

# NATIONAL AMERICAN UNIVERSITY

## Student Portal Password Requirements

National American University requires students to change their portal password every 120 Days. Frequent changes to passwords reduces the risk of user impersonation and access to sensitive information.

When your password has expired, you will receive the following message explaining the password requirements and prompting you to enter a new password:

**Required Field\***

**Change Password**

Your student portal password has expired.

National American University requires students to change their portal password every 120 days. Frequent changes to passwords reduces the risk of user impersonation and access to sensitive information.

The password must be at least six characters long and cannot contain more than three consecutive characters from the user's first, middle or last name or account name.

The system retains a history of 24 unique passwords before an old password can be reused.

The password must contain the characters from at least three of the following four categories:

- English uppercase characters (A-Z)
- English lowercase characters (a-z)
- Numerical Digits (0-9)
- Non-alphanumeric (Examples: !, \$, #, or %)

Please enter a new password.

Password\*

Confirm Password\*

**CHANGE PASSWORD**

Simply enter the new password in both fields and a confirmation message will appear with a link back to the login page. Be sure to follow the policy requirements. If you do not receive a confirmation message, follow the directions in the message received.

You will continue to receive this message each time your password expires which will be 120 days after each new one is created. You do not need to wait 120 days before creating a new password. To change your password at any time log into your student portal choose My Profile>Change Password and follow the above directions.

For further questions or assistance please email [NAUSupport@national.edu](mailto:NAUSupport@national.edu) or call 1-800-548-0602.