

CHANGING YOUR PASSWORD ON THE PARTICIPANT SERVER

PREPARED BY: Gas Markets Helpdesk

VERSION NO: 1.0

FINAL

Step-by-Step Instructions

Table of Contents

1.	INTRODUCTION	2
2.	RULES	2
3.	PROBLEMS	4
4.	PROCEDURE	4
4.1	Pre-requisites	4
4.2	Instructions	4
	APPENDIX	7

1. Introduction

Gas Markets's security policy requires tight control over passwords. Gas Markets has in place a method by which you can change your organisation's password and so is handing the responsibility for maintaining passwords to participants.

Gas Markets's policy requires you to change the password regularly so you need to put in place a process to manage passwords. For more information about the rules Gas Markets applies, see the next section.

2. Rules

1. The password must be changed every 90 days.
2. Users are allowed 6 unsuccessful login attempts in a period of 30 minutes. If more than 6 attempts are made the account will be locked. Once a user successfully logs in, the count is reset.
3. Once an account is locked, the user must call the Gas Markets Help Desk to have the account unlocked. The person calling must be able to quote the Secure Code the organisation has logged with Gas Markets.

WARNING

Attempting to use an existing connection will result in the account being locked. Before altering your password, you need to disconnect all mapped drives to the Participant Server.

WARNING

If you connect to REMCO using an automatic FTP process, you will need to ensure that you stop the process (well in advance of each expiry date), change the password, modify the process to use the new password then re-start the process.

4. Password format should be as follows:
 - a) Passwords must be at least 8 characters long however it is recommended that 12 characters be used.
 - b) Passwords must contain characters from at least 3 of the following 4 classes:

DESCRIPTION	EXAMPLES
English upper case letters	A, B, C, ... Z
English lower case letters	a, b, c, ... z
Westernised Arabic numerals	0, 1, 2, ... 9
Non-alphanumeric ("special characters") such as punctuation symbols	- + !
Do not use a space or a comma in your password.	

- c) Passwords must not contain your user name or any part of your full name.
- d) Users cannot use a password previously used by the user. The system remembers the last 12 passwords used.
- e) Passwords cannot be a variation of the last 12 passwords used. The password rule algorithm checks the password against the previous 12 passwords and if it finds a sequence of characters previously used, the password will not be accepted.

Examples of Passwords that will not be accepted:

CURRENT PASSWORD (OR LAST 12)	NEW PASSWORD
Asdf1234	Asdf5678
Boot1234	boot4567
CarlMans12	carlmanS45

5. The strength of passwords is dependent on:

- The length of passwords (the longer the better);
- The types of characters included in the password (better to include punctuation, special characters, characters, numbers); and
- The combination of characters used (it is easy to guess days of the week, names of people, any real word).

You are asked to review the password you are currently using, and if it is not strong, change it to an appropriate combination of numbers, letters, special characters, with a length of at least 8 characters, however 12 is recommended.

The down side of using a complex password is the potential to forget it. You should not write it down as this clearly reduces security, but you could:

- use a particular pattern of keys on the key board of your PC, using the shift and/or holding the ALT key down select a number every second or third character, and include a special character;
- select a word that is easy for you to remember, then insert numbers and special characters at regular intervals (say every second or third character).

As an example a password may be:

- Se1pt2em3be4r. (started off as the word september with a capital at the start, a full stop at the end, and the numbers inserted every two letters) – do not use this example as your password.
6. After the user changes a password, the user will not be able to change the password for **24 hours**. If the user requires to change the password during this time, the user must contact the Gas Markets Help Desk.

7. Whenever a user account is unlocked or password changed by the Gas Markets Help Desk, the user must send an email to the Gas Market Help Desk (gasmarketsystems@logica.com) confirming the request and stating that the request was not a security breach. If the user suspects a security breach then the user must report the matter to the Gas Markets Help Desk immediately so that action can be taken to secure the account.

3. Problems

Report any difficulties to the GAS Markets Help Desk on 1800 008 532.

