



Memo

Date: April 18, 2024

To: All Alameda County Behavioral Health Department (ACBHD) Employees and External Users of ACH and BHD Applications

From: Tom MacMillan, Deputy Director, Information Systems
Vanessa Baker, Deputy Director, Plan Administration *Vanessa Baker*

Subject: **Reminder: Your Alameda County Health (ACH) Passwords Will Expire Early May 2024**

Why are you receiving this memo?

Passwords expire every 90 days.

Action needed: You need to change your password prior to it expiring, early May 2024, or you will not have access to ACH systems (SmartCare, CG etc.) You can change your password now; you don't need to wait until it expires. Please share this memo with others in your organization that use ACH applications.

Password requirements: No shorter than 15 characters, it can be longer, it must include 1 uppercase, 1 lowercase, 1 number, 1 special character.

Password don'ts: Don't create a password based on something you are passionate about and everyone else knows it e.g., ImOnepassionateApiary!3. Don't write it on a sticky note taped to your computer and don't share it with others.

Password ideas: Create a pass phrase based on a movie IlovedTheBeekeeper2024! or, an activity, LongWalks!3withDogsiscoolto.

Some Password Rules and Tools: Passwords or phrases cannot contain your legal name or ACH account name. Search (Google, Bing etc.) for Password Manager (based on your mobile device Apple/Android) and consider using one of the many free tools available to manage your list of passwords.

REMINDER: Your passwords will expire soon!

Background

- New Password Policy went into effect February 2024
- Password rules:
 - **Rotation every 90 days**
 - **Minimum** 15 characters in length
 - Must include 1 uppercase, 1 lowercase, 1 number, 1 special character (spaces not recommended)
 - May not contain your account name or your legal name
- ITD worked with departments to reset everyone's password to conform to the new policy

Please encourage your users to change their passwords ahead of the 90-day expiration!

Use easy to remember phrases or quotes. For example:

ResistancelsFutil3!
 TheseAren'tTheDroidsYou'r3LookingFor
 HeWhoControlsTheSpic3...
 It's1OfThoseTypeDeals
 SubscribeToMe0nYT!

Please direct any questions or concerns to the ITD Service Desk at (510) 383-5000



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