



SYNOVIA PASSWORD CHANGES

Synovia Customers—

I hope this email finds everyone safe and healthy! Synovia is changing the password requirements for logging into our system. Please see below for the new standard we will be implementing starting **December 12th**.

Synovia will be modifying the password requirements for our Synovia platform (<https://login.synovia.com>) in order to be SOC 2-compliant. Please inform your users to expect to have to change their passwords as described below.

HOW WILL THIS AFFECT YOUR USERS?

After the new password security requirements are implemented, your users will not be able to log in to the Synovia software using their current passwords. They will be prompted to change their passwords and use the following new requirements:

- The password must contain a minimum of eight characters and at least one uppercase letter, one lowercase letter, one number, and one special character.
- The password cannot be a repeat of any of their past 10 passwords. (Users must enter a new password.)

In addition, users can expect this going forward:

- Their password will have to be changed every 90 days. (They will be prompted to do so when the time arrives.)
- If a user attempts to log in and fails three times in a row, they will be locked out of their account for 15 minutes.

Please contact Synovia Support if you require assistance or have questions.

support@synoviasolutions.com

Or open a ticket via the Customer Portal

[Customer Portal](#)

NOTE: Recently added users may find that they don't need to immediately change their passwords after the software release, as their current passwords will be within the 90-day expiration window.
