

OnPatient Password Requirements

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About the new OnPatient portal experience

The redesigned OnPatient portal experience is currently in beta and available to select early-access users. This knowledge article may be updated as the portal experience evolves.

A minimum password length of 12 characters was implemented to meet industry standards and best practices, enhancing the protection of patient accounts, sensitive information, and the OnPatient platform's overall security.

Requirements

- At least 12 characters, but no more than 50 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character (! @ # \$ % ^ & * () , . ? " : { } | < >)
 - Common characters like _ , - , + , = , [,] , / , \ , ' , \ , ~ , and ; don't satisfy the special character requirement (though they are allowed as additional characters in the password)
- No sequential or repetitive characters (for example, 12345 or aaaaaa)
- No context-specific passwords (for example, onPatient20\$4)
- No commonly used passwords
- Do not reuse a password used in the previous five password changes.