



## PROGRAM BULLETIN

**To:** Owners and Managers of Multifamily Developments  
**From:** Michael DiChiaro, Director of Leased Housing and Rental Services  
**Date:** June 5, 2025  
**Subject:** Increased Cyber Security Measures in Procorem  
**Bulletin #2025-07**



RIHousing introduced Procorem to our owner/agent partners in July 2023. Please see [Program Bulletin 2023-02 Procorem System Access and Requirements for Owners and Management Agents with Compliance and/or Financial Reporting Obligations](#) for more information. Effective immediately, changes are coming to the Procorem environment as it pertains to our external partners; these enhancements are aimed at preserving the integrity of the PII and other sensitive information in Procorem workcenters through increased security.

### ACCESS AGREEMENT

Completion of the attached Access Agreement will allow users to maintain their current standing in Procorem on the following conditions:

- The completed Access Agreement must be returned to RIHousing by June 15, 2025. All Procorem users associated with Entities whose Access Agreement has not been returned to RIHousing by June 15, 2025 will have all workcenter access revoked until the date that the completed Access Agreement is submitted.
- One Access Agreement per Management Company and/or Ownership Entity must be on file for users to remain active. Upon receipt of the blank form, enter the Agreement Date, the Legal Name of the Management Company or Ownership Entity on the first page and last page, and complete the Partner Signatory fields.
- The Access Agreement must be completed and returned by an authorized signatory for the Management Company and/or Ownership Entity. This form is not intended to be completed by each individual Procorem user.
- For this purpose, an Entity is a Management Company, Ownership Entity, or any Third Party accessing Procorem on behalf of a Management Company or Ownership Entity.
- No additional changes may be made to the Access Agreement.



### **TWO STEP AUTHENTICATION**

Beginning in June 2025, RIHousing will activate the available Two Step Verification option in Procorem. Users will be required to enter a verification code delivered via text message (SMS) or e-mail after login. Users attempting to log into Procorem without meeting the Two Step Authentication requirement will be met with an error message. See [Accessing Procorem Questions](#) section of the Procorem FAQs page for more details.

### **PASSWORD RESET**

Historically there has been no requirement for a password reset in Procorem. Going forward, users will be required to update Procorem passwords with a unique value every 180 days. A new password cannot be the same as the current or any previous Procorem passwords.

Best practice for a secure password is as follows:

- Minimum of fourteen characters
- At least one upper case letter
- At least one lower case letter
- At least one number
- At least one special character

### **INCOMING E-MAIL APPROVAL REQUIRED**

Effective immediately, users will need to approve e-mails sent to Procorem workcenters before the Post will be made public to other collaborators on the workcenter. See the [Emails and Posts](#) page in the Procorem Help Center for more information.

### **TECHNICAL SUPPORT**

Each instance for technical support shall begin with RIHousing. Support issues may be escalated to ProLink Solutions after initial assessment by RIHousing staff.

Contact	For Help With
Lenore Coughlin <a href="mailto:lcoughlin@rihousing.com">lcoughlin@rihousing.com</a> (401) 457-1258	Technical errors including suspected system glitches or other cases where the system may not be working as intended
	Tenant Event upload errors
Your Asset Manager	Navigating a workcenter