ID.iowa.gov

A Guide For

helpid.iowa.gov

Need help? Call 800-532-1174

START HERE

About this guide

ID.iowa.gov is the sign-in the State of Iowa uses for many online services. When you make one account, the same email and password let you reach the services that use it. This guide walks you through how to create your account, sign in, and keep it current. Each step matches what you see on your screen.

What you'll need

- An email address you can open. This becomes your username.
- A phone, so you can add extra security to your account.
- About 10 minutes.

Many state services share this sign-in. If a service shows the ID.iowa.gov screen, your account works there. For questions about a specific service or program, contact that agency. You can find agencies at directory.iowa.gov.

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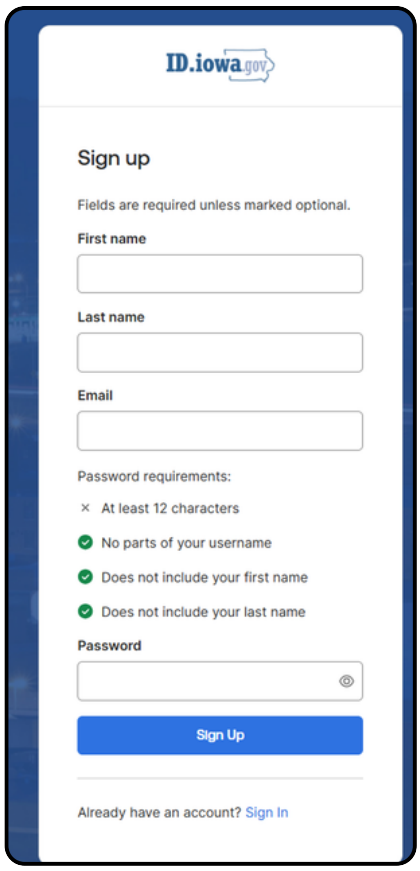
First Time Users

Create your account

Follow these steps to set up a new ID.iowa.gov account. If you already have one, skip ahead to Sign in on the next page.



1. Go to **id.iowa.gov** and select **Sign up**.
2. Type your **First name**, **Last name**, and email address. Pick an email you will always be able to open, since it becomes your username (see image right).
3. Select **Sign Up**.
4. Create a password (see the password rules below), then select **Set up**.
5. Check your email for a message from Admin@ID.iowa.gov or no-reply@id.iowa.gov. It will have the code you need.
6. Type the code in the **Enter Code** box and select **Verify**.
7. You can add a security method now or select **Set up later**. Adding one is a good idea (see page 5).

PASSWORD RULES

Your password needs at least 12 characters. It cannot contain your username, first name, or last name. There are no other rules. A short phrase with spaces is an easy way to reach 12 characters and still remember it. Use a password you do not use for any other account.

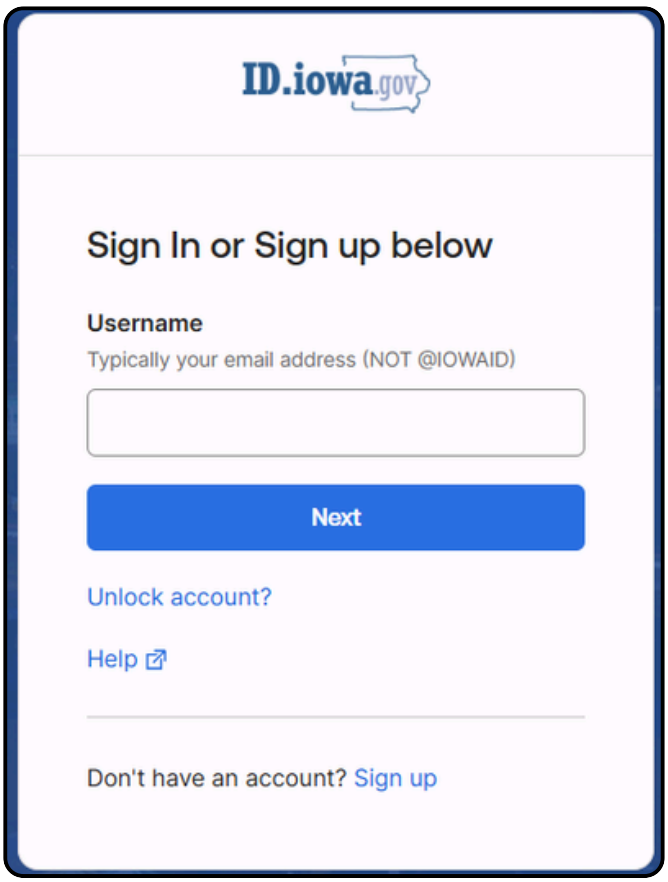
ALREADY HAVE AN ACCOUNT?