4. Procedure

4.1 Pre-requisites

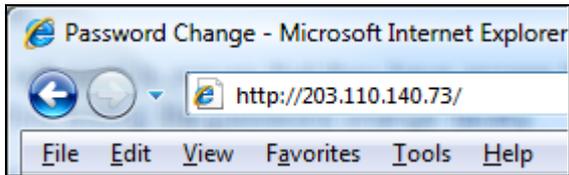
To use the Password Change software, you need:

- A PC with access to REMCO. Participants will need to ensure that they have access to REMCO from the computer before testing the password change facility.
- Note that this Password Change facility is not available from the internet. This password change facility resides on the Gas Markets *intranet*.
- Microsoft Internet Explorer with HTTP access from the IP address <http://203.110.140.73> through your firewall. This Password Change facility has been designed to only work with Microsoft Internet Explorer 4 and above.
- Microsoft Internet Explorer needs to have any Proxy Servers removed and not dial-out directly to your Internet Service Provider. If you have any doubt, refer to the appendix at the end of this document.

4.2 Instructions

1. Stop all automatic FTP processes.
2. On all computers, disconnect all mapped drives to any shared folders on the Participant Servers (203.110.140.73).
3. Completely log off all machines connected to REMCO except one.
4. On this machine, open your Microsoft Internet Explorer software.
5. In the Address box type <http://203.110.140.73>

Your screen should look like this:



6. Press Enter.

When the browser connects, the REMCO Password Change Website will be displayed.

The screen will display a form which you must fill in. It should look similar to this:

A screenshot of the REMCO FTP Password Change Website. The page features the REMCO logo in a blue box on the left. The main heading is "REMCO FTP Password Change Website". Below the heading are four input fields: "NSW Username:" with a note "(Username only is required)", "Old Password:", "New Password:", and "Confirm New Password:". A "Go" button is centered below the fields. At the bottom, there is a contact information footer: "Please contact the Gas Markets Help Desk on Telephone 1800 008 532 or Email: gasmarketsystems@logica.com for any issues in changing your password."

You must enter all the information on this screen, including your user name.

WARNING

This is your Participant ID.

7. In the Username box, enter your user name then press the TAB key (do NOT enter 'nsw' before the username).
8. In the Old Password box, type in your old password then press the TAB key.
9. In the New Password box, type in the new password then press the TAB key.
10. In the Confirm New Password box, type in the new password again.
11. Click on the Go button to submit the new password.

WARNING

Wait three minutes for the change to take effect at the server before proceeding.
The username format for logging into the system is:

- Windows account – remco\”account name”
- FTP Server login – remco/”account name”

12. Completely log off and then log back in using the correct account naming convention and the new password.

WARNING

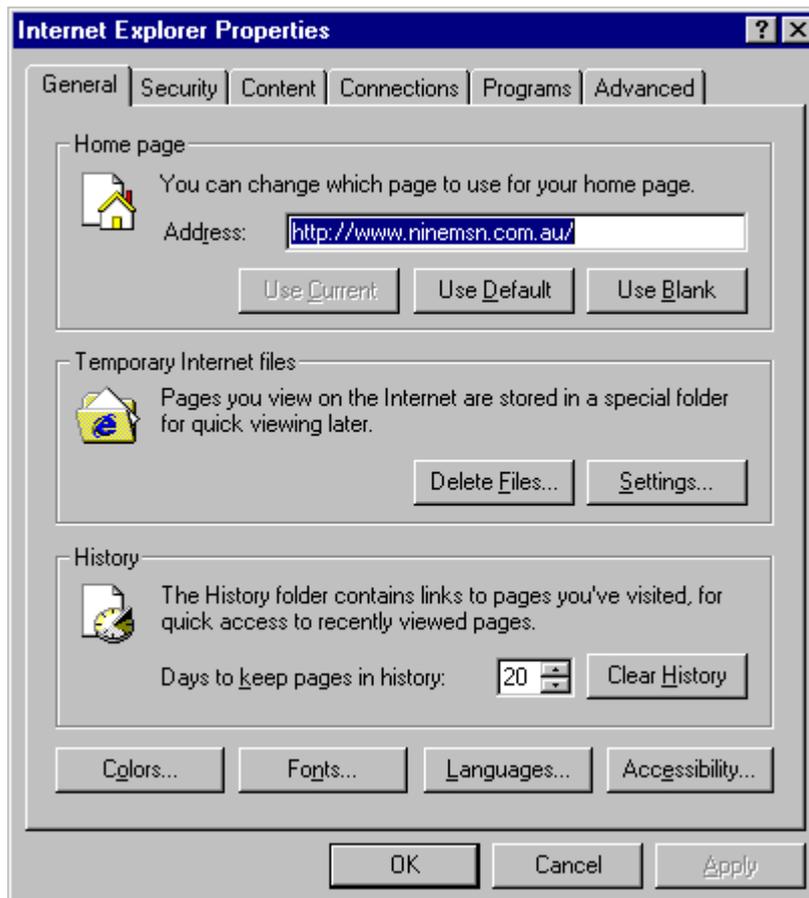
This is imperative to set the new password correctly.

