

Is Your Password **SECURE?**

Passwords are the keys used to access personal information that you've stored on your computer and in online accounts. They are also your first line of defense against identity theft. If anyone steals this information, they can use your name to open new credit cards, apply for a mortgage, or pose as you in online transactions. In many cases, you may not notice these attacks until it is too late. With identity theft on the rise simple or default, passwords won't cut it anymore.

The password for your Golden West internet accounts is just a important. Therefore, beginning May 1, 2012, to ensure the privacy of your personal information, you may only access your Golden West internet account after your password is updated to meet the following security criteria. The following tips are for you to create a secure password.

PASSWORD REQUIREMENTS:

- ▶ Must be a minimum of 8 characters
- ▶ May not be the same as the username, not even if you spell it backwards
- ▶ Needs to include a combination of letters and numbers (alphanumeric)
- ▶ Should include upper and/or lower case characters-a mix of both is best
- ▶ Do not include: @, \$, *, -, ' , " , brackets or spaces
- ▶ Avoid common words (any word in the dictionary) and common strings of numbers(123456) or letters (abcdefg)

Since changing your password affects all your internet services, it's imperative that you review the following steps before you make any password changes:

PRIOR TO CHANGING YOUR PASSWORD:

1. Select a new password
2. Change your password via the Account Management Center
3. Update your password in all other software and/or hardware (any electronic device e.g. computer, cell phone, iPad, etc. that receives your Golden West email)
4. If you need assistance with changing your password contact the 24-hour Internet Technical Support by dialing **611** from a Golden West phone or **1-866-833-6683**

Passwords that do not met these guidelines and/or are not updated before May 1, 2012 will be assigned new password by Golden West.

If you have any questions about your password requirements or how to change your password, please email info@goldenwest.net or call 1-800-763-2525, ext. 3565



Example:
gm7TH34i

You can update your Golden West internet password and improve its security via the Account Management Center at www.goldenwest.net/youraccount.

SUGGESTIONS FOR CREATING A PASSWORD:

1. **Use an Acronym of a phrase**
 - Choose a short phrase you can remember and make it an acronym. For instance, if you are a Toy Story fan, then you could shorten Woody's saying of "There's a snake in my boots" to TaS1MB
 - If any letters of an acronym look like a number, make it a number TaS1Mb
2. **Use a special date in your life** (not your birthday)
 - Wed May 17 could be transformed into the password – W3d1M4y7
3. **Insert numbers into a word**
 - Email and 123 becomes 3M123a1L
 - Computer Nut becomes NUcomput3rT