

## CHI Easy Access: Reset Your Network Password Via Text From Off Our Network




Use this guide to reset your CHI network password via text from a personal device that is not connected to a CHI network. (For instance, from home or a Starbucks, or in a CHI facility.)

*Note:* When you reset your password from your mobile or off-network device, you will need to update your credentials on your work computer. After you reset your password, 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](http://chieasyaccess.org).

From [chieasyaccess.org](http://chieasyaccess.org), click “Reset/Change Your Password” 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



### Reset Password

Email address or username

Back

Call

Send Text Message

Send Email

Click “Send Text Message.”

3



### Code sent!

You should receive a text message with your code in less than a minute.

Enter code

Back

Next

A window displays letting you know a code has been sent.

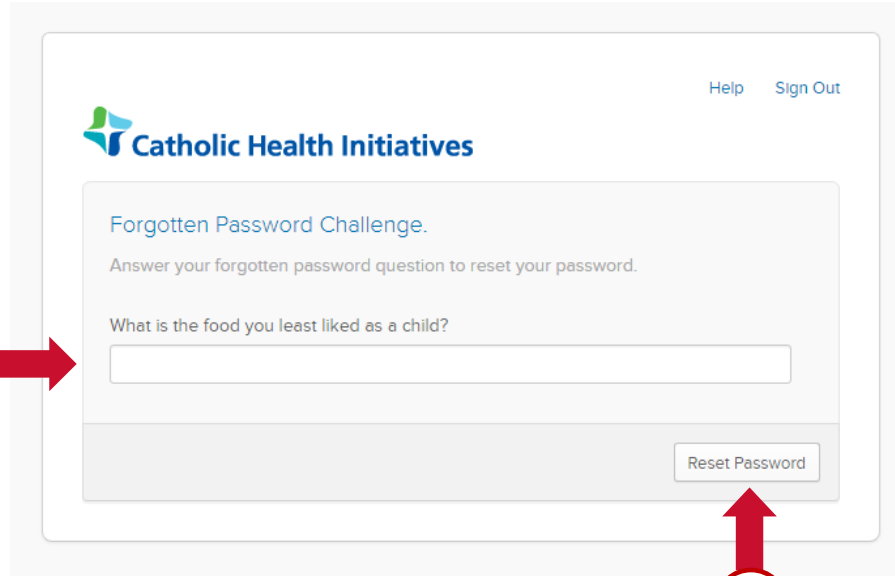
Access your mobile phone and retrieve the code sent in a text message.

Enter the code and click "Next."

4

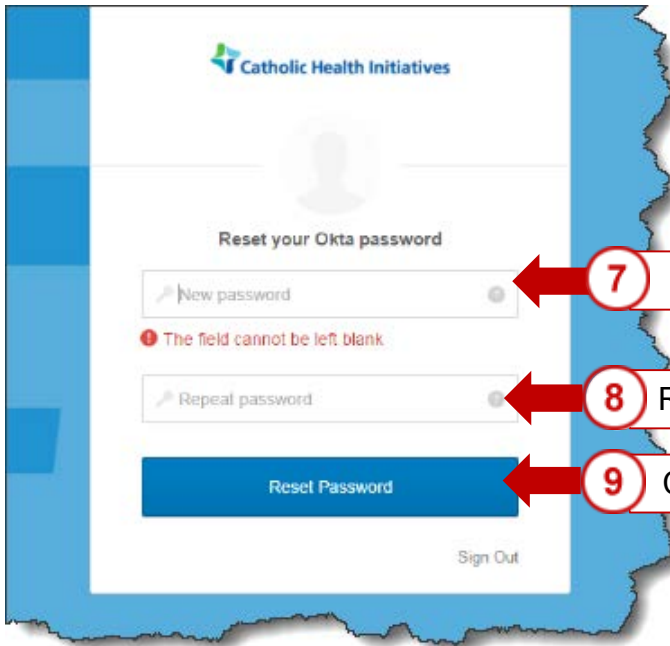
You will be prompted to answer the security question you selected during CHI Easy Access registration.

5



6

Click "Reset Password."



7

Enter your new password.

8

Re-enter your new password for verification.

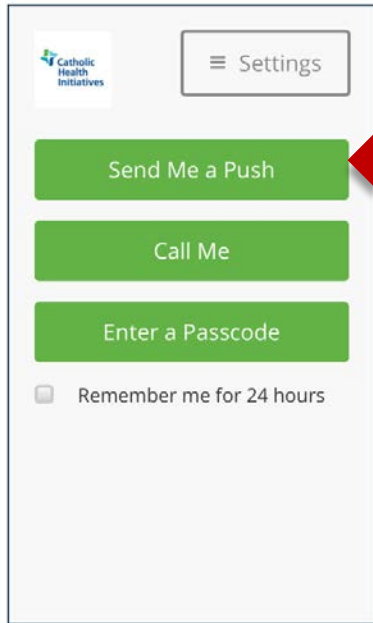
9

Click "Reset Password."

**Notes:** The password synchronization process may take up to 15 minutes.

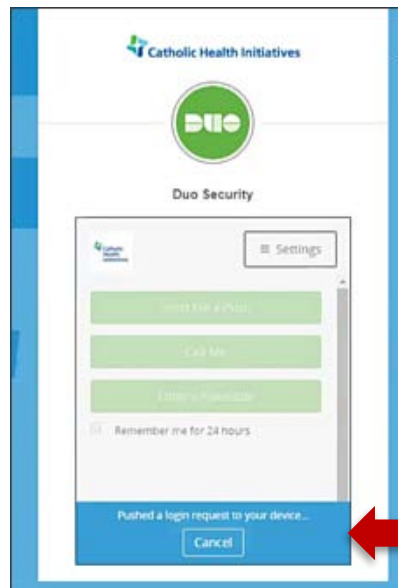
You must also update your password on all personal devices (mobile phones, tablets, laptops, etc.) that access CHI email or wireless networks so you don't get locked out of your account.

Return to your desired login screen and sign in. From off our network, you will need to complete Secure Remote Access two-factor authentication to finish your secure login. See below.



10

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



11

Example of alert that DUO Secure Remote Access has pushed a login request to your mobile device.



12

Open the DUO Mobile app, tap the request and tap "Approve."



13

You'll see verification of a successful login.