Canadian Securities Administrators — Autorités canadiennes en valeurs mobilières

Frequently Asked Questions Regarding the Enhanced Password Policy for SEDI

February 1, 2023

Frequently Asked Questions – Registered SEDI users (insider, issuer, and agent)

1. **Why is the Canadian Securities Administrators (CSA) implementing a password policy enhancement in System for Electronic Disclosure by Insiders (SEDI)?**

   The CSA is implementing a password policy enhancement to improve the overall security of user passwords on the CSA National Systems. The new password policy will protect against malicious individuals and organizations seeking unauthorized access to SEDI. These changes align with industry best practices and standards to protect user accounts and data. Once the password policy has been successfully deployed, all SEDI users will be prompted to change their current password to conform to the new policy.

2. **How does the enhanced password policy impact me?**

   All SEDI users are impacted. When the new standard takes effect, you will be prompted by SEDI to change your password, so it complies with the following password policy enhancements:

   - Passwords must be changed at least every 90 days, or more often if necessary.
   - Passwords must be at least 10 characters in length, with at least one upper case character, one lower case character, one number, and one special character (limited to: !, #, $, &, +, -, @, _, ¢, £, ¥, «, ¸, »).
   - Passwords cannot have 3 consecutive numbers or consecutive recurring characters (example: AAA or 222 or ABC or 123).

3. **How often do I have to change my password? What happens when my password expires?**

   The password policy and related standard require that passwords are changed every 90 days. If your password has already expired, you will be prompted to change your password upon logging into SEDI.

4. **How do I change my password?**

   The process for changing your SEDI password remains the same. To change your password on SEDI if you are already logged in:

   - Navigate to Your user information tab, click the Change your password link.
   - SEDI will display the mandatory fields for a password change. At the Change Password page, enter your current password, new password, and confirm new password.
   - Click "Next".

5. **Why am I locked out of my SEDI account?**

   Your SEDI account is automatically locked for 20 minutes if your password is incorrectly entered 3 times. You may attempt to log in again after the 20 minutes has elapsed. If you do not remember your password, please contact the CSA Service Desk.

6. **How do I reset my password?**

   If you have difficulty logging in to SEDI, you can reset your own password by selecting the Forgot your password link. If you have problems resetting your password, please contact the CSA Service Desk.

7. **What if I am unable to login to SEDI?**

   If you are having difficulty logging into SEDI, please seek assistance from the CSA Service Desk.

8. **Why does SEDI generate a non-compliant password during password resets?**

   As part of the password reset process, the system generates a one-time use password. When the user logs into SEDI, they are prompted to change that password and will need to adhere to the new password policy requirements.

For additional information, please do not hesitate to contact the CSA Service Desk at 1-800-219-5381 or by email at sedi@csa-acvm.ca.