




Use this guide to unlock your CHI network account via email while working on the CHI network. (For instance, inside a CHI facility or connected to the network through VPN.)

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

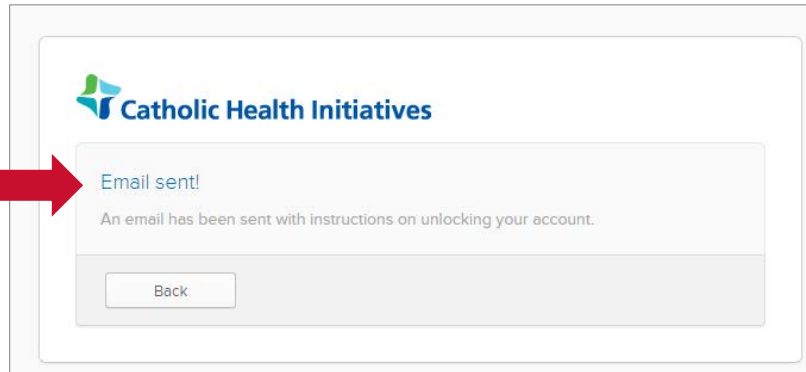
3

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.

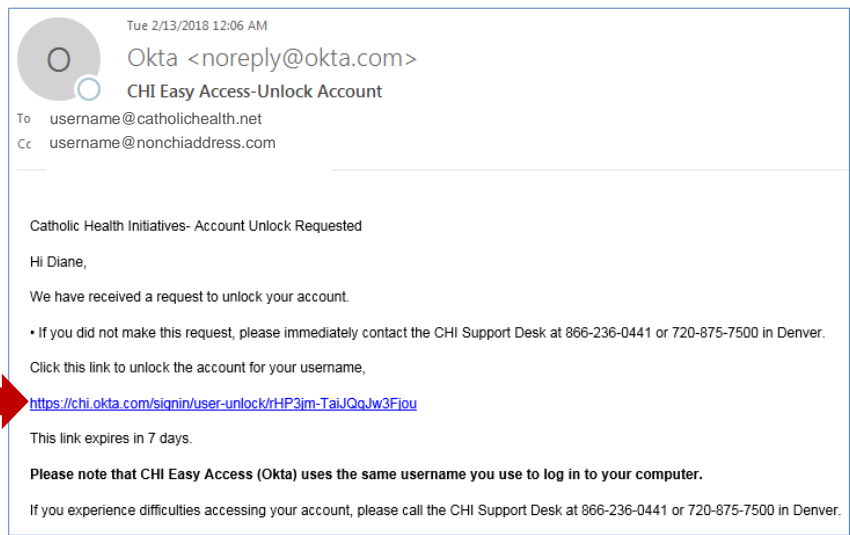
You'll see an "Email sent!" message.

4



Open your email. Locate the email sent by CHI Easy Access (Okta). Click the link in the email to access the account unlock tool.

5

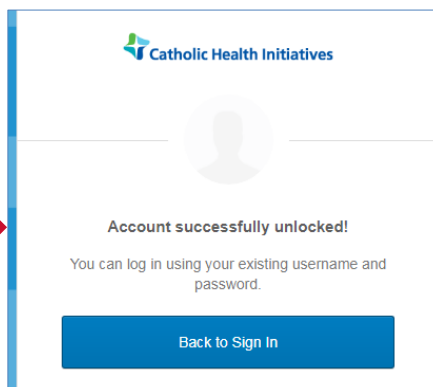


6

You will be prompted to answer the security question you selected during the registration process. Then click "Unlock Account."

You will see a message indicating your account unlock was successful.

7



Click "Back to Sign In" or navigate to your desired login screen.

8