# Guide / 07-0622
## Enhanced security

# Managing the new security features
## System Users

**Refernet has a continuous programme of security development to combat the ever changing digital environment we work in.** These more recently updated features are explained below. Please read this guide to help you login and remain secure, without interruption.
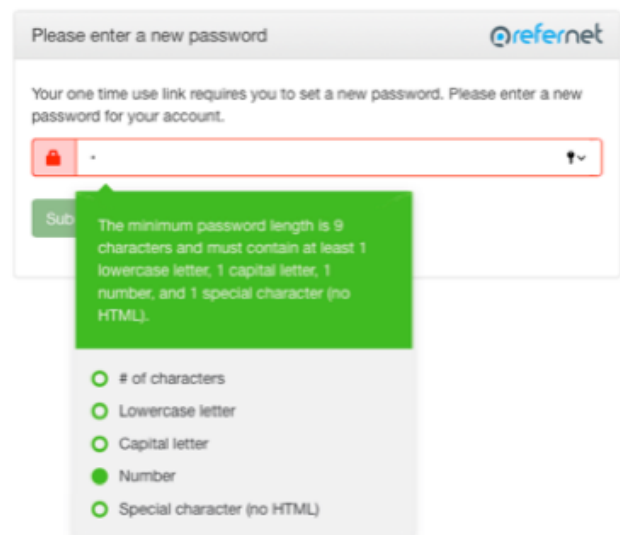
There are a number of safeguards, which can lock you or your users temporarily out of the system if they are not observed.

# Password strength

**We're making sure that all your users will now start to use strong passwords.** This means that passwords moving forward, will need to be a minimum of 9 characters, contain letters (uppercase and lowercase), numbers and a special character (eg: exclamation mark).

**Note**
Refernet allows up to 5 attempts before you are locked out, after which you will need to contact your System Administrator.

# Password reset

If you are a Primary user you can do this for any of your Agency users. To reset or change a password, we now require the user to enter their username, and then Refernet will generate an email to the email address associated with that username, which contains a one-time-use link.

This will take the user to a page where they can enter a new strong password. Once the user is validated, Refernet will securely allow the user to create a new password.

**Note**
Refernet allows users to reset their password twice in 24hrs. As a System Administrator, you can require them to make a new password in: Users > Edit and Click 'Send password link'. This sends a new password link.

Refernet does allow you to copy and paste User Names and Passwords. This will reduce the likelihood of error.

## Please enter a new password

Your one time use link requires you to set a new password. Please enter a new password for your account.

Submit

# New user - username

As a Primary User, you will need to **personally supply all new users with the Username that you create for them.** You can safely do this via email or telephone. This is to make the process more secure, by keeping usernames and password invitations completely separate.

## Users / Add

Here you can add new users into your system.

## Personal details

Enter a unique username, first name and surname for the user.

Username

First name

Surname

# Two-factor authentication - 2FA

Two-factor authentication is an extra layer of security used to make sure that people trying to gain access to an online account are who they say they are. First, a user will enter their username and a password. Then, instead of immediately gaining access, they will be required to provide another piece of information.

When this option is enabled by a System Administrator, all users will be opted-in to this additional login check via a code sent to a mobile device. (Check with your System Administrator to see if this is enabled in your system).

If a user does not enter a mobile/contact number, then Two-factor authentication will not trigger on login. If a user has entered a mobile/contact number then it will trigger upon login.

**Note:**
Text messages can take 10 minutes to arrive, so please advise users to be patient. The system will lock them out if they try to reset their password more than twice in 24 hrs.

## Other system options

By setting a **Default System Agency**. You can have a quick link 'Make a Referral' in your navigation.
By enabling **Primary users can create more "Primary Users"**. You allow Primary users in your system to create more Primary Users in your system for that Agency.
Set your own custom **Consent form** wording that will display on your referral form.

| | |
|---|---|
| Default System Agency | Mind (Brighton) |
| Primary users can create more "Primary Users" | ☑ |
| Allow users to change their username | ☑ |
| Enable two-factor authentication | ☐ |
| Consent form 1 | I can confirm that my client consents to this referral |
| Consent form 2 | As referrer I am the data controller for the purposes of the Data Protection Act 1998. &lt;strong&gt;I will manage the information provided on this form in |

**Update system**