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# Frequently Asked Questions

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## General

1. What is an off-site contact?
2. What is a one-time token (OTT)?
3. How can I set a password that meets complexity requirements?
4. When will my password expire and how can I change it?

## Prospective Students

## How can I set a password that meets complexity requirements?

- Must be at least six (6) characters long but no greater than fourteen (14) characters.
- Cannot contain your username or any of the parts of your full name.
- Must not have been used previously.
- Must be significantly different from previous passwords.
- Passwords that increment (Password1, Password2, Password3 ...) are not acceptable.
- Must contain characters from at least (3) three of the following categories:
  - English uppercase characters (A - Z)
  - English lowercase characters (a - z)
  - Base 10 digits (0 - 9)
  - Non-alphanumeric (for example: !, \$, #, or %). Do NOT use | > < \* ' " within your password.

When will my password expire and how can I change it?