

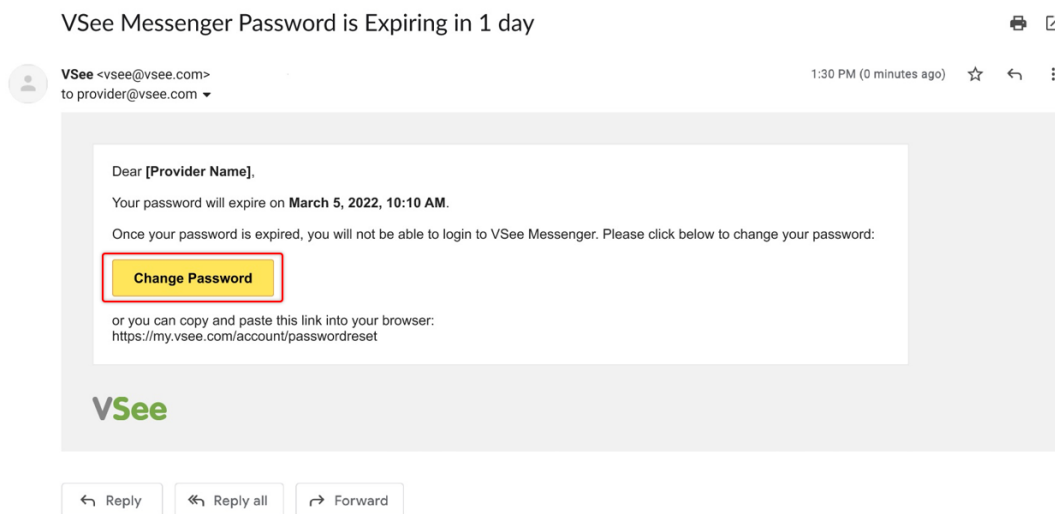


Password Enforcement

Chi - 2023-08-15 - VSee Messenger (Providers and Patients)

With the Password enforcement feature enabled, you would be able to;

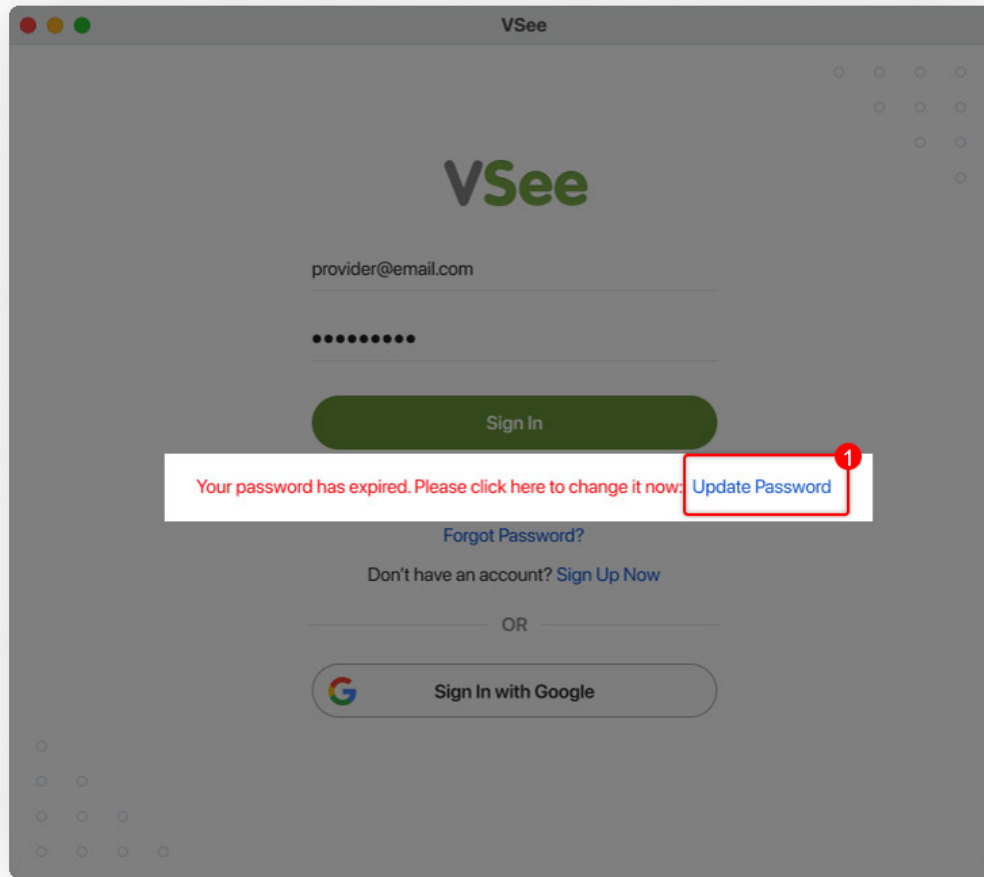
- Require providers to change their password every [set number] of days
- Set password expiration every 60 days
- Disallow the reuse of previous 6 passwords
- Schedule an email reminder to be sent out 10 days, 3 days, and 1 day before the password will expire



Note: Password enforcement is available for VSee Messenger Enterprise users upon request. Please contact your Account Manager or reach us at help@vsee.com to have this enabled.

