

Frequently Asked Questions Regarding the Enhanced Password Policy for NRD

August 22, 2022

Frequently Asked Questions – Authorized Firm Representative (AFR) Users**1. Why is the Canadian Securities Administrators (CSA) implementing a password policy enhancement in National Registration Database (NRD)?**

The CSA is implementing a password policy enhancement in NRD to improve the overall security posture by enhancing the security parameter of user passwords. The changes will further protect the data contained within NRD. NRD uses passwords as the primary authentication method for users to access the system. The goal is to help prevent the compromise of accounts by unauthorized users to access the system.

At a high-level, this password policy brings new requirements in terms of password complexity, password age, limits on how passwords can be transmitted and other important changes to improve security.

2. How does the enhanced password policy impact me?

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

- Passwords must be changed at least every 45 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 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 requires that passwords are changed every 45 days. If your password has already expired, you will be prompted to change your password upon logging into NRD.

4. Is there a password history?

Yes. Passwords previously used for your NRD account should not be reused or periodic password changes become less effective. NRD prevents users from utilizing the same 20 previous passwords.

5. How do I change my password?

The process for changing your NRD password remains the same. To change your password on NRD if you are already logged in, you can navigate to Admin Tools tab, click Change Password link. NRD will display the mandatory fields for a password change. At the Change Password page, enter your current password and new password. Click Save and Continue. Further guidance on password changes can be found at [How can I change my password?](#)

6. Why am I locked out of my NRD account?

NRD access is automatically locked for three reasons:

- Multiple failed attempts to log in to NRD. If the password is incorrectly entered more than 3 times, the account will be locked. The password can be reset by contacting the applicable party as listed in Question #8.
- Account inactivity. If a NRD account has not logged on for a continuous period of 90 days, the account will be locked. The password can be reset by contacting the applicable party as listed in Question #8.
- Account that has never been logged in to NRD. If a NRD account has not logged on for over seven days since the account creation, the one-time use password will be expired and the account will be revoked. The user will no longer have access to the revoked account. A new account can be created by contacting the applicable party as listed in Question #8.

7. How do I reset my password?

If you have difficulty logging in to NRD, you can reset your password by contacting the applicable party as listed in Question #8. Further guidance on password reset can be found at the nrd-info.ca site: [Logging in for the first time](#).

8. What if I am unable to login to NRD?

If you are having difficulty logging in to NRD, please seek assistance from the appropriate party listed below:

Your role	Who to contact for assistance
Chief AFR	The CSA Service Desk at 1-800-219-5381
AFR Administrator	The Chief AFR for your firm
AFR	Either the Chief AFR or an AFR Administrator for your firm
Individual registrant completing an initial application for registration on Form 33-109F4	The AFR who provided you with your user ID and password for accessing NRD

9. Why does NRD 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 NRD, they are prompted to change that password and will need to adhere to the password policy requirements. The new password should be set within 60 minutes.

10. Where can I find additional information?

For additional information, please don't hesitate to contact the CSA Service Desk at 1-800-219-5381 or by email at nrd@csa-acvm.ca.