

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




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

Notes: When you reset your password from your mobile or off-network device, you will need to update your credentials on your work computer. The password reset synchronization process may take up to 15 minutes. Be sure to update your password on all personal devices (mobile phones, tablets, etc.) that access the CHI network so you don't get locked out of your account. 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.

From chieasyaccess.org, click "Reset/Change Your Password" in the menu on the right.

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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

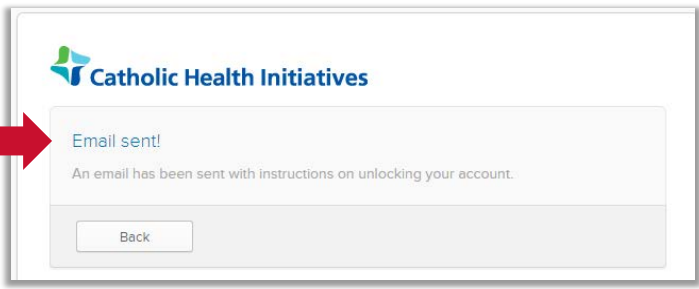
3

Click "Send Email." This sends an email to your CHI email account and 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.

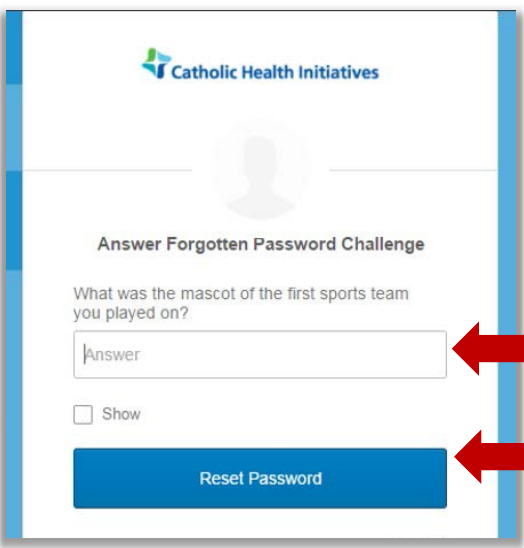
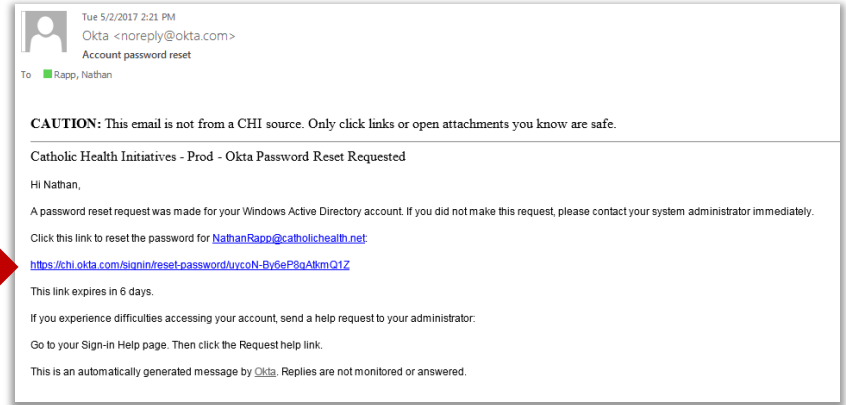
You'll see an "Email sent!" message.

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

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You will be prompted to answer the security question you chose during the registration process.

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7 Click "Reset Password."

Enter a new password.

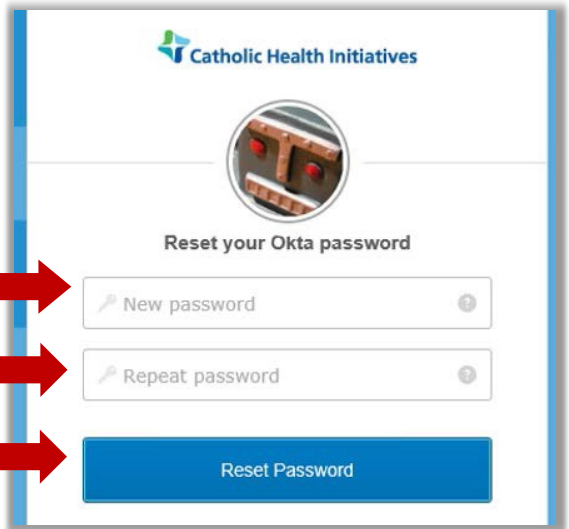
8

Re-enter new password for verification.

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Click "Reset Password."

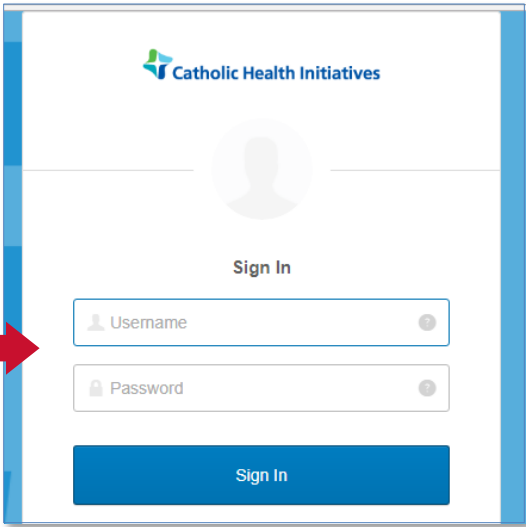
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Enter your CHI email address or your username for your network account, and your network password. To access other applications, you may go to the desired login screen.

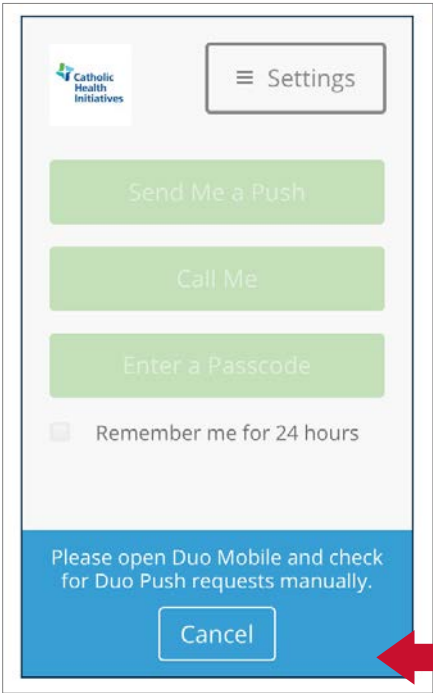
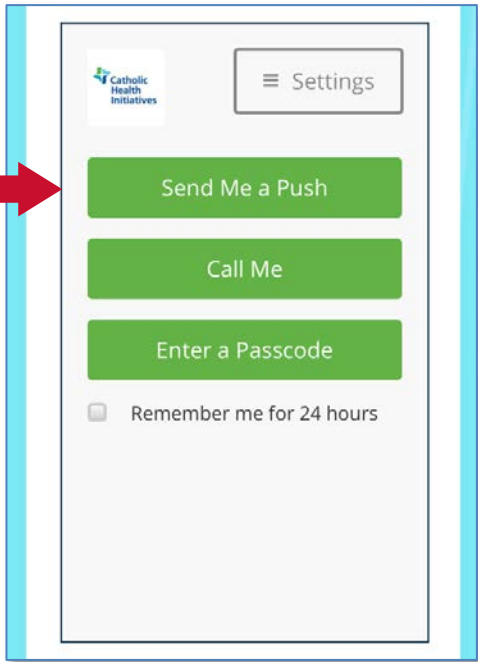
11

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



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

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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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