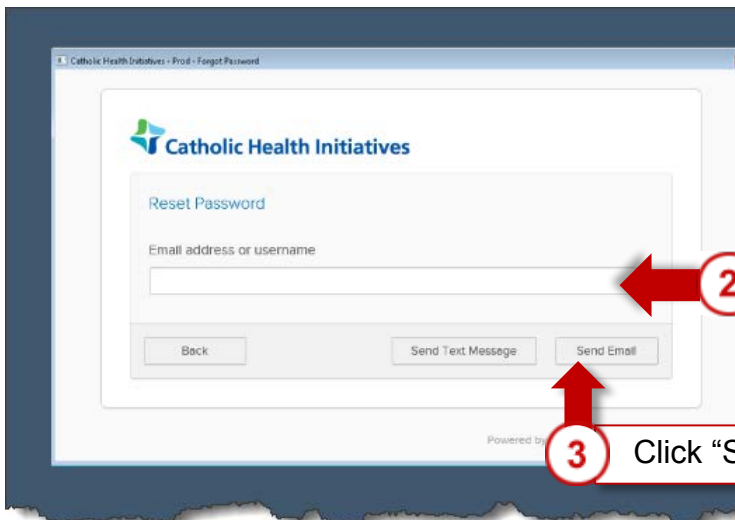


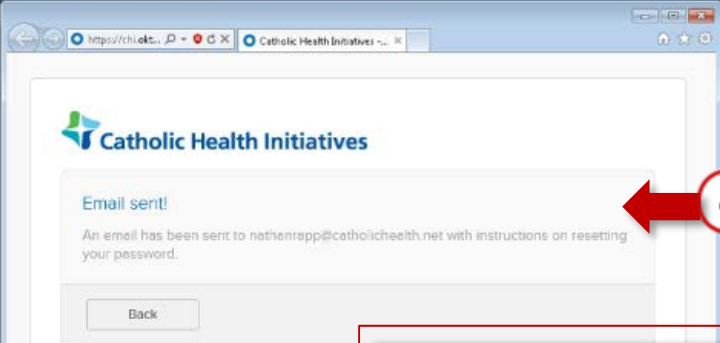
1 From the Imprivata login screen, click "Forgot password?"



The CHI Easy Access screen will load and prompt you to enter your CHI email address or network username. *Note: No loading bar or circle will appear while the screen loads.*

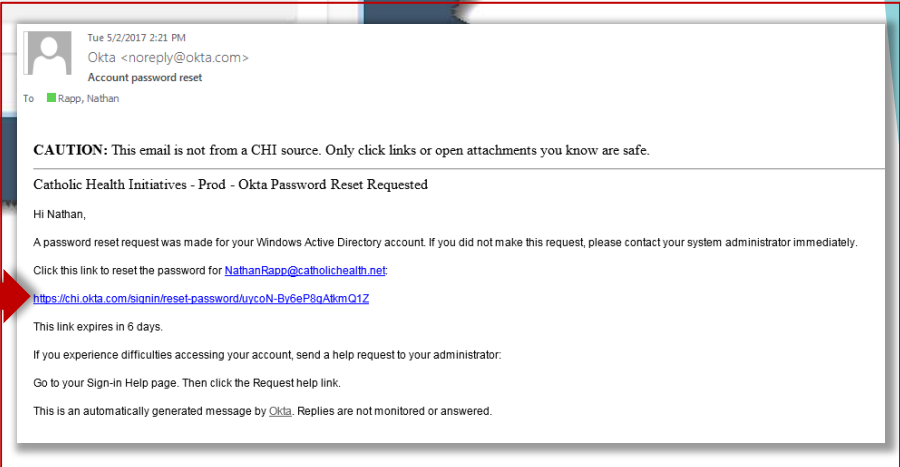
3 Click "Send Email."

**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.



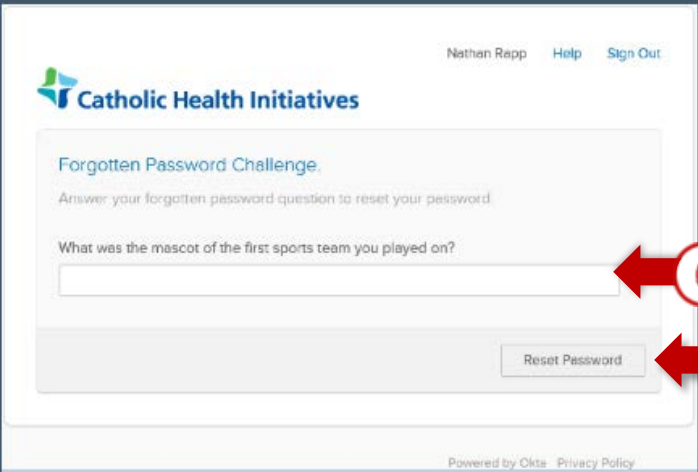
A message will display telling you an email has been sent.

