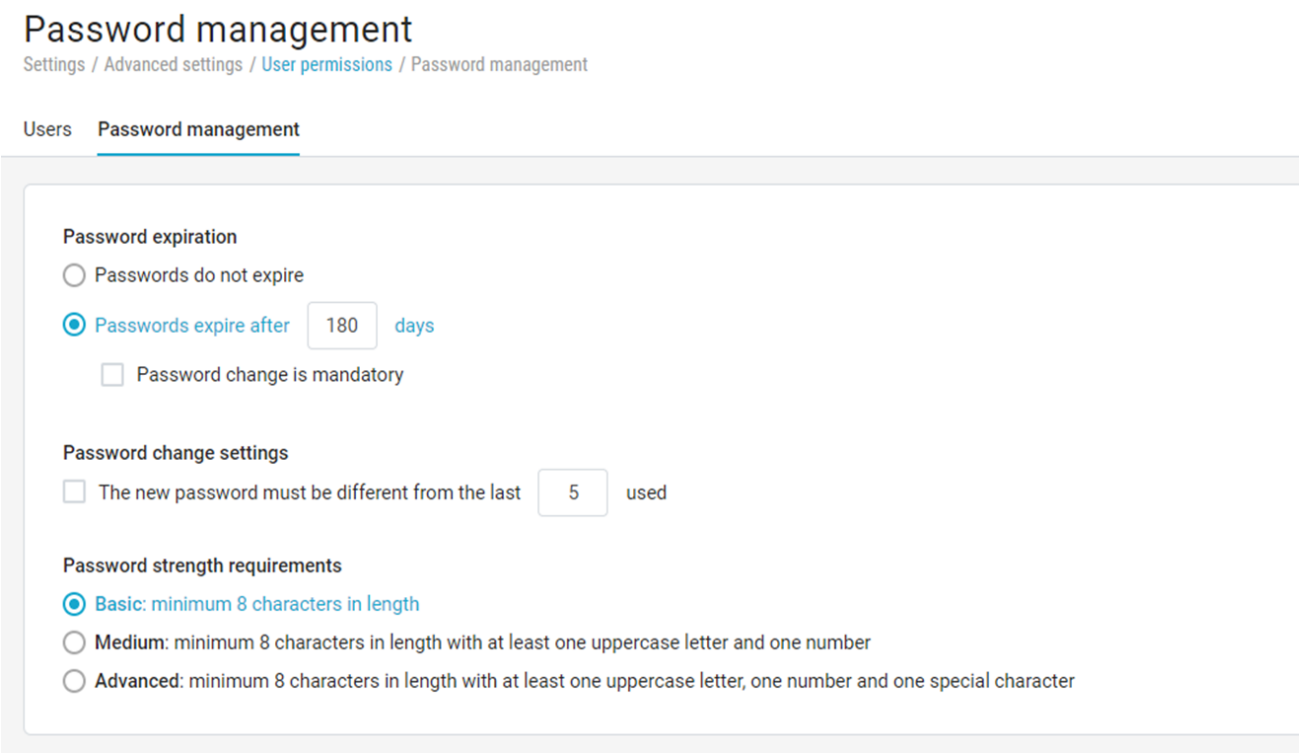
# Password management

This page allows setting new security levels to all MailUp accounts.

## Password management

Each administrator can set up user password expiration policies that may also include:

- **Password expiration**, choosing between:
  - Passwords should not expire,
  - Set a mandatory password change and how often it expires.
- **Password change settings:** it allows to force the new password to be different than the last N used.
- **Password strength requirements:**
  - **Basic**: minimum 8 characters in length,
  - **Medium**: minimum 8 characters in length with at least one uppercase letter and one number,
  - **Advanced**: minimum 8 characters in length with at least one uppercase letter, one number, and one special character.

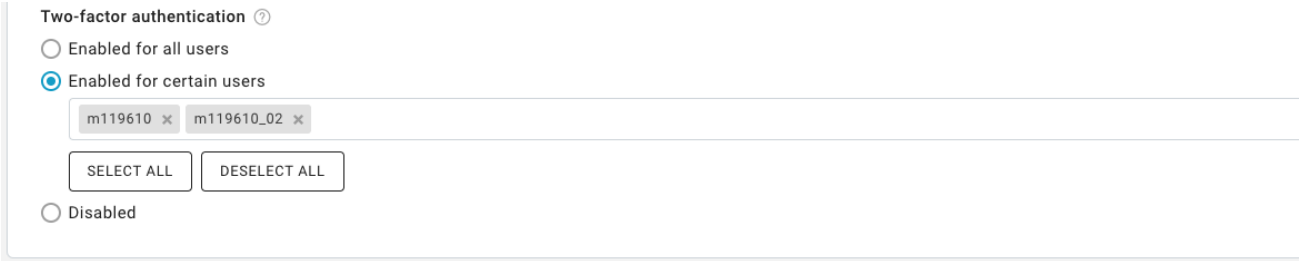



## Two-factor authentication

Two-factor authentication (2FA) adds an additional layer of security to the authentication process by making it harder for attackers to gain access to MailUp platform.

