

Urgent: Mandatory Password Reset- Action Required Today

Last Modified on 10/23/2025 8:56 am PDT

Attention Navusoft Users,

The security of your information is our top priority. As part of a proactive security action plan, we are implementing a mandatory password reset for all Navusoft Customer Portal users.

Required Action and Timing

- **Effective today, October 23, at 12:00 PM Eastern Time (ET)**, all customer portal user accounts will be flagged to require a password reset.
- The next time you attempt to log in after 12:00 PM ET, you will be immediately prompted to create a new, strong password.

Reason for This Action

We have received an indication that a very small number of portal user logins have been recently used in attempts to test the validity of credit card numbers. This activity appears to be unrelated to Navusoft systems but requires us to take immediate, comprehensive action to secure all user accounts.

Current Status

We want to reassure you that, as of this moment, **we have no indication that any customer data has been lost or exposed due to this activity**. This mandatory reset is a precaution to ensure the ongoing integrity of our platform and the security of your account.

We apologize for any inconvenience this causes and thank you for your immediate attention to this security requirement.

If you have any questions or require assistance with your password reset, please contact our support team immediately.

Sincerely,
The Navusoft Security Team
