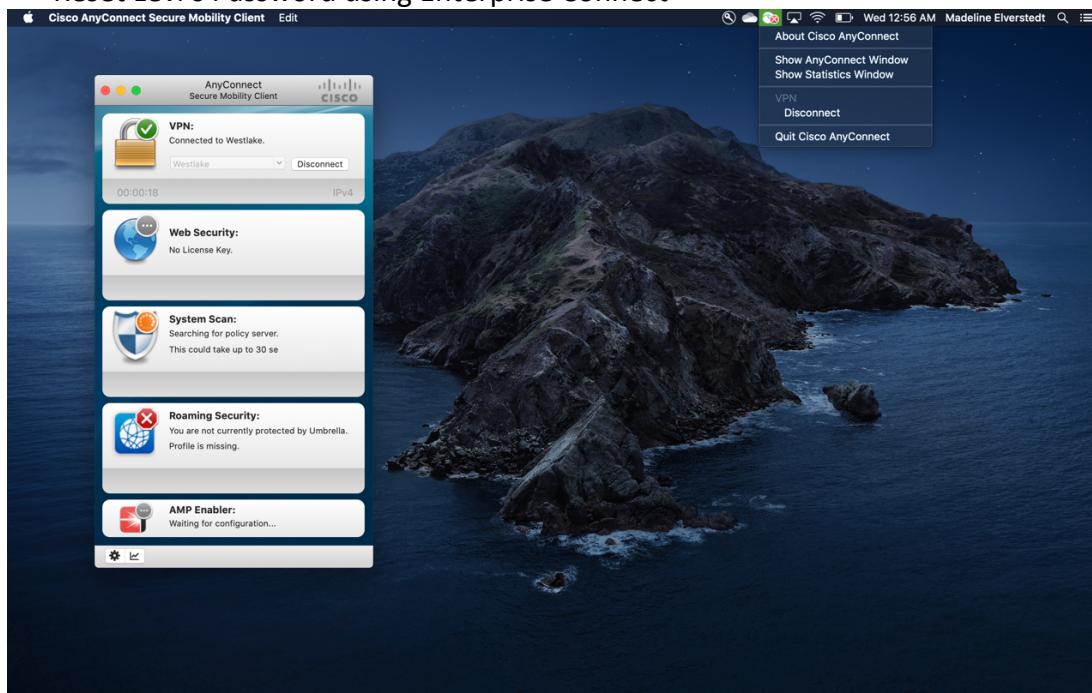


Reset Levi's Password using Enterprise Connect

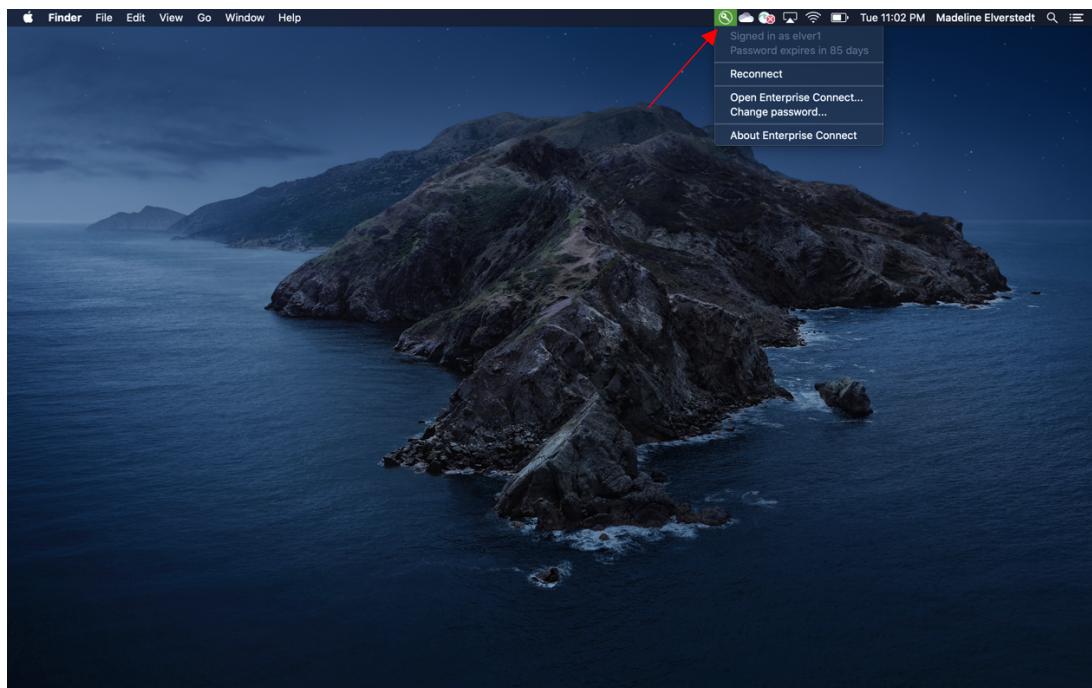
Ensure you are connected to VPN

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

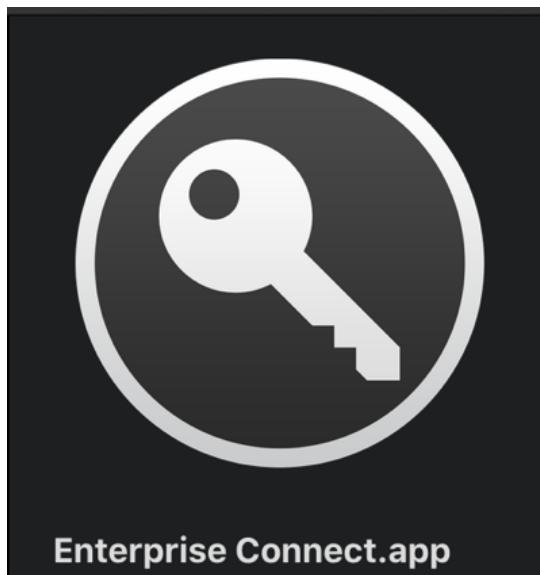


Click the **Enterprise Connect** key in your Finder menu on the desktop

Then select “**Change Password**”



If you do not see the Enterprise Connect key in your Finder menu you can also search for this app in your Applications

