As part of our ongoing effort to ensure the highest level of OUTREACH System password security, the Cabinet for Health and Family Services and the KY Division of Laboratory Services conducts routine audits of all customer account passwords to identify those considered "weak" and at risk of posing a potential security compromise. Stronger password safeguards are in place to protect the integrity of the OUTREACH System data. All OUTREACH customers are required to update their password every 30 days. It is imperative that strong safeguards are in place to protect the patient information within the OUTREACH System.

What are weak passwords?

Weak passwords are those that are easily guessed by unauthorized users. Examples include "1234", "password", "temp", etc.

A weak password poses security risks at two levels—it may enable unauthorized access to confidential information, and may potentially enable an unauthorized user to compromise the system.

What qualifies as a strong password?

Strong passwords must contain at least eight (8) characters and include at least one upper or lower case letter, at least one number, at least one symbol or special character (! @#$%^&*) and no spaces. The same password cannot be used within 13 consecutive log ins.

Password	Status	Reason
12345	Invalid	Not enough characters, numbers only and numbers are in sequence.
Pancakes	Invalid	This is a dictionary word and is easily recognized by password cracking software.
;rsx3G6Dwp*	Valid	Password contains eight or more characters and combines all the necessary complex password characteristics.

How do I change my password(s)?

Expired

If your password is expired, when you log in you will receive a message indicating "Password Expired". Create a new "strong" password and enter your new password in both the Password and Confirm fields. Click the <Save> button and this should result in a successful log in to the OUTREACH System.

Forgotten Password

If you forget your password, use the "Forgot Password" feature on the initial OUTREACH screen. Click on the link and you will receive an email that will allow you to create a new "strong" password. If you do not receive an email in approximately 5 minutes, call OUTREACH Customer Call Center at 502-564-4446 x1.

Change Password on login

If you want to change your password on login, click the box and when you log in you will enter your new "strong" password in both the Password and Confirm fields. If you leave the box checked, you will be required to change your password every time you log in.
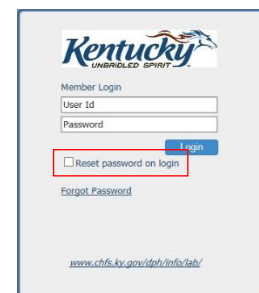
Expired	Forgotten Password	Change Password

If you require additional assistance with resetting your password, contact the OUTREACH Customer Call Center at 502-564-4446 x 1.