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.

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**.
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**.