

Frequently Asked Questions – *CHI Easy Access* January 2018

Overall Project

1. What is *CHI Easy Access*?

CHI Easy Access brings you an easy-to-use self-help way to unlock your network account or reset your network password from your desktop computer or Tap & Go device. It replaces several different of tools in use across our organization. Over time, it will bring additional benefits to computer users.

2. How will *CHI Easy Access* help me and make my job easier?

With *CHI Easy Access*, when you get locked out of your network account or need to update your network password, it's easy to take care of it quickly yourself—any time and virtually anywhere. You no longer have to call our ITS Service Desk for assistance to unlock your account or reset your password.

3. How will *CHI Easy Access* save us money?

Currently, every month there are approximately 14,000 calls to the ITS Service Desk for assistance with network password resets and network account unlocks. If we all use the new self-help account unlock and password reset tools instead of calling our contracted IT help desk, we can reduce our IT support costs significantly. Our goal is to reduce the number of help desk calls for account unlocks and password resets by 40 percent in the next year.

4. When can I start using *CHI Easy Access*?

The *CHI Easy Access* network password reset and network account unlock tools are ready to use across most of CHI. Currently, CHI Health in Nebraska and Iowa; CHI St. Alexius Health in Bismarck, North Dakota; and the Texas Division are not yet using *CHI Easy Access*.

Registration for *CHI Easy Access* is quick and simple.

5. How does this align with our Living Our Mission Measures?

The *CHI Easy Access* project will not only make it easier and more efficient for us to work, but it will also save us money. So, this effort lines up with both our Employee Engagement and Operating EBIDA *Living Our Mission* measures.

6. Does *CHI Easy Access* use specific technology?

CHI Easy Access is powered by a proven solution from Okta, a leader in cloud-based identity management technology. Okta has thousands of customers including several health care systems and insurance companies.

7. Will this project move ahead if CHI decides to align with Dignity Health?

We believe that having all of CHI using a proven system for network password resets and network account unlocks will make it easier to integrate our systems with Dignity Health.

Registration for *CHI Easy Access*

1. How will I know it's time for me to register for *CHI Easy Access*?

One-time registration is required for *CHI Easy Access* network password reset and network account unlock services. You can register today at chieasyaccess.org. It takes about a minute. Instructions and job aids are available at this site.

2. Are there any special requirements to register?

When you register, you'll need to enter a phone number where you can receive text messages and/or a secondary email address that can be accessed off your work site's computer network (such as Gmail, Outlook.com, etc.). That way you can receive a link by text or email to use to reset your network password or unlock your network account.

We also encourage you to enroll for Secure Remote Access, our Secure Remote Access tool from Duo. It's necessary if you need 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'll see the Duo icon on the screen that appears when you finish signing up for *CHI Easy Access* and it only takes a couple minutes to complete the registration.

We suggest you complete this registration step for quicker resets and unlocks using *CHI Easy Access*. Secure Remote Access is required if you plan to work remotely off the network.

3. How do I enroll for Secure Remote Access two-factor authentication?

The icon for Duo Security, our Secure Remote Access tool, appears on the final screen when you sign up for *CHI Easy Access* and it only takes a couple minutes to complete. 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. (Note, you must be on a CHI network – at a facility or via VPN – to sign up for Duo.)

If you don't register for Secure Remote Access two-factor authentication when you sign up for *CHI Easy Access*, you can do it anytime. Here's information on how to [register](#) for it.

4. Is *CHI Easy Access* related to our *My IT Support* initiative?

The *My IT Support* portal lets you easily obtain technical help and see the status of your IT help tickets. Because it uses the same registration "engine" as *CHI Easy Access*, once you've registered for one of these applications, you're registered for both of them!

5. What if I need help signing up?

First, visit chieasyaccess.org and check out the instructions and job aids there. Or, contact the ITS Service Desk: [Live Chat](#) or call 866-236-0441 (720-875-7500 in Denver).

Password Reset

1. How do I register to be able to reset my network password when I need to?

You can register today at chieasyaccess.org. It takes about a minute, and instructions and job aids are available at this site. If you don't register in advance, you can do it the first time you use our self-help tools to unlock your network account or reset your network password. But, why not do it when you're not in the middle of caring for a patient or an important project?

