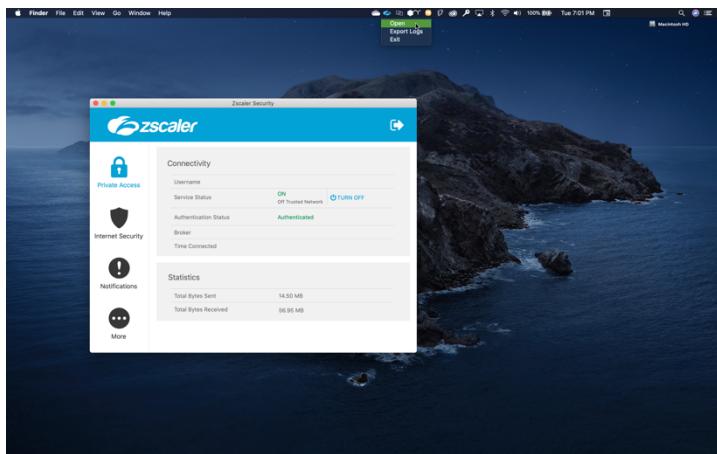


# Reset PW How To Guide - Zscaler

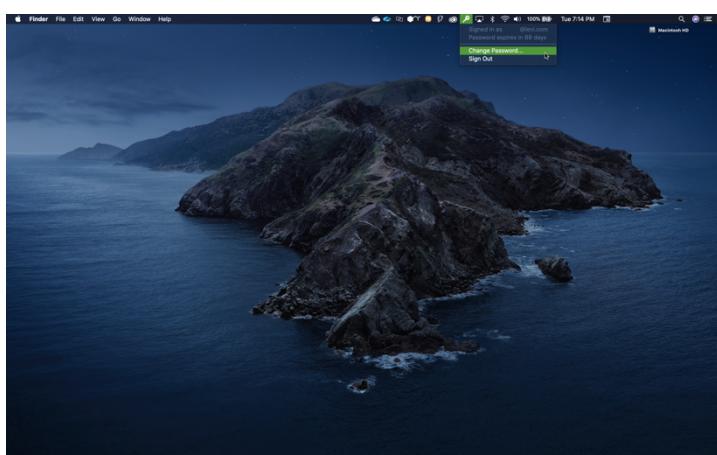
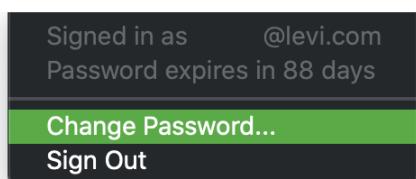
Ensure you are connected to VPN

\*\*If you do not have VPN or if your password is already expired, see the second part of this document



In the Mac Finder menu click the Enterprise Connect extension (looks like a small key) in your Finder menu on the desktop

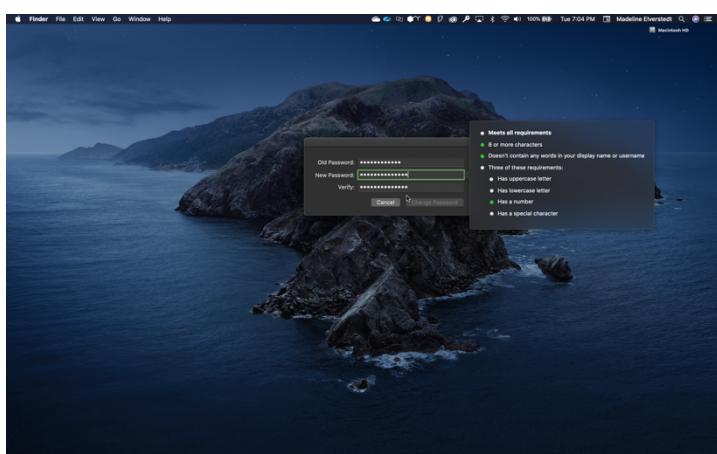
Then select “Change Password”



