

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.

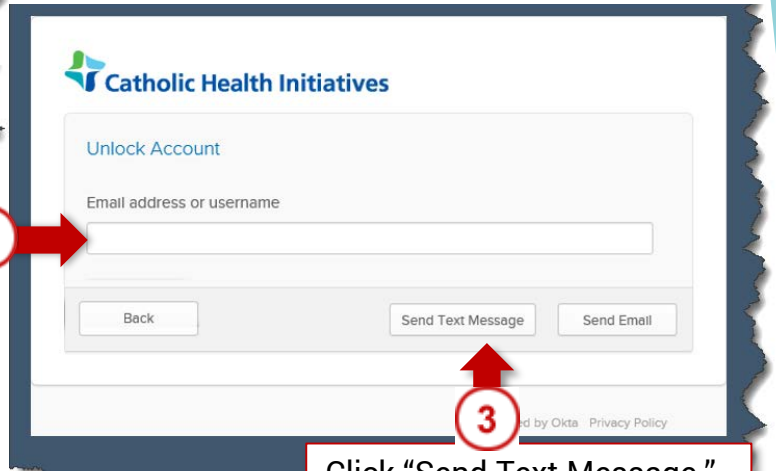
User name

Password

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

Other Credentials

1 Click "Unlock Account."



Catholic Health Initiatives

Unlock Account

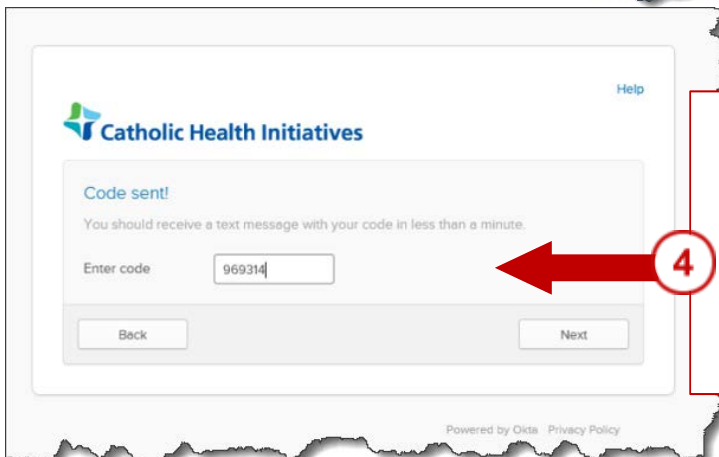
Email address or username

Back Send Text Message Send Email

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2 Enter your CHI email address or network account username. Both options were available during the registration process.

3 Click "Send Text Message."



Catholic Health Initiatives

Code sent!

You should receive a text message with your code in less than a minute.

Enter code 969314

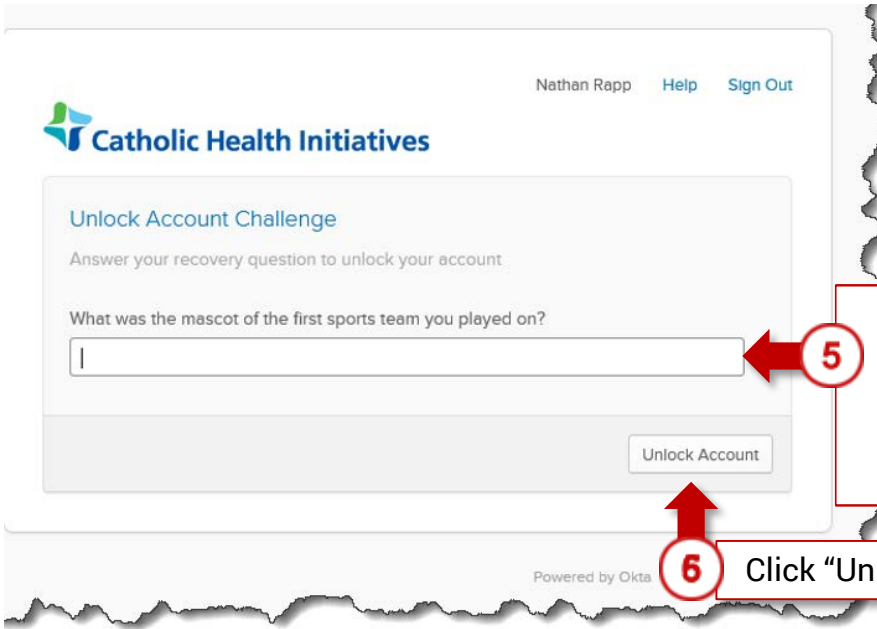
Back Next

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4 A window displays letting you know a code has been sent.

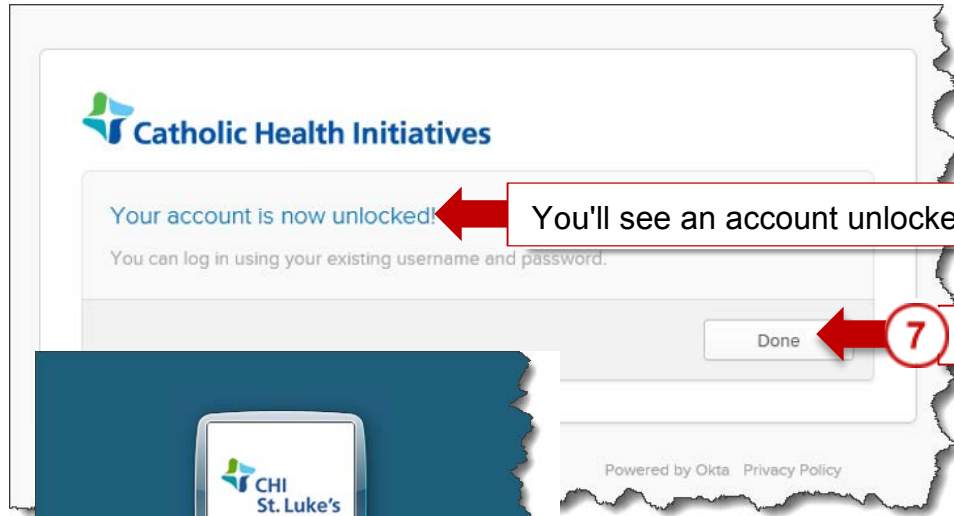
Access your mobile phone and retrieve the code sent in a text message.

Enter the code.



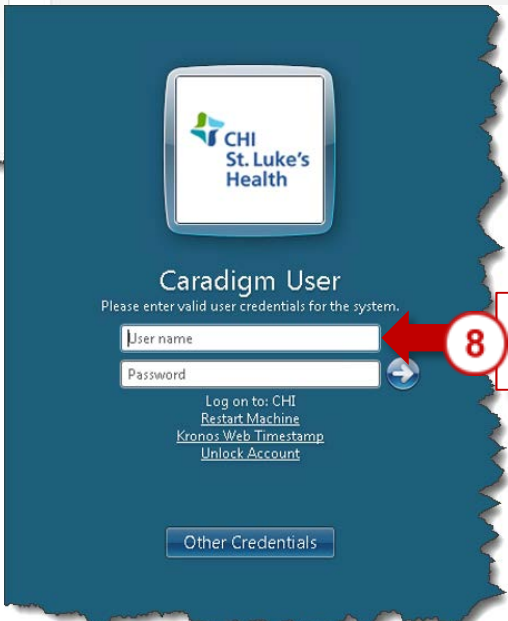
5 You will be prompted to answer the security question you selected during the registration process.

6 Click "Unlock Account."



You'll see an account unlocked message.

7 Click "Done."



8 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.