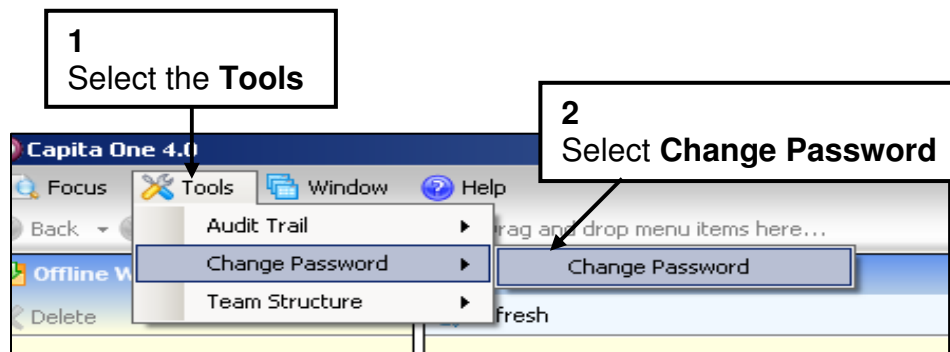


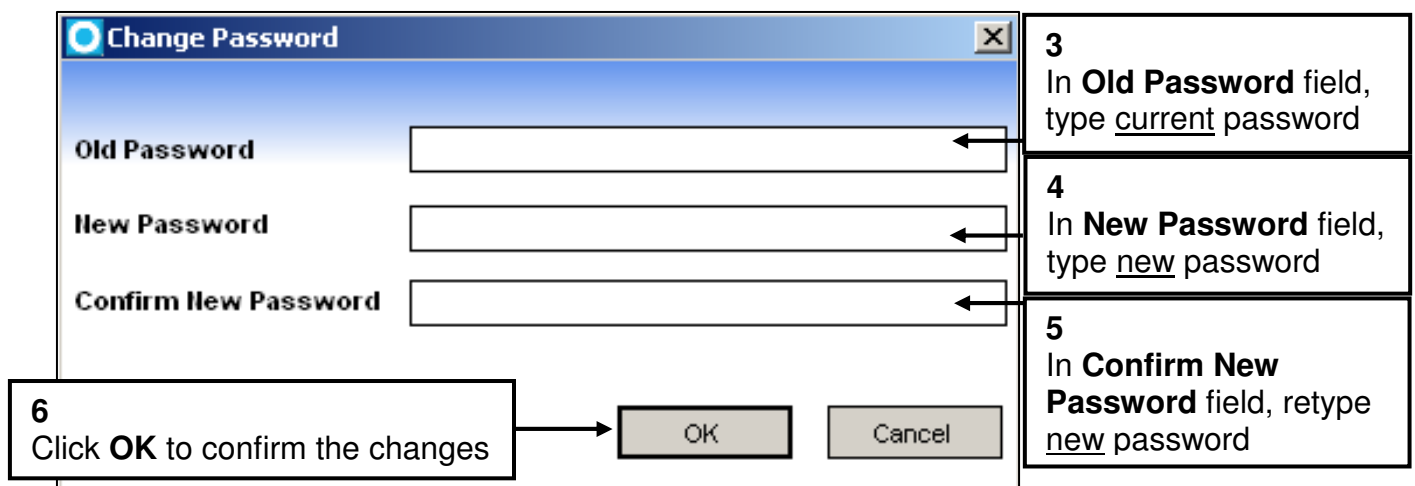
## Changing your Password

The ICS password will expire every 42 days

To change your password in **Capita One**



When **Change Password** is selected the following dialogue box is opened:



### Helpful Hint:

Passwords are case sensitive and must be between 6-10 characters long and include a number. Passwords should not include [SPACE]!"£\$%^&\*()+=-{}[]~#@!";<>.,?/\|'` as the system will not recognise these as valid characters

### Helpful Hint:

There is no notification that the ICS password is about to expire. The password may expire in the middle of a session - therefore it is advisable to change the password at the same time as the NT password for which notification is sent.

If the password expires in the middle of a session and there is unsaved data, do not close ICS but log a Supportworks call or open a second instance of ICS. When the second instance of ICS is opened, the prompt to **Change Password** will be displayed – follow on-screen prompts