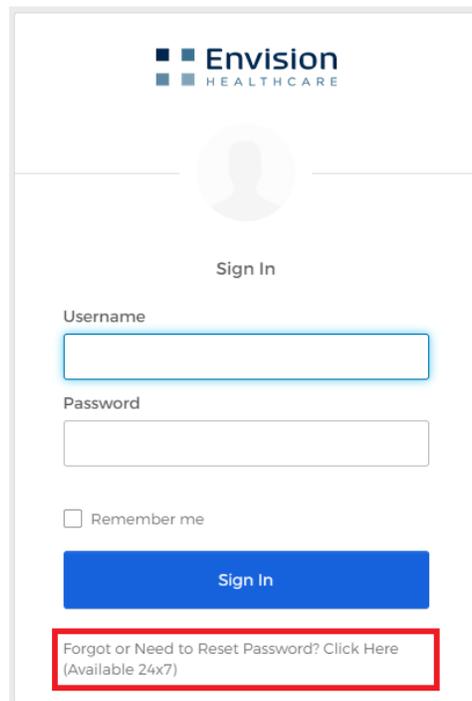# How to Reset Your Envision Password

This article describes how to <u>reset</u> 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:

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

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:
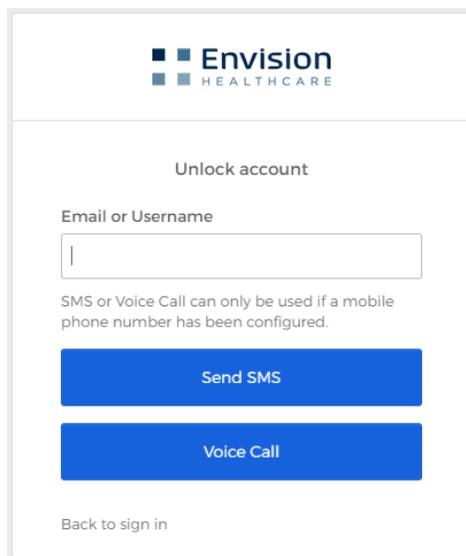
4. Depending on the method you chose, you will receive a text message or a phone call that will provide you with an authentication code. The next window that appears will ask for that code to verify your identity. Once entered, click the "Verify" button.
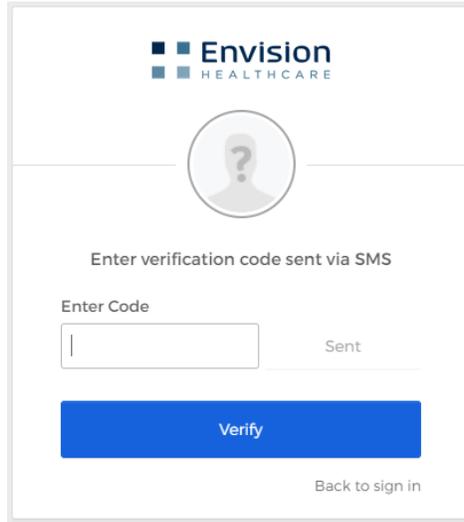
5. Finally, you will be prompted to answer a challenge question that you created when you set up your Okta profile. Provide your answer and then click "Reset Password." If the answer is the same as the one you setup your Okta profile with, Okta will allow you to reset your password.
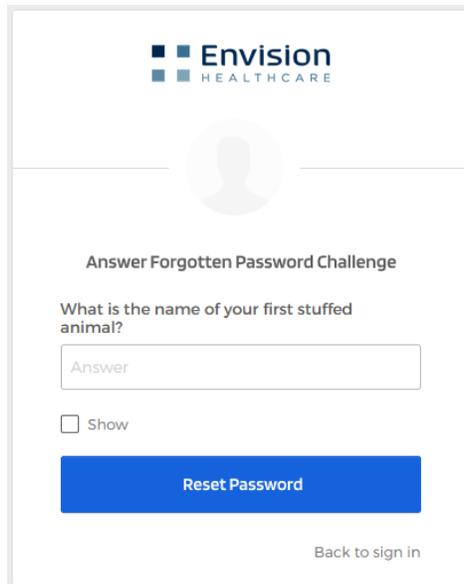
6. Once your password has been reset, before you do anything else, you will need to synchronize the new password with the Envision network. To do this, you will need to connect to the company VPN, GlobalProtect. This is done by clicking the gray globe icon in your system tray, or by clicking the Windows Start icon, typing "GlobalProtect," and selecting "GlobalProtect App." Click the blue Connect button to start the connection.
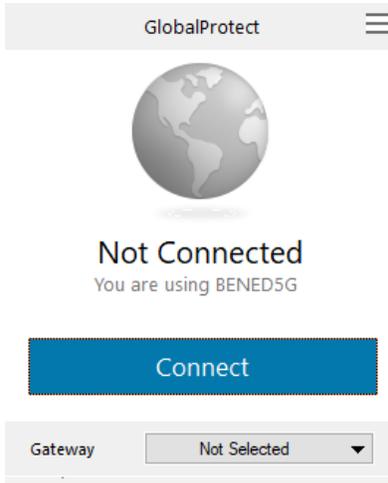
7. You will be taken to the Okta login screen where you will enter your Envision email address, and your _**new**_ Okta password. You will also be asked for a multi-factor authentication code. Depending on which method you chose to use when setting up your Okta profile, this could be a code provided 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 checkbox, or by reloading the GlobalProtect App to see if it says you are "securely connected to the corporate network" as shown below:
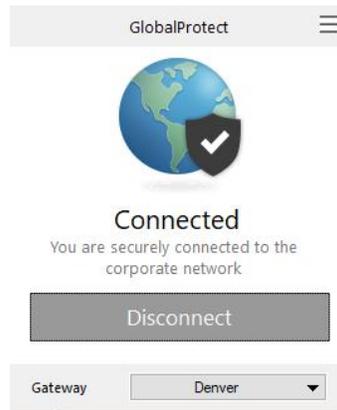
9. When you are successfully connected to the corporate network, you simply need to lock your workstation, and unlock it again with your new password. This will force your password to synchronize with the one you just changed in Okta. To lock your workstation, hit Control-Alt-Delete, and click Lock. Then, unlock your workstation again as usual, but this time use your **_new_** password.
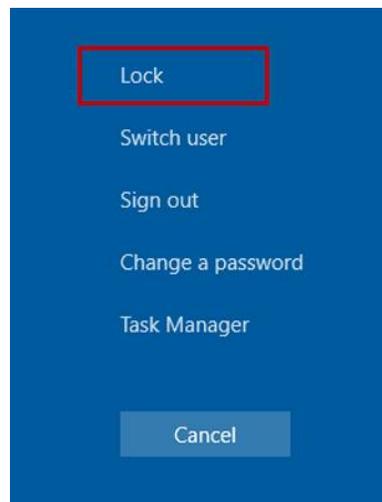
10. Finally, you will need to update the password used by one of the Microsoft Office 365 applications which will update the rest. Until you do, you may receive "cannot authenticate" errors, or messages like the ones shown below:

