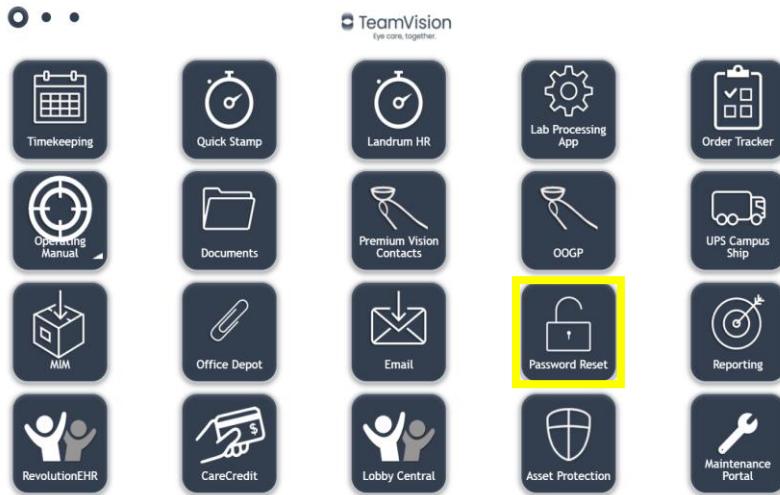


# Password Reset

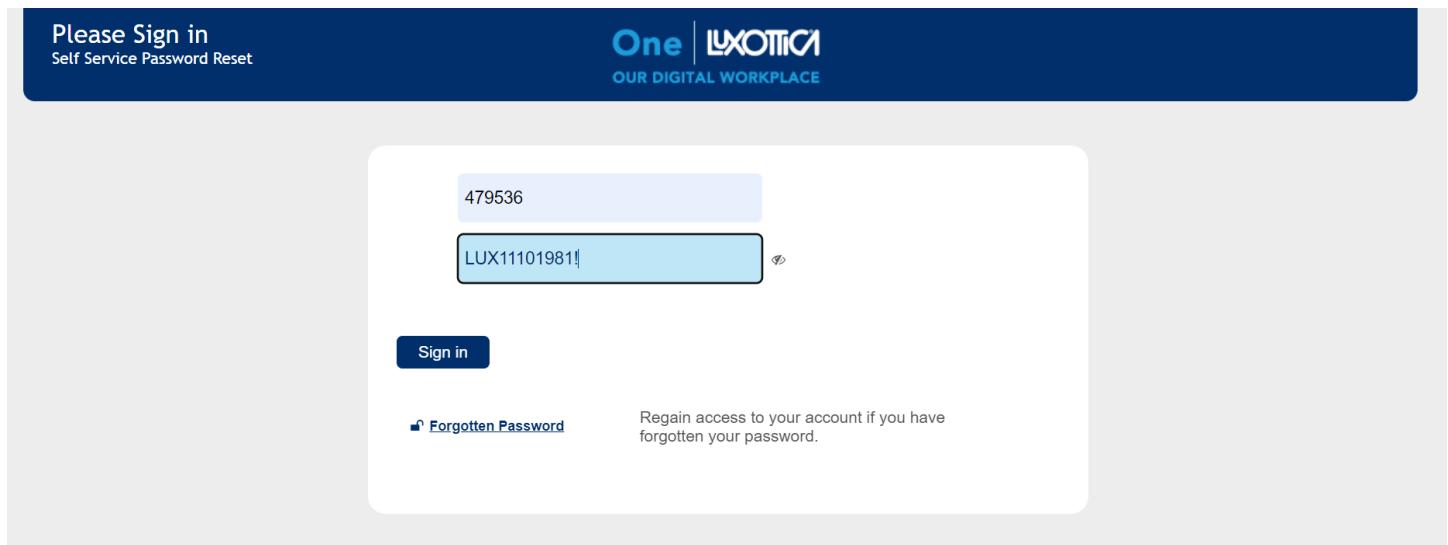
1

Go to the **Ciao Toolkit** and select **Password Reset** icon, this will redirect you to a new page



2

On the new page, enter your six-digit LUX ID along with your network password. First time passwords are set to **LUXmmddyyyy!** with the date being your birthday. Note capitalization



Please Sign in  
Self Service Password Reset

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LUX11101981!

Sign in

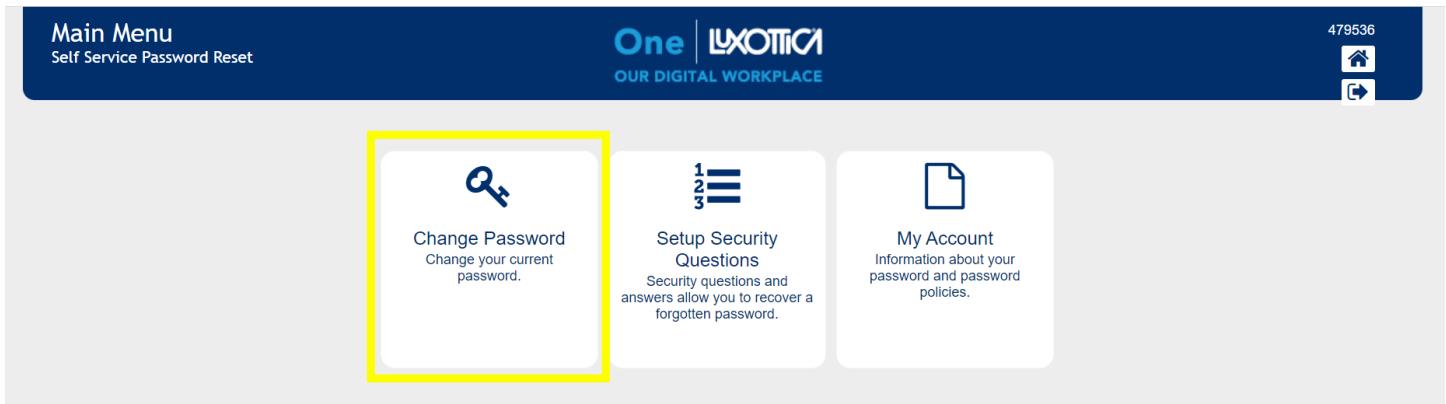
[Forgotten Password](#)