Two-factor authentication (also known as two-step verification) is associates a security code delivered through a mobile device to the classic account password. Once activated, when first entering in the platform, users will be asked to scan the QR code on the login page and enter a verification code generated by an application installed on a device in their possession. To use this option, users will need to download the Google Authenticator app or another two-step verification app like Authy.

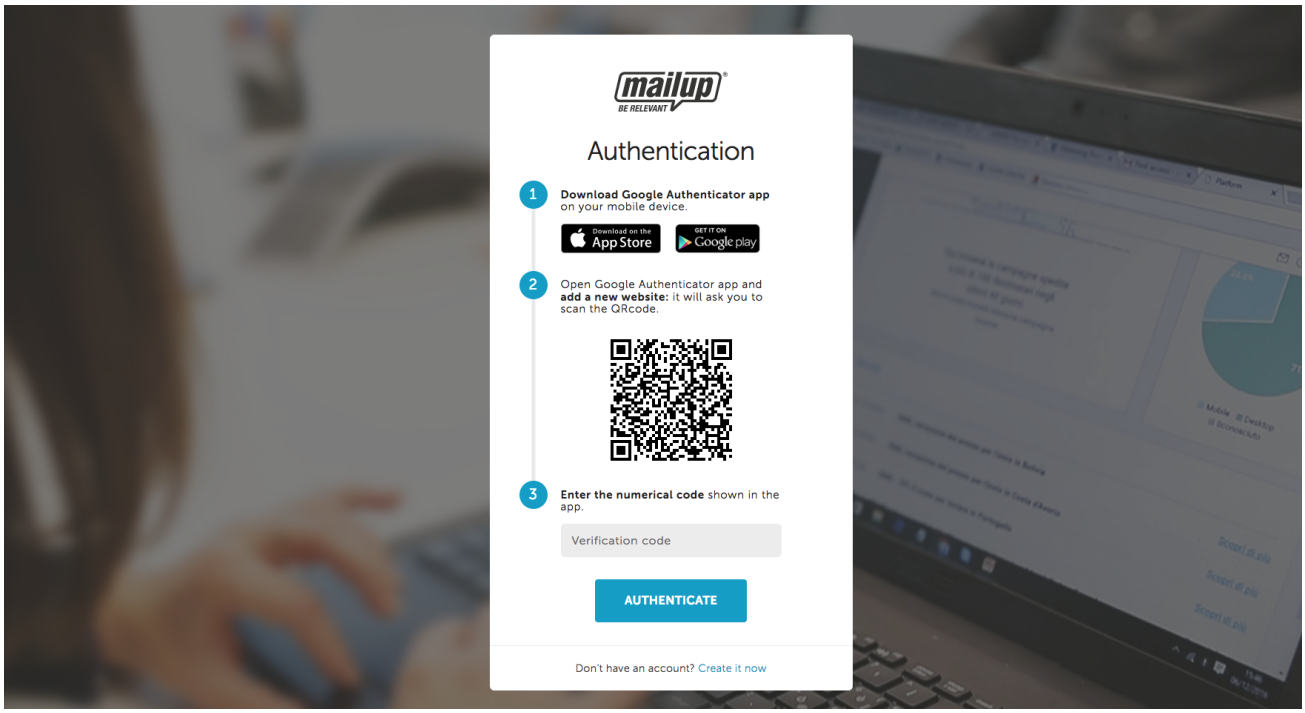
Since then, during the login MailUp will ask your username and password as usual. A second page will then be displayed asking to enter a verification code received on the associated mobile device.




The Two-factor authentication is by default disabled. The administrator accounts can enable the option:

- for all users
- for certain users
  - by looking for them manually in the search bar
  - by selecting all users and excluding the one you want to disable the option for.

When a user logs in for the first time after 2FA has been enabled at a user level, MailUp will ask to follow this 3 steps:




1. **Download Google Authenticator app** on your mobile device.
2. Open Google Authenticator app and **add a new website:** it will ask you to scan the QRcode.
3. **Enter the numerical code** shown in the app.

Starting from now, to enter your MailUp platform, you will need to insert your username and password and the verification code.

How to reset two-factor authentication

In case a device connected to a MailUp user is no more available, the 2FA can be reset from the “User permissions” page by selecting “Reset two-factor authentication” in the Actions available for an existing user. At the next login, this user will be asked to associate another device with a QR code.