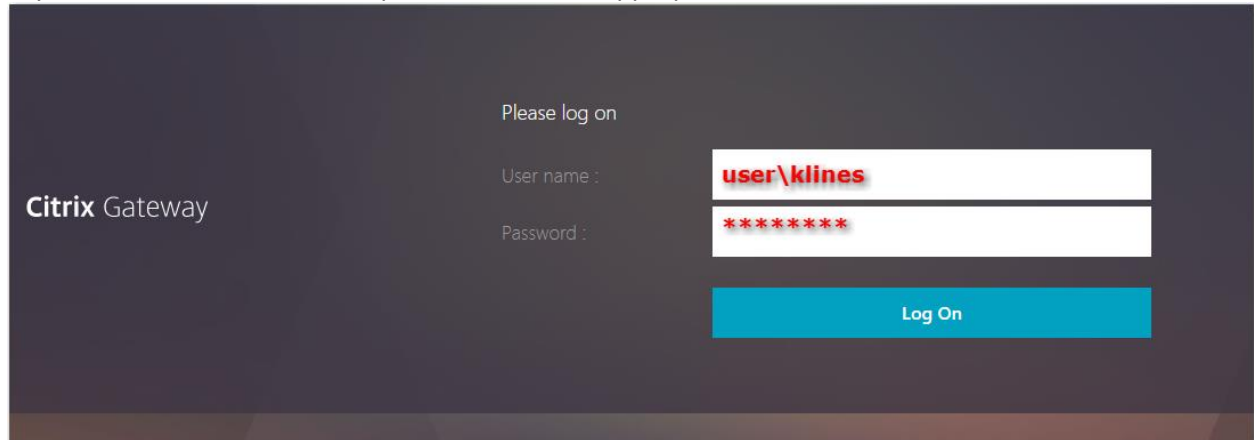


# Community Based Organizations (CBO) Changing your Password to a Passphrase in Citrix Effective 02/14/24

## Citrix Gateway URL:

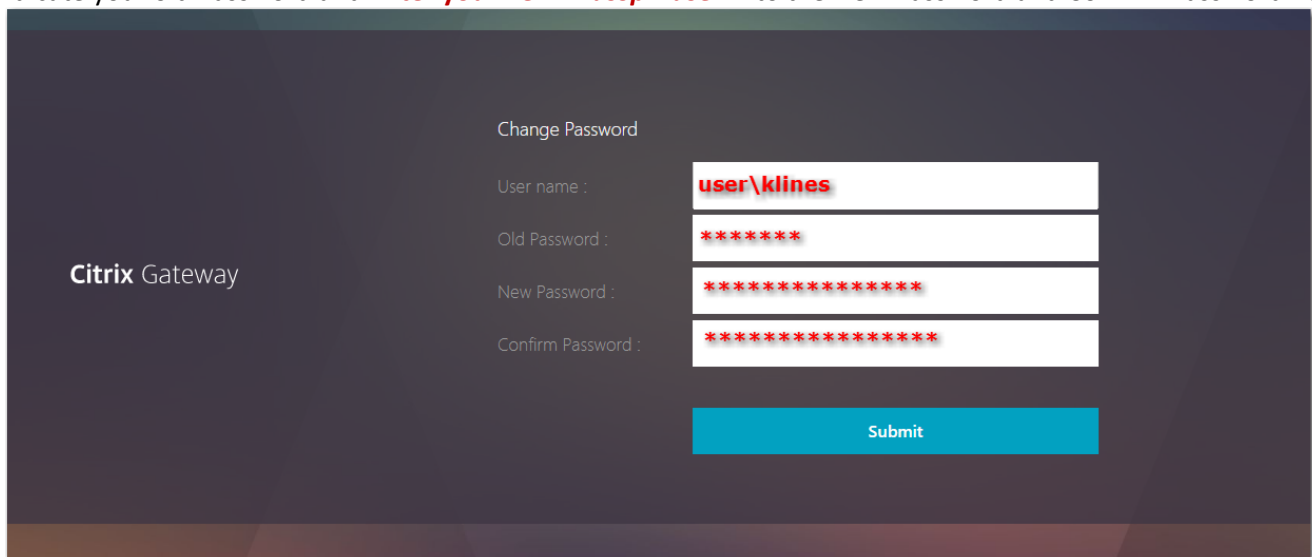
<https://go.bhcsportal.org/logon/LogonPoint/tmindex.html>

1. Enter your User Name and current password into the appropriate fields.



The screenshot shows the Citrix Gateway login interface. On the left, the text "Citrix Gateway" is displayed. The main area contains the text "Please log on". Below this, there are two input fields: "User name :" with the value "user\klines" and "Password :" with masked characters "\*\*\*\*\*". A blue "Log On" button is positioned below the password field.

2. Citrix will prompt you to change your password.
3. Indicate your old Password and **Enter your new "Passphrase"** into the New Password and Confirm Password fields.



The screenshot shows the Citrix Gateway "Change Password" interface. On the left, the text "Citrix Gateway" is displayed. The main area contains the text "Change Password". Below this, there are four input fields: "User name :" with the value "user\klines", "Old Password :" with masked characters "\*\*\*\*\*", "New Password :" with masked characters "\*\*\*\*\*", and "Confirm Password :" with masked characters "\*\*\*\*\*". A blue "Submit" button is positioned below the confirm password field.

## New Passphrase Rules:

- Minimum 15 characters in length
- Must include 1 uppercase, 1 lowercase, 1 number, 1 special character
- Passphrase rotation every 90 days
- Passphrase may not contain your account name or your legal name

## An example of a Passphrase:

Passphrase: **Oakland1\$th3BestCity**

NOTE: Don't use spaces in your passphrase. Some systems may NOT accept spaces and will cause issues.