How to Reset Your SHIP NPR Password

The SHIP NPR website revised its password requirements to comply with new security regulations from the Administration for Community Living (ACL). The steps described below will guide you through steps to reset your password and create a new password that meets the new security requirements. You also may use these instructions at any time if you forget your password.

Instructions: Reset Your SHIP NPR Password

1. Go to the SHIP NPR website (https://shipnpr.acl.gov)

2. Click on the "Reset Password" button located on the left side of the page and circled in the image below.

> ⓘ You may also begin the password reset process by clicking the "Forgot password?" link next to the "GO" button on the left side of the page. Both the "Reset Password" button and the "Forgot password?" link will take you to the same place.

3. On the Forgot Password page, enter and re-enter your e-mail address in the boxes as prompted. Enter the text that appears in the black box into the text box underneath it. If

you cannot read the letters and numbers in the black box, click on the arrows button ⟳ on the right-hand side of the box to view a new image. You may also click on the image of a speaker 🔊 to hear an audio recording of the letters and numbers displayed.

4. Click the "Submit" button. If the text you entered does not match the text in the black box, you will be prompted with a new image. Enter the letters and numbers displayed, and click "Submit" again.

5. You should see the following message: Thank You! Your request has been submitted. If the email address you entered is in our system you will receive an email shortly. If you do not receive an email after 2 hours, please verify that you entered the registered email associated with your SHIP NPR account. Please check your Spam and Junk mail folders as well. This link is only active for 24 hours and after this you will have to reset your password. If you have additional questions, please contact the SHIP NPR Help Desk at 1-800-253-7154, option 1.

6. You will receive an e-mail from the SHIP NPR Help Desk (SHIPNPRHelp@TechnicalFrontiers.com). If the message is not in your inbox, you may need to check your spam or junk e-mail folders. The e-mail will say the following:

Hello,

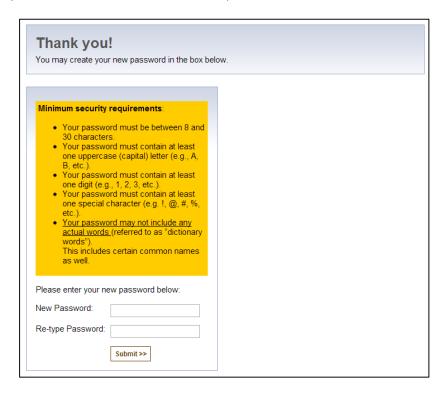A request to reset your password was made at shipnpr.acl.gov.

If you did not request your password reset, please disregard this message.

Follow this link to reset your password. If you have difficulties accessing the link, copy and paste the link below into your browser's address bar to verify your email address.
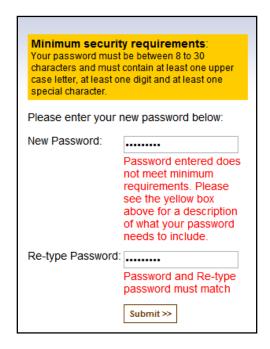
Thank you,

SHIP NPR Help Desk

Clicking on the link in the e-mail directs you back to the SHIP NPR website, where you can reset your password (as shown in the screenshot below).

7. You will now have to create your new password. Federal requirements state that your password must follow the guidelines as described in the box labeled "Minimum Security Requirements," Your password must follow all of these rules:

    a. Your password <u>must</u> be between 8 and 30 characters.

    b. Your password <u>must</u> contain at least one uppercase (capital) letter (e.g., A, B, etc.).

    c. Your password <u>must</u> contain at least one digit (e.g., 1, 2, 3, etc.).

    d. Your password <u>must</u> contain at least one special character. Special characters can be a punctuation mark or any other symbol on your keyboard (e.g. @ ! $ % * ? +).

    e. Your password <u>cannot</u> include any actual words (referred to as "dictionary words"). For example, you may not use the word "book" in your password, but you may use"b00k" instead (using zeroes instead of the letter "o"). Certain common names may also be considered words, so please keep this in mind when creating your password.

