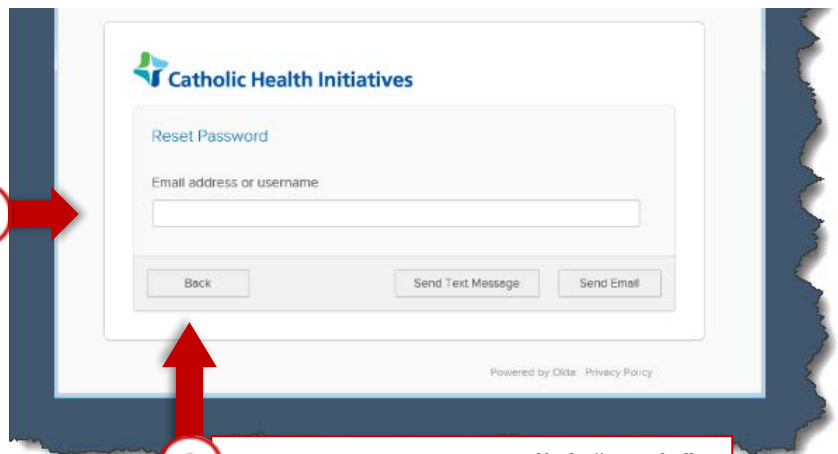




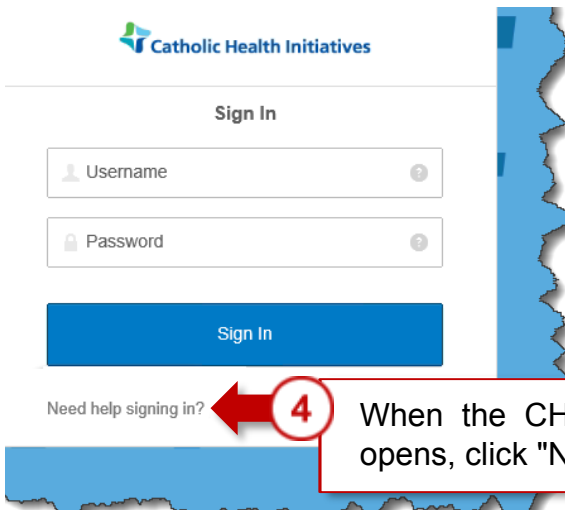
1 From the the Imprivata login screen, click "Forgot password?"

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 screen loads.)

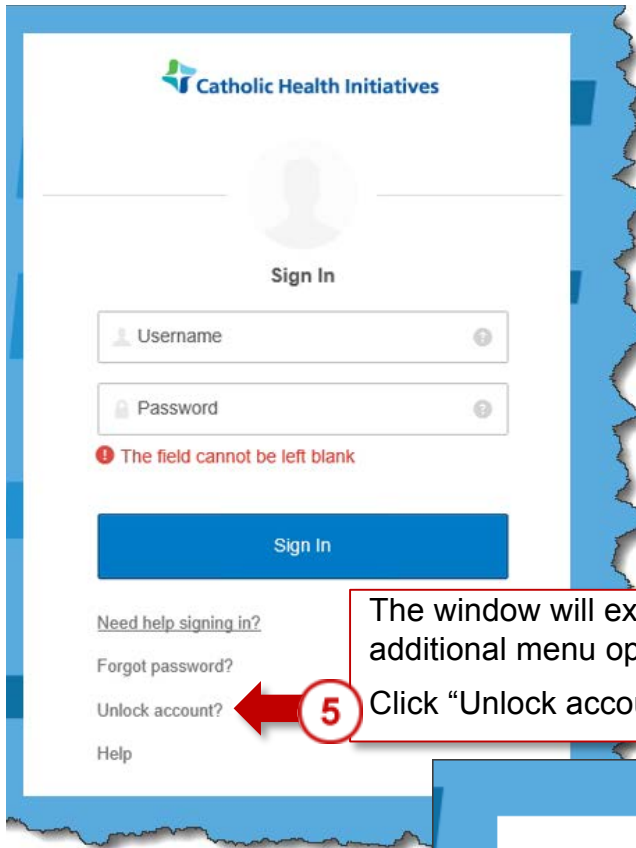
2



3 To unlock account, click "Back."



4 When the CHI Easy Access login screen opens, click "Need help signing in?"



Catholic Health Initiatives

Sign In

Username

Password

The field cannot be left blank

Sign In

Need help signing in?  
Forgot password?  
Unlock account?  
Help

The window will expand to display additional menu options.

5 Click "Unlock account?"

Enter either your CHI email address or network username. (Both were available during registration.)

6 Email or username

SMS can only be used if a mobile phone number has been configured.

Click "Send SMS."

7 Send SMS

Send Email

Back to Sign In

**8** A message will appear telling you a code has been sent.

Retrieve the text message from your mobile phone. Enter the code.

**9**

Enter Code

Sent

Click "Verify"

**10**

Verify

Didn't receive an SMS? Unlock via email

Back to Sign In

**Catholic Health Initiatives**

### Answer Unlock Account Challenge

What was the mascot of the first sports team you played on?

Answer

Show

Unlock Account

Sign Out

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

**11**

Click "Unlock Account." Return to the Imprivata login screen.

**12**

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