Open your email and locate the email sent by CHI Easy Access (Okta). Click the link to access the password reset tool.

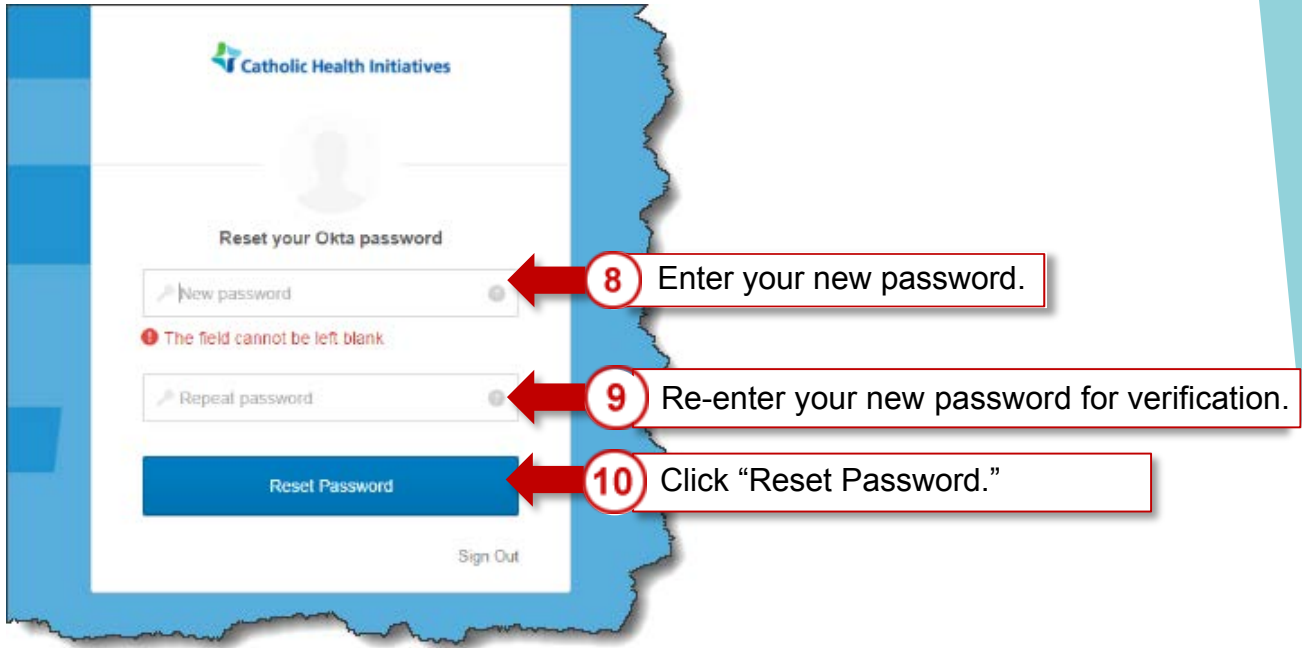


5

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



Click "Reset Password."



The screenshot shows a web form titled "Reset your Okta password" with the Catholic Health Initiatives logo at the top. The form contains three main elements: a "New password" input field, a "Repeat password" input field, and a blue "Reset Password" button. A red error message "The field cannot be left blank" is visible below the first field. Three red callout boxes with white text and red arrows point to the form: callout 8 points to the "New password" field, callout 9 points to the "Repeat password" field, and callout 10 points to the "Reset Password" button. A "Sign Out" link is located at the bottom right of the form.

Your password will be reset and you may return to the Imprivata login screen.



The screenshot shows a "Login to Windows" dialog box. At the top, it features the Catholic Health Initiatives logo and the tagline "Imagine better health." along with the "imprivata powered" logo. The form includes fields for "User Name:", "Password:", and a "Log on to:" dropdown menu currently set to "LINCOLN-NE". There are "OK" and "Cancel" buttons. Below the login fields, there is a section titled "Choose how to authenticate with OneSign" with radio buttons for "Password" (selected), "Fingerprint", "ID Token", and "Proximity Card". At the bottom, there are links for "Forgot password? CHI STAFF ONLY", "Shut down", "Restart", and a help icon.

### 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.