Once you have successfully logged in to myCHLA the first time using Okta, you can now reset your password if you forget it or unlock your account following too many incorrect login attempts.

**STEPS TO RESET PASSWORD/UNLOCK ACCOUNT**

1. Click **Need help signing in?**

2. Select **Forgot password?**
3. Enter the **email address** you have registered with myCHLA and select **whether** you would like to **authenticate via voice call** or **via email**.

4. If you select Reset via Voice Call, you will receive a **call** on the phone number you use for second factor authentication. An automated message will read off a **5-digit pin**. Enter this pin into the **field provided** and then click **Verify**.
5. For email authentication, enter your **email** and then click **Send Email**.

6. In your email inbox, locate the **password reset/unlock message**, and click on the **Reset Password link**.

7. Once you have authenticated via email or voice call, you will be prompted to answer your **security question**.

8. Once you successfully answer your security question, click **reset password** or **unlock account**.

   If resetting your password, you will be prompted to create a **new password** which you can then use to sign in to myCHLA.