

How to Reset Your Envision Password

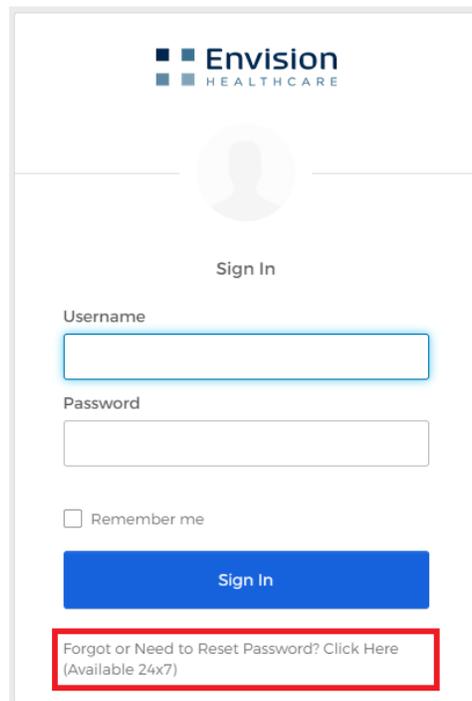
This article describes how to reset the password you use to access the Envision single-sign-on provider (Okta), the company virtual private network Global Protect, Microsoft Office365, and your company assigned laptop or workstation if it is ever lost or forgotten.

REQUIREMENTS

You ***must*** have previously set up your Okta profile recovery options in the Settings menu to use this process. If you did not set up your recovery options in your Okta profile, you will need to call the Service desk at 833.893.4357 to reset your password or unlock your account.

STEPS TO RESET YOUR PASSWORD

1. Navigate to <https://evhc.okta.com>, and click the link below the blue “Sign In” button that says “Forgot or Need to Reset Password? Click Here (Available 24x7)” as shown in the red box in the image below:

A screenshot of the Envision Healthcare sign-in page. At the top is the Envision Healthcare logo. Below it is a circular placeholder for a profile picture. Underneath is the text 'Sign In'. There are two input fields: 'Username' and 'Password'. Below the password field is a checkbox labeled 'Remember me'. A blue button labeled 'Sign In' is positioned below the checkbox. At the bottom of the form, there is a red-bordered box containing the text: 'Forgot or Need to Reset Password? Click Here (Available 24x7)'.

Envision
HEALTHCARE

Sign In

Username

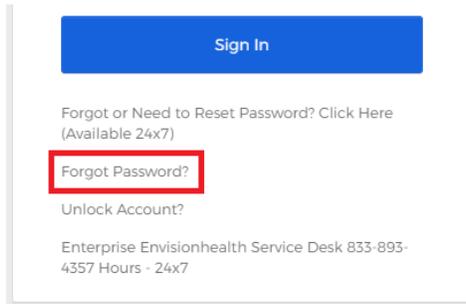
Password

Remember me

Sign In

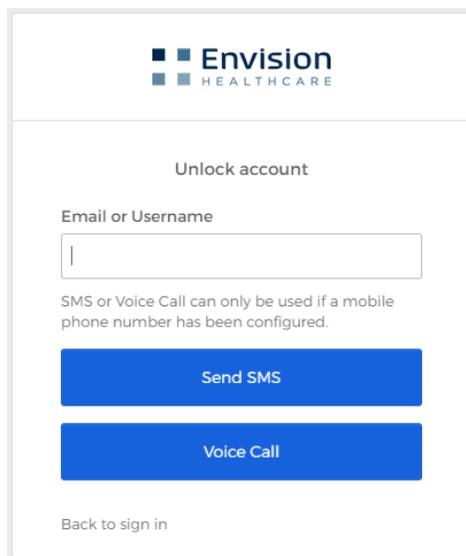
Forgot or Need to Reset Password? Click Here
(Available 24x7)

