EBSCO Help

User ID Password Expirations Begin October 1

EBSCO is committed to meeting privacy and security standards for all customers around the globe while continuing to make enhancements that provide an optimal user experience.

Following the introduction of strong password requirements for all accounts this past April, EBSCO customers using User ID/Password for authentication will now have expiration dates applied to their passwords. Expiration dates may be as soon as October 1, 2018, and as late as December 31, 2019.

When and where will I be able to see the password expiration dates?

Expiration dates for User ID passwords will appear in EBSCOadmin on or after August 25, 2018.

To view password expiration dates:

1. Log in to EBSCOadmin at http://eadmin.ebscohost.com/. (If you do not know your EBSCOadmin username and password, check with your library administrator or contact Customer Support.)
2. Click the Authentication tab.
3. Click the User ID/Password tab.

Expiration dates will appear in the fourth column.

Which EBSCO resources are affected by these password expirations?

Any User ID/Password combination used by patrons to access EBSCO resources such as EBSCOhost, EBSCO Discovery Service, DynaMed Plus, etc. will be affected by these password expirations.

Will I be notified of password expiration dates before they expire?

Yes. Library administrators will receive email notification beginning 15 days before a User ID password expires. Additional reminders will be sent seven days prior and every day the last five days before the expiration.

What will happen if I don’t reset a password before it expires?

Users will encounter the following error message when they try to log in to your library’s EBSCO resources: The username and password combination you entered does not exist or has expired. Please contact your institution for assistance. [Authentication Error Code 101]
To ensure uninterrupted access, we encourage you to update User ID passwords before they expire. Please note that new passwords must meet strong password requirements. View our Creating Strong Passwords Video Tutorial for step-by-step instructions.

**How long are User ID passwords valid?**

Once the password is reset, it will be valid for 365 days.

**Can passwords be reused?**

No. Each time a password expires, you must create a new password. Previous passwords may not be used again.

**How can I verify my EBSCOadmin account information or have a new library administrator account created in EBSCOadmin?**

If you don’t have an EBSCOadmin account and think you should, contact your library administrator or Customer Support to have one set up.

**I am part of consortia who assists with providing access to my EBSCO resources. How does this change affect me?**

If you are part of a consortia or larger organization that helps you to manage authentication and passwords, please reach out to your appropriate contacts as you normally would; otherwise, feel free to contact EBSCO Customer Support.