13. Log any other machines required back into the server
 - a) Use the correct account name format
 - b) Use your new password
14. On all computers connect to the shared folders on the Participant Server (203.110.140.73).
15. Modify your automatic FTP processes to use the new account name format and password and then restart the processes.

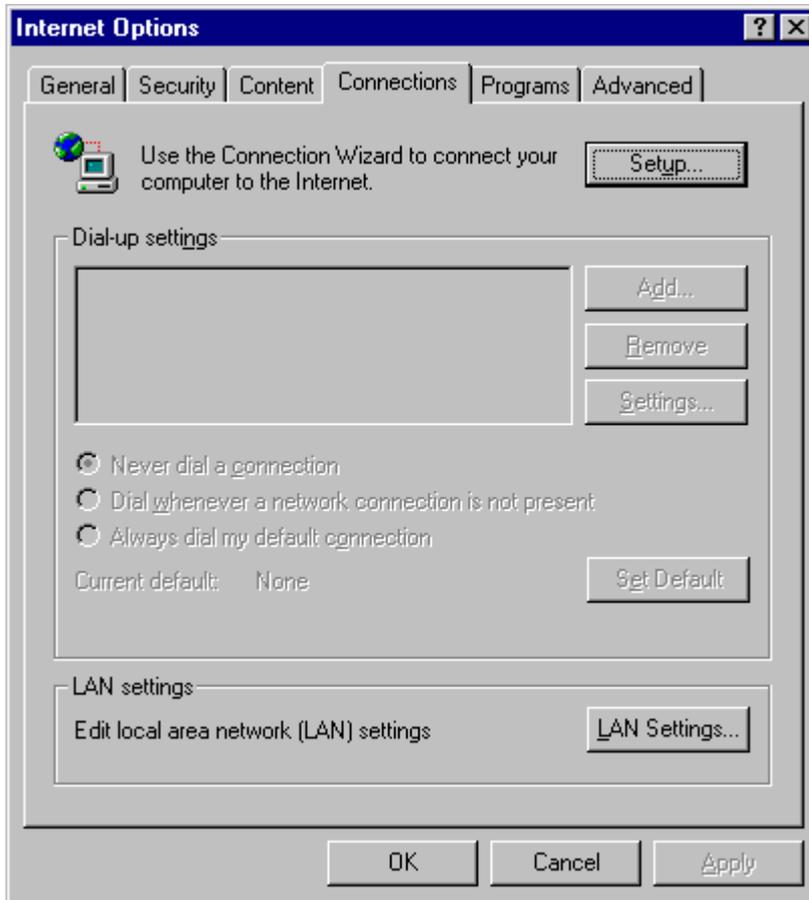
APPENDIX

Steps for excluding IP addresses within Internet Explorer.