2. From the menu that gets displayed, select “Forgot Password?”



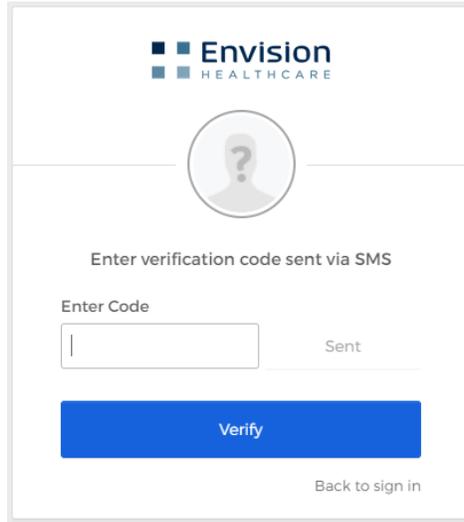
A screenshot of a web page for signing in. At the top is a blue button labeled "Sign In". Below it is the text "Forgot or Need to Reset Password? Click Here (Available 24x7)". Underneath, the link "Forgot Password?" is highlighted with a red rectangular box. Below that is the link "Unlock Account?". At the bottom, there is contact information: "Enterprise Envisionhealth Service Desk 833-893-4357 Hours - 24x7".

3. Enter your Envision email address in the designated box on the following window, and choose the recovery option that you prefer, or that you know has been previously configured:



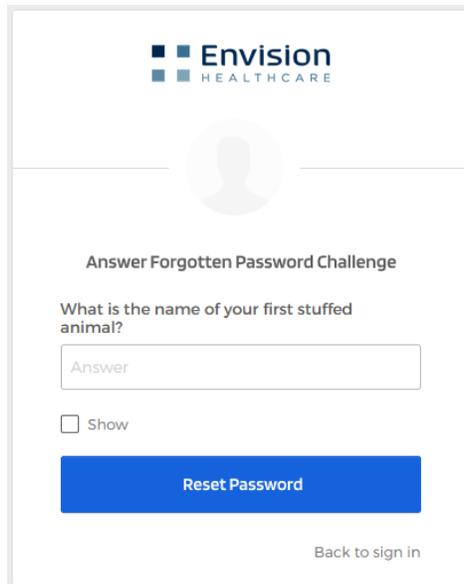
A screenshot of the "Unlock account" page. At the top is the Envision Healthcare logo. Below the logo is the heading "Unlock account". Underneath is the label "Email or Username" followed by a text input field. Below the input field is the text "SMS or Voice Call can only be used if a mobile phone number has been configured." At the bottom of the form are two blue buttons: "Send SMS" and "Voice Call". At the very bottom of the page is a link that says "Back to sign in".

- Depending on the method you chose, you will receive a text message or a phone call that will provide you with an authentication code. The next window that appears will ask for that code to verify your identity. Once entered, click the “Verify” button.



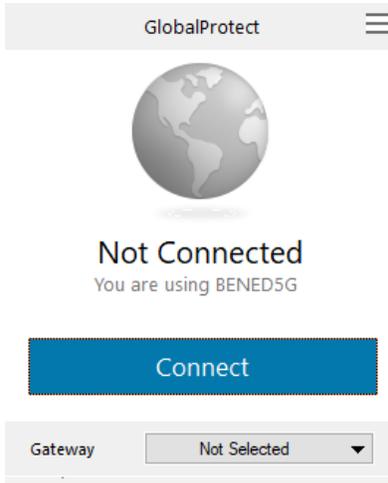
The screenshot shows the Envision Healthcare login interface. At the top is the Envision Healthcare logo. Below it is a circular placeholder for a user profile picture containing a question mark. The main heading is "Enter verification code sent via SMS". There is a text input field labeled "Enter Code" with a cursor inside. To the right of the input field is a "Sent" button. Below the input field is a large blue "Verify" button. At the bottom right, there is a link that says "Back to sign in".

- Finally, you will be prompted to answer a challenge question that you created when you set up your Okta profile. Provide your answer and then click “Reset Password.” If the answer is the same as the one you setup your Okta profile with, Okta will allow you to reset your password.



