

# HealthSource Clarity Notification — Login Changes

After we upgrade **HealthSource Clarity** on Friday night, March 13, 2020, your **Login** process will change.

1. Type your **FULL EMAIL ADDRESS** on the **Login** page.

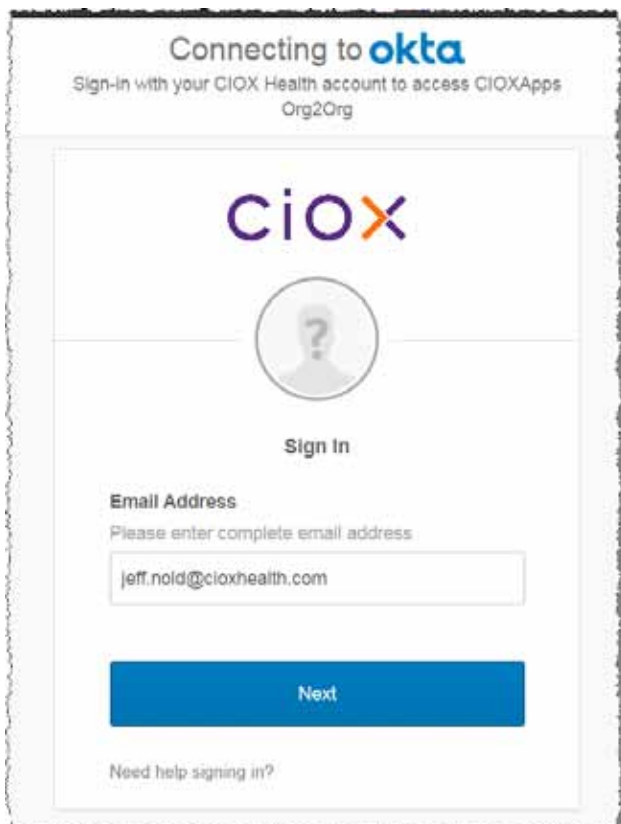


3. Enter your **Password** and click **Verify**. Your password has **NOT** changed.



2. If the **Connecting to Okta** page appears, your **Email Address** will already be filled in. Click **Next**.

- Some users will not see this page but will go directly to Step 3.



4. Validate your identity. This example shows the **Security Question** method.

- Whatever your method, follow the same process as in the past. Your validation settings have not changed.



## Login problems?

If your user name and / or password doesn't work:

1. Click the **Sign Out** link at the bottom of the **Password** or **Verification** pages:

The screenshot shows the Ciox Password verification page. At the top is the Ciox logo. Below it is a circular icon with a password field. The text 'Password' is centered. Below that is another 'Password' label and an input field with masked characters. A blue 'Verify' button is at the bottom. A red callout bubble with the text 'Sign Out' points to a 'Sign Out' link at the bottom right of the page.

The screenshot shows the Ciox Security Question verification page. At the top is the Ciox logo. Below it is a circular icon with a question mark. The text 'Security Question' is centered. Below that is a label 'What was your dream job as' followed by an input field with masked characters. A blue 'Verify' button is at the bottom. A red callout bubble with the text 'Sign Out' points to a 'Sign Out' link at the bottom right of the page.

2. The **Okta Email Address** page appears. Click **Need help signing in?**

The screenshot shows the Ciox Email Address page. At the top is the Ciox logo. Below it is a circular icon with a question mark. The text 'Sign In' is centered. Below that is a label 'Email Address' and a prompt 'Please enter complete email address'. An input field contains the email address 'jeff.nold@cioxhealth.com'. A blue 'Next' button is at the bottom. A red callout bubble with the text 'Help' points to a 'Need help signing in?' link at the bottom left of the page.

3. Choose either **Forgot Password** or **Unlock Account**.

The screenshot shows the Ciox help page. At the top is a blue 'Next' button. Below it is the text 'Need help signing in?'. Underneath are three links: 'Forgot password?', 'Unlock account?', and 'Help'. The 'Forgot password?' link is highlighted with a red border.