

## **CHI Easy Access Adoption**

### **Rounding Message**

**February 28, 2018**

#### **Reset Your Network Password or Unlock Your Account Quickly and Easily With CHI Easy Access**

- I want to encourage you to use our CHI Easy Access tools when you need to reset your network password or unlock your account.
  - It's quick and easy to take care of this yourself—you can skip the call to the ITS Service Desk.
  - Our simple-to-use self-help tools put you in control.
  - We can also reduce the volume and cost of calls to the ITS Service Desk.
- If you've already registered for the My IT Support portal, you're good to go.
- Otherwise, you'll need to complete a quick, one-time registration step will put these convenient tools at your fingertips, whenever you need them.
  - You can find registration details and job aids at [chieasyaccess.org](http://chieasyaccess.org).
- When you get locked out of your network account or need to update your password:
  - All you need to do is click the *Reset Password or Unlock Your Account* link on your work computer's sign-in screen.
  - If you use Tap & Go, you can also access these tools from the Tap & Go workstation sign-in screen.
  - Job aids are available at [chieasyaccess.org](http://chieasyaccess.org).
- Lastly, have you signed up for Secure Remote Access using the Duo tool? It's necessary if you ever plan to work remotely AND it is used to verify your identity if you call the service desk for assistance with changing/resetting your password or unlocking your account. You can select the Duo icon from the final screen that appears when you sign up for CHI Easy Access. (Note, you must be on a CHI network – at a facility or via VPN – to sign up for Duo.) Learn more at [Secure Remote Access](#) on InsideCHI.
- Please let me know of your questions or feedback about using these tools.