

Immunization Registry Information System (IRIS) - Manage My Account: Password Reset, Email Address, and Security Questions

October 2026

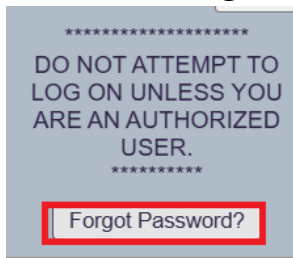
The following are instructions for IRIS users to reset their user password, update email address, and update IRIS Security Questions. If you have questions regarding your IRIS account, please consult with your organization's IRIS Administrative user(s) or call the IRIS Help Desk at 800-374-3958.

Password Reset

IRIS users must have an email address associated with their username and have completed security questions within the system. All IRIS users are prompted to create security questions upon initial login. To reset your password, users have three options: 1) select the "Forgot Password" on the login page; 2) contact the organization's IRIS Administrative User(s), or 3) follow the link in the IRIS Password Expiration Notice email.

Resetting IRIS Passwords - Forgot Password Button

- 1) Select the "**Forgot Password?**" button on the main IRIS login page:



- 2) Enter your Org Code, Username, and Email Address associated with the account. Select the "**Submit**" button:

Please enter your Org Code, Username, and Email address associated with your IRIS account and click 'Submit'

Org Code:
Username:
Email Address:

Submit

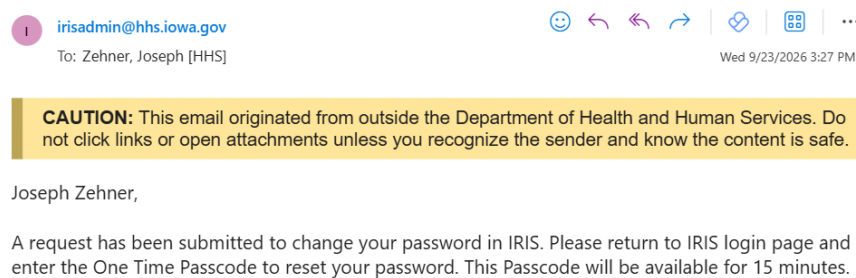
- 3) The message, **“One Time Passcode has been sent to the email address associated with this account”** displays:

A One Time Passcode has been sent to the email address associated with this account.

Enter your One Time Passcode:

Submit

- 4) Check the email address associated with the account. There will be an email containing a code to enter on the forgot password page to reset your password. The code will be valid for 15 minutes.



002G9E6M

- 5) Paste or enter the code on the IRIS website in the **“Enter your One Time Passcode”** field.

A One Time Passcode has been sent to the email address associated with this account.

Enter your One Time Passcode:

Submit

- 6) Security questions will then be displayed. You have three attempts to correctly answer the security questions. Your account will be locked after the third unsuccessful attempt, and you will need to contact your organization’s IRIS Administrative user(s) to unlock the account. After you successfully answer the security question, select the **“Submit”** button:

Please provide the answers to your security questions

What is your favorite Iowa State Fair food?

Submit

- 7) After correctly answering your security question, you will be able to reset your password. Type your new password, then confirm your new password. After entering your new password, select the **“Save”** button. After selecting Save, you will be logged in and able to access IRIS.

Change Password

User Joseph Zehner

Username zehnerj

* New Password

* Confirm New Password

Save

Cancel

Resetting IRIS Passwords - Password Expiration Notice Email

- 1) User will receive an email with a subject **“IRIS Password Expiration Notice”** indicating their password will expire on an upcoming date. Users can select the link in the email to complete their password reset.

 irisadmin@hhs.iowa.gov
To: Zehner, Joseph [HHS]



Fri 9/18/2026 8:30 AM

CAUTION: This email originated from outside the Department of Health and Human Services. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Your IRIS password will expire on 09/25/2026.

Please log into IRIS and update your password at:

- 2) The link will navigate to the IRIS login screen. Enter the Org Code, Username, and current password to login to IRIS.

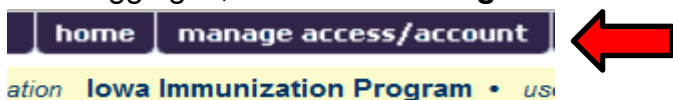
Org Code:

Username:

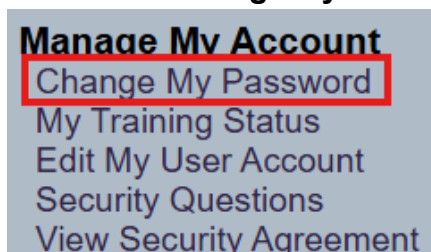
Password:

Login

- 3) After logging in, select the “**Manage Access/Account**” tab at the top of the page:



- 4) Select the “**Change My Password**” link under the Manage My Account section.



- 5) On the Change Password screen, password requirements will display. Enter a New Password and type it again in the Confirm New Password field. Select the “**Save**” button.

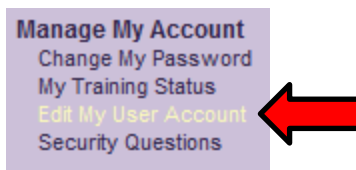
A screenshot of the 'Change Password' form. At the top, a grey header bar contains the text 'Change Password'. Below this, the text 'Passwords must:' is followed by a bulleted list of requirements: 'Contain at least 1 of the following special characters: !@#\$\$%^&*+', 'Include a mix of upper and lower case letters', 'Contain at least 1 number', and 'Be at least 8 characters in length'. The form includes fields for 'User' (Joseph Zehner) and 'Username' (zehnerj). To the right of these fields are 'Save' and 'Cancel' buttons, with the 'Save' button highlighted by a red box. Below the username field are two password input fields: '* New Password' and '* Confirm New Password', both containing masked characters (dots).

