Customer Information – For Action:
Password Renewal

Intended Audience
End User Stakeholders

Situation
Some End Users are experiencing problems with their software solution login to the UK Medicines Verification System (UK MVS) due to passwords having expired.

Password Validity
The End User password is valid for 365 days (after any change).

Password Expiry Warning
In the 30 days prior to the password expiry the UK MVS generates messages that the password must be changed. It may be that some software solutions are failing to react to the password expiry notification and are not automatically triggering password renewals.

Furthermore, if the End User visits the UK MVS directly (the SecurMed GUI) via a browser rather than via their software solution, the following notification will be displayed:

> *"Your password will expire in xyz day(s). Please change your password using the password-change function in the system. If your password expires, you will no longer be able to connect to the system."*

Password Change Solution

In the first instance contact your software supplier Customer Service/Helpdesk and enquire about the password renewal procedure for your specific software.

End Users can change their password manually in the GUI of the UK MVS but this is only possible where the security certificate is installed locally.

Where the security certificate is being managed centrally by a software supplier, the software should include an automated password renewal solution.

If your password has already expired you should contact SecurMed (https://www.securmed.org.uk/customer-services/) who will be able to provide you with an updated password. You will then need to contact your software supplier to assist you to correctly reconfigure their solution with the new password.