

## CEDI Gateway Self-Service Password Portal Frequently Asked Questions

**1. This is my first time using the password portal, what do I need to do?**

As a first time user, you will need to use the Password Change. Follow the directions provided in the Instructions document for assistance in completing this process.

**2. What are the requirements for the password?**

Password requirements are listed below:

- Passwords must be eight (8) characters in length. No more and no less.
- Passwords must contain a combination of number and alpha characters.
- Passwords must contain a special character; for example @, #, \$
- The CEDI gateway is case sensitive.
- Passwords are only good for 60 days, at which time the user will be required to reset the password.
- After three (3) incorrect login attempts, the account will be locked. Please disconnect and re-try prior to the third attempt.
- The ID history retains the last 9 password the user has chosen. These cannot be reused.
- Passwords must not be stored in scripts, files, or applications unless compensating controls are in place

**Note:** Trading Partner (Submitter) IDs will automatically be suspended after 90 days of inactivity and become inactive after 13 months of inactivity.

**3. What is my User ID?**

Your User ID is the Trading Partner ID. This will be the ID you use when logging in to the gateway to send and receive files. It is also called a Submitter ID.

**4. When do I use the Password Change and when should I use the Password Reset?**

The Password Change is used when you need to reset the password and know the current password. This can also be used when you do not have a PIN.

The Password Reset is used if you need to reset the password and know the current PIN number.

Note: The Change/Reset Password options can be used before the password expires.

**5. What will I need in order to reset/change my password?**

To use the Change Password option you will need the following information:

- User ID (Trading Partner ID)
- Current Password

To use the Reset Password option you will need the following information:

- User ID (Trading Partner ID)
- PIN
- TP E-mail Address provided on the CEDI Recertification Form

Note: The PIN will be e-mailed to the e-mail address provided on the CEDI Recertification Form when the Change Password option is completed.