

# Agent Password Reset/Unlock Procedure - FOR SLA & IT

1. Confirm Agents Identity using DUO Push.
2. Here's how to send a Duo Push :

[Dashboard](#) > [Users](#) > [Redacted]



[Logs](#) | [Send Duo Push](#) | [Sync This User](#)



This user was synced from the directory [AD Sync-Secure](#). Some fields are read-only.

3. Click Send Duo Push

## Duo Push Verification



Duo Push sent. Waiting for response...

User

[Redacted]

Phone

iphone [Redacted]

Push Title

DependableIT Support Request

Confirmation Code

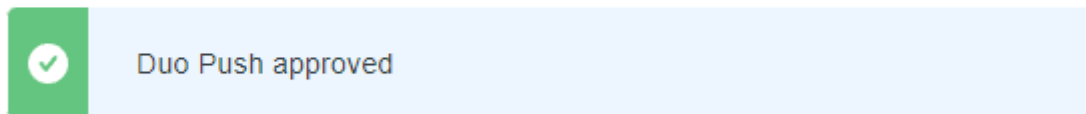
[Redacted]

Waiting...

[Close](#)

4. Once Agents hits approve on there device similar to vpn signin you will see this.

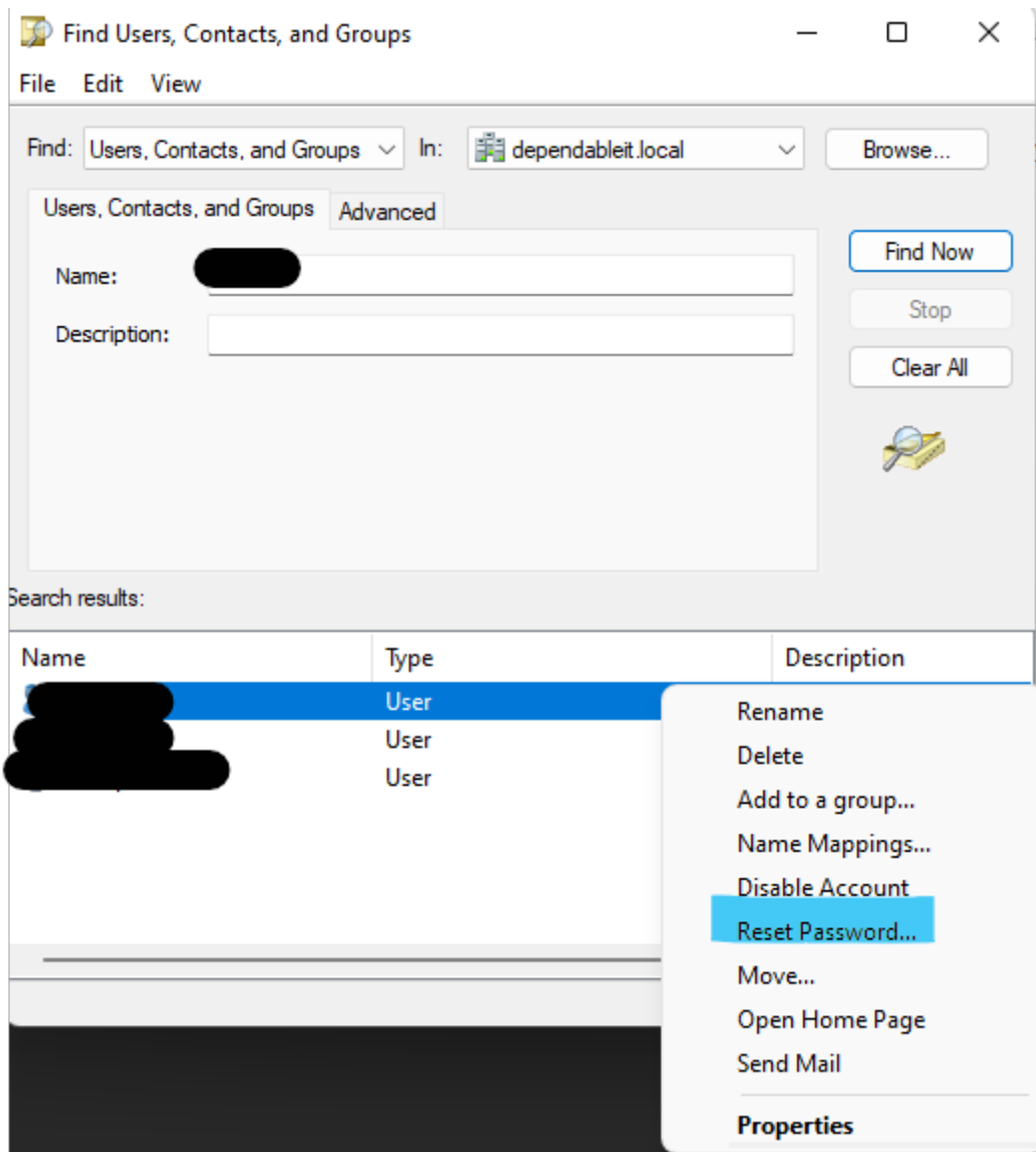
## Duo Push Verification



User	[REDACTED]
Phone	iphone [REDACTED]
Push Title	DependableIT Support Request
Confirmation Code	[REDACTED]

