

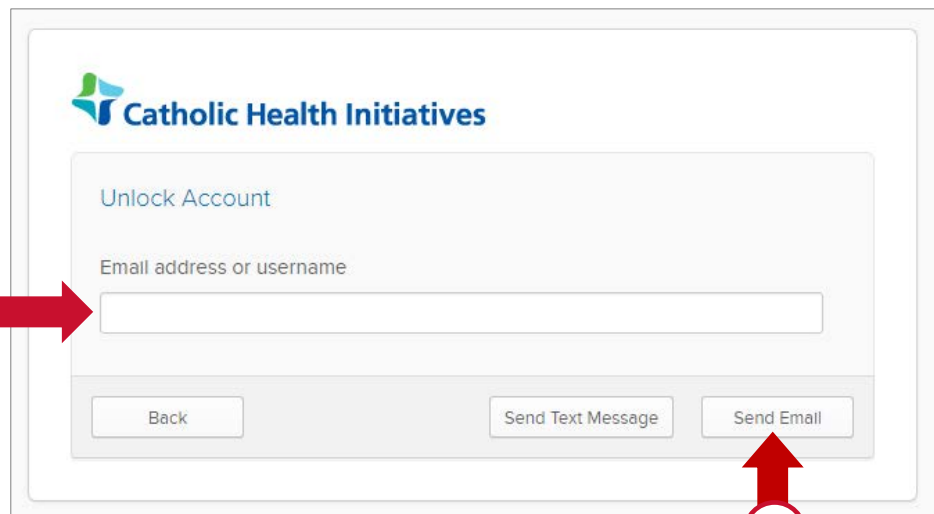
From the Caradigm User login screen, look for the "Unlock Account" link.



The image shows the Caradigm User login screen. At the top is the CHI St. Luke's Health logo. Below it, the text reads "Caradigm User" and "Please enter valid user credentials for the system." There are two input fields: "User name" and "Password". Below the password field is a blue arrow button. At the bottom, there are four links: "Log on to: CHI", "Restart Machine", "Kronos Web Timestamp", and "Unlock Account". A red arrow with the number "1" points to the "Unlock Account" link.

1 To unlock your account, click "Unlock Account."

Enter your CHI email address or your username for your network account.



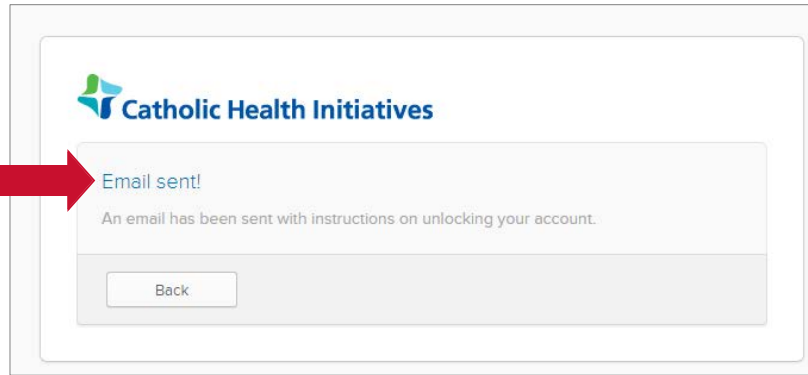
The image shows the "Unlock Account" form. At the top is the Catholic Health Initiatives logo. Below it, the text reads "Unlock Account". There is a label "Email address or username" above a text input field. Below the input field are three buttons: "Back", "Send Text Message", and "Send Email". A red arrow with the number "2" points to the input field, and a red arrow with the number "3" points to the "Send Email" button.

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.