8. Enter your new password into the corresponding boxes in the middle of the page and click "Submit". If the password you selected does not meet the security criteria, a message in red will notify you that your password does not meet the minimum requirements. Create a different password that meets the security requirements. Enter the new password into the boxes and click "Submit."

Minimum security requirements:
Your password must be between 8 to 30 characters and must contain at least one upper case letter, at least one digit and at least one special character.

Please enter your new password below:

New Password: `········`

Password entered does not meet minimum requirements. Please see the yellow box above for a description of what your password needs to include.

Re-type Password: `········`

Password and Re-type password must match

Submit >>

An example of an acceptable password is the following: Alfb00k*1"

This password contains an uppercase, or capital, letter; several digits, or numbers; and two special characters (the * and "). It also does not contain any words found in a dictionary.

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9. You should see a message that your password has been successfully reset. You will receive an email notification from the SHIP NPR Help Desk (SHIPNPRHelp@TechnicalFrontiers.com) confirming that you made changes to your account.

10. You may click on the link titled "Click here to login" or type https://shipnpr.acl.gov into your Internet browser's address bar to return to the SHIP NPR homepage and log in to the website.

11. You should now be able to log in to the SHIP NPR website using your email address and new password.

12. Congratulations—you reset your password successfully!

   You will be prompted to change your password again every 60 days.

Due to Federal requirements, users will be required and prompted to change your password every 60 days. Passwords will be reset using the above criteria.

For additional tips on how to create a password, please see the following page.

Password Tip Sheet

The SHIP NPR Help Desk team understands that it can be challenging to create a password that meets all new security requirements. We developed the following list of tips to help users create a password that will be **easy to remember while fulfilling all security requirements**. Each tip also includes an example and corresponding explanation that illustrates how to use the tip.

Tip #1: Substitute letters with numbers or special characters Have you noticed how the special character $ looks like the letter S? Or how the number 3 looks like a backwards letter E? This method replaces letters in a word or phrase with numbers and special characters that resemble those letters.	*Example*: **Sh!pt@1k**

Explanation: The password in this example resembles the word Shiptalk; however, the letters i, a, and l were substituted with the special characters and number !, @, and 1, respectively. This password meets all the security requirements because it is at least 8 characters long; contains at least one uppercase letter, one digit, and one special character; and does not spell out a dictionary word.

Tip #2: Use significant dates Do you have a date that is important to you (e.g., birthday or anniversary)? This method uses numbers for the bulk of the password.	*Example*: **02012013St!**

Explanation: This password begins by using a date (02/01/2013) and is followed by initials and a special character. This password meets all the security requirements because it is at least 8 characters long; contains at least one uppercase letter, one digit, and one special character; and does not spell out a dictionary word.

Tip #3: Use acronyms Have you heard the phrase, "Let bygones be bygones"? This method uses phrases (or names of family members, places, etc.) to create an acronym.	*Example*: **Lbbb!725**

Explanation: This password begins by using an acronym for the phrase, "Let bygones be bygones." We used the first letter of each word to create the acronym: "*Lbbb*". Using an uppercase letter for the first letter fulfills one requirement. To fulfill the remaining password requirements, we placed a special character and numbers after the phrase.

Here's an example of how to create your own password:

Let's say you have six grandchildren: *John, Jane, Sam, Suzy, Tom, and Tracey*. You want to create a password that will be easy for you to remember, so you decide to list the names of your grandchildren alphabetically (you can also list them by age, or girls first, boys second, etc.). At least one of the	*Your password*: **JjSsTt<3**

initials must be uppercase. Complete the password with a < and 3, which look like a sideways heart when combined!

Explanation: Your password lists their names as an acronym. It has at least one uppercase letter, one special character, one number, and does not spell a dictionary word.

The next time you are required to change your password, try one of these methods and personalize it by using your own phrases, family members, initials, significant dates, etc.

If you need additional assistance, contact the Help Desk at 1-800-253-7154, ext. 1 or SHIPNPRHelp@TechnicalFrontiers.com