



Gateway: Passport and Support

Here are three key password reminders for Gateway users:

- All users are now required to use case-sensitive passwords for existing passwords. For example, instead of typing “gateway159”, users must now use “Gateway159”.
- Users may have to re-enter their ID and password, if their credentials have been previously saved in the browser.
- If a user experiences further challenges, the password may need to be reset.

The full Gateway password policy is described below:

- Minimum 8 characters
- Maximum 30 characters
- Minimum 1 digit
- Minimum 1 lowercase letter
- Minimum 1 uppercase letter
- Punctuation and special characters (.,!@#\$\$%^&*) are allowed but optional

Please contact [Michelle Silva](#) or [Anastasia Orlando](#) 905-830-4175 or the Gateway Helpdesk should you need further assistance.