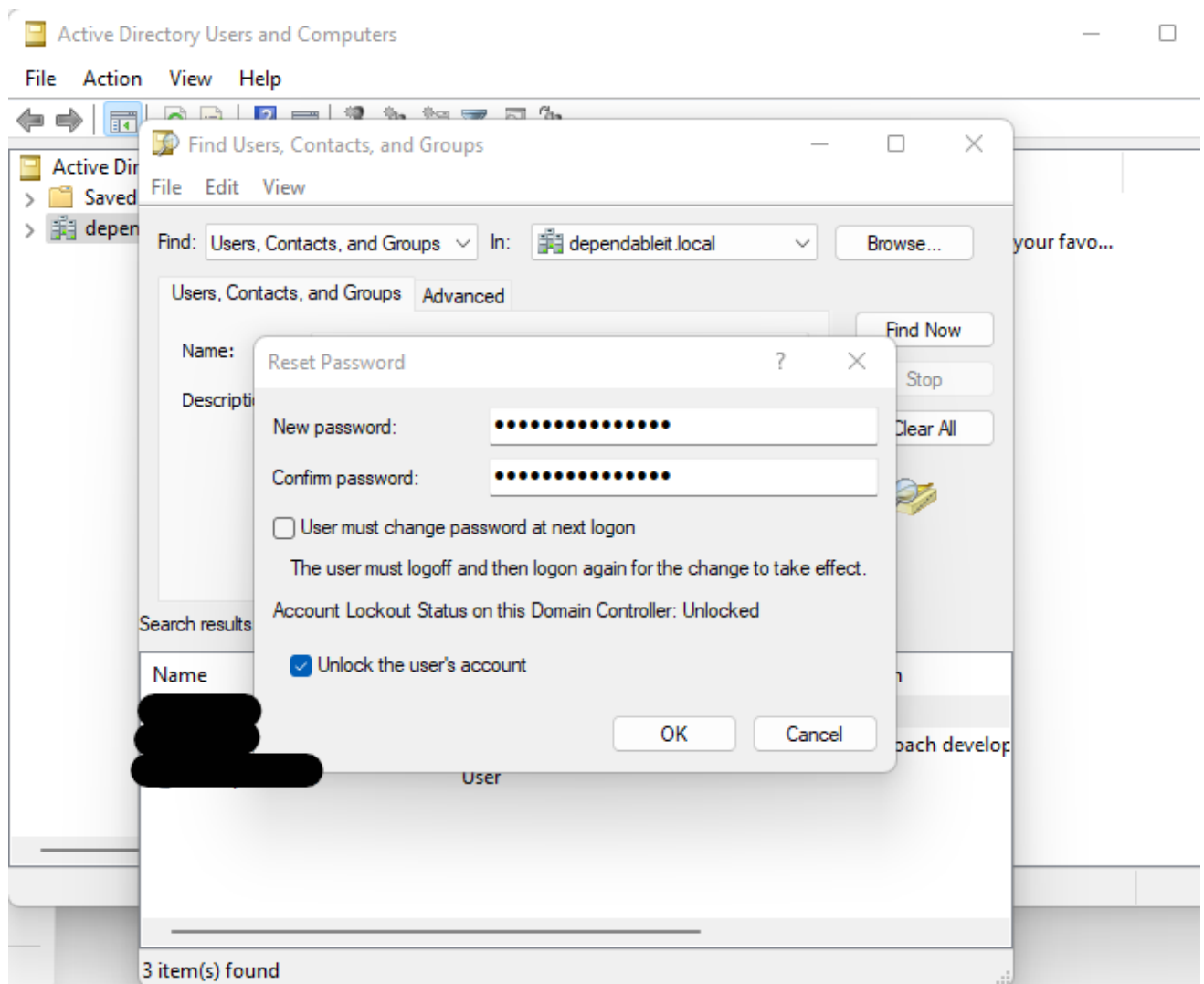
Close

5. Now you can proceed with resetting the password in AD.



6. Password reset should follow these rules have to be

1. Min Length 14 characters.
2. One Uppercase and one Lowercase
3. At least 4 Numbers.
4. one Special character "!@#\$\$%^&\*"



7. If for some reasons agents are unable to verify there identity, **verify there address and employee ID**, before proceeding to reset the password.

Revision #6

Created 27 October 2023 18:00:33 by Damanpreet Singh

Updated 24 November 2023 16:55:29 by Damanpreet Singh