Regain access to your account if you have forgotten your password.

# Password Reset

3

Select **Change Password**



Main Menu  
Self Service Password Reset

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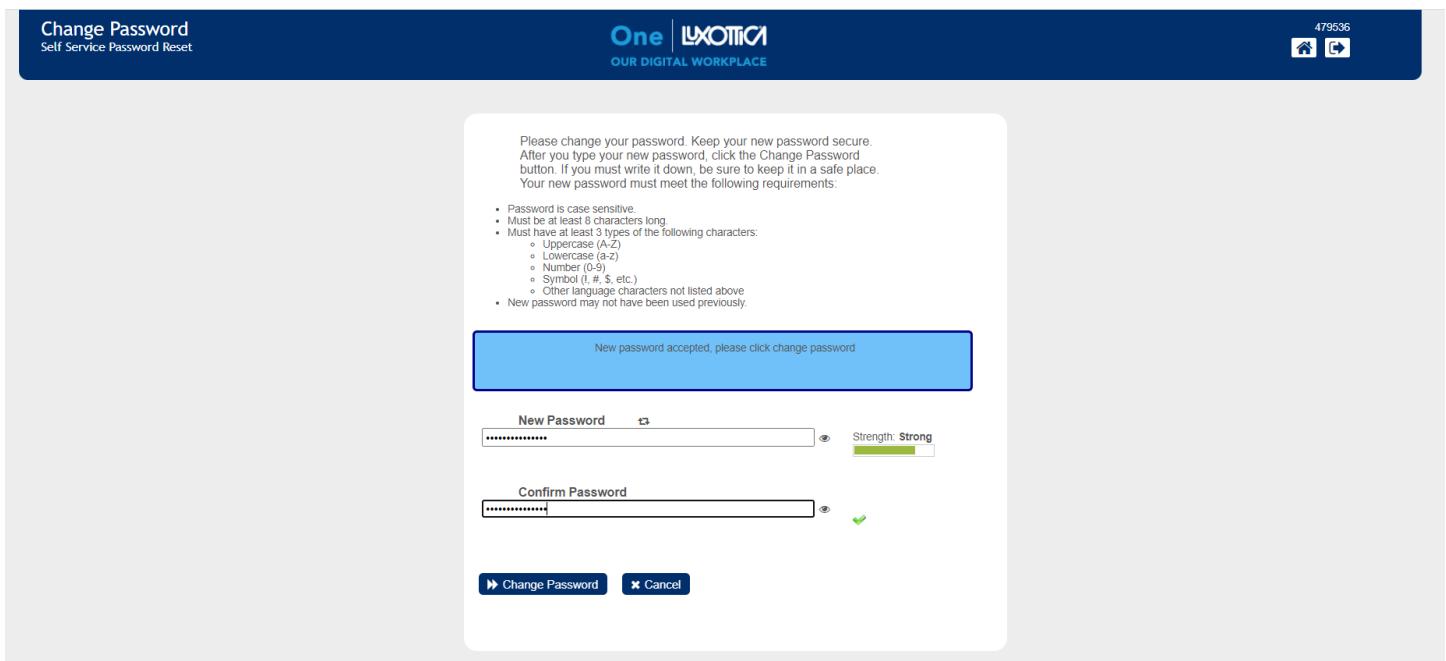
Change Password  
Change your current password.

Setup Security Questions  
Security questions and answers allow you to recover a forgotten password.

My Account  
Information about your password and password policies.

4

Type your new password using the rules displayed in the text box.  
Keep your new password secure



Change Password  
Self Service Password Reset

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Please change your password. Keep your new password secure.  
After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place.  
Your new password must meet the following requirements:  
• Password is case sensitive.  
• Must be at least 8 characters long.  
• Must have at least 3 types of the following characters:  
    ◦ Uppercase (A-Z)  
    ◦ Lowercase (a-z)  
    ◦ Number (0-9)  
    ◦ Symbol (#, !, etc.)  
    ◦ Other language characters not listed above  
• New password may not have been used previously.

New password accepted, please click change password

New Password:  Strength: Strong

Confirm Password:  ✓

▶ Change Password ✗ Cancel

# Password Reset

5

Your new password will be active within a few minutes. Keep in mind you will need to do this process every 60 days when your password expires

The password has been changed successfully.

► Continue

6

Once back to the home screen, you have the option to Setup Security Questions. Security questions and answers allow you to recover a forgotten password

1  
2  
3

## Setup Security Questions

Security questions and answers allow you to recover a forgotten password.

If you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security answers

What is the name of your favorite teacher?



What is the name of the main character in your favorite book?



What is the name of your favorite pet?

