

CHI Easy Access
**Self-Help Network Password
Change/Reset and Account Unlock**

Departmental Discussion



imagine
your **Best Self**

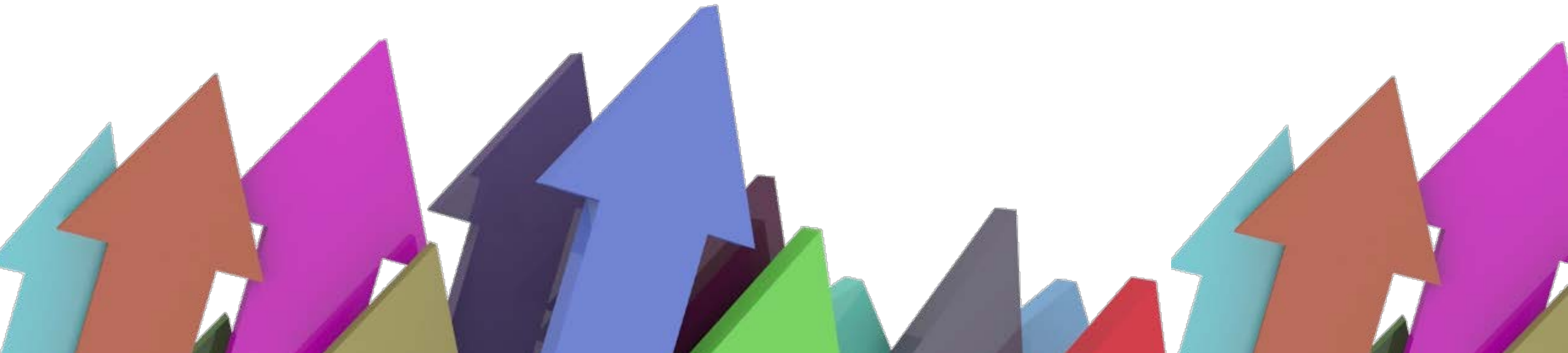
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Why Use *CHI Easy Access*?

The Benefits Add Up!



- **Improved IT experience:** You have real-time control of your account whenever you need it
 - It's quick, it's simple and gives you access to other applications
- **Savings opportunity:** We can cut down on the volume and cost of calls to the ITS Service Desk
- **Improved security:** We can implement security practices across all users and devices and in the cloud



Register Today

- **One-time registration:**
 - Go to chieasyaccess.org
 - Registration takes just a few minutes and is the key to having these convenient tools at your fingertips
 - Job aids also at chieasyaccess.org
- Once registered, gives access to My IT Support portal and mobile app, and future applications

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We Can Use *CHI Easy Access* Today

- Once registered, go to the password reset/account unlock links from your workstation sign-on screens
- Once you're logged in, you can still press CTRL-ALT-DELETE after login to reset a password



While You're At It..

Sign up for Secure Remote Access

- CHI Easy Access is our **first choice** for unlocking your account or changing/resetting your password.
- But, if you ever need to call the ITS service desk for these purposes, you'll need to confirm your identity:
 1. With Duo Secure Remote Access
 2. By answering challenge questions
 - Two of these: Network user name; month and date of hire; last four digits of Social Security Number
 3. Or, by getting help from your manager
 - If you don't have Duo Secure Remote Access and don't know answers to challenge questions, your manager will be sent an email (you'll get a copy), along with a PIN so he/she can call and help get you squared away
- Register for Duo Secure Remote Access when you sign up for **CHI Easy Access** or by going to the Secure Remote Access page on InsideCHI.

Thank you...

- ...For registering for CHI Easy Access
- ...For using it for password changes/resets and account unlocks *instead* of calling the ITS Service Desk
- ...For signing up for Duo Secure Remote Access so you can confirm your identity should you need to call the ITS Service Desk
- ...For helping save yourself time and hassle and reducing CHI's costs



Q&A

Concerns?

Thank you!

CHI