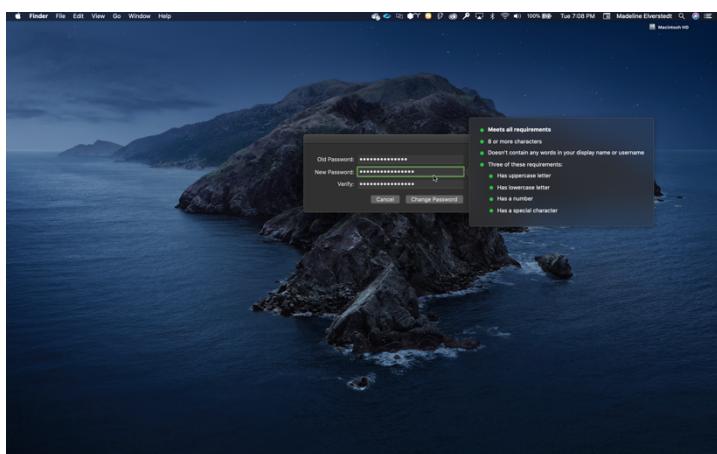
Enter your old password

Then create a new password and verify by typing your new password *again*

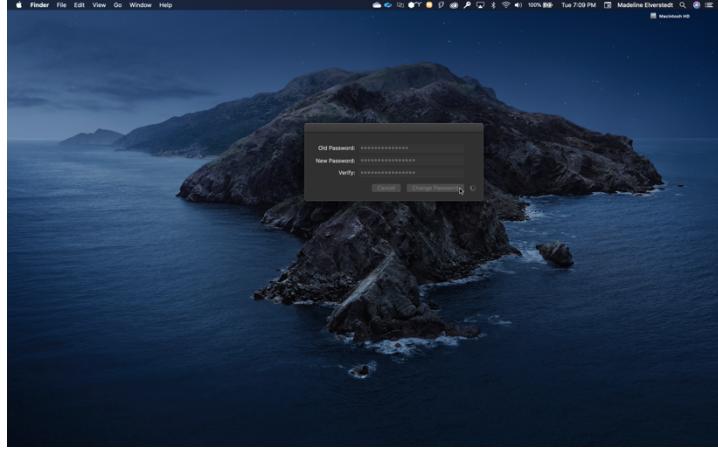
Your new password cannot be one used in the past or have changed in the last 24 hours and must meet all password requirements



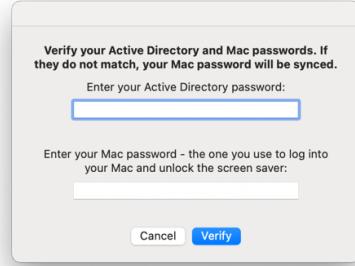
Ensure that you have met all requirements and click “Change Password”



Once this has been completed your new password will be set



You may be prompted by the system to enter your old password in order to sync your log in password with Active Directory – please do so

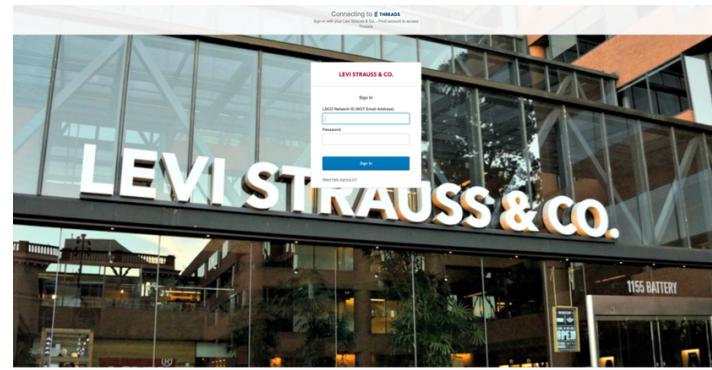


# NO FURTHER STEPS REQUIRED

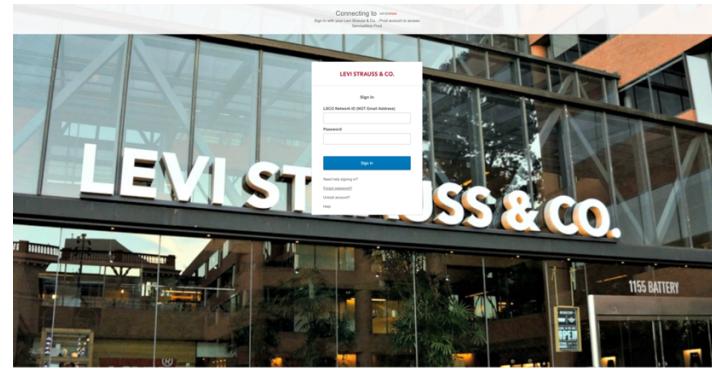
# PART TWO – ALTERNATIVE RESET PASSWORD METHOD

## (SYNC STILL NEEDED)

Navigate to <http://levi.okta.com/> and click “Need Help Signing In?”