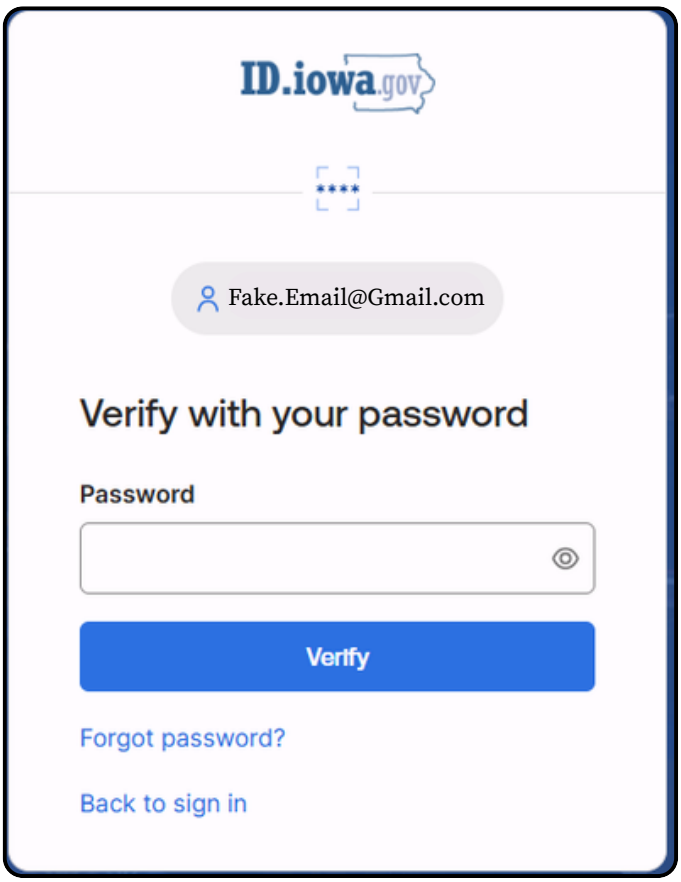
If you see **A user with this Email already exists**, you already have an account with that email. Select **Already have an account?** and sign in instead. If you forgot your password, see page 7.

Sign in

You sign in the same way every time. You need your email, your password, and your security method if you set one up.

1. Go to **id.iowa.gov**.
2. Type your email address in the **Username** box and select **Next**.
3. Type your password and select **Verify**.
4. If you set up a security method, finish that step. For example, enter the code from your app, approve the notification, or enter the code sent to your phone.

