

The 'Password and account policies' section lets you view and configure your ITarian password settings.

- Login to your ITarian account
- Click your username at the top-right of the page then select 'Settings'

The screenshot shows the ITarian dashboard interface. At the top, there is a navigation bar with the ITarian logo and menu items: APPLICATIONS, MANAGEMENT, REPORTS, STORE, and TOOLS. On the right side of the navigation bar, there is a 'Become a Partner' button, a user profile icon for 'Infosisbase', and a 'Settings' button highlighted with a red box. Below the navigation bar, there are several action buttons: ENROLL NEW DEVICE, NEW TICKET, NEW CUSTOMER, ENROLL DEVICES IN BULK, and NEW OPPORTUNITY. A dropdown menu for 'Customer: All' is visible. The main content area is divided into three sections: 'Help Actions' with icons for Help Guides, Forum, Email Support, and Contact Information; 'Ticket Data' with a grid of metrics: High Priority (0), Open (7), Overdue (7), Assigned (1), Unassigned (6), Total Tickets (7), SLA Expiring (0), Auto-Generated (6), and User-Generated (1); and 'Ticket Status' with a line graph showing ticket counts from 11/07 to 11/13. The graph shows a peak in 'Open' tickets (green) around 11/11 and 'Overdue' tickets (orange) around 11/12.

- Scroll down to the 'Password and Account Policies' section

You can set the following password options for your users:

- **Lockout time** – Length of time a user is prevented from logging in after 5 invalid login attempts. Options range from 30 – 150 minutes (30 mins default).
- **Session timeout** – Maximum length of time a user can remain logged into ITarian before they need to login again. Options are 1 hour, 2 hour, and 4 hours (4 hours default).
- **Password expiry period** – Maximum length of time a user can keep the same password before they need to change it. Options are 45 days, 90 days, 180 days, 365 days and 3 years. (3 years default). The reseller expiry period is 90 days by default.

Click 'Apply' to save your settings.