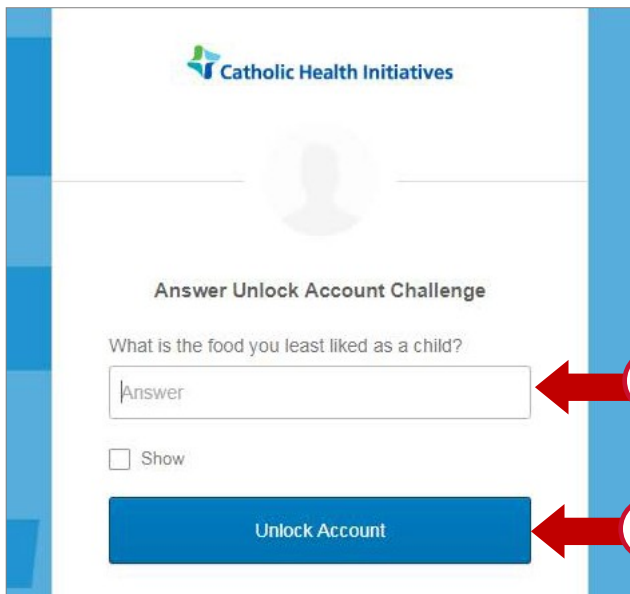
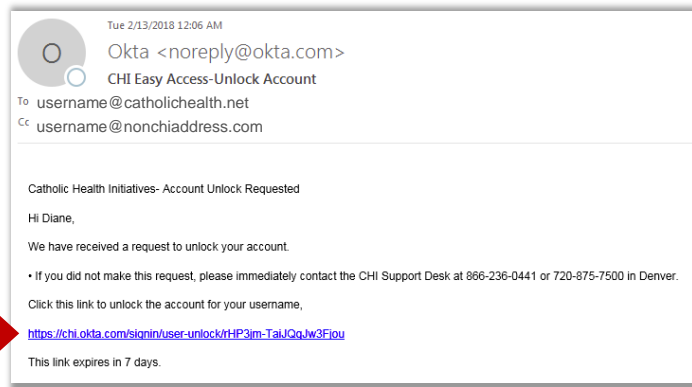
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Open your email and locate the email sent by CHI Easy Access (Okta).

Click the link in the email to access the account unlock tool.

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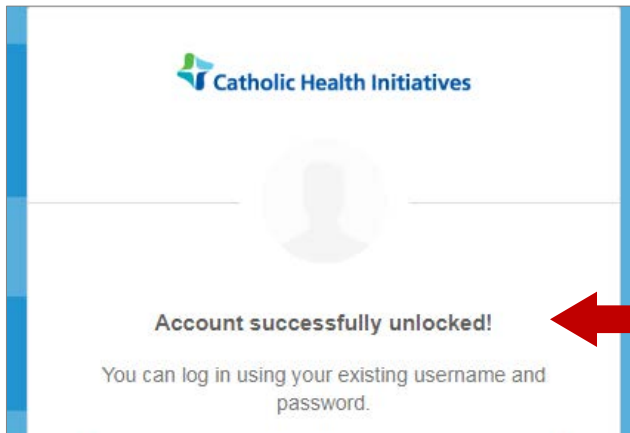


The CHI Easy Access account unlock page requires you to enter the answer to the security question you selected during registration.

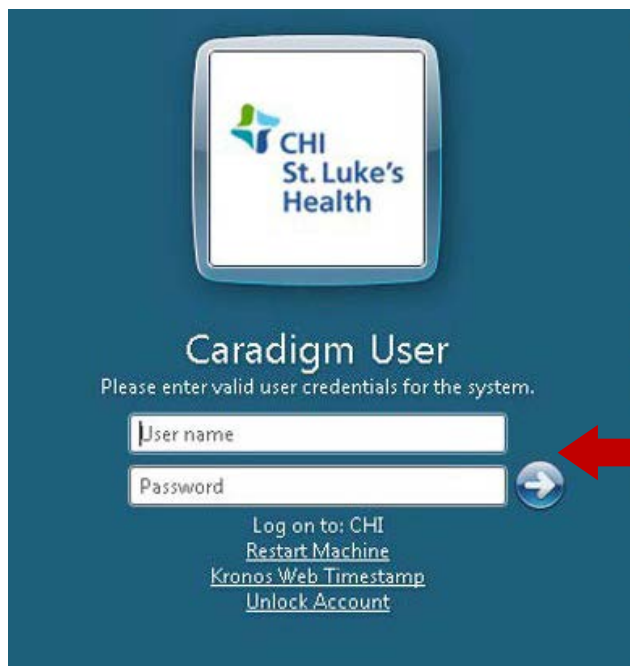
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Click "Unlock Account."

7



8 You'll see a message that your account has been unlocked. Then click "Done."



9 You may return to the Caradigm User login screen and proceed with logging in.

**Note:** The password synchronization process may take up to 15 minutes.