- 6) After selecting Save, the confirmation message “**Password Updated**” will display. Select the “**Click Here To Continue**” link to return to the portal screen in IRIS, then select “**IRIS**” from the Applications menu to return to your organization.

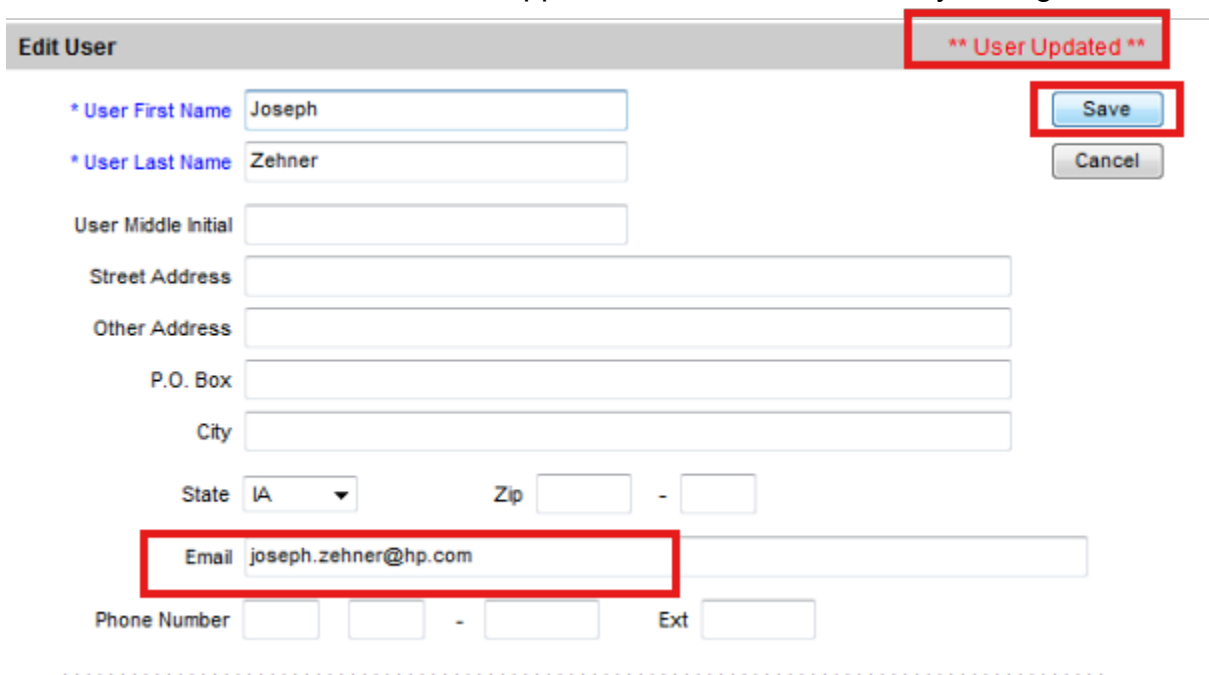
A screenshot of the 'Change Password' form after a successful password update. A red banner at the top right of the form area displays the message '** Password Updated **'. The password requirements list and input fields are still visible. At the bottom of the form, a green button labeled 'CLICK HERE TO CONTINUE' is highlighted with a red rectangular box.

Update Email Address

- 1) Select the **"Edit My User Account"** link under the Manage My Account section:



- 2) Enter your email address in the Email field, then select the **"Save"** button.
- 3) The message **"User Updated"** will display. Select **"Cancel"** to return to the portal screen in IRIS, then select **"IRIS"** from the Applications menu to return to your organization.

A screenshot of the 'Edit User' form in a web application. The form has a grey header bar with the title 'Edit User' on the left and a red-bordered box on the right containing the text '** User Updated **'. Below the header, there are several input fields: '* User First Name' (containing 'Joseph'), '* User Last Name' (containing 'Zehner'), 'User Middle Initial', 'Street Address', 'Other Address', 'P.O. Box', 'City', 'State' (a dropdown menu showing 'IA'), 'Zip' (with a hyphen separator), 'Email' (containing 'joseph.zehner@hp.com' and highlighted with a red box), and 'Phone Number' (with hyphen separators). To the right of the 'Email' field is a 'Save' button (highlighted with a red box) and a 'Cancel' button below it. A dotted line is at the bottom of the form.

Update Security Questions and Answers:

- 1) To update IRIS security questions and answers, select the **"Security Questions"** link under the Manage My Account section:



- 2) Three security questions must be completed for each IRIS user. After selecting a question, enter and confirm the answer. Each answer must be at least five characters. Answers must be unique for each question and are case- and space-sensitive. Questions with numbered answers, such as a date or phone number, must be formatted as follows: MM/YYYY and XXX-XXX-XXXX. After completion, select the “**Submit**” button:

Please establish Security Questions and Answers

Question 1: What was your favorite place to visit as a child? ▼

Answer:

Confirm Answer:

Question 2: What was your childhood phone number including area code? (999-999-9999) ▼

Answer:

Confirm Answer:

Question 3: What is your oldest sibling's birthday month and year? (mm/yyyy) ▼

Answer:

Confirm Answer:



- 3) After selecting “**Submit**”, a confirmation of “**Changes Saved**” will display. Select “**Click Here To Continue**”. You will be returned to the portal page where you can access IRIS.

** Changes Saved **

[CLICK HERE TO CONTINUE](#)