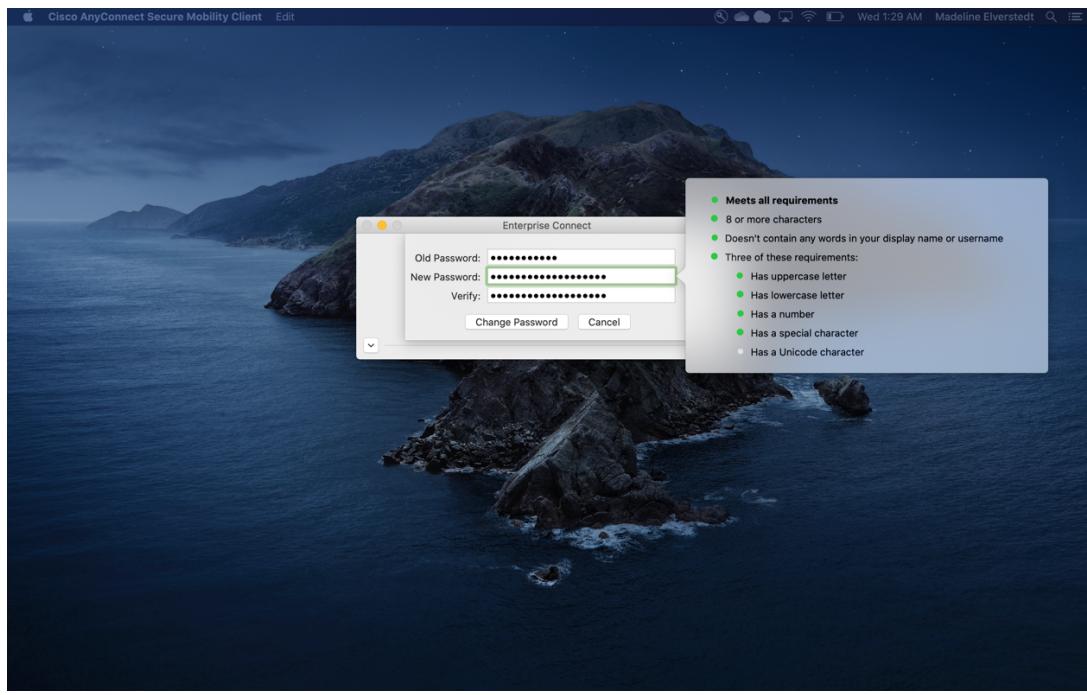


Enter your old password

Then enter a new password and verify by typing your new password again

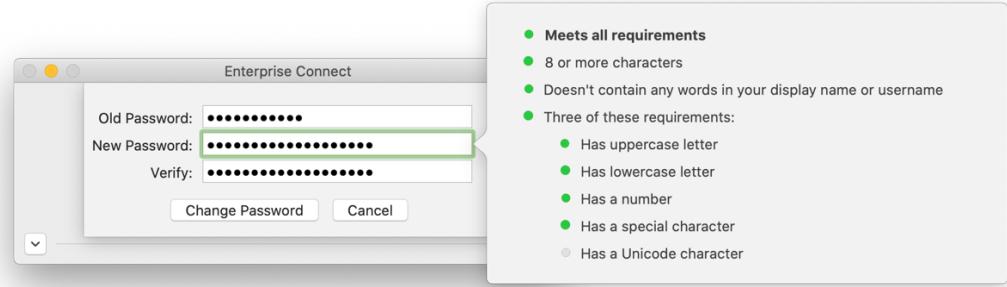
Your new password cannot be one that has been used in the past and must meet all password requirements

**A Unicode character is not necessary
YES it will let you change your password without a Unicode character



Ensure that you have met all requirements and click "**Change Password**"

**A Unicode character is not necessary
YES it will let you change your password without a Unicode character



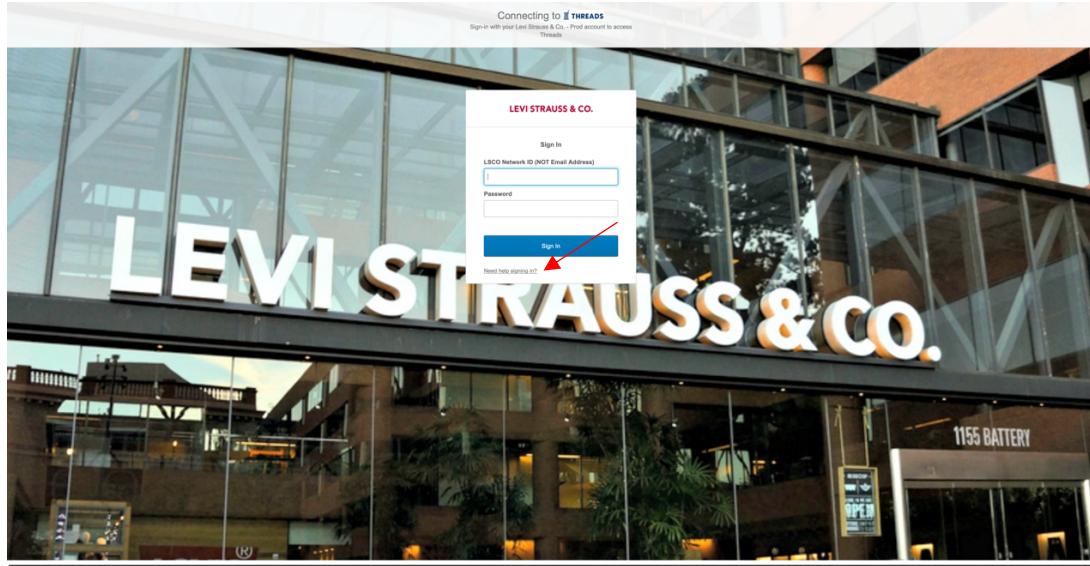
Once this is has been completed your new password will be set

