

## Why can't I click on 'Change Password' when I try to change my password in my eXtend Control Panel?

Article Number: 277 | Rating: Unrated | Last Updated: Mon, Apr 20, 2015 at 11:23 AM

If you are trying to change your password, and find that the 'Change Password' button is greyed out and not letting you, it is because your password does not meet the minimum level of password security our systems insist upon. If your new password is not classified as 'Good', it will not be accepted. To be accepted, your password must fulfil all three of the following criteria: Be at least 8 characters long Contain at least one special character (for example, ! "£ \$ %) The more difficult it is for someone to guess your password, the better. Personal information in your password, such as your date of birth, anniversary, or name of your partner, can be easily guessed. Strong passwords are those which are randomly generated, but they can be difficult to remember. But introducing a small amount of personal information into your password and making use of capitalisation in non-standard locations will make your password more secure and easier to remember. For example, while 'December78!' would fulfil the criteria for a secure password, 'deCemBeR&78' only adds one extra character while still being fairly easy to remember.

Posted - Fri, Mar 13, 2015 at 1:13 PM.

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