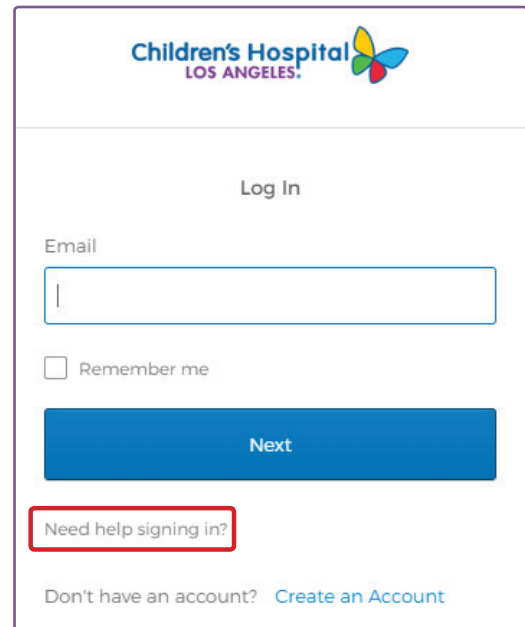


Once you have successfully logged in to myCHLA the first time using Okta, you can now reset your password if you forget it or unlock your account following too many incorrect login attempts.

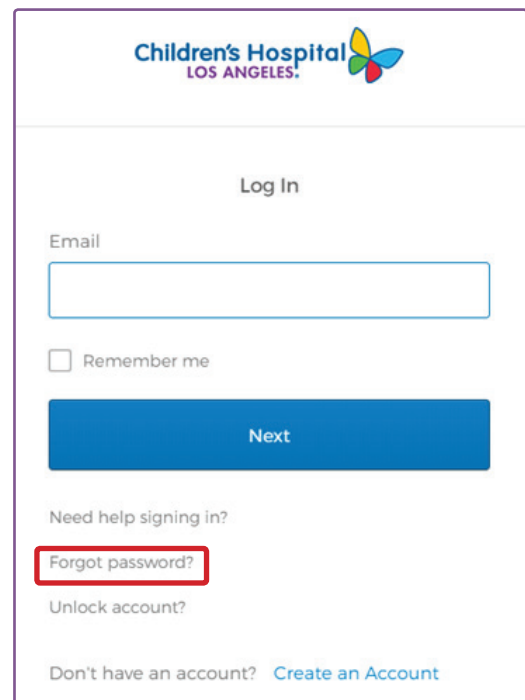
STEPS TO RESET PASSWORD/ UNLOCK ACCOUNT

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



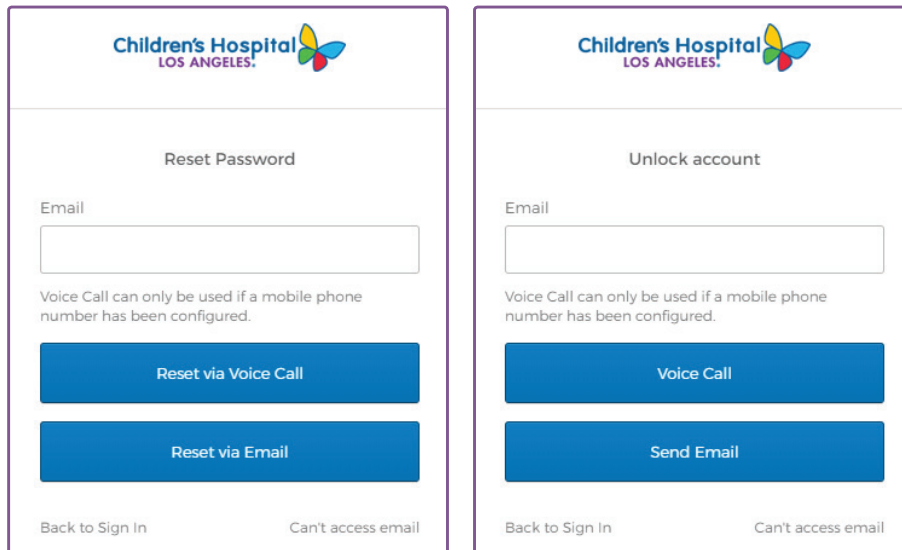
The screenshot shows the myCHLA login interface. At the top is the Children's Hospital Los Angeles logo. Below it is the text "Log In". There is an "Email" input field with a cursor. Below the input field is a checkbox labeled "Remember me". A blue "Next" button is positioned below the checkbox. At the bottom of the form, the text "Need help signing in?" is highlighted with a red rectangular box. Below this, there is a link that says "Don't have an account? [Create an Account](#)".

