

## Password security criteria

The criteria for your UAL network password may have changed since you last updated. Always check it meets the below requirements ahead of resetting it.

### It should:

- Be at least 8 characters long.
- Contain at least 1 number.
- Be a combination of upper and lower-case letters.
- Contain at least 1 special character (e.g. ! @ # % ), **excluding** the following characters: £ \$ € \ | :

### It should not:

- Have been used previously.
- Contain common words such as: your name, username, test, password, UAL. or a common sequence of characters e.g. 1,2,3 or AABBBCCDD.

## Keep your account secure

- You should under **no circumstances** share your password with someone.
- Keep your new password secure and avoid writing it down. If you must write it down, please keep it in a safe place.
- Your UAL password should be different to the one used on other websites.
- If you're concerned you have clicked on a suspicious email, change your password immediately and call the IT Service Desk on +44 (0)20 7514 9898.