

How to Unlock Your Envision Account

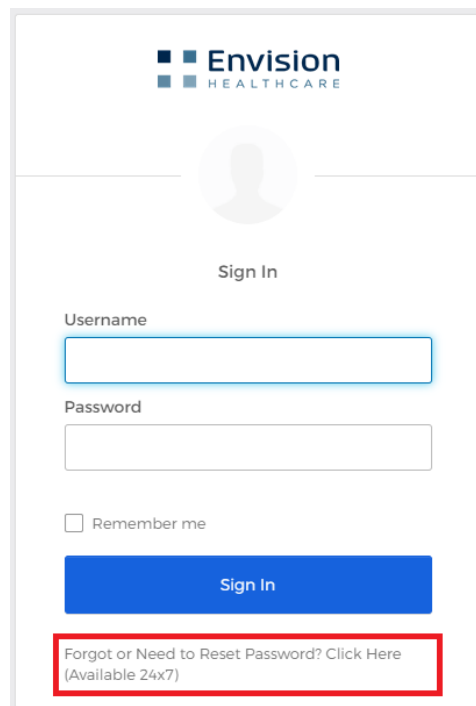
This article describes how to unlock the main account you use to access the Envision single-sign-on provider (Okta), the company virtual private network Global Protect, Microsoft Office365, and your company workstation if it is ever locked due to excessive login attempts.

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 UNLOCK YOUR ACCOUNT

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 Okta sign-in page. The page features the Envision Healthcare logo at the top. Below the logo is a circular placeholder for a user profile picture. Underneath the profile picture is the text 'Sign In'. The form includes a 'Username' field, a 'Password' field, and a 'Remember me' checkbox. A blue 'Sign In' button is positioned below the password field. 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

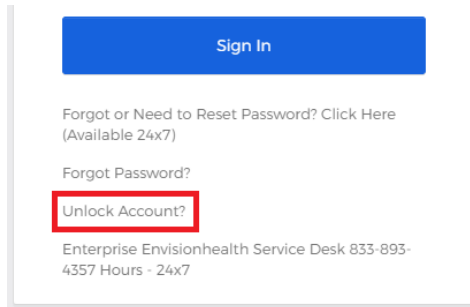
Password

Remember me

Sign In

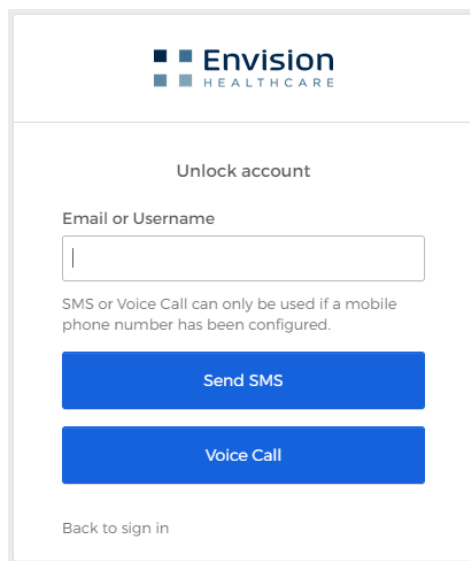
Forgot or Need to Reset Password? Click Here
(Available 24x7)

- From the menu that gets displayed, select “Unlock Account?”



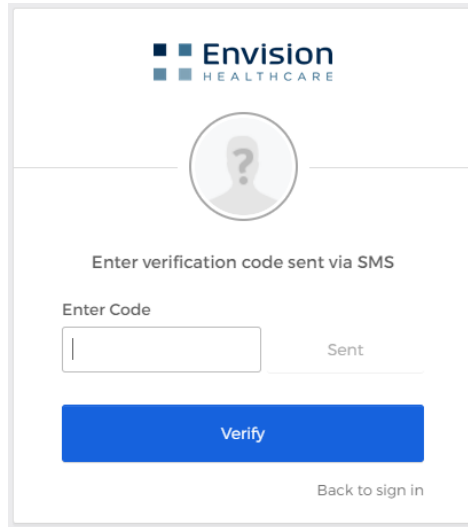
A screenshot of a login page. At the top is a blue button labeled "Sign In". Below it is the text "Forgot or Need to Reset Password? Click Here (Available 24x7)". Underneath that is "Forgot Password?". The "Unlock Account?" link is highlighted with a red rectangular box. At the bottom, it says "Enterprise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

- 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:



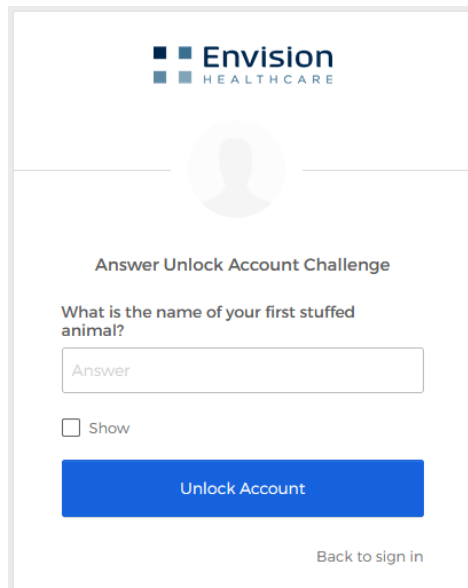
A screenshot of the "Unlock account" page. At the top is the Envision Healthcare logo. Below the logo is the heading "Unlock account". Underneath is the label "Email or Username" followed by an empty text input field. Below the input field is the text "SMS or Voice Call can only be used if a mobile phone number has been configured." There are two blue buttons: "Send SMS" and "Voice Call". At the bottom left 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 verification 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 “Unlock Account.” If the answer is the same as the one you setup your Okta profile with, Okta will unlock your account.



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