

## SINGLE POINT LESSON

Doc No.:	LS-LG-SPL13004-CDM	Title:	External MFT Account holder Password Reset Instructions
Revision:	00	Owner:	Configuration & Data Management

**MFT credential holders**

1. You can select the [Request a password change](#), **instructions on suitable passwords are listed below as MFT will not allow Dictionary words and keyboard patterns.**
2. MFT Account holder can reset their password using the 'request a password change' link.
3. The password requirements are somewhat strict:
  - Cannot reuse any of the 5 previous passwords.
  - Minimum password length of 8 characters.
  - Passwords must not MATCH usernames.
  - Passwords must not CONTAIN usernames.
  - Passwords must not RESEMBLE usernames.
  - Passwords must also contain at LEAST ONE LETTER AND ONE NUMBER.
  - Passwords must not contain DICTIONARY WORDS\*.
  - Passwords must contain BOTH UPPERCASE AND LOWERCASE LETTERS.
  - Passwords must contain AT LEAST ONE NON-ALPHANUMERIC CHARACTER (such as \$ or !).

\*The “**dictionary words**” is a little misleading as the dictionary includes keyboard patterns and anything else that would make it easy to type.

4. Some examples of acceptable passwords patterns:  
R#iK\$sn8  
Ncw6.c3\*

**LDAP External credential holder**

- You have been set-up as an External LDAP user therefore you can't select the change password link on the MFT login page.
- Please select the link below and select “**need help signing in**” then select “**you need to reset your password**” link from there.
- External users:  
[https://smauthex.utc.com/forms/utc\\_selfservice.aspx](https://smauthex.utc.com/forms/utc_selfservice.aspx)
- Then log into MFT with your update password. **Main URL:** <https://mft-utas.utc.com>

**Account Reactivation**

You can also call the DXC helpdesk for assistance should you require assistance reactivating your account:

US/Canada Toll Free: 1 877 434 4882  
US Caller Paid: 1 860 425 5403

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Record of Revisions

Revision Description			
Rev	Date	Change History	Originator
00	09/23/2021	Initial release on SPL template	Sue Guerriero

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