

# MyAll: FAQs & Password Policy

## Frequently Asked Questions (FAQ)

### 1. Why does MyAll have a password policy?

At MyAll Online, we take the security of your accounts and information seriously. Our password policy is designed to ensure that your passwords are strong, unique, and protected from unauthorized access attempts. By following this policy, we can create a robust defense against potential security threats.

### 2. What are the requirements for creating a password on MyAll?

Your password must meet the following criteria:

- Minimum length of 15 characters.
- Include a mix of uppercase letters (A-Z), lowercase letters (a-z), numbers (0-9), and special characters (e.g., !@#\$%^&\*()\_-=).

### 3. What should I avoid when creating a password?

To make your password more secure, avoid using easily guessable information, such as:

- Common words like "password" or variations of them.
- Sequential lists of numbers or letters like "abcde" or "12345."
- Your name or any personal details you provided during registration, such as ID number, date of birth, gender, race, or login name.
- Strings of repeated characters like "aaaaa" or "0000."

### 4. Can you provide some examples of strong passwords?

Here are some examples using different password creation methods:

- **Method 1: Modified Phrase**  
Original Phrase: "The early bird catches the worm"  
Modified Password: "Th3E@rlyB1rdC@tch3sW0rm!"
- **Method 2: Interspersed Words**  
Original Words: "sunset 789 river"  
Modified Password: "S^n\$et789R!v3r"
- **Method 3: Acronym from Quote**  
Original Quote: "Success is not final, failure is not fatal: It is the courage to continue that counts." (by Winston Churchill)  
Modified Password: "SiNF,FiNF!"

These methods provide strong, unique passwords that are difficult for unauthorized users to guess, enhancing your account security.

## **5. How are passwords stored on MyAll?**

At MyAll, we prioritise your data security. Your passwords are stored using strong encryption, and even our team can't see them. We protect our platform with advanced tools like firewalls, traffic monitoring, and DDoS protection. We also regularly update our security measures to stay ahead of threats, keeping your information safe and confidential.

## **6. What can I do to improve my password security?**

Apart from following our password policy, you can:

- Educate yourself about the importance of password security and follow best practices.
- Report any suspicious login attempts or security incidents to us.

## **7. Why is MyAll's password policy essential for me?**

By adhering to our password policy, you can enhance the security of your online activities and protect your personal information effectively. Strong and unique passwords are crucial for safeguarding your accounts and maintaining a secure online experience.

## **8. Where can I find MyAll's full password policy?**

In the following section, we outline our password policy.

If you have any other questions or concerns regarding password security or our policy, feel free to contact our support team at [reporting@myall.co.za](mailto:reporting@myall.co.za). We are here to assist you in ensuring the utmost security for your MyAll Account.

## **Password Policy: Safeguarding Your Account with Strong Passwords**

**MyAll** is committed to safeguarding user accounts and information through a multi-layered password security approach. Our goal is to implement best practices to ensure the confidentiality, integrity, and availability of user passwords. Below is our comprehensive password policy:

### **1. Password Complexity and Length**

The minimum password length is set to 15 characters.

Passwords must include a mix of uppercase letters, lowercase letters, numbers, and special characters (e.g., !@#\$%^&\*()\_ -+=).

The system will prevent the use of easily guessable information, such as common words, sequential lists, the user's name or personal details, and strings of repeated characters.

### **2. User Communication**

To ensure the security of your accounts, MyAll's website has specific requirements for creating passwords. Your password must be at least 15 characters long and include a combination of uppercase letters, lowercase letters, numbers, and special characters.

Avoid using easily guessable information like common words or your personal details. The following methods can help you create strong and unique passwords: Modified Phrase, Interspersed Words, and Acronym from Quote.

## **2.1 Password Creation Methods**

In the FAQ section above, MyAll provides practical examples of password creation methods to assist users in creating strong and unique passwords.

## **2.2 Preventing Attacks**

When a user cancels their subscription via the Pricing page form, MyAll deactivates their login access. If a user passes away and their trusted contact resubscribes within 3 months, they can request access via the same form to create a new password, which users can change after receiving.

## **3. Secure Password Storage**

To ensure the security of your passwords, advanced password techniques are employed to manage user passwords securely.

## **4. User Education and Awareness**

MyAll educates users on the importance of password security, as outlined in the FAQ on the website, by providing guidelines for creating strong passwords. Users are encouraged to report any suspicious login attempts or security incidents.

## **5. Monitoring and Auditing**

MyAll regularly monitors and audits password-related activities, including failed login attempts and password changes, to detect potential security breaches.

## **6. System-Level Protections**

MyAll implements measures to protect against common attacks like brute force attacks, dictionary attacks, and password guessing.

## **7. Compliance and Documentation**

The password policy is documented in this document, including the rationale for specific choices and the processes used to implement and enforce the policy. Regular reviews and updates are conducted to ensure the policy remains up to date with evolving security threats and best practices. Ongoing security awareness training for employees and users ensures compliance with the policy and maintains a strong security culture.

By adhering to these security measures and guidelines, MyAll Online aims to ensure the confidentiality, integrity, and availability of user passwords, thereby enhancing the overall security of its platform.

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