

# Reset Forgotten or Expired Password

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With the recent upgrade of the CJA eVoucher system and to comply with security standards, you may be prompted to reset your password or receive a message that your password has expired. Passwords expire every 180 days. When changing passwords, users must specify a password that satisfies the new complexity rules and has not been used in the past 365 days. Users attempting to change their password to a previous password before the required time period has passed will receive a notification.

If your password has expired, click on the '**Forgot Login**' link to reset it.

Your password must be different than the previous password and be:

- at least 8 characters,
- at least one upper case character,
- at least one lower case character,
- at least one numerical character, and
- at least one special character (!,@,#,\$,\*,%,^,&,-,+).

Each password link in the email is only good for 24 hours and is only good for one try.

**Important:** While the user is resetting their password, on the "Password Reset" screen, if the error "Your request could not be executed. Please try again or contact your administrator" is displayed, do not try to reset your password again immediately on this screen.

If you get the error above, one of the following things has occurred:

- The email link is older than 24 hours and has expired.
- The email link was used twice and is invalid.
- The username field entered on the password reset screen is not correct.
- The email field entered on the password reset screen is not correct.

If any of these occur, the user should return to the login page and pick "Forgot your login?" again and start the process over.