




Use this guide to reset your CHI network password via text while working on the CHI network. (For instance, inside a CHI facility or connected to the network through VPN.)

From 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

969314

Back

Next

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

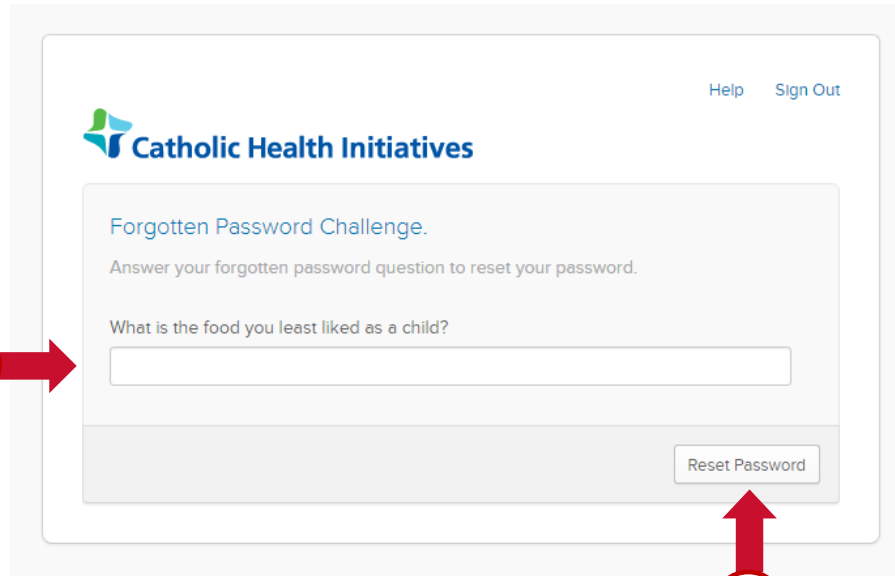
Access your mobile phone and retrieve the code sent in a text message.

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."

The CHI Easy Access home screen will show icons for applications you have access to. You may also navigate to the login screen for your desired application.

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.