

STATE OF IOWA DEPARTMENT OF

**Health** AND **Human**

SERVICES

# **HHS Services Portal User Guide**

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## **DHS Services Portal Overview and Functionality**

### **What is the HHS Services Portal?**

The HHS Services Portal is an online account where you can apply for the following programs:

- Medicaid
- SNAP
- FIP

The HHS Services Portal also allows those with active or approved Medicaid coverage to take certain actions on their Medicaid case after it is linked to their portal account. These actions include:

- Opting into paperless notices
- Completing your annual renewal online through your portal
- Reporting a change on your case
- Uploading documents for your case

### **Paperless Option for your HHS Services Portal Account**

The Iowa Department of Health and Human Services (HHS) now offers a paperless option for some Medicaid and Hawki communications.

New and current Medicaid and Hawki members can start receiving some letters electronically by choosing “paperless” in their online DHS Services Portal account.

*(At this time DHS is only providing Medicaid Notices of Action letters electronically. All other communications, including member premium/contribution statements, will still be sent by mail.)*

For security reasons, members who choose paperless will receive a letter in the mail confirming the change to paperless. Future Medicaid/Hawki notices about eligibility would then be sent to the member’s DHS Services Portal account.

#### **How to go paperless when you don’t have an account**

- Set up a portal account
  - Follow the instructions for [Setting Up a New DHS Services Portal Account](#).  
*\*While creating your account make sure to select that you want to ‘Opt-In to Paperless’ on the Contact Information page.*
- Verify your email address
  - Follow the instructions at [Verifying Your Email Address](#).
- Link your case to your SSP account
  - Follow the instructions at [Linking Your DHS Services Portal Account with an Active Medicaid or Hawki Case](#)

#### **How to go paperless if you have an existing account**

- Log in to your existing portal account
  - If you signed up for your account with an email address, then follow the instructions at [Logging Into Your DHS Services Portal Account with an Email Address](#).

- If you signed up for your account without an email address, then follow the instructions at [Logging Into Your DHS Services Portal Account without an Email Address](#).
- Then follow the instructions at [Changing Your Account to Paperless](#)
  - In order to opt-in to the paperless option you will need to ensure that your email address is verified by following the instructions at [Email Address Verification](#) and that your Medicaid/Hawki case is linked to your portal account by following the instructions at [Linking Your DHS Services Portal Account with an Active Medicaid or Hawki Case](#).

### **What does case-linking mean?**

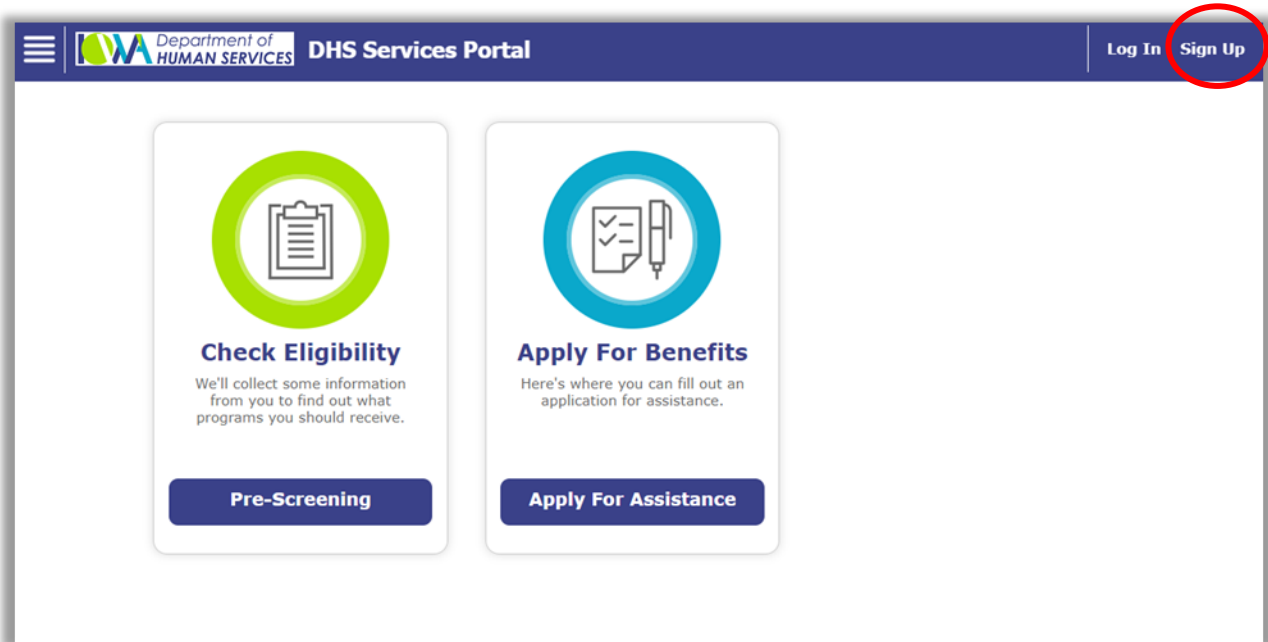
Linking your HHS Services Portal Account to your Medicaid/Hawki case is the process of connecting the two together. When your Medicaid/Hawki case is linked to your portal account, there are more robust options within the portal related to your case.