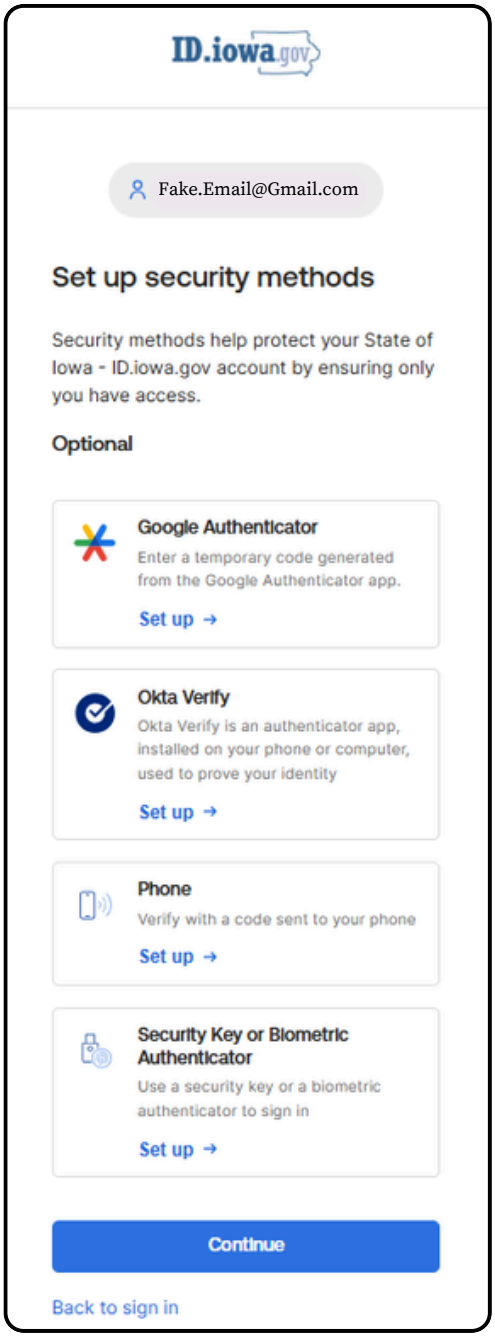




TIP
Your email address is your username. If you ever change your email, use the new address to sign in from then on (page 8).

Set up extra security

A security method is a second way to prove the account is yours. It keeps your account safe even if someone learns your password. You can set one up while signing in, or any time from your account settings.



Ways to verify

- **Okta Verify/Google Authenticator.** A free app that sends a tap to approve notification or a 6-digit code. Install it from the App Store or Google Play first.
- **Phone.** Get a code by text message or a phone call. A landline works too, if you choose the call option.
- **Passkey.** Use your device's fingerprint, face, or PIN, or a security key. Your fingerprint and face never leave your device.
- **Other options.** You may also see an email code or Google Authenticator. Set up whatever the screen offers you.

How to add one

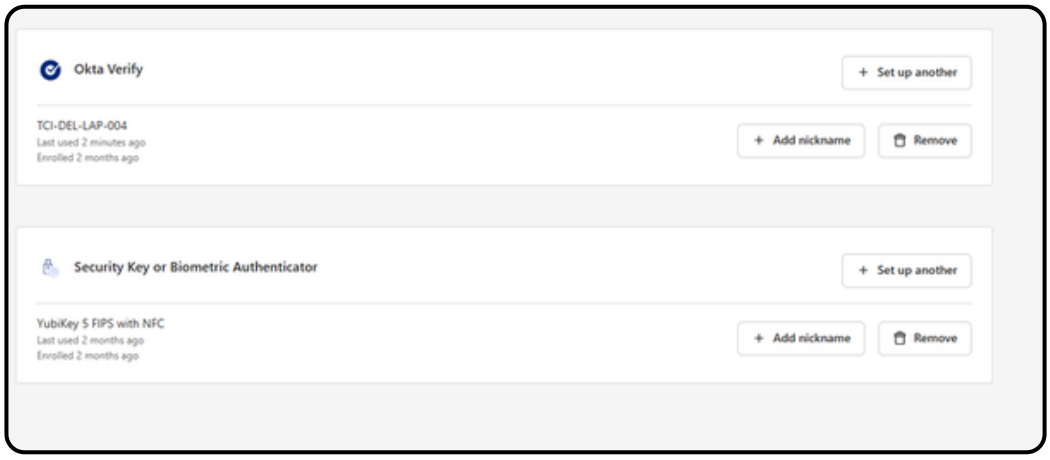
1. Sign in at **id.iowa.gov**.
2. Select your name in the top right corner.
3. Select **Account Settings**.
4. Select **Manage Security Methods**.
5. Select **Set up** next to the method you want, then follow the prompts.

GOOD TO KNOW

Set up more than one method if you can. If you lose your phone, a second method still lets you get in.

Remove a security method

1. Sign in and select your name in the top right corner.
2. Select **Account Settings**, then **Security Methods**.
3. Find the method you want to remove and select **Remove**.
4. Select **Yes** to confirm.

