AMEX GBT
Neo

Neo™ Product Update 23.4 SP3

December 2023

AMERICAN EXPRESS

GLOBAL BUSINESS TRAVEL

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PLATFORM

[SECURITY] CHANGES FOR INACTIVE ACCOUNTS

MADE FOR…?	Traveler	Neo Admin
ACTIVATION REQUIRED?	No

SYNOPSIS

Neo continues to improve security for Neo applications while minimizing the disruption for users.

In addition to the security improvements delivered on 18 November 2023, Neo introduced a maximum inactivity period of 2 years for user accounts before they are blocked at the next login.

To limit the number of blocked accounts for customers who infrequently use Neo wile maintaining the proper security level, Neo is introducing the following changes in this version:

- Admins will be able to disable to the process of automatically blocking inactive accounts:
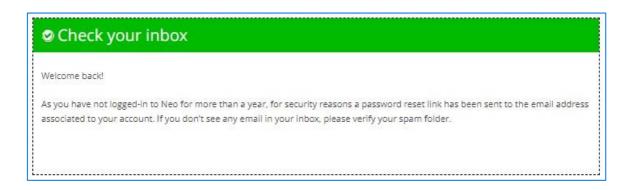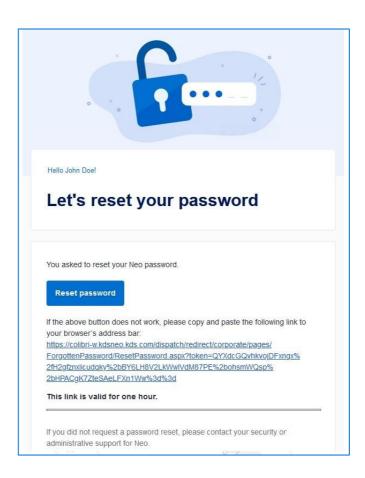
- Regardless of the value set for the field entitled Inactivity under the node: **Company Setup | Account Security**, a new activity check will be performed *only for users attempting to log-in with their username and password.* If they have not logged into Neo for at least one year, a password reset link will be sent to them by email, with which they can change their password and login again: