




Note: Any user who resets a password from a mobile or off-network device is required to update their credentials on their work computer. Also, after you unlock your account, you must be registered to use our Secure Remote Access two-factor authentication tool to log in from off our network. Access job aids at chieasyaccess.org.

From chieasyaccess.org, click "Unlock Your Account" in the menu on the right.

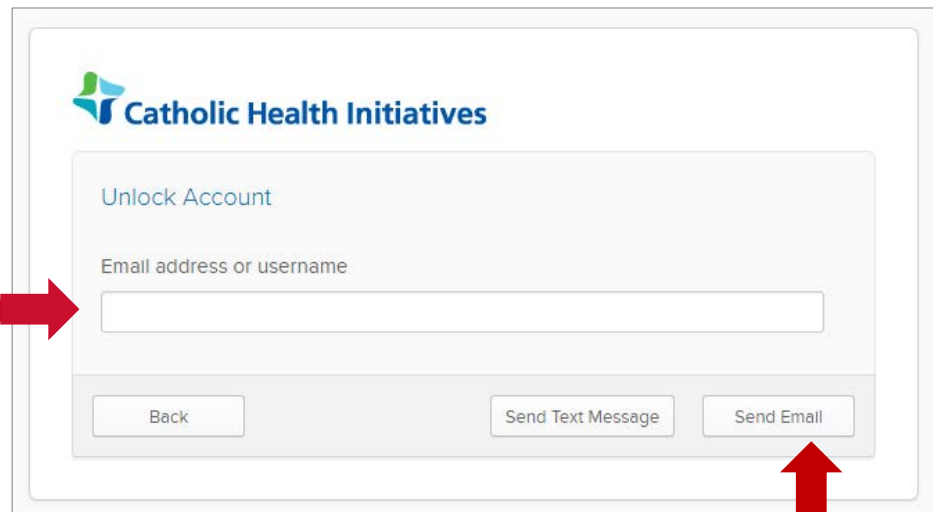
1

Related Links

-  [Unlock Your Account](#)
-  [Reset/Change Your Password](#)
-  [Go to My IT Support](#)

Enter your CHI email address or your username for your network account.

2



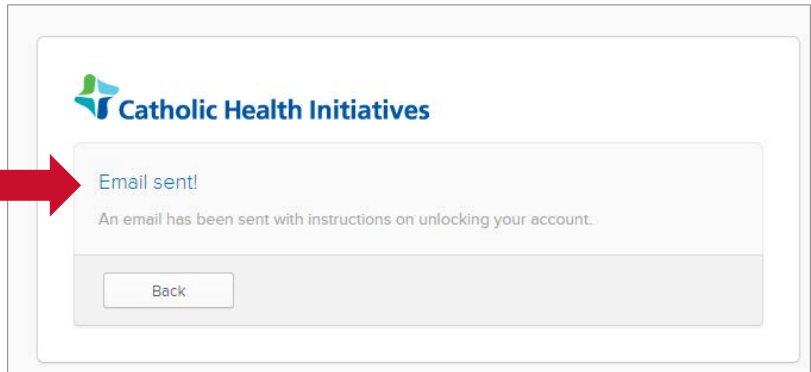
3

Click "Send Email." This will send an email to both your CHI email account and to the secondary email account you submitted when you registered for CHI Easy Access.

Reminder: Per CHI IT policies, you may not use the CHI network to access another account, such as Gmail. However, clicking "Send Email" will generate an email that will be sent to both your CHI email account and the secondary email account you submitted during the CHI Easy Access registration process. The email will include instructions, a code and a link to re-establish your login capability.

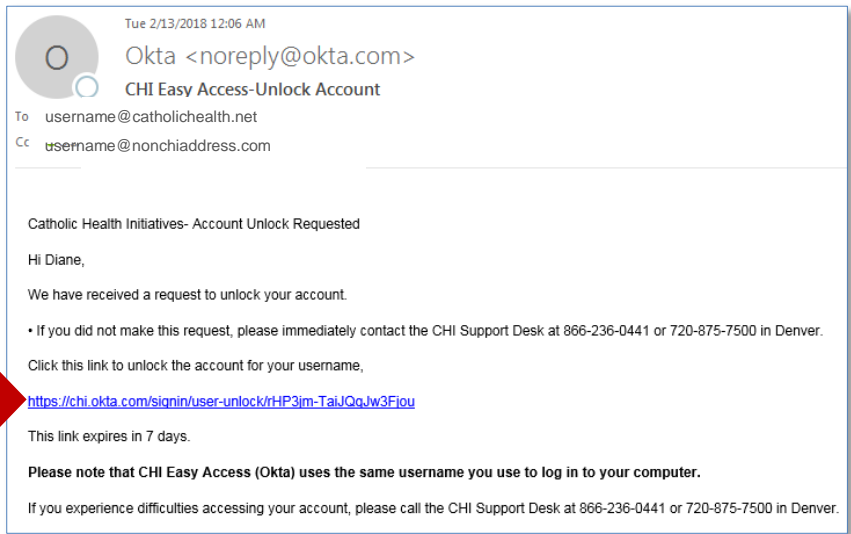
You'll see an "Email sent!" message.

