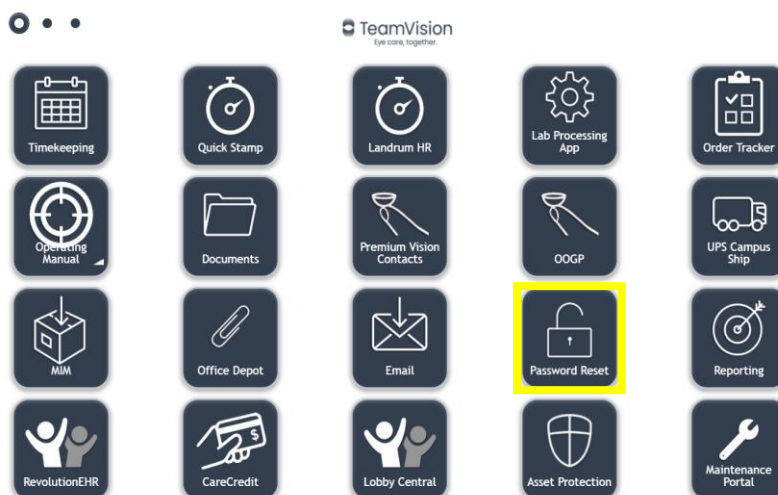


# Password Reset

- 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 **LUXmmdyyy!** with the date being your birthday. Note capitalization

Please Sign in  
Self Service Password Reset

One | LUXOTICA  
OUR DIGITAL WORKPLACE

479536

LUX11101981!

Sign in

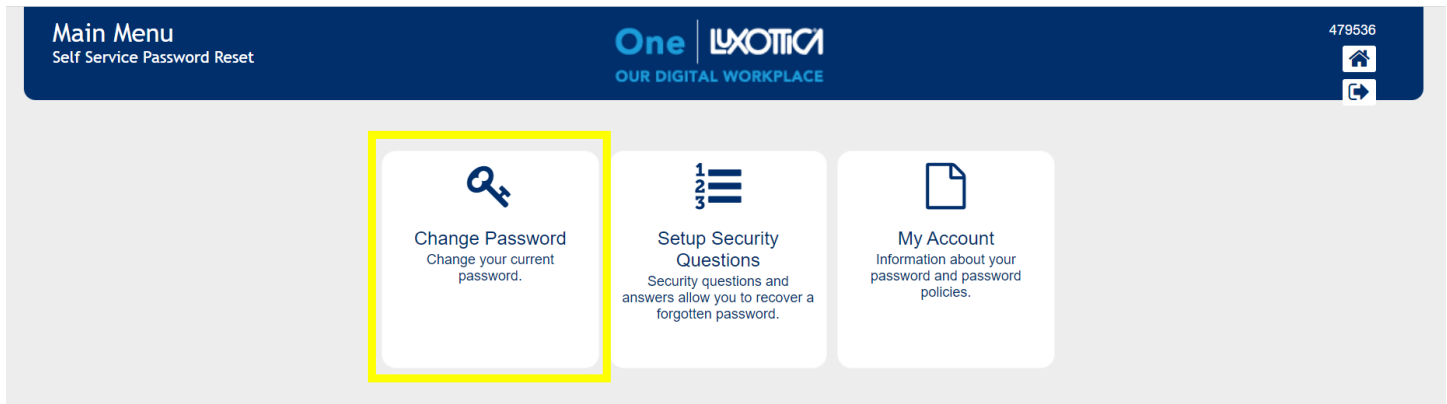
[Forgotten Password](#)

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

# Password Reset

3

Select **Change Password**



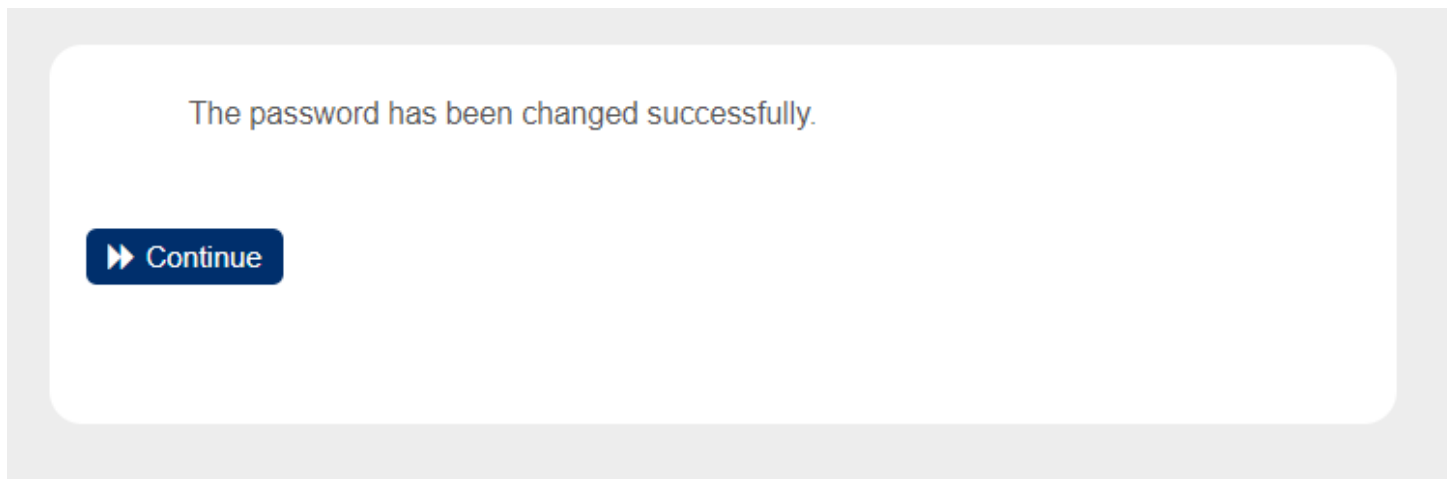
4

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

The 'Change Password' form is displayed within the same header as the previous screen. It includes a list of password requirements: case sensitivity, minimum length of 8 characters, and a mix of uppercase, lowercase, numbers, and symbols. A blue message box states 'New password accepted, please click change password'. Below this are two input fields: 'New Password' and 'Confirm Password', both masked with dots. The 'New Password' field has a 'Strength: Strong' indicator with a green bar. A green checkmark is visible next to the 'Confirm Password' field. At the bottom, there are 'Change Password' and 'Cancel' buttons.

# 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



- 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



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?

➤