When a user logs in and the password has already expired, an error message will show, disallowing the user to log in on the VSee Messenger app.

1. Click **Update Password**. You will be redirected to the [password reset page](#).



You will be taken to the web browser where you will be able to **reset your password**. Instructions about the password criteria will be shown on top. A new requirement is that the new password must be different from your previously used passwords.

2. You will also be required to **confirm** the new password by entering the same password twice. An error message will be displayed if you fail to enter the same password. Until they are able to meet the password criteria, the “Reset Password” button will not be clickable.

3. Click the **Reset Password** button when done.



https://my.vsee.com/account/passwordreset/88ec0e3f2212d82c

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Your new password must:

- Have a minimum of 8 characters
- Contain at least one of the English uppercase characters (i.e. A-Z) and one of the lowercase characters (i.e. a-z)
- Contain at least one of the base 10 digits (i.e. 0-9) and one of the non-alphanumeric (e.g. !, @, #, \$, or &)
- Be different from your last 6 recently used passwords

Password Reset

1

2

3

RESET PASSWORD

Upon confirming the “Reset Password” button, a success message will be shown. An instruction to login in the VM app, go to login page or contact support will also be shown to inform the user of the next steps that they may take.

https://my.vsee.com/account/passwordreset/88ec0e3f2212d82c

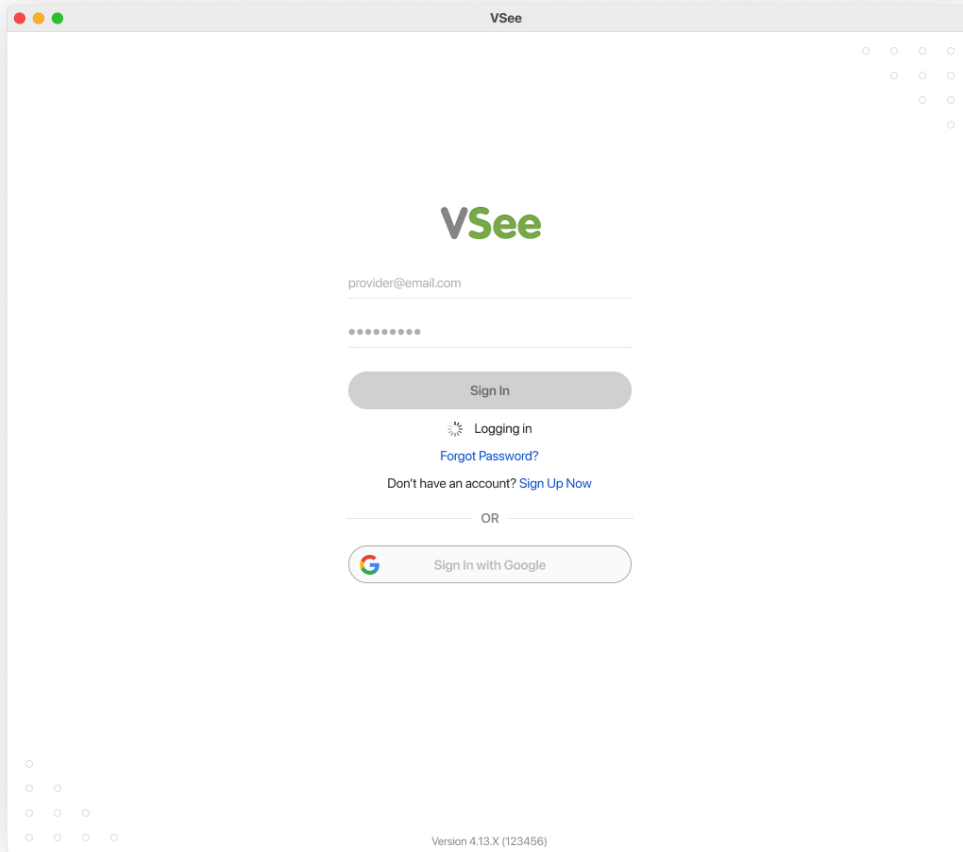
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Your password has been updated successfully.

You may now login with your updated credentials.

Please [contact our support](#) if you have questions.

You may sign in to your VSee Messenger account once again using the new password.



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If you have any questions, please contact us at help@vsee.com.

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