# 1link Portal Update

Release date: 12th August 2026

**epyx is pleased to announce that a new release of the 1link Portal is under development and below is a summary of the enhancements contained within this release.**
**Please note that this is an advance notice of the release; all enhancements are subject to change. You will receive final confirmation of the included items and the release date prior to the live platform update.**

## Password Case Sensitivity

**Who does this affect?**
*All Users*

**What is changing?**
Existing passwords will become case sensitive.

**What does this mean to me?**
You'll need to enter your password using the exact combination of uppercase and lowercase letters that it was created with. For example, Password1 and password1 will no longer be treated as the same.

## Forgotten Login Details

**Who does this affect?**
*All Users*

**What is changing?**
A new link for users that have forgotten their username and/or password will be available.

This will then require users to choose which product they use and provide their registered email address for that product.

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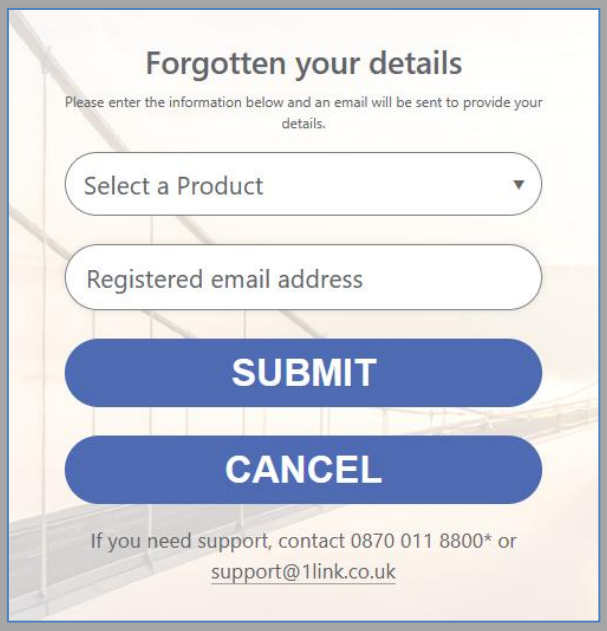
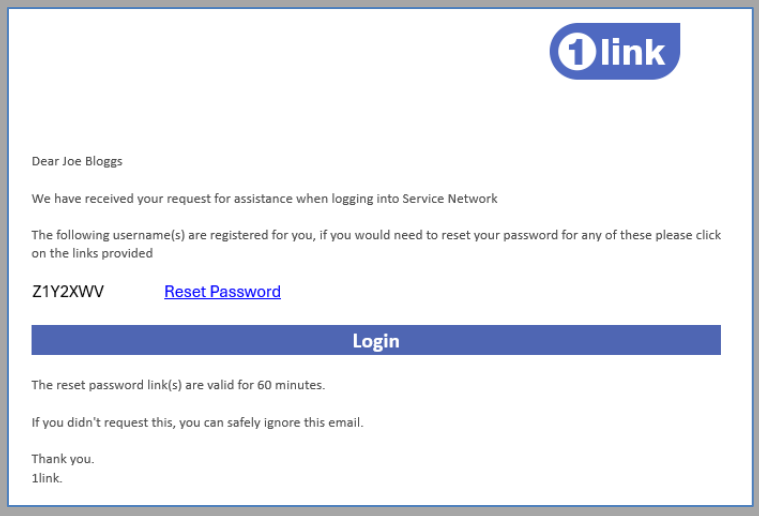



**If user accounts are found that match the information provided, an email will be sent to provide usernames with links to reset passwords.**




**What does this mean to me?**

**You will be able to be reminded of your forgotten username and reset your password using your registered email address.**

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## Password Reset Requirements

**Who does this affect?**
*All Users*

**What is changing?**
**When resetting passwords the following criteria will need to be met for the new password.**
**At least one upper case character**
**At least one lower case character**
**At least one numeric character**
**At least one special character**
**Password length must be at least 12 characters**

**What does this mean to me?**
**Your password must meet these requirements before it is accepted and reset.**