2. How do I access the tool when I need to reset my network password?

Users in most CHI markets can now access our **CHI Easy Access** self-help network password reset and network account unlock tools multiple ways:

- **From the desktop:** Most users now have a link to our password reset and account unlock tools from workstation sign-on screens. The option to press CTRL-ALT-DELETE after login to reset a password remains available.
- **From Tap & Go:** Most Tap & Go users have access to the password reset and account unlock tools from Tap & Go workstation sign-in screens.
- **From the My IT Support portal:** There are links to our password reset and account unlock tools in the upper right corner of the My IT Support portal home page.

3. Can I reset my password remotely or on a mobile device?

Yes. **CHI Easy Access** will let you reset your network password using a browser on your desktop, smart phone, tablet or laptop. Just visit chieasyaccess.org on your device and click on the Reset/Change Your Password link on the right side of the web page. There are also job aids at this site on how to register for and use **CHI Easy Access**.

The Okta platform that powers **CHI Easy Access** works with Internet Explorer 11, Safari, Firefox and Chrome browsers.

Do not download the Okta app as it will not be supported for remote access at this time.

Notes:

- **It is most efficient to change your network password from a CHI-owned computer connected to a CHI network.** If you reset your password from off the network, you may need to take extra steps to update your CHI-owned computer to your new password. For details go to chieasyaccess.org and access the job aid titled How to Update Your CHI Network Password and Avoid Lockouts.
- **If your mobile devices are connected to CHI Wi-Fi networks,** you should remove the CHI networks and reconnect to them each time you change your network password. Otherwise, your mobile devices will continue to try to log in with your old password. This will result in you being locked out of your network account. At chieasyaccess.org you'll find a job aid titled How to Update Your CHI Network Password and Avoid Lockouts with details on removing and reconnecting to CHI networks.

4. What if I need help?

Contact the ITS Service Desk: [Live Chat](#) or call 866-236-0441 (720-875-7500 in Denver).

Account Unlock

1. How do I register to be able to unlock my network account when I need to?

You can register today at chieasyaccess.org. It takes about a minute, and instructions and job aids are available at this site. If you don't register in advance, you can do it the first time you use our self-help tools to unlock your network account or reset your network password. But, why not do it when you're not in the middle of caring for a patient or an important project?

2. How do I access the application when I'm locked out of my account?

After you've registered, to unlock your network account, go to chieasyaccess.org using a browser (from a computer or mobile device) and click the Unlock Your Account link on the right side of the web page. There are also job aids at this site on how to register for and use **CHI Easy Access**.

The Okta platform that powers **CHI Easy Access** works with Internet Explorer 11, Safari, Firefox and Chrome browsers.

Do not download the Okta app as it will not be supported for remote access at this time.

3. Can I unlock my account remotely or using a mobile device?

Yes. **CHI Easy Access** will let you unlock your network account using a browser on your desktop, smart phone, tablet or laptop. Just visit chieasyaccess.org on your device and click on the Unlock Your Account link on the right side of the web page. There are also job aids at this site on how to register for and use **CHI Easy Access**.

The Okta platform that powers **CHI Easy Access** works with Internet Explorer 11, Safari, Firefox and Chrome browsers.

Do not download the Okta app as it will not be supported for remote access at this time.

4. What if I need help?

Please contact the ITS Service Desk: [Live Chat](#) or call 866-236-0441 (720-875-7500 in Denver).

Tap & Go

1. Will **CHI Easy Access** work with Tap & Go workstations for clinicians?

Tap & Go allows clinicians throughout CHI to log in to a unit-based computer and have their "session" follow them from device to device, reducing the number of logins required.

CHI Easy Access works on both the Imprivata and Caradigm Tap & Go workstations. Links have been added on the sign-on screens for both of these systems.

Visit chieasyaccess.org to register for **CHI Easy Access** and to check out job aids specific to your Tap & Go application.

Training and Support

1. What kind of training will be available?

Only limited training will be required since **CHI Easy Access** is so easy to use. Training consists of job aids found at chieasyaccess.org. Job aids cover:

- How to register for **CHI Easy Access**
- How to reset your network password on desktops and Tap & Go workstations
- How to unlock your network account on desktops and Tap & Go workstations
- How to update your network password and avoid lockouts (special considerations for mobile devices connected to CHI networks, and for working remotely)

2. What if I need help setting up or using the **CHI Easy Access** tools?

Please contact the ITS Service Desk: [Live Chat](#) or call 866-236-0441 (720-875-7500 in Denver).

