

### For ALL AlaFile Users

In order to improve the security of your AlaFile account and better secure confidential information that will soon be available to attorneys of record in a confidential case, all AlaFile users will be required to reset their AlaFile passwords to a nine character password upon first login to AlaFile on or after Monday, September 24, 2012.

All passwords must be updated by Monday, October 29, 2012 to avoid the password being automatically locked; thereby, requiring the AlaFile Support staff to manually unlock the account.

After five failed password attempts, the AlaFile account will be locked. After one hour, the account will automatically unlock itself. Additionally, if a password is forgotten, the AlaFile user will have the option to click on a "Forgot Password" link and successfully answer a series of security questions to reset/change the AlaFile password.

The following criteria should be used when selecting the AlaFile password:

- At least 9 characters
- Both upper and lower case alphabetic characters
- At least one digit or special character (for example: 0-9, @, #, \$, %, \*, +)

### For AlaFile Users Who File or Access Confidential Documents

When filing or retrieving confidential documents, AlaFile users will be required to enter a confidential access code in addition to the nine character password required to access the AlaFile application.

The following criteria should be used when selecting the confidential access code:

- All confidential access codes must be at least 12 characters long. Each confidential access code must contain at least one character from each of the following four categories:
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Numeric digits (0 through 9)
  - Non-alphabetic characters (:, !, \$, #, %)
- Confidential access codes cannot contain email addresses (i.e., user names) as part of the access code
- Confidential access codes are case sensitive

Confidential access codes less than the above stated requirements will not be accepted.

AlaFile users will be prohibited from filing and retrieving confidential documents after five failed attempts at correctly entering the confidential access code. After one hour, the user will be

allowed to file and retrieve confidential documents again. Additionally, if a confidential access code is forgotten, the AlaFile user will have the option to click on a "*Forgot Confidential Access Code*" link and successfully answer a series of security questions to reset/change the confidential access code.

The maximum age for the confidential access code is six months. A confidential access code change warning will begin to display 14 days prior to the date the access code is set to expire. Confidential access codes cannot be reused until the access code has been reset at least five times.

**IMPORTANT:** DO NOT Give Your Password or Confidential Access Code to Anyone! If you suspect that your password and/or confidential access code have been compromised, please change them immediately.

It is highly recommended that you ensure that your password and confidential access code does not contain any words, birthdates, or other highly guessable combinations.

*Examples:*

A poor example is Bama & Auburn 2012! (Easy to guess and contains words from the dictionary).

A better example is B@m@ & @uburn 2o!2! (By substituting special characters and numbers, the password is harder for individuals and password crackers to guess. Spaces are allowed.)

Please direct all questions or concerns to the AlaFile Support section of the Administrative Office of Courts (see contact information below).

### **AlaFile Support**

Administrative Office of Courts  
300 Dexter Avenue  
Montgomery, AL 36104-3741  
1-866-954-9411 Option 1, then Option 4  
[ITSupport@alacourt.gov](mailto:ITSupport@alacourt.gov)