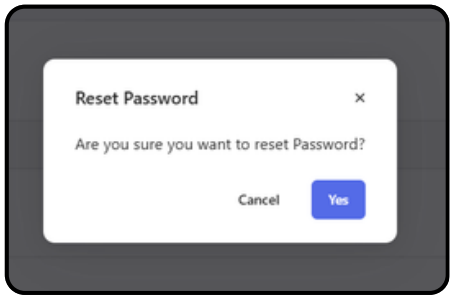


NOTE
Keep at least one security method on your account so you can still sign in.

Change your password

Use this when you know your current password and want a new one.

1. Sign in and select your name in the top right corner.
2. Select **Account Settings**, then find **Password**.
3. Select **Update**, then select **Yes**.
4. Enter your current password and finish any security check.
5. Type your new password, then type it again to confirm.
6. Select **Reset Password** and then select **Yes** (see right).



PASSWORD RULES
The same rules apply, and your new password cannot match your last 30 passwords.

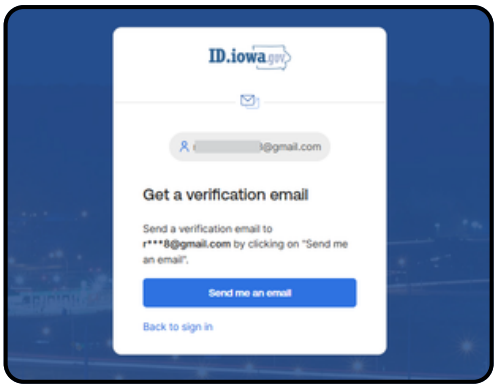
Reset a password you forgot

If you cannot remember your password, you can reset it with your email.

1. Go to **id.iowa.gov**, type your email, and select **Next**.

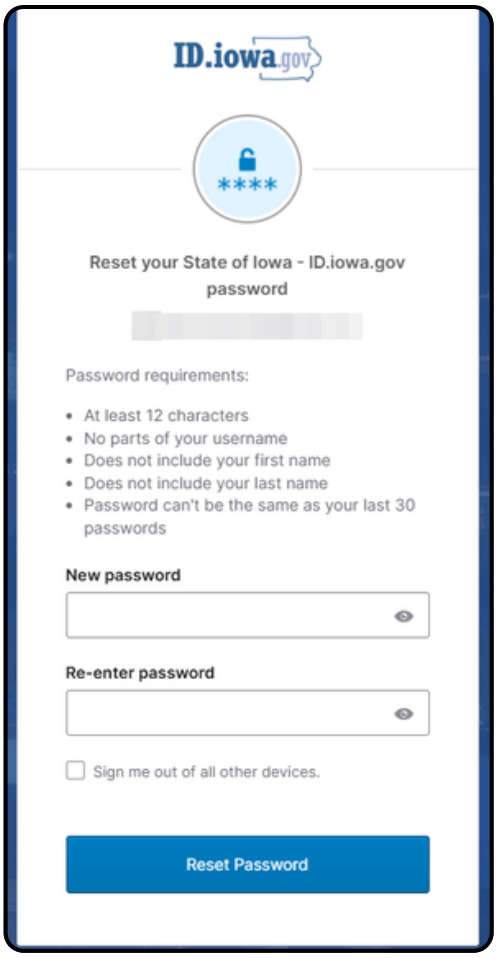
2. Select **Forgot your password?**

3. Select **Send me an email**.



4. Open the email from Admin@ID.iowa.gov or no-reply@id.iowa.gov. Select **Reset password**. Or copy the code, select **Enter a verification code instead**, paste it, and select **Verify**.

5. Type your new password, confirm it, and select **Reset Password**.

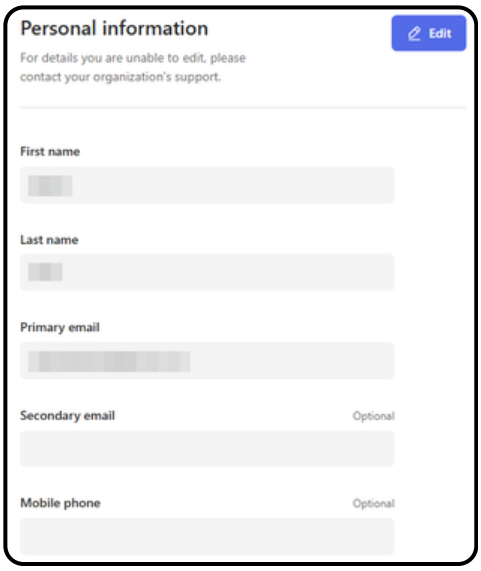


IF IT DOES NOT WORK

The code and link expire quickly. If yours stops working, start again from step 1. If the email never arrives, check your spam or junk folder.

