

# Frequently Asked Questions

## PostNL Password Policy



### Password settings

What are the PostNL password settings?

- The PostNL password must meet the following requirements.

Property	Requirements
Characters allowed	<ul style="list-style-type: none"> <li>a – z</li> <li>A – Z</li> <li>0 – 9</li> <li>@ # \$ % ^ &amp; * - _ ! + = [ ] { }   \ : ' , . ? / ~ " ( ) ;</li> </ul>
Characters not allowed	<ul style="list-style-type: none"> <li>spaces</li> <li><a href="#">unicode characters</a></li> </ul>
Password restrictions	<ul style="list-style-type: none"> <li>Your password has at least 12 characters and a maximum of 64 characters.</li> <li>Your password requires 3 out of 4 of the following categories: <ul style="list-style-type: none"> <li>lowercase characters</li> <li>uppercase characters</li> <li>numbers (0-9)</li> <li>special characters (see password restrictions above)</li> </ul> </li> <li>Your password cannot contain any part of your first name, last name, full name or (unique) personnel number.</li> </ul>
Not allowed:	Your full name is for example: Erin Hagens Password: Erin2017 ( <b>not allowed</b> )
Allowed:	It is not allowed to use “erin” or “hagens” in your password. Password: Er!nH@gen3 ( <b>allowed</b> ).
Password history	You cannot re-use your last 10 passwords.
Not allowed:	Old already used passwords: Password1, Password2, Password3 Current password: Password4 New password: Password2 ( <b>not allowed</b> )
Allowed:	New password: Password5 ( <b>allowed</b> )
Not allowed:	It is not allowed to use frequently used or context dependent passwords, for example: “Welcome00”, “TheHague2020”, “Summer2019” or “AAtower12”. Furthermore, the use of sequential passwords is not allowed. Examples are: “Welcome01” and “Welcome02” and so on.
Create a password with the help of the <a href="#">passwordgenerator</a> .	<a href="http://passwordsgenerator.net/">http://passwordsgenerator.net/</a> <a href="http://www.onlinewachtwoordgenerator.nl/">http://www.onlinewachtwoordgenerator.nl/</a>