

From the Caradigm User login screen, look for the "Unlock Account" link.



CHI St. Luke's Health

**Caradigm User**  
Please enter valid user credentials for the system.

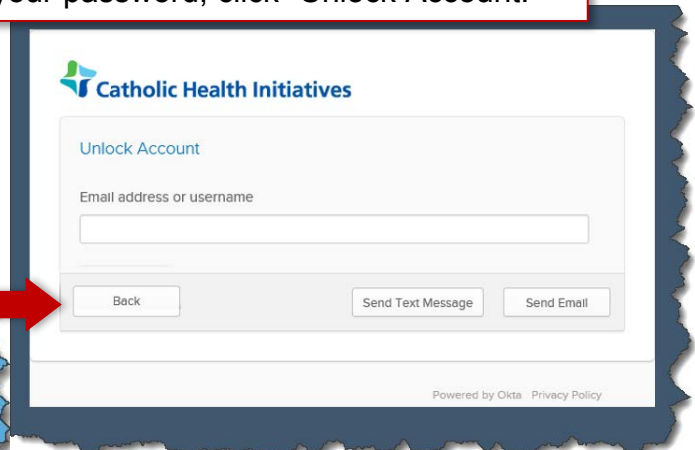
User name

Password

Log on to: CHI  
[Restart Machine](#)  
[Kronos Web Timestamp](#)  
[Unlock Account](#)

