Neighborhood Association Presidents
Email Account Passwords Discussion
Thursday, June 27, 2013
City Hall Rosemont Room, 6:30pm

The "city" email accounts are very important for communication. For example, the only promised way to find out about the NAP meetings is via the email list set up to direct to those addresses. Each active NA should be checking these email addresses because the public has been told this is how to contact us. Some NAs have not been responding to these emails, and others have had trouble logging in.

Do we know root causes for login problems?

Here are the basic rules on how the city password policy works.

1. Passwords automatically expire every 180 days
2. If it's within 7 days of expiration, and you log in, you get a notice that says it's time to change your password
3. If the password expires, email continues working
4. However, if the password is expired, on your next login, you will be forced to change the password
5. There is no way for you to reset the password on your own if you forget it. You must contact IT

Best practices (discussion/proposal):
1. At least two officers but not more than four people know the current password.
2. Check your email at least once a week by logging in, not relying on forwarding.
3. If login is not working, immediate email to webmaster, copying Kirsten also, asking for a password reset.
4. Change your password every 3-6 months
5. NAP requests a report of which NAs have not logged in at least once in the past month and discusses in monthly meeting
6. Add monthly (or some other frequency) login to requirements for active NA
7. …