




Note: After you unlock your account, 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 "Unlock Your Account" 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



Unlock Account

Email address or username

Back

Send Text Message

Send Email

Click "Send Text Message."

3



Code sent!

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

Enter code

969314

Back

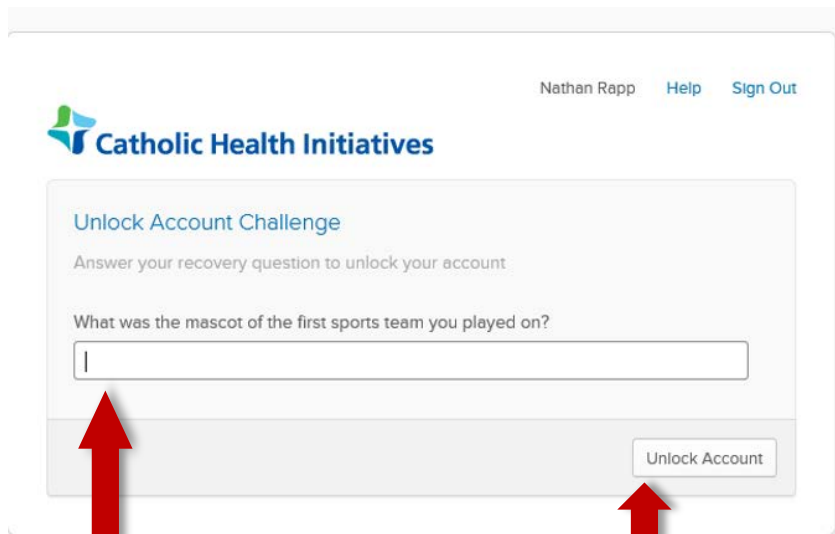
Next

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

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

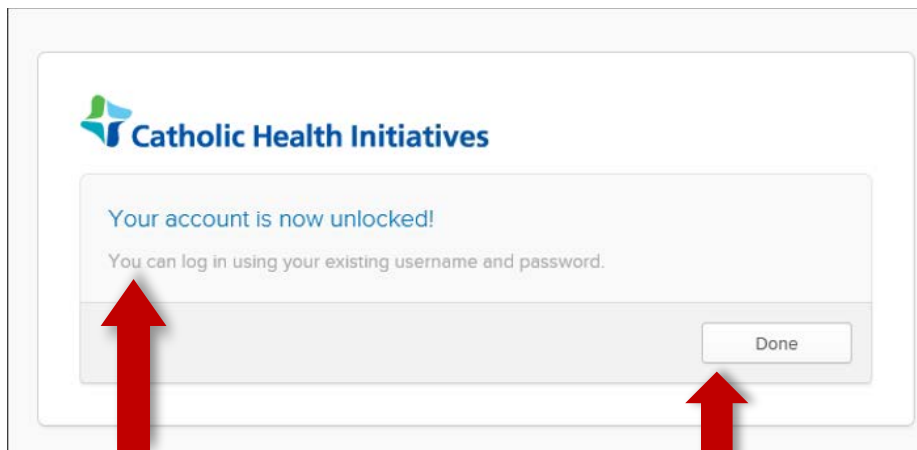
Enter the code and click "Next."

4



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

6 Click "Unlock Account."



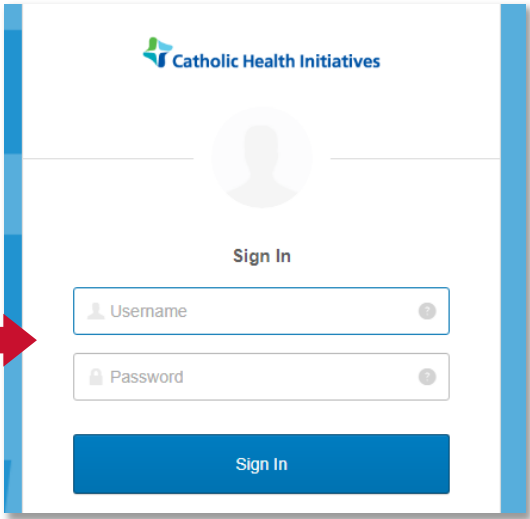
7 You'll see a message indicating your account is unlocked.

8 Click "Done."
You'll return to the CHI Easy Access sign-in screen.

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.

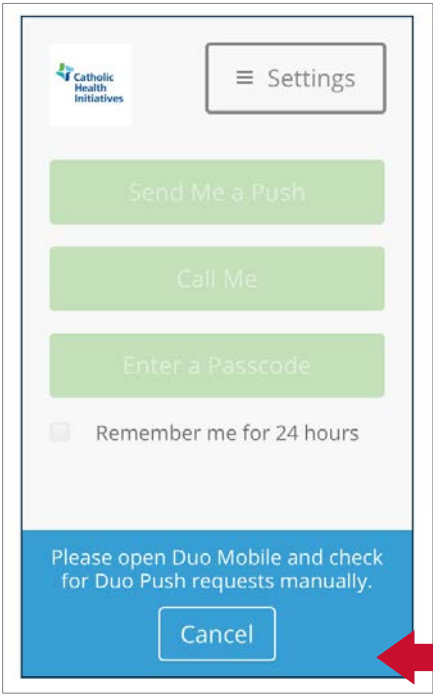
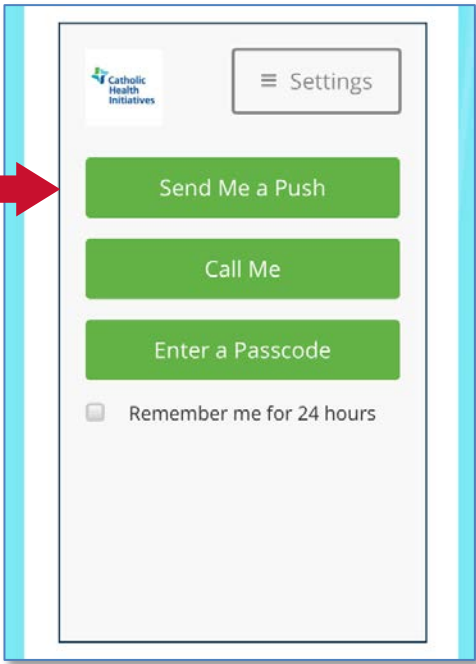
9

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.

10



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."

11

Duo Secure Remote Access approves your request and you are logged in.

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