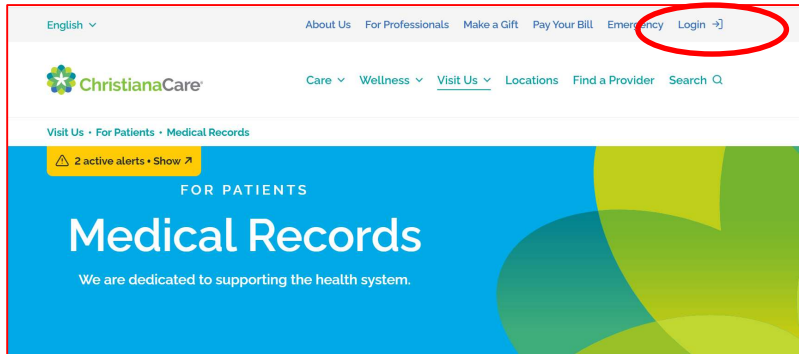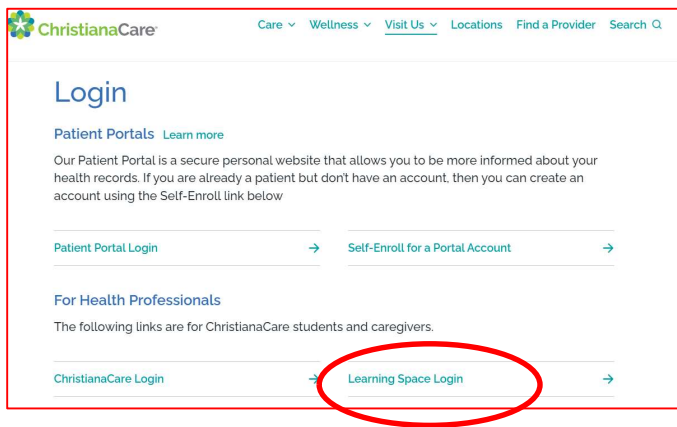**Login and Security Agreement Instructions**

Please go to www.christianacare.org. Click on **Login** which is located at the top right corner of the page.

Click on **Learning Space Login.**

When the Virtual Workstation desktop opens, enter your User Name and the new temporary password provided by IT.
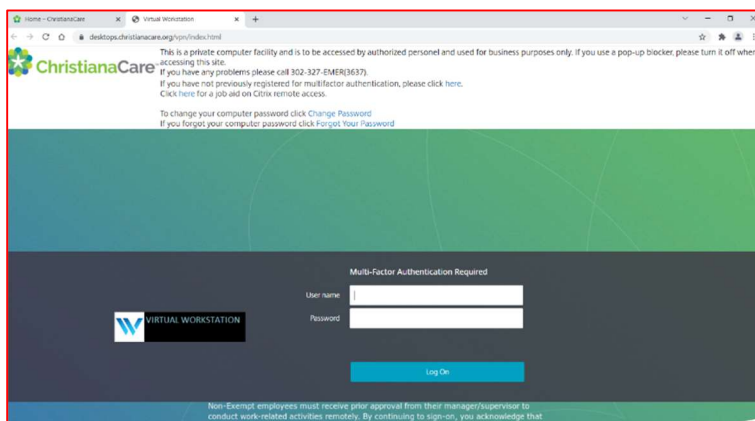
Login and Security Agreement Instructions

Follow the steps as guided to create your new password.

You can now disconnect with IT.   Next step:

In order to be granted access to the ChristianaCare EMR, the **Security Agreement** and **Identity Question and Answer** documents must be completed. Following these instructions:

Go back to the Browser page and open the Applications Page:
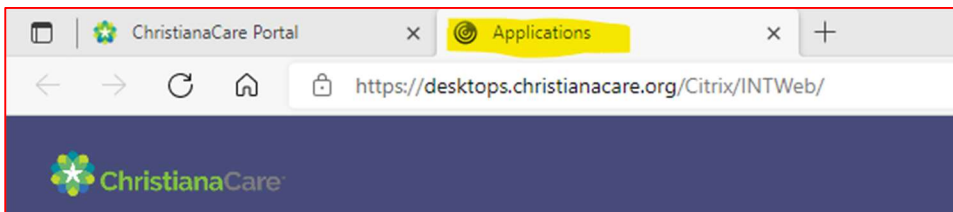
Select the Learning Space icon:
*NOTE: The **Security Agreement** must be completed prior to any additional access.*

Enroll to have Automated Password Reset:
So that you have the ability to reset your password on your own without having to wait on hold with Customer Service or talk to a live agent, you must first self-enroll by following the below Enrollment process. This process is a one-time activity. When you have completed the enrollment you will be able to reset your password from any device on any network. This <Link> will guide you thru the process with screen shots included or below is the cliff note version.

1. *Click on the link Password reset QA Enrollment*
2. *If your mobile device is listed, go to Step 3. Else, click Add Device button and include your Phone number and add the device*
3. *Click Verify button next to your mobile device*
4. *A 6 digit code will be sent to your device, enter the code on the page and your device will be authorized successfully*
5. *Click the QA verification tab, update your challenge response questions and hit submit*

In the future if you need unlock or password reset follow the instructions from the Link above or unlock or reset your password via the Storefront:
   o *Launch https://desktops.christianacare.org*
   o *Click 'Forgot your password'*
   o *Authenticate via SMS / QA verification and proceed with unlock or reset*

Login and Security Agreement Instructions

Any questions or problems please contact the IT Service Desk at 327-EMER or you can submit your problem through the IT Service Portal found on the Applications Page:
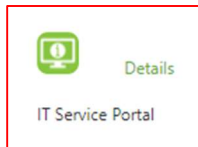
Once on the IT Service Portal page, click on Get Help to fill out the webform and submit: