


This guide will assist you in logging in to your myCHLA account using the new Okta authentication process.

## STEPS TO LOG IN TO YOUR MYCHLA ACCOUNT

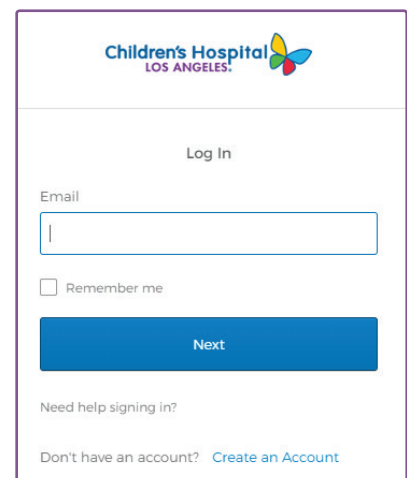
1. On the myCHLA homepage, click **Login**.




2. On the Log In screen, enter the **email address** that you used to register with myCHLA, and then click **Next**.

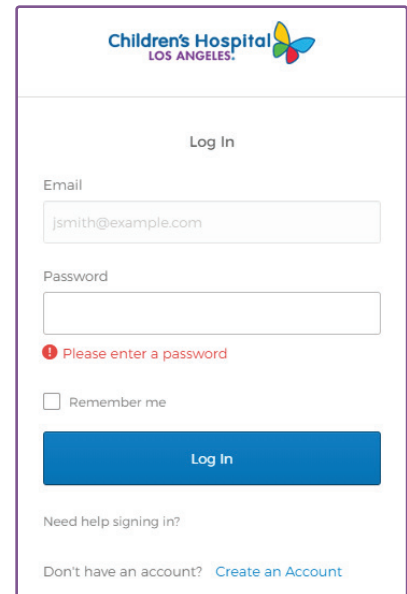
 **NOTE:** If the email address you are entering is **not** working, it probably is **not** the one you used to register your myCHLA account.

Please call 888-631-2452 and press 5 for assistance with myCHLA to find out which email address you used to register your account.



3. Enter your **password** and then click **Log In**.

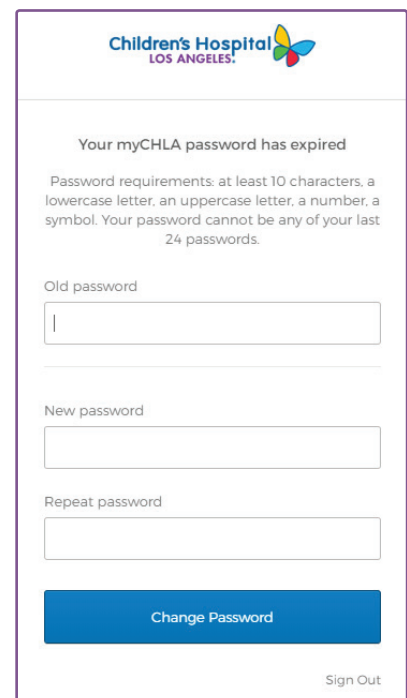
 **NOTE:** This is the **same** password you currently use for myCHLA. If you do **not** have your password, please call 888-631-2452 and press 5 for assistance with myCHLA to reset your password.



The screenshot shows the myCHLA login interface. At the top is the Children's Hospital Los Angeles logo. Below it is a "Log In" heading. There are two input fields: "Email" with the placeholder "jsmith@example.com" and "Password". A red error message below the password field reads "Please enter a password". There is a "Remember me" checkbox which is unchecked. A blue "Log In" button is positioned below the form. At the bottom, there are links for "Need help signing in?" and "Don't have an account? Create an Account".

4. If your password does **not** meet the new security requirements, you will be prompted to **change** your password to a **10-character password**.

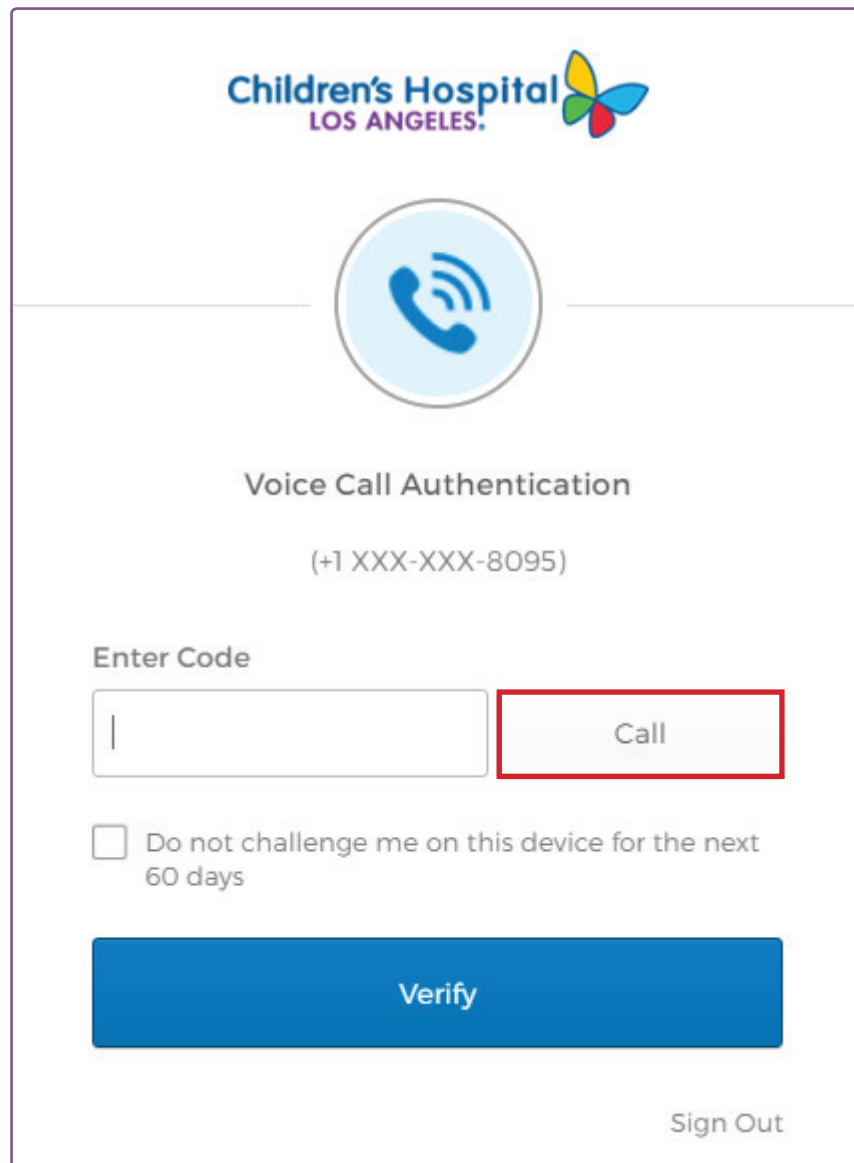
Once you have entered your new password, click **Change Password**.



The screenshot shows the myCHLA password change interface. At the top is the Children's Hospital Los Angeles logo. Below it is the heading "Your myCHLA password has expired". A message states: "Password requirements: at least 10 characters, a lowercase letter, an uppercase letter, a number, a symbol. Your password cannot be any of your last 24 passwords." There are three input fields: "Old password", "New password", and "Repeat password". A blue "Change Password" button is located below the form. At the bottom right, there is a "Sign Out" link.

5. After you successfully log in, you will be prompted to **complete** a **second factor authentication** using the phone number you **previously** used for authentication.

Click **Call** to initiate the voice call authentication. When you receive the phone call, an automated message will read a **5-digit pin** which you will type into the **field provided**. Select the **Do not challenge me... checkbox**. Click **Verify**.



The screenshot shows the 'Voice Call Authentication' interface. At the top is the Children's Hospital Los Angeles logo. Below it is a circular icon of a telephone handset with signal waves. The text 'Voice Call Authentication' and the phone number '(+1 XXX-XXX-8095)' are centered. There is an 'Enter Code' label above a text input field. To the right of the input field is a 'Call' button, which is highlighted with a red border. Below the input field is a checkbox labeled 'Do not challenge me on this device for the next 60 days'. At the bottom is a large blue 'Verify' button. In the bottom right corner, there is a 'Sign Out' link.