Working Remotely

1. Can I access *CHI Easy Access* on the web while working remotely off the network?

Yes. *CHI Easy Access* will let you unlock your network account and reset your network password using a browser. Visit chieasyaccess.org on any device you're on—desktop, mobile phone, tablet or laptop—on the CHI network or off. Select the tool you need from the links on the right side of the web page. The Okta platform that powers *CHI Easy Access* works with Internet Explorer 11, Safari, Firefox and Chrome browsers.

Tips on using *CHI Easy Access* while working remotely:

- ***It is most efficient to change your network password from a CHI-owned computer connected to a CHI network.*** If you reset your password from off the network, you may need to take extra steps to update your CHI-owned computer to your new password. For details go to chieasyaccess.org and access the job aid titled How to Update Your CHI Network Password and Avoid Lockouts.
- You may be prompted to use our Secure Remote Access two-factor authentication tool when working remotely and/or off your facility's Wi-Fi. To work remotely, or for quicker resets and unlocks, we suggest you enroll for our Secure Remote Access two-factor authentication tool from Duo Security when you sign up for *CHI Easy Access*. If you don't register for Secure Remote Access when you sign up for *CHI Easy Access*, you can do it anytime. Here's information on how to [register](#) for it.
- ***If your mobile devices are connected to CHI Wi-Fi networks,*** you should remove the CHI networks and reconnect to them each time you change your network password. Otherwise, your mobile devices will continue to try to log in with your old password. This will result in you being locked out of your network account. At chieasyaccess.org you'll find a job aid titled How to Update Your CHI Network Password and Avoid Lockouts with details on removing and reconnecting to CHI networks.

2. Can I download the Okta app from the Android or Apple stores (free) to use *CHI Easy Access*?

No, do not download the Okta app as it will not be supported for remote access at this time.

3. Can I access *CHI Easy Access* on the web from a Mac?

Yes. The Okta platform that powers *CHI Easy Access* works on the Safari browser on Macs as well as other browsers.

Working on Mobile Devices

1. Can I access *CHI Easy Access* on my personal smartphone or tablet to reset my network password or unlock my network account?

Yes. *CHI Easy Access* will let you unlock your network account and reset your network password [using a browser](#) on your desktop, smart phone, tablet or laptop. Just visit chieasyaccess.org on your device and select the tool you need on the right side of the web page. The Okta platform that powers *CHI Easy Access* works with Internet Explorer 11, Safari, Firefox and Chrome browsers.

You may be prompted to use our Secure Remote Access two-factor authentication tool when working remotely and/or off your facility's Wi-Fi. To work remotely, or for quicker resets and unlocks, we suggest you enroll for our Secure Remote Access two-factor authentication tool from Duo Security when you sign up for **CHI Easy Access**.

If you don't register for Secure Remote Access when you sign up for **CHI Easy Access**, you can do it anytime. Here's information on how to [register](#) for it.

It is most efficient to change your network password from a CHI-owned computer connected to a CHI network. If you reset your password from off the network, you may need to take extra steps to update your CHI-owned computer to your new password. For details go to chieasyaccess.org and access the job aid titled How to Update Your CHI Network Password and Avoid Lockouts.

If your mobile devices are connected to CHI Wi-Fi networks, you should remove the CHI networks and reconnect to them each time you change your network password. Otherwise, your mobile devices will continue to try to log in with your old password. This will result in you being locked out of your network account. At chieasyaccess.org you'll find a job aid titled How to Update Your CHI Network Password and Avoid Lockouts with details on removing and reconnecting to CHI networks.

Evaluation

1. How are we measuring the success of **CHI Easy Access**?

The primary way we will assess the success of the **CHI Easy Access** network password reset and network account unlock tools will be whether we reduce calls to the ITS Service Desk for assistance. Today we pay a fee to our contracted service desk provider to assist with approximately 14,000 unlocks and resets each month. We hope to reduce this by 40 percent over the next year.

There are also a number of technical metrics we will monitor to ensure the **CHI Easy Access** program is meeting our expectations.