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

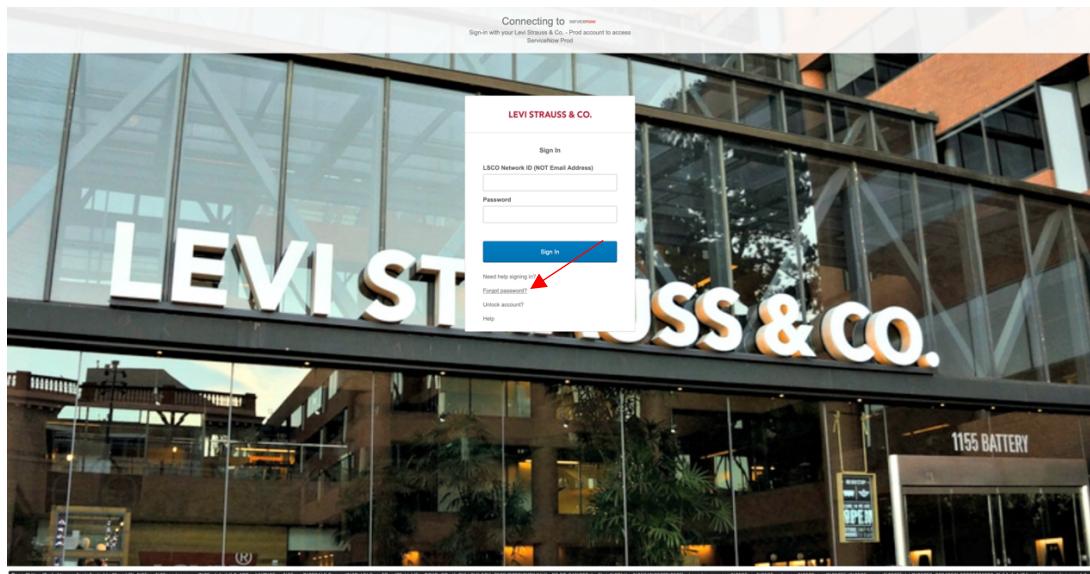
NO FURTHER STEPS REQUIRED

Reset Levi's Password if Expired, Forgotten or Without VPN

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

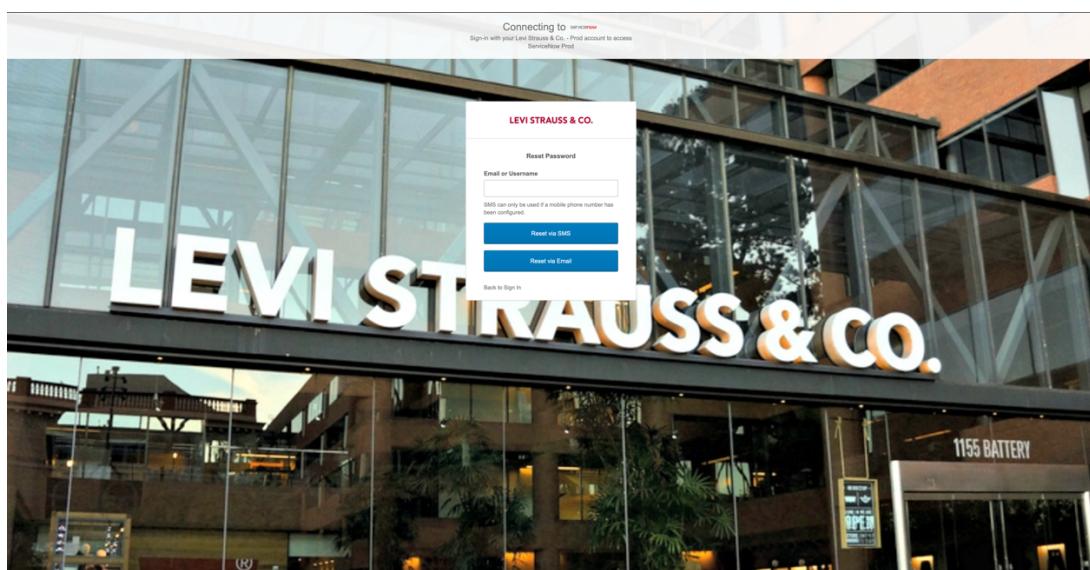


Click “**Forgot Password**”



Enter **your** Levi's username or email

Then click “**Reset via SMS**”

