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| Frequently Asked questions |
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**When will my password expire?**

Password will expire after 90 days from the go-live date, 27 February 2020

**How often will I need to change my password?**

The password will expire every 90 days from the date it was last changed.

**Will I get a warning email?**

Yes, there will be a primary warning email 10 days before the expiry of your password. This will be followed by a secondary warning email 1 day before the expiry of your password.

**What if I miss both emails?**

You will still be able to reset this when you visit the log in page and attempt to login, you will be sent instructions on how to reset.

**What happens to users who utilise the scripting key (API key)?**

These users would be required to contact the BSC Service Desk ([bscservicedesk@cgi.com](mailto:bscservicedesk@cgi.com)) and inform them to configure these accounts so that their passwords are set to never expire.

**Is my scripting key (API key) going to change after each password expiration?**

No, the scripting key (API key) will not change according to the portal password expiry.

**What happens if I don’t log into my account for more than 90 days?**

Users who have not logged in for more than 90 days would have their accounts disabled. If an account has not been logged into for 18 months or more then this account will be deleted. Accounts that have been configured so the password is set to never expire will not be impacted by this.

**Does the scripting key (API key) expire and become inactive when the password expires?**

Yes, when the password of an account expires the API key will be disabled.

**Are there notifications that the account will be deleted?**

Yes, 30 days before the account is deleted an email will be sent notifying the user.

**What should users who use the scripting key (API key) but do not log into the ELEXON Portal do?**

It is advisable to ensure accounts that utilise the scripting key (API key) are not under specific user, this will eliminate the likelihood of the account becoming disabled or deleted if the user were to leave the business. However, accounts that utilise the scripting key (API key) should request their accounts to be added to the password never expire group.

**If an account is for scripting key (API key) use only, does that mean it can no longer be used to login to the portal manually?**

No, the account can still be used if required. However, it is recommended to keep accounts that use the scripting key (API key) separate to accounts that would need to log into the portal manually.

**What if I want to use a scripting key (API key) but I don’t want it associated to my existing account, which I use for other purposes?**

You are able to have a scripting key (API key) created that does not need to be linked to an account, this should allow you to receive the required data while still maintaining your account.

**What if I don’t have an account but I need a scripting key (API key)?**

Non-account associated scripting key (API key) are not associated to an account and can exist without the need for an account.

**Would my scripting key (API key) become expired or deleted?**

If the scripting key (API key) is created separately from an existing account or outside of having an account, then this will not be subject to expiry of deletion unless otherwise confirmed.