




Use this guide to reset your CHI network password via email while working on the CHI network. (For instance, inside a CHI facility or connected to the network through VPN.) Note that the password synchronization process may take up to 15 minutes. You will also need to update your password on any personal devices (mobile phones, tablets, etc.) that access the CHI network so you don't get locked out of your account.

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

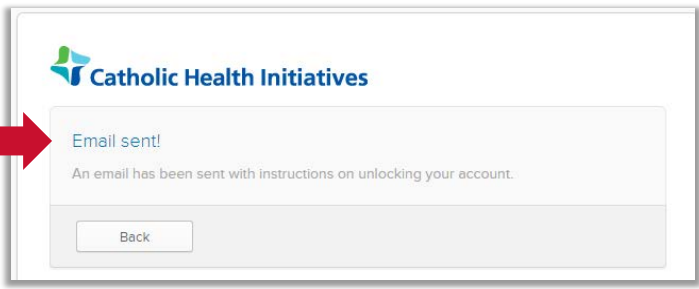
3

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.

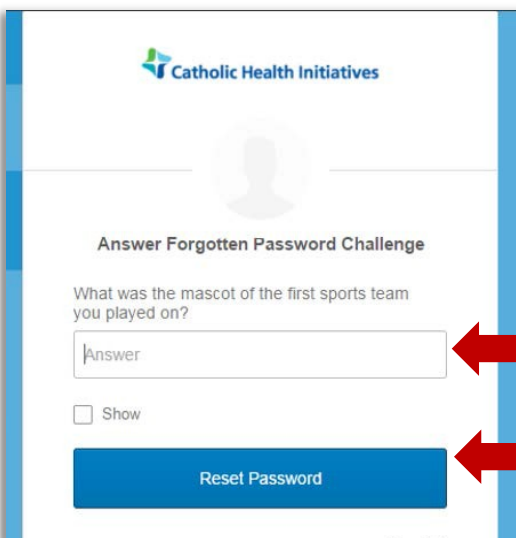
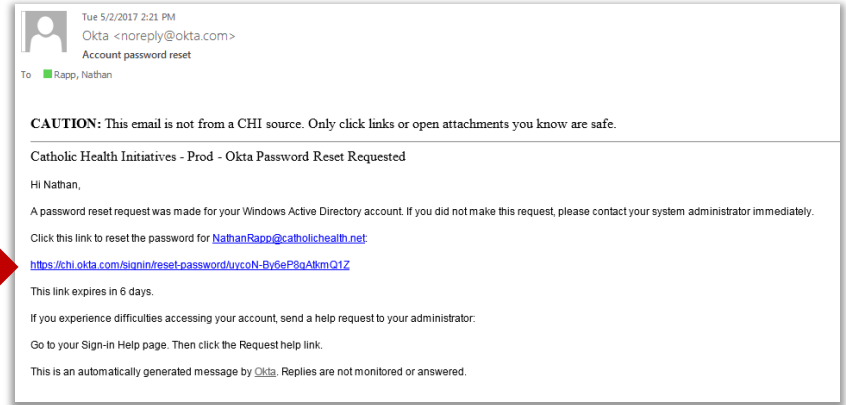
You'll see an "Email sent!" message.

4



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.

5



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

6

7 Click "Reset Password."

Enter a new password.

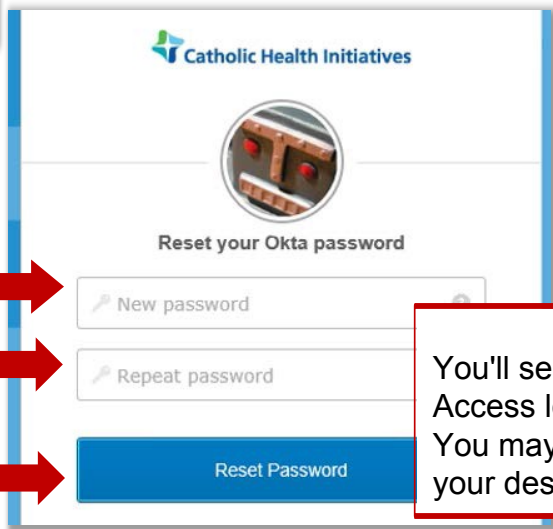
8

Re-enter new password for verification.

9

Click "Reset Password."

10



You'll see the CHI Easy Access login screen. You may navigate to your desired application.

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