

Axis Portal Security Standards

Axis Portal Security Standards:

Axis Portal has the following security features in place:

1. **Automatic Timeout**

After 2 hours of inactivity, users will be automatically logged out of Control Panel and/or My Workspace.

2. **Forgot Password – Randomly Generated Passwords**

When a user forgets their password and uses the Forgot Password feature, an automatic email will be sent to the user with a randomly generated password that can be changed upon login.

3. **Stored Passwords are Encrypted**

User passwords that are stored in our system have been encrypted for your protection.

4. **Max Failed Password Attempt Account Lockout**

Users' accounts will be locked out after 5 failed attempts to login at which point either a Property Manager or the Axis Portal Team must reset their account or it will automatically be reset after 24 hours. For more information on how to unlock a user's account, please contact the Axis Portal Team at AxisSupport@cbre.com.

Strong Password Tips

Here are some tips on how to create a strong password:

1. Minimum length: 8 characters.
2. Contains a mix of letters (uppercase and lowercase), numbers, and special characters (for example, ! @ # \$ %).
3. Do not reuse the same password for multiple sites.
4. Change your password often.
5. Do not use personal information (name, birthday, etc.) or complete words.
6. Create a password by making up a sentence (for example, "I love to bake" ? "1lv2b@k3").
7. Keep your passwords in a secure place.