2. Select **Forgot password?**



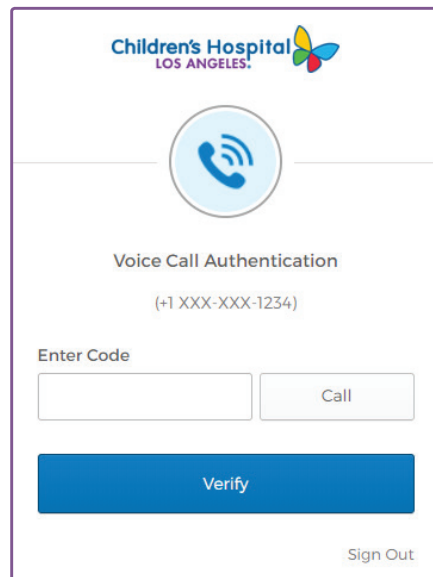
The screenshot shows the myCHLA login interface. At the top is the Children's Hospital Los Angeles logo. Below it is the text "Log In". There is an "Email" input field. Below the input field is a checkbox labeled "Remember me". A blue "Next" button is positioned below the checkbox. Below the "Next" button, the text "Need help signing in?" is displayed. Underneath this, the text "Forgot password?" is highlighted with a red rectangular box. Below that is the text "Unlock account?". At the bottom of the form, there is a link that says "Don't have an account? [Create an Account](#)".

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



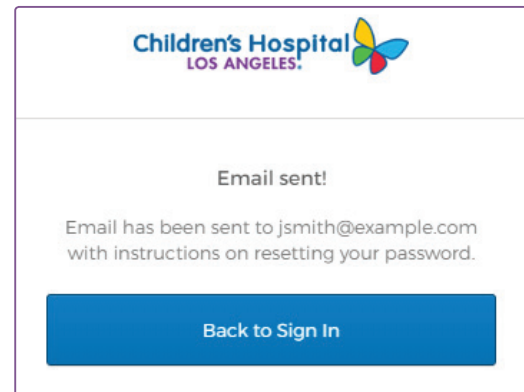
The image shows two side-by-side screenshots of the myCHLA mobile application interface. The left screenshot is titled "Reset Password" and features an "Email" input field, a note that "Voice Call can only be used if a mobile phone number has been configured," and two blue buttons: "Reset via Voice Call" and "Reset via Email". At the bottom, there are links for "Back to Sign In" and "Can't access email". The right screenshot is titled "Unlock account" and features an "Email" input field, the same note about voice call configuration, and two blue buttons: "Voice Call" and "Send Email". It also has "Back to Sign In" and "Can't access email" links at the bottom.

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**.

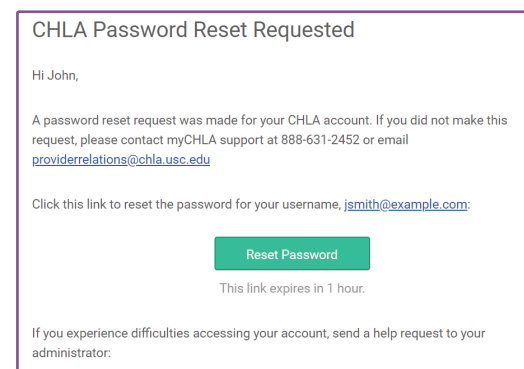


The image shows a screenshot of the "Voice Call Authentication" screen in the myCHLA mobile application. At the top is the Children's Hospital Los Angeles logo. Below it is a circular icon with a blue telephone handset and signal waves. The text "Voice Call Authentication" is centered, followed by a phone number "(+1 XXX-XXX-1234)". There is an "Enter Code" label above a text input field. To the right of the input field is a "Call" button. Below the input field is a large blue "Verify" button. At the bottom right corner, there is a "Sign Out" link.

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.