Account Error
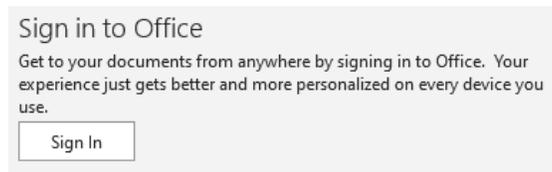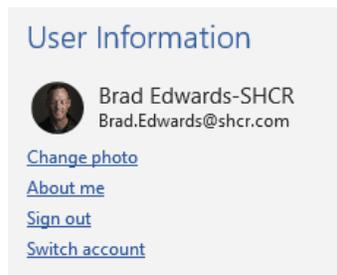There are problems with your account. To fix them, please sign in again.

Fix me

⊗ SIGN IN REQUIRED   We can't upload or download your changes because your cached credentials have expired.   Sign In
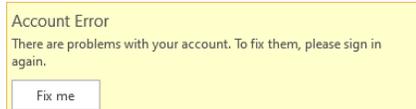
To update Microsoft Office 365, simply open Microsoft Word, select File->Account from the menus, and click the "Sign In" button, which will take you to the standard Okta login screen where you will enter your email address and, again, your **_new_** password.

Sign in to Office
Get to your documents from anywhere by signing in to Office. Your experience just gets better and more personalized on every device you use.

Sign In

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.

User Information

Brad Edwards-SHCR
Brad.Edwards@shcr.com

Change photo
About me
Sign out
Switch account

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