



MANAGING YOUR PASSWORD

Must Contain:

- At least 7 characters
- Numeric Characters (0-9) and
- Upper/Lowercase or
- Non-Alphanumeric Characters (e.g., ?, %, *, \$, etc.) Passwords cannot:
- Contain a user's account name
- Re-use of any of the last 10 passwords

It is strongly advised that passwords do not contain dictionary words. SQM

Passwords expire every 60 days.

A screenshot of a 'Change Password' dialog box. The title bar says 'Change Password'. The background features a close-up of a human eye looking at a digital interface with circuitry. The form contains four input fields: 'User name', 'Old password', 'New Password', and 'Repeat new password'. At the bottom right, there are 'OK' and 'Cancel' buttons.

TROUBLE SHOOTING

Unknown user or invalid password!

- Verify that your User Name and Password are being entered correctly (check that CAPS LOCK)
- Verify that you have the most recent link to the SQM Portal: sqm.medtronic.com

Account disabled!

- Contact your Medtronic and request that the account be re-activated. Using the Medtronic Global SQM [Help](#) form.