

## Secure eGov Passwords

- UserIDs are Managed Domain accounts (they start with b-).
  - Passwords **MUST** be renewed every 60 Days.
- Passwords can be changed only when the user creates hint questions and then their respective answers. (Create Hint Questions seen below)
- Before calling the Password Help Desk (Phone # below) please attempt to reset your password first.
- Password Policy Requirements:
  - Minimum of Eight Characters
  - At least one Uppercase Letter
  - At least one Lowercase Letter
  - At least one Number
  - At least one Special Character (e.g. !, #, %)
  - May not contain the User ID or User's Full Name
  - May not contain the user's Business Name or Office or Location
  - May not use any of the last ten previously used passwords.

## Create Hint Questions

In order to utilize the “**Password Reset**” functionality, the Self Service Password Hint Question and Answer process must be completed first.

Since this is a one time process, there is no need to revisit this page once completed.

Passwords can be changed only when the user creates hint questions and then their respective answers.

Each user must provide answers to three of the questions in the drop-down menus on the next page.

To complete Hint Questions, do the following procedures:

1. Click the following URL to get to the SeGov “Sign On” page:
  - a. <https://missl.dpw.state.pa.us>
  - b. Do **NOT** log in! Just click “**Password Reset**”.
2. On the “**Keystone Key**” page, enter your Username (SeGov UserID) and Password.
3. Click “Login”.

**Password Help Desk: 1-800-281-5340**