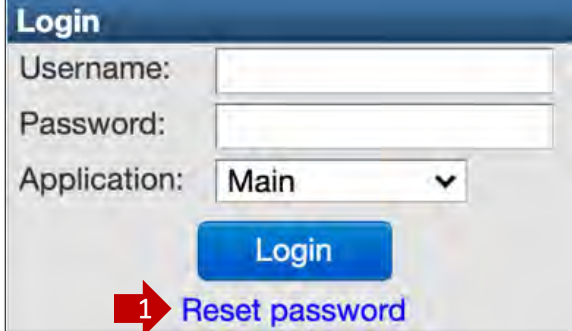


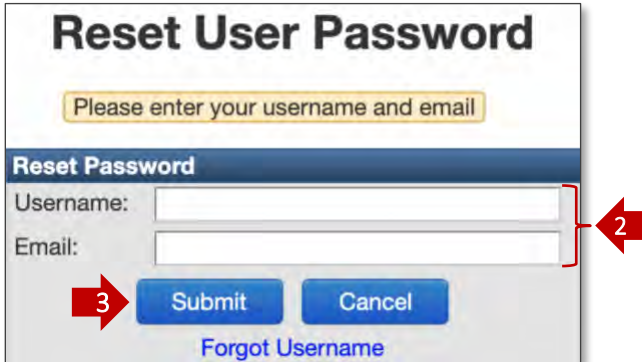
RESETTING YOUR PASSWORD IN CHIMS

1. If you have forgotten your password or have been locked out of your account, click **RESET PASSWORD** on the [CHIMS Login](#) page.



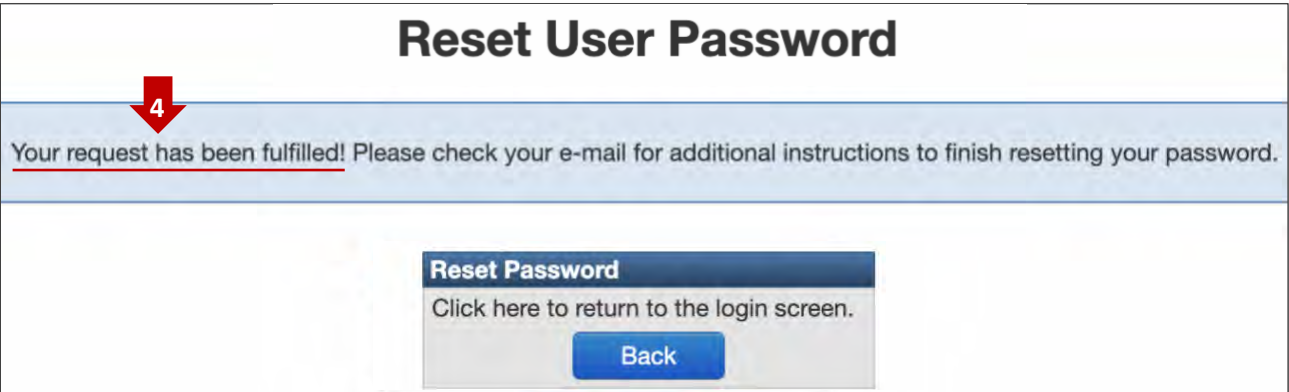
Login
Username:
Password:
Application: Main ▾
Login
1 [Reset password](#)

2. Enter your **USERNAME** and **EMAIL**.
3. Click **SUBMIT**.



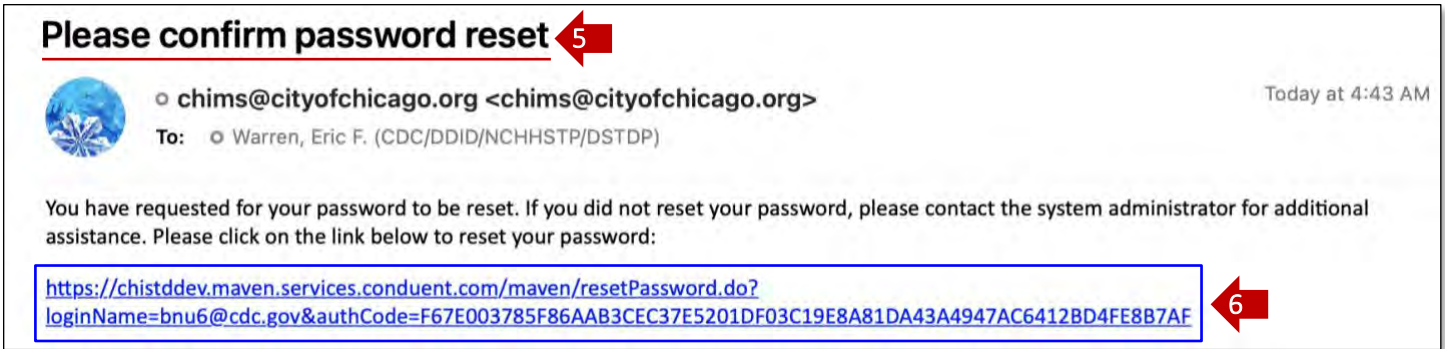
Reset User Password
Please enter your username and email
Reset Password
Username:
Email:
3 **Submit** **Cancel**
[Forgot Username](#)

4. The system will indicate that **YOUR REQUEST HAS BEEN FULFILLED**.



Reset User Password
4 Your request has been fulfilled! Please check your e-mail for additional instructions to finish resetting your password.
Reset Password
Click here to return to the login screen.
Back

5. You will receive an email requesting you to **PLEASE CONFIRM PASSWORD RESET**.
6. Click the **HYPERLINK**.



7. Populate the **SECURITY ANSWER**, **NEW PASSWORD**, and **CONFIRM PASSWORD** fields.
8. Click **SUBMIT**.

NOTE | Password Criteria:

- * At least eight (8) characters
- * Combination of letters and numbers
- * Case-sensitive
- * Expires every 90 days

Reset User Password

Reset Password

Username: Eric.Warren

Security Question: What was your first pet's name?

Security Answer:

New Password:

Confirm Password:

7

8 **Submit** **Cancel**

9. The system will indicate that your **PASSWORD HAS BEEN CHANGED**.
10. Click **BACK** to return to the [CHIMS Login](#) page.

Reset User Password

Reset Password

Security question was answered correctly! Password has been changed. 9

Click here to return to the login screen.

10 **Back**

11. You will receive an email indicating that your **PASSWORD HAS BEEN RESET**.

Password has been reset 

 **chims@cityofchicago.org** <chims@cityofchicago.org> Today at 4:07 AM

To:  Warren, Eric F. (CDC/DDID/NCHHSTP/DSTDP)

Please contact chims@cityofchicago.org if you have not reset your password intentionally