

Spark Password Policy

This document provides information about password policy in Athena Spark application. The purpose of this policy is to establish minimum standards for the creation and protection of each user's Athena Spark password(s).

Who should read this document?

All users accessing Athena Spark are bound by the requirements as described in this policy, to create and secure their password(s).

Introduction

Passwords are an important aspect of computer security. A poorly chosen password may result in unauthorized access and/or exploitation of Athena Spark's resources.

All users with access to Athena Spark systems are responsible for taking the appropriate steps, as outlined below, to select and secure their passwords.

Policy

- When user signs in Athena Spark for the first time, he will be prompted to change the password.
- Password is case sensitive.
- Password must contain at least eight (8) and max twenty (20) characters, in combination as follows:
 - o At least one upper case alphabetic character.
 - o At least one lower case alphabetic character.
 - o At least one numeric character (1, 2, 3, etc.).
 - o At least one symbol (@, #, \$, %, &, !, /, etc.).
 - o Blank spaces are not allowed.
- We recommend you to change your password at least once every 90 days.
- After 10 bad password attempts, account will be temporary disabled. User may contact Athena Support team (support@athenasystems.com) in order to reactivate the account. Instructions will be sent by mail.

Troubleshooting

If the user doesn't remember his password it will be possible (by a request to support@athenasystems.com or directly from the Athena Spark dialog login) to receive a new temporary password by mail.

After 90 days a new dialog after the login will be showed and the user will be prompted to choose a new password.

Suggestion

Combine short, unrelated words with numbers or special characters. For example: eAt42peN\$. Substitute numbers or special characters for letters. (But do not just substitute) For example: "livefish" - is a bad password. "llv3f1Sh" is better and satisfies the rules.



CONTACT US

Email: support@athenasystems.com

Website: www.athenasystems.com

AMERICAS:

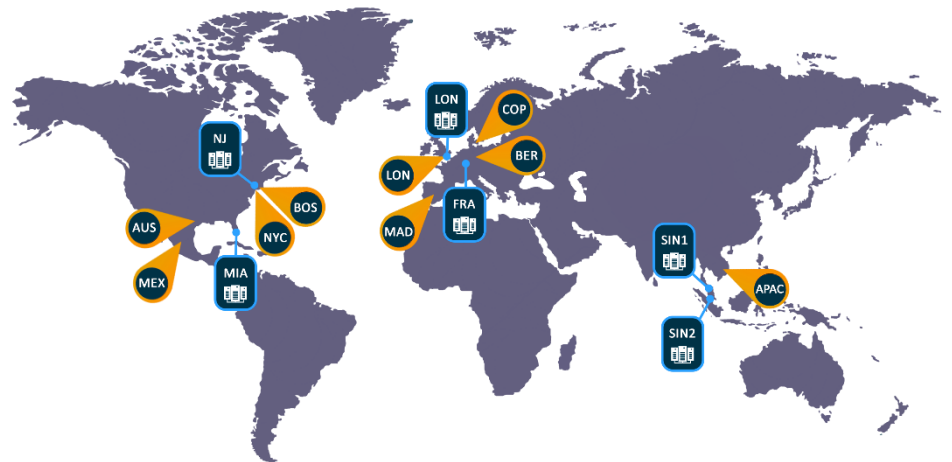
1411 Broadway, 16th Floor
New York, New York 10018, USA

UK, EUROPE & MIDDLE EAST:

Carrera de San Jerónimo, 17
28014 Madrid, SPAIN

APAC:

11 Doan Van Bo, 23rd Floor
Ward 12, District 4, 700000, Ho Chi Minh City, VIETNAM



[Visit the Spark Help Portal](#)