BoardDocs Online Help

Changing Your Password

Users can change their passwords at any time. Password formats are governed by system minimums and rule settings.

BoardDocs password minimum requires at least **10 characters** containing **uppercase**, **lowercase**, and **special** characters.

The following characters are supported.

> ! @ # $ % ^ & * - [ ] ~ ` { } \ | - + = ( ) - ; ' : , . < > ? /

Your organization's main publisher may include an additional requirement for

- minimum password length beyond 10 characters
- a combination of letters and numbers,
- a password expiration schedule

Instructions on the Change Password screen appear during a password reset to ensure that it complies with the organization's rule settings.
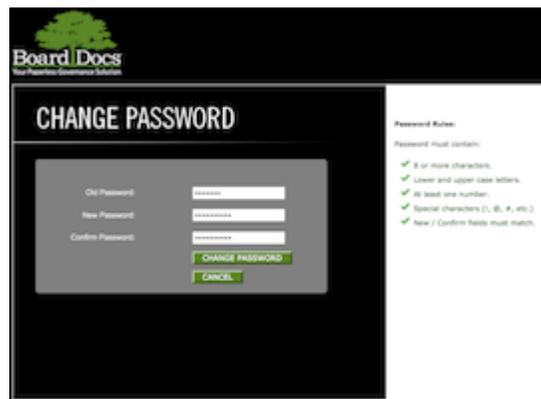
Click the image for a larger view

Process for Changing a Password

While changing passwords, users are required to enter their old passwords for security and identification purposes. If forgotten, your organization's publisher can assign a temporary password for use during the process detailed below.

To change a password, do the following:

1. Choose **Change Password** from the Header menu. The Change Password screen appears.
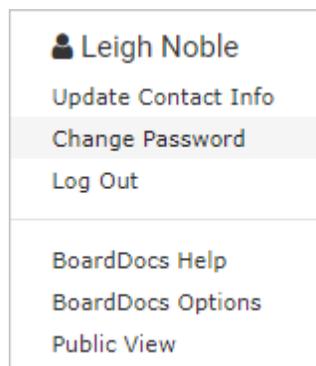
2. Enter your old password in the **Old Password** field. As you type, instructions appear to the right of the field to assist you in formatting your password according to your organization's password rules.

3. Enter your desired password in the **New Password** field. While entering your new password, the color of each line of the rule instructions changes as you meet the rule's requirement, and a green checkmark appears next to the text to indicate compliance. If you have not met the rule's requirement, an orange exclamation point symbol displays next to the text.

4. Enter your new password again in the **Confirm Password** field. If the password entries match (required), the color of the rule changes and a green checkmark appears next to the instruction.

5. Click the **Change Password** button to initiate the change, or the **Cancel** button to cancel the password reset and dismiss the Change Password screen.

Important Note: BoardDocs technical support personnel cannot assign or reset passwords. Users who have forgotten their passwords must contact their organization's principal publisher to request a temporary password reset.

Related Documents

- Logging In
- Logging Out
- Updating an Expired Password
- Updating Your Contact Information