

Password Security

symplr is committed to ensuring our solutions not only provide efficient functionality allowing users to easily complete necessary tasks, but also remain up-to-date on the latest technology and security so clients know their information is accurate and secure.

What is it exactly?

The goal of this update is to improve the overall security of learner accounts through the implementation of modern industry standards. This includes password encryption and additional security measures for forgotten password recovery for both client administrators and learners.

While these important updates are necessary to ensure an improved level of system security, we anticipate that they bring minimal, if any, impact to the daily activities of learners and administrators.

What this means for Administrators

As mentioned, this security update allows learners to create secure, encrypted passwords for their account. This means administrators can no longer view learner passwords in user profiles or reports, and therefore won't be able to send them when requested.

Going forward, administrators are only able to respond to forgotten password inquiries from learners by verifying an email address exists in the learner account, then directing the learner to the **Forgot Password** workflow on the login page where they can create a new password on their own.

For those clients that do not import learner passwords into symplr Learning, a default password is automatically generated. These default passwords are formatted as **lastnameinitial** (e.g. **baskinsc**). Learners with this default password will be prompted to create a new password upon their initial login to symplr Learning.

What this means for Learners

There won't be any change to learner login with this update - only if and when they happen to forget their password. Since they won't be able to request a clear-text password from an administrator, they'll have to utilize the newly-added security measures to access symplr Learning.

A screenshot of a login form with two input fields: "Login ID" and "Password", each with a red asterisk icon on the right. Below the fields is a blue "Login" button with a right-pointing arrow. To the right of the button is a link labeled "Forgot Password?" which is circled in green.

All login pages now include a **Forgot Password** link (formerly controlled by an optional setting that is no longer available).

Learners can use this link to generate a Reset Password notification containing a link for creating a new password for their account, or answer security questions for their account.



These security questions are also new. Learners can add security questions to their account which also allows them to reset their password (without having to generate an email notification with a link). Adding security questions to their profile gives them the ability to answer these questions when using the **Forgot Password** link.

The ability for learners to access their profile is enabled by default now as well. This level of access for learners was also limited by a system-wide setting (similar to the **Forgot Password** link access) that has now been removed.

New learner accounts are automatically assigned passwords using the **lastnameinitial** format. These learners are prompted to create new passwords upon their initial log in to symplr Learning.

The Fine Print

Nothing to worry about, just a few extra details to know about this security update.

- This update does not affect clients utilizing IDP/SSO for system logins, or automatic logins occurring from integrations with symplr Performance.