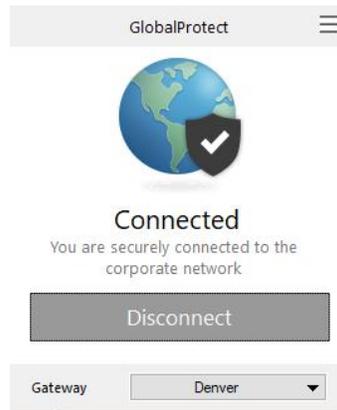
The screenshot shows the Envision Healthcare password challenge screen. At the top is the Envision Healthcare logo. Below it is a circular placeholder for a user profile picture. The main heading is "Answer Forgotten Password Challenge". The challenge question is "What is the name of your first stuffed animal?". There is a text input field labeled "Answer". Below the input field is a checkbox labeled "Show". Below the checkbox is a large blue "Reset Password" button. At the bottom right, there is a link that says "Back to sign in".

6. Once your password has been reset, before you do anything else, you will need to synchronize the new password with the Envision network. To do this, you will need to connect to the company VPN, GlobalProtect. This is done by clicking the gray globe icon in your system tray, or by clicking the Windows Start icon, typing "GlobalProtect," and selecting "GlobalProtect App." Click the blue Connect button to start the connection.

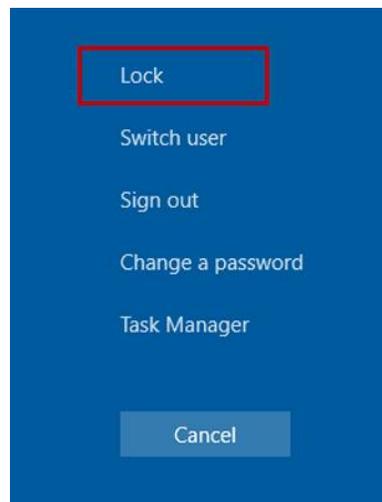


7. You will be taken to the Okta login screen where you will enter your Envision email address, and your **new** Okta password. You will also be asked for a multi-factor authentication code. Depending on which method you chose to use when setting up your Okta profile, this could be a code provided over SMS, or a code provided by the Okta Verify or Google Authenticator app on your phone, as shown below:

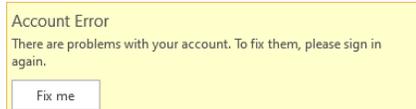
8. Make sure you are connected to the VPN by seeing if the gray globe icon in your system tray has turned blue with a checkmark, or by reloading the GlobalProtect App to see if it says you are "securely connected to the corporate network" as shown below:



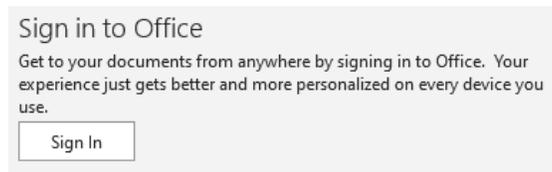
9. When you are successfully connected to the corporate network, you simply need to lock your workstation, and unlock it again with your new password. This will force your password to synchronize with the one you just changed in Okta. To lock your workstation, hit Control-Alt-Delete, and click Lock. Then, unlock your workstation again as usual, but this time use your **new** password.



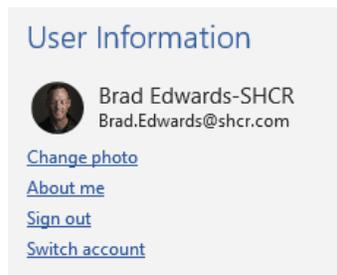
10. Finally, you will need to update the password used by one of the Microsoft Office 365 applications which will update the rest. Until you do, you may receive "cannot authenticate" errors, or messages like the ones shown below:



To update Microsoft Office 365, simply open Microsoft Word, select File->Account from the menus, and click the "Sign In" button, which will take you to the standard Okta login screen where you will enter your email address and, again, your **new** password.



If you do not see a "Sign In" button, you may need to sign out of your account first. To do that, simply click the "Sign-out" button first, then click the "Sign In" button that appears.



11. Your account should now be properly synchronized across the network and across Microsoft Office365.