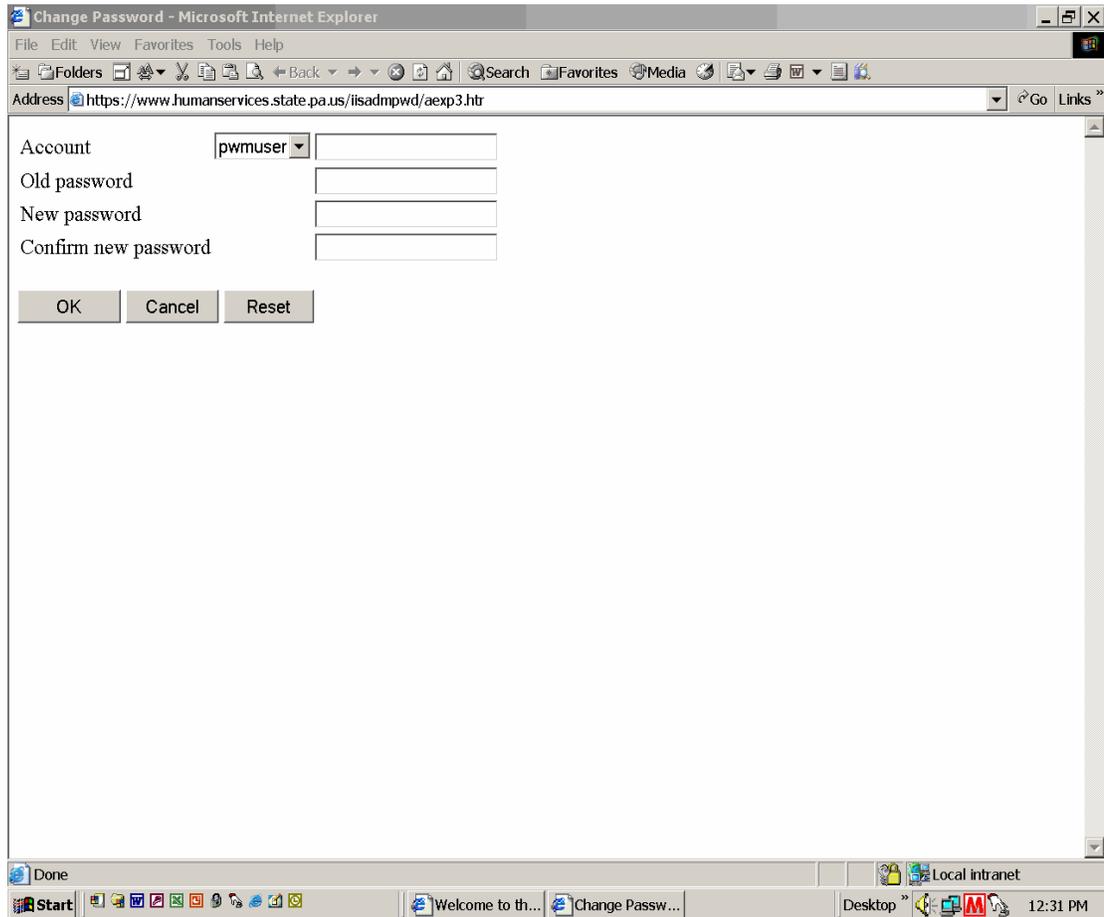
1. Open up your Internet Explorer (or other web browser) and put the following URL in the “address” field of Internet Explorer:

<https://www.humanservices.state.pa.us/egovernment>

2. The following screen shot will appear. Click the “Change Password” button.



3. The following screen shot will be seen:



4. DPW Passwords must conform to the following rules:

- a. Passwords must be 7 to 10 Characters (with no spaces between characters).
- b. Passwords must have a combination of at least three of the following:
 - Upper Case Letters
 - Lower Case Letters
 - Numbers
 - Non-alpha characters (i.e. ~, !, #, \$, ^, *, (,), ?, <, and >)
- c. Passwords CANNOT contain any parts of your user name, any part of your addresses (street or organizational), or consecutive numbers from your phone number.

d. Network security remembers your 6 previous passwords. You CANNOT change your password to be the same as any one of your six previous passwords.

e. Passwords can be changed every 48 hours.

f. Passwords must be changed. Passwords expire every 60 days. Please change your password earlier than 60 days (i.e. 30 - 45 days).

g. You will be notified at login that your Password will expire (notices start 14 days prior to the password expiration date).

h. You will **not** receive a message regarding failed passwords. After 3 unsuccessful Login attempts, call Account Admin Help Desk at 1-800-281-5340 and give them your eGov Exchange User Name (account name). Account Admin Help Desk can do the following actions (depending on what you need):

(1) Unlock your eGov Exchange account.

(2) Reset your password.

(3) Issue you a new password (good for 60 days).

(4) If a new password is issued to you, they will test the new password to make sure that it works for you.

5. To change a password:

a. **“Account”**:

(1) **“pwmuser”** requires no change.

(2) Enter the User Name (account name) of your eGovernment Exchange in the blank field.

b. **“Old password”**: Enter your current password.

c. **“New password”**: Enter your new password.

d. **“Confirm new password”**: Enter your new password again.

e. Click **“OK”**.

f. You will see a success message.

g. Login to the eGov website and test your new password to make sure that it works.