

# New Email Password Requirement

In order to help ensure better email security, beginning on November 23rd, we will be implementing stronger password requirements on our CHI email servers. This new policy will apply to all new email accounts created on and after November 23, 2018, as well as all existing accounts that update their passwords after that date.

The new passwords will be verified against the following requirements:

- Verification that the password strength score is high enough (passwords including numbers and symbols and a mix of uppercase /lowercase letters will result in a higher score)
- Verification that the password does not exist on a ban list (Currently 10,000 known popular passwords on this list)
- Verification that the password does not contain an existing username or other account information

If you have any questions or concerns regarding this new password policy, please feel free to contact our Technical Support Team, 24/7.