Update your email or phone

You change your email and your phone number in the same place. Remember that your email is also your username, so a new email changes how you sign in.



1. Sign in and select your name in the top right corner.
2. Select **Account Settings**.
3. Under Personal details, select **Manage personal details**.
4. In the **Personal information** section, select **Edit**. You may be asked for your password again.
5. Change your email address or phone number, then save.
6. If you changed your email, open the new inbox and select **Confirm Email Change**. You will see an **Email Change Confirmed** screen.

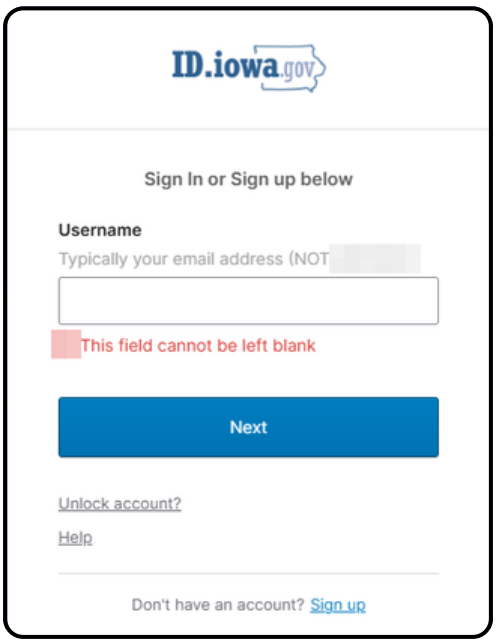
AFTER YOU CHANGE YOUR EMAIL

Sign in with the new address from then on. All account messages go to the new address. You can also add a second email, such as a work address, as a backup.

Unlock your account

Too many wrong sign-in tries can lock your account for a while. Here is how to unlock it yourself.

1. Go to **id.iowa.gov**.
2. Select **Unlock account?**
3. Type your email address.
4. Select **Email**, then select **Send me an email**.
5. Open the email from Admin@ID.iowa.gov or no-reply@id.iowa.gov and follow the link, or enter the code.
6. Go back to **id.iowa.gov** and sign in.



IF YOU CANNOT OPEN YOUR EMAIL

If you no longer have access to your email, the Service Desk can help you get back in. See Get help on the next page.

Common problems

The verification email did not arrive.

Wait a minute and check your spam or junk folder. Make sure you used the right email. Messages come from Admin@ID.iowa.gov and no-reply@id.iowa.gov, so allow those senders.

My code stopped working.

Codes expire fast. A texted code lasts about 10 minutes. An app code changes every 30 seconds, so use the one showing right now. Ask for a new code if you need to.

It says my email already exists.

You already have an account with that email. Sign in instead, or reset your password if you forgot it (page 7).

I am locked out.

Use **Unlock account?** on the sign-in screen (page 9). If that does not work, call the Service Desk.

I lost the phone with my security app.

Sign in with another method if you set one up. If not, call the Service Desk to get back in.

Which email should I use?

Use the email you both have dependable access to and plan on keeping. It is your username and where your account messages go for current and future logins?

Other helpful hints if your stuck.

Try using a different phone, laptop, browser, erasing some browser cookies, and/or restarting your device(s).

Get help

If you get stuck, the State of Iowa Service Desk can help with signing in, passwords, and locked accounts.

State of Iowa Service Desk

Online	Submit a request at support.iowa.gov
Phone	515-281-5703 or 800-532-1174
TTY	800-735-2943

For questions about a specific service or program, such as an application or your benefits, contact that agency directly. You can find agencies at directory.iowa.gov.