4



Open your email. Locate the email sent by CHI Easy Access (Okta). Click the link in the email to access the account unlock tool.

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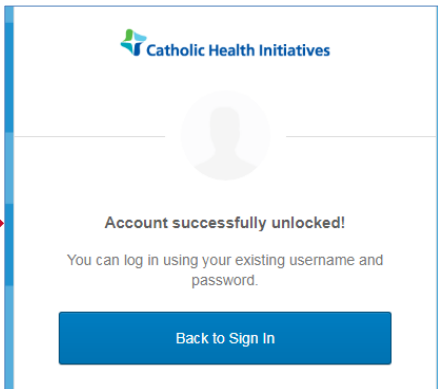


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You will be prompted to answer the security question you selected during the registration process. Then click "Unlock Account."

You will see a message indicating your account unlock was successful.

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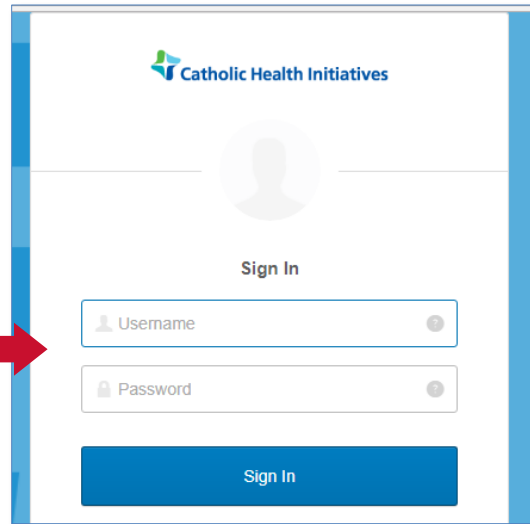
Click "Back to Sign In."

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Enter your CHI email address or your username for your network account, and your network password. To access other applications, you may go to the desired login screen.

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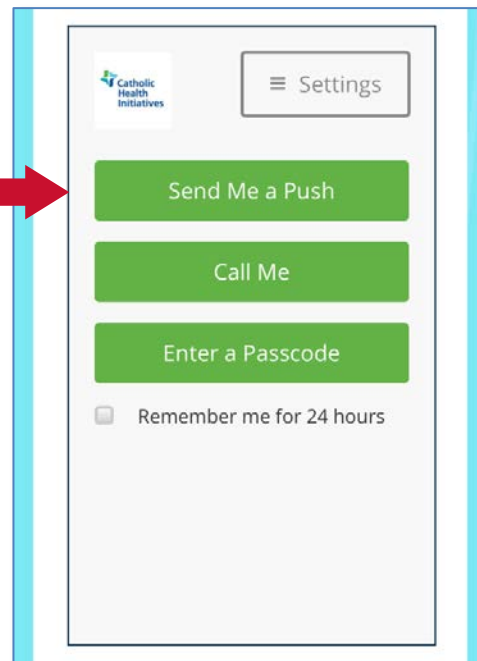
Important: You will need to complete two-factor authentication to finish your secure login. See below.



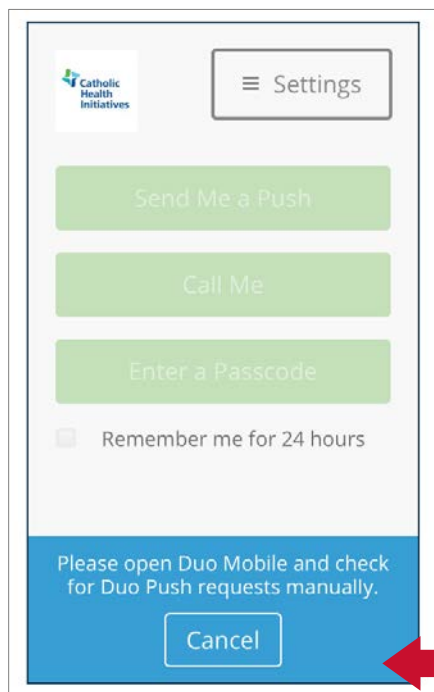
The image shows a web-based login screen for Catholic Health Initiatives. At the top, there is the logo and the text "Catholic Health Initiatives". Below that is a placeholder for a profile picture and the text "Sign In". There are two input fields: "Username" and "Password", each with a small eye icon to toggle visibility. At the bottom, there is a blue "Sign In" button.

Choose your two-factor authentication method. "Send Me a Push" is preferred.

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The image shows a two-factor authentication selection screen. At the top left is the Catholic Health Initiatives logo. At the top right is a "Settings" button with a hamburger menu icon. Below are three green buttons: "Send Me a Push", "Call Me", and "Enter a Passcode". At the bottom, there is a checkbox labeled "Remember me for 24 hours".



This image is identical to the previous one, but it includes a blue banner at the bottom with the text "Please open Duo Mobile and check for Duo Push requests manually." and a "Cancel" button.

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Example of alert that Duo Secure Remote Access has pushed a login request to your mobile device. Open the Duo Mobile app, tap the request and tap "Approve."

Duo Secure Remote Access approves your request and you are logged in.

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