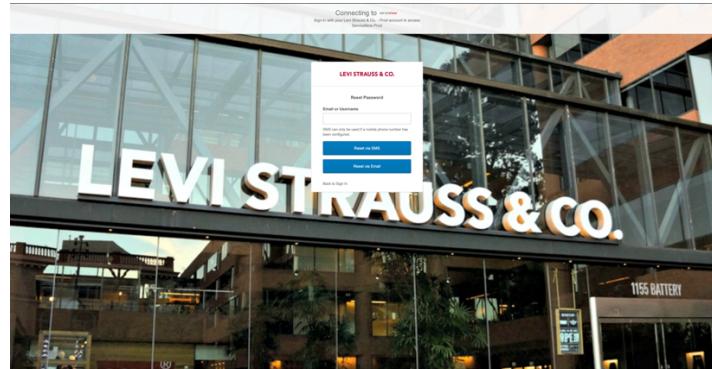


Click “Forgot Password”



Enter your Levi's username or email

Then click “Reset via SMS”

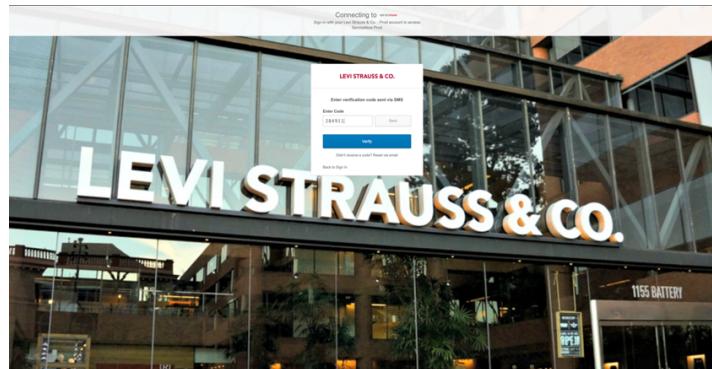


A code will be sent to the phone number you have already set up for use with Okta

Check for a test message on your mobile device

Enter the code from the text message and click “Verify”

If you have not received a text message, please cancel and try again. It is also possible that a recovery number has been set up – please stop and contact IT support for help



Your new password cannot be one that has been used in the past and must meet all password requirements

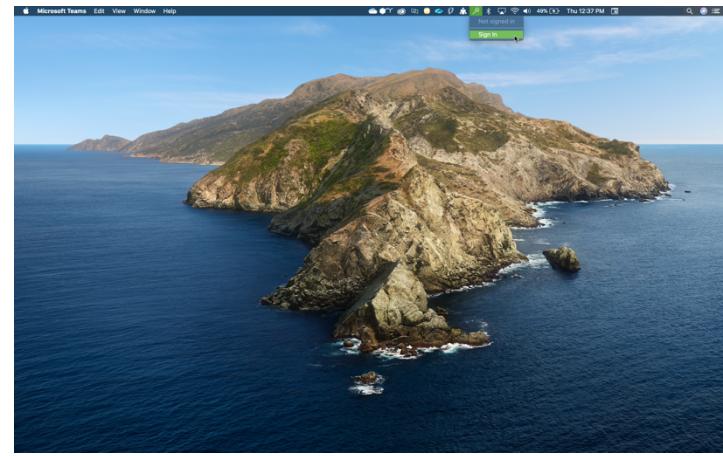
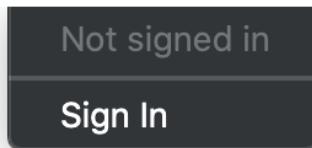
- Meets all requirements
- 8 or more characters
- Doesn't contain any words in your display name or username
- Three of these requirements:
  - Has uppercase letter
  - Has lowercase letter
  - Has a number
  - Has a special character



Enter your new password and click “Reset Password”

In the Mac Finder menu click the Enterprise Connect extension (looks like a small key) in your Finder menu on the desktop

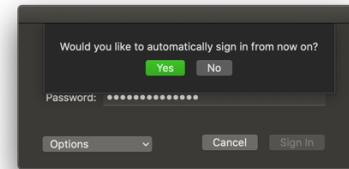
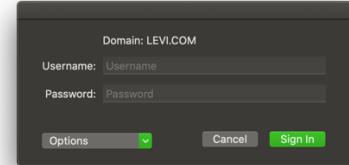
Then select “Sign in”



Enter your Levi's username and new password that was created online and click “Sign In”

When asked

“Would you like to automatically sing in from now on?”  
please click “Yes”



You may be prompted by the system to enter your old password in order to sync your log in password with Active Directory – please do so

Once this is complete, you will receive an email within ~15 min confirming that your password has been reset.



# Reset Password Complete