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**1. INTRODUCTION**

Passwords are a critical information security component. Passwords are used to authenticate, or validate, that the person using a particular logon-ID is the actual claimant.

To gain access into SEW systems, it is required that you use a well-constructed password. This will ensure that access IDs are appropriately secured and protected. The policy is to guide users of the SEW to ensure that their passwords meet our password policy for security reasons when changing or creating new passwords.

**1.1. Password Policy;**

Password Policy is detailed as below:

1. Password must be eight exact (8) or more characters long.
2. Password must be alphanumeric.
3. Password must be case sensitive.
4. Password will have expiry period of 60 90 days.
5. User account lock down will be enforced. Users will be allowed only three (3) unsuccessful login attempts. (The 3rd unsuccessful attempt automatically locks you the user )user)
6. Password history will be maintained. New password must not be same as the last 6 passwords used.
7. Password change will be required on first logon attempt.
8. User should set answers to password reset question to allow for self-management.
9. 5 days before the expiry of the password, you will be alerted on the application.

**1.2. Password and Desktop Security Guidelines;**

1. When choosing your password, try to avoid basic combinations that are easy to crack. For instance, choices like “password,” “password1”, “Pass1234” and “Pa\$\$w0rd” are considered bad from a security perspective.
2. Keep your password private and confidential at all times.
3. Do not share your password and user account with anyone.
4. Do not write your password and user account down.
5. Pay special attention to protect yourself against phishing scams and other attempts from hackers to steal your password.
6. The system will require you to change your password often.
7. Do not check "remember my password" boxes display by the internet browsers.
8. Lock your computer when you aren't using it by (holding “Windows Logo” on your keyboard + “L”).
9. Immediately change your password and Notify the SEW Call Centre when there is a reason to believe that the security of your password has been compromised.
10. For Support, contact the Call Centre:

Tel : +258 21 341110

Mobile : +258 84 3411 E-mail : support@mcnet.co.mz