# PASSWORD SYNC & RESET
## EssilorLuxottica Network

**TeamVision**
*Eye care, together.*

Use the **Password Reset App** from the Ciao! Toolkit when resetting your EssilorLuxottica Network Password.

https://account.luxottica.com/adpassword/private/login

Note: Do NOT reset your EssilorLuxottica Network password from Dell PC (Windows). If prompted, STOP and go to the Toolkit (or above link) to reset password. After following these steps, if you still have issues call SSS

## Password Guidelines & Tips

**Passwords must have a minimum length of twelve (12) characters and obeye the following rules:**

> Mandatory: at least one uppercase (characters from A to Z)
> Mandatory: at least one lowercase (characters from a to z)
> Mandatory: at least one digit (characters from 0 to 9)
> Recommended: at least one special international non-alphanumeric characters such as: ( ) ~ ! @ # $ & * - + = | \ { } [ ] : ; < > , . ? /

**Passwords must NOT:**

> Must not contain, even partly, the company name or geographic location
> Must not contain user's first or last name, User ID or user's birth date
> Must not contain repeating or sequential characters
> Must not be words that can be found in a standard dictionary (English or foreign) or publicly known slang or jargon

Security recommendation when using a word, change things such as the letter a to @, i to the number 1 or !, o to 0 (zero), s to $

## Additional Resources

Store Systems Support (SSS) - 1 (833) 467-4243

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