Other Credentials

**1** To reset your password, click "Unlock Account."



Catholic Health Initiatives

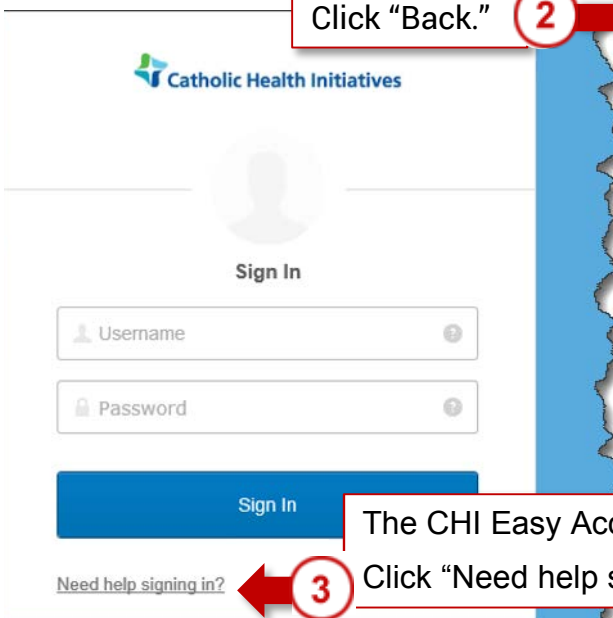
Unlock Account

Email address or username

Back Send Text Message Send Email

Powered by Okta Privacy Policy

Click "Back." **2**



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Sign In

Username

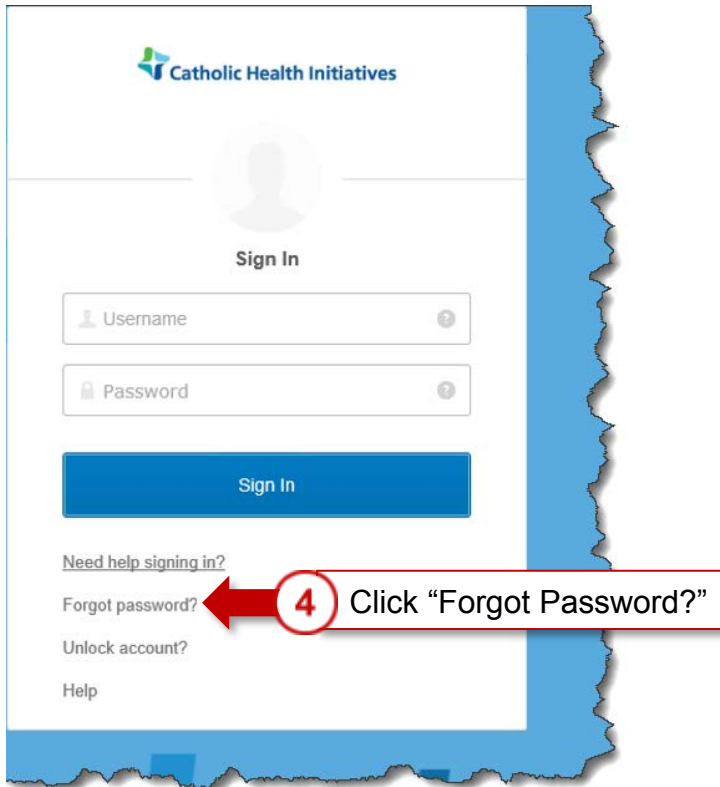
Password

Sign In

[Need help signing in?](#)

The CHI Easy Access sign-in screen displays.

**3** Click "Need help signing in?"



**Sign In**

Need help signing in?

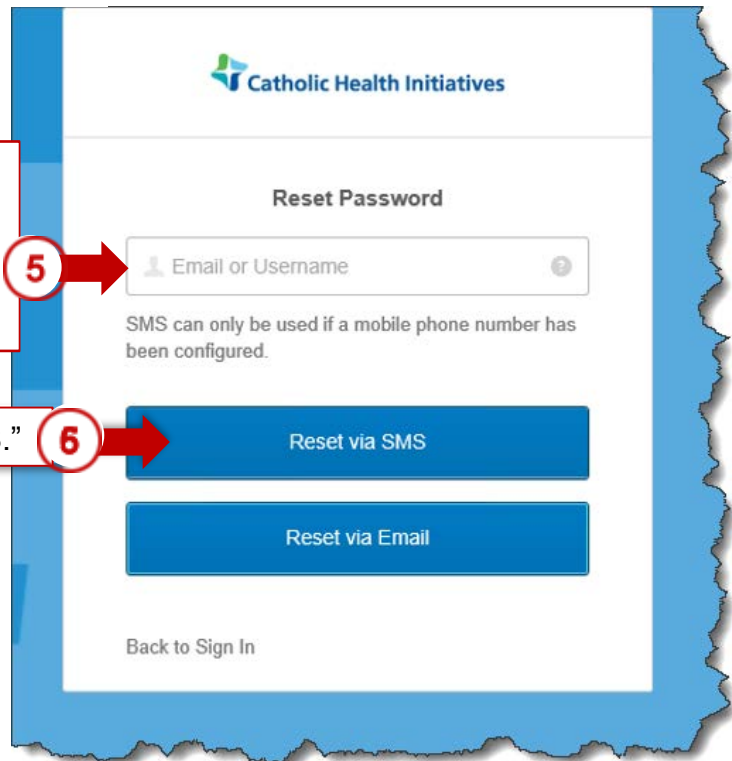
Forgot password? **4** Click "Forgot Password?"

Unlock account?

Help

Enter your CHI email or network account username.

Both options were available during the registration process.



**Reset Password**

**5** Email or Username

SMS can only be used if a mobile phone number has been configured.

**6** Reset via SMS

Reset via Email

Back to Sign In



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Enter verification code sent via SM