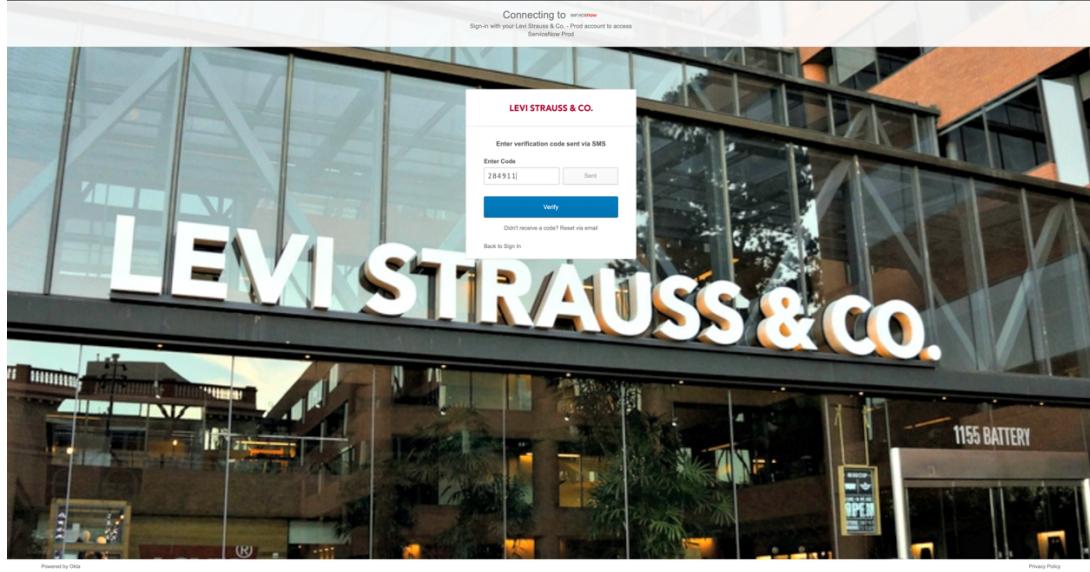


A code will be sent to the phone number you have already set up for use with Okta

Check for a text message on your mobile device

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

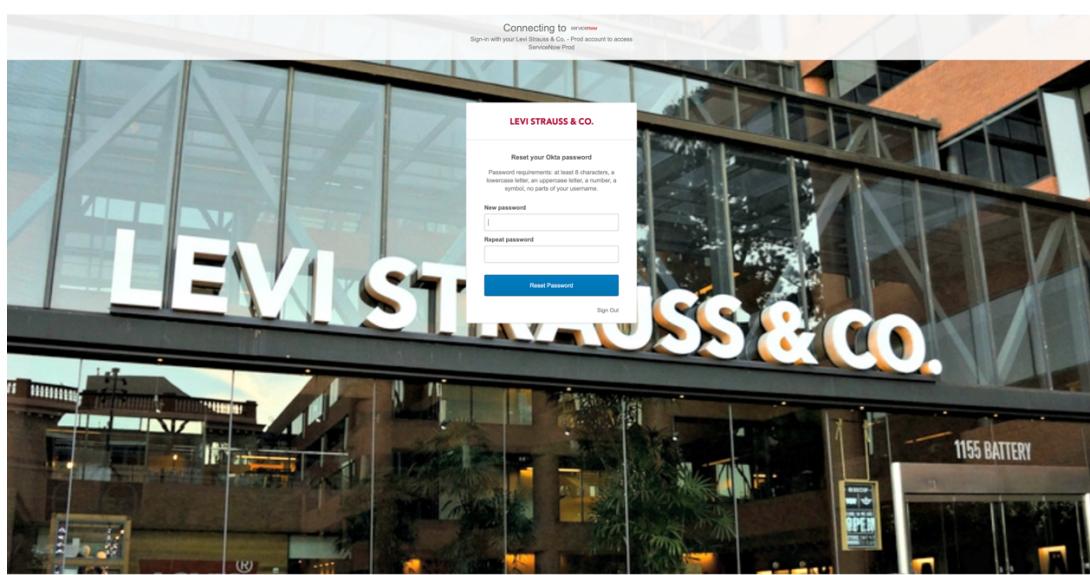
If you have not received a text message, please cancel and try again. It is also possible that a recovery number has not been set up – please stop and contact IT support for help



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

**A Unicode character is not necessary
YES it will let you change your password without a Unicode character

- 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**”

Once this is complete, you will receive an email confirming that your password has been reset

NO FURTHER STEPS ARE REQUIRED