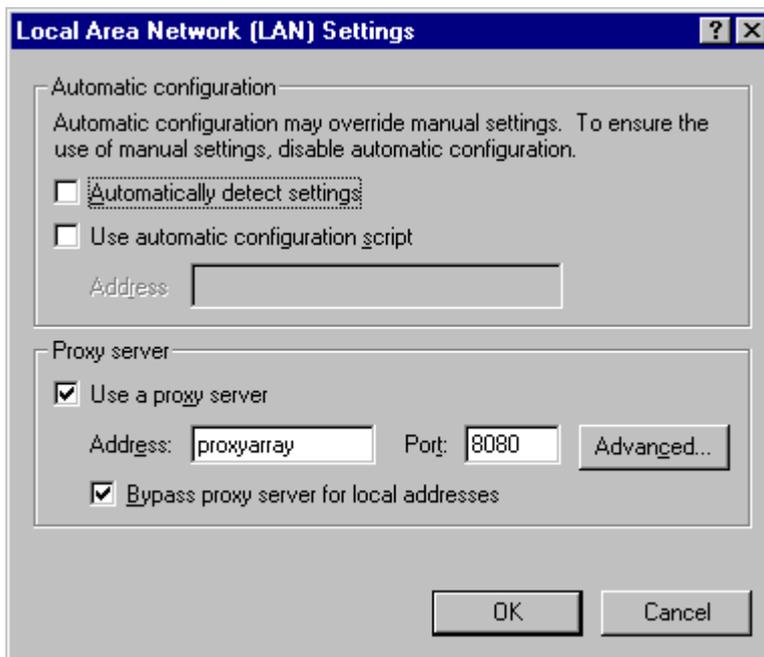
1. Either right mouse click on the Internet explorer icon then select Properties or double click on the icon and then go into Tools | Internet Options.



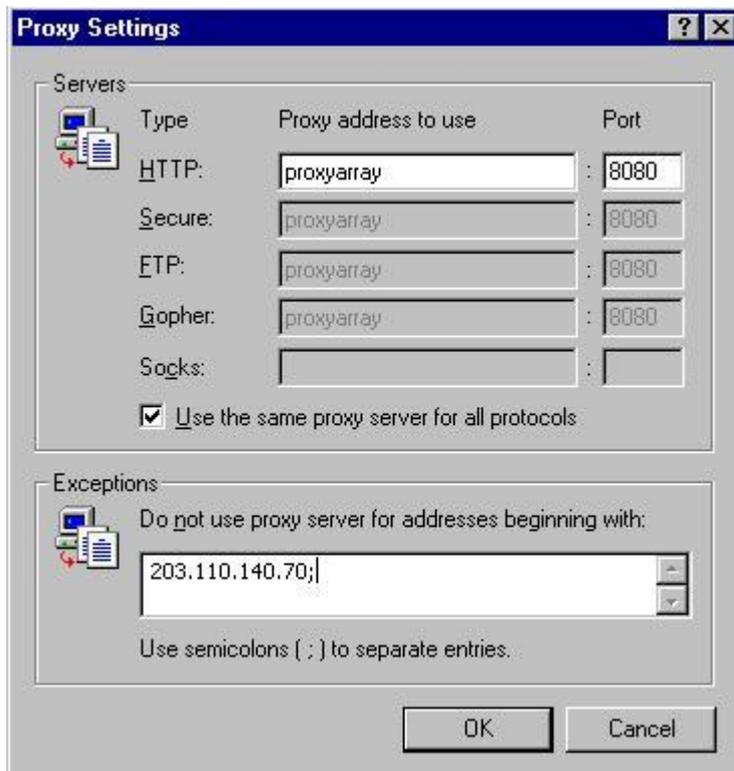
2. Click on the **Connections** tab.



3. Click on the **LAN SETTINGS** button



4. Then click on the **ADVANCED** button



5. Add in any necessary IP addresses within the **EXCEPTIONS** box.

- END -