Enter Code

Verify

Didn't receive a code? Reset via email

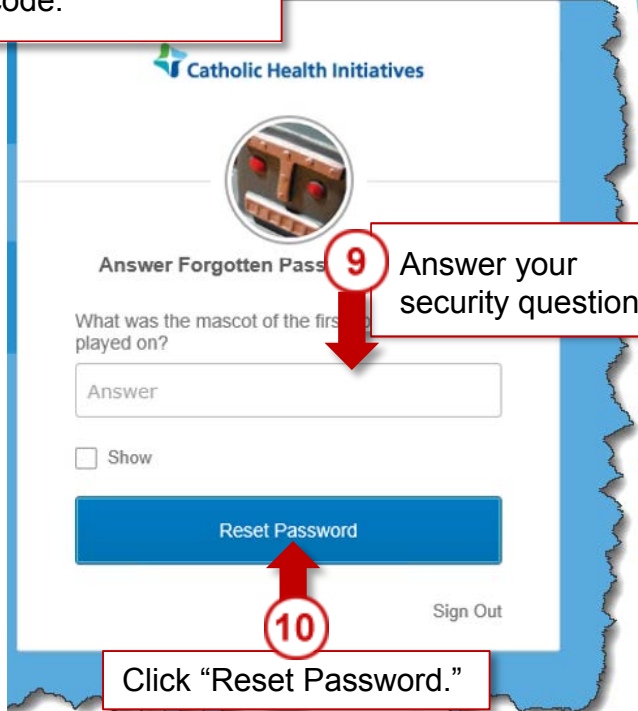
Back to Sign In

**7** ←

**8** ↑

Click "Verify."

A window displays letting you know a code has been sent. Access the text message. Copy and enter the code.



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Answer Forgotten Password

What was the mascot of the first team you played on?

Answer

Show

Reset Password

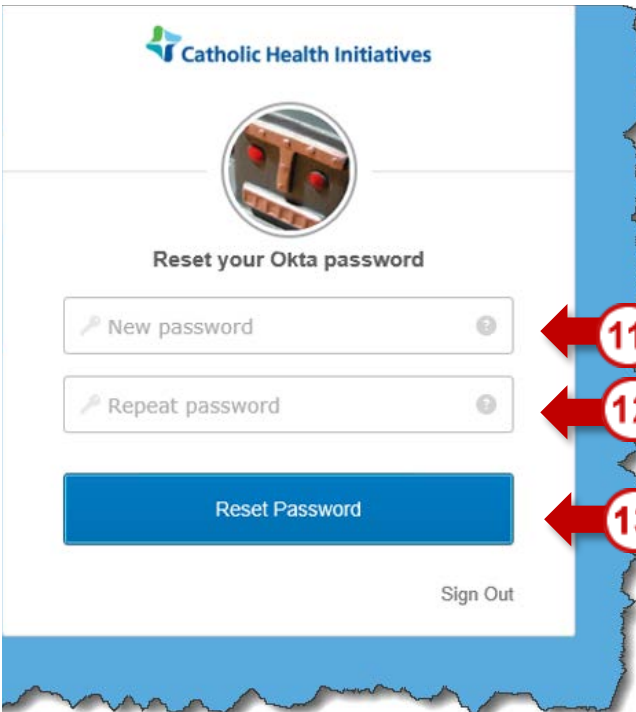
Sign Out

**9** ↓

**10** ↑

Click "Reset Password."

Answer your security question.



Catholic Health Initiatives

Reset your Okta password

New password

Repeat password

Reset Password

Sign Out

**11** ←

**12** ←

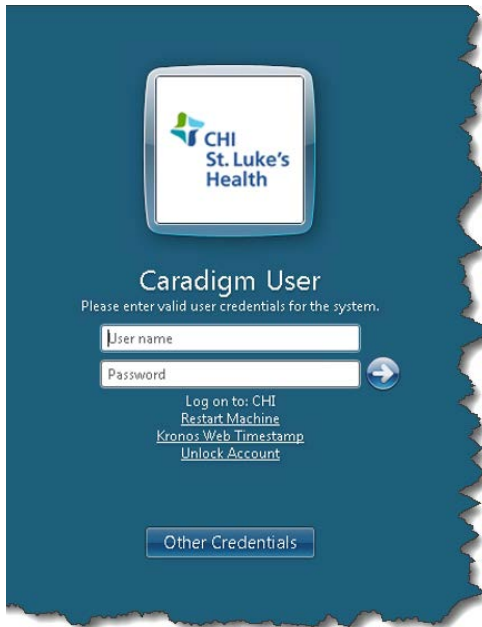
**13** ←

**11** Enter a new password.

**12** Re-enter the new password for verification.

**13** Click "Reset Password."


Your password will be reset. You can return to the Caradigm User login screen and proceed with logging in.



CHI  
St. Luke's  
Health

**Caradigm User**  
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User name

Password  

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**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.