<b>Additional Portal Features and Benefits with Linked Case</b>	
<b>Going paperless</b>	You can <a href="#">opt-in to paperless</a> and start getting future notices about eligibility in your HHS Services Portal account instead of by mail.
<b>Online annual renewal</b>	When it is time for your annual renewal, there will be a link in your portal account where you can go to complete your renewal online instead of on paper*, making it more convenient to complete your renewal.  <i>*You will still receive a paper renewal in the mail, but that will not need to be filled out if you complete your renewal online.</i>
<b>Reporting a change</b>	You have the ability to report any changes your household has through your online portal instead of needing to call the Customer Service Center phone number.  This allows greater convenience by avoiding the limited operating hours of call centers as well as the phone congestion when you call in.
<b>Uploading case documents</b>	When you need to provide documentation to HHS for your case, you are able to submit these items online through your portal account.  Uploading documents for your case can be done: <ul style="list-style-type: none"> <li>▪ At application</li> <li>▪ At annual renewal</li> <li>▪ When reporting a change</li> <li>▪ Any other time that you have an active Medicaid/Hawki case (for example, after HHS requests information from you in writing)</li> </ul>
<b>NOTE: If your family has more than one Medicaid case you can link several cases to your account and be able to access all of the above benefits for each case in one portal account.</b>	

\*\*If a Medicaid or CHIP case has more than one DHS Services Portal account linked to it, and at least one of those accounts has selected to opt into paperless, both accounts will receive a message in their Message Center accounts regarding the paperless enrollment.

## Setting Up a New DHS Services Portal Account

1. Go to <https://dhsservices.iowa.gov/> and click 'Sign Up' on the top navigation pane. Continue to Step 2.



2. Fill out the 'Personal Information' page and click 'Save and Continue'.

Personal Information	Contact Information	Sign Up												
<h3>Personal Information</h3> <p>The information provided in this section is only for managing your online profile.</p> <p>Providing your Date of Birth and Social Security Number will allow you to recover your User Name if forgotten.</p> <p>It will also allow your account to be linked to your Medicaid case more easily.</p> <p>* Red asterisk indicates required</p> <table><tr><td>First Name*</td><td><input type="text" value="Go"/></td></tr><tr><td>Middle Name</td><td><input type="text"/></td></tr><tr><td>Last Name*</td><td><input type="text" value="Green"/></td></tr><tr><td>Suffix</td><td><input type="text" value="Select One"/></td></tr><tr><td>Date of Birth (mm/dd/yyyy)</td><td><input type="text" value="01/15/1983"/></td></tr><tr><td>Social Security Number (i.e. 123-45-6789)</td><td><input type="text" value="***-**-0123"/></td></tr></table> <p><input type="button" value="Cancel"/> <input type="button" value="Save and Continue"/></p>			First Name*	<input type="text" value="Go"/>	Middle Name	<input type="text"/>	Last Name*	<input type="text" value="Green"/>	Suffix	<input type="text" value="Select One"/>	Date of Birth (mm/dd/yyyy)	<input type="text" value="01/15/1983"/>	Social Security Number (i.e. 123-45-6789)	<input type="text" value="***-**-0123"/>
First Name*	<input type="text" value="Go"/>													
Middle Name	<input type="text"/>													
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Date of Birth (mm/dd/yyyy)	<input type="text" value="01/15/1983"/>													
Social Security Number (i.e. 123-45-6789)	<input type="text" value="***-**-0123"/>													

\*NOTE: If the First Name, Last Name, Date of Birth, and Social Security Number that you entered on the 'Personal Information' page exactly matches an existing DHS Services Portal account you will receive the warning seen on the screenshot below.

By clicking the check box, you indicate you understand that by continuing you will disable your prior account and would like to proceed with creating a new account.

If you do not wish to continue click the 'Cancel' button. You can follow instructions to [Recover Your DHS Services Portal Account Username](#) if you forgot your user name, or [Recover Your DHS Service Portal Password](#) if you forgot your password.

If you wish to continue and proceed with creating a new account, select the check box and click the 'Save and Continue' button and continue to Step 3.

Personal Information	Contact Information	Sign Up												
<h2>Personal Information</h2> <p>The information provided in this section is only for managing your online profile.</p> <p>Providing your Date of Birth and Social Security Number will allow you to recover your User Name if forgotten.</p> <p>It will also allow your account to be linked to your Medicaid case more easily.</p> <p><i>* Red asterisk indicates required</i></p> <p><i>Continuing with the information you entered will result in a previous account being disabled when you click Sign Up on the Sign Up page. That account will no longer be available and you will no longer have access to messages posted to that account's Message Center.</i></p> <p><b>Suggestion:</b> Click <i>Forgot User Name</i> to recover your user name or click <i>Forgot Password</i> to recover your password.</p> <p><input type="checkbox"/> * I understand that by continuing I will disable my prior account. I would like to proceed with creating a new account.</p> <table><tr><td>First Name*</td><td><input type="text" value="Duplicate"/></td></tr><tr><td>Middle Name</td><td><input type="text"/></td></tr><tr><td>Last Name*</td><td><input type="text" value="Account"/></td></tr><tr><td>Suffix</td><td><input type="text" value="Select One"/></td></tr><tr><td>Date of Birth (mm/dd/yyyy)</td><td><input type="text" value="01/01/2000"/> </td></tr><tr><td>Social Security Number (i.e. 123-45-6789)</td><td><input type="text" value="***-**-2000"/></td></tr></table> <p><input type="button" value="Cancel"/> <input type="button" value="Save and Continue"/></p>			First Name*	<input type="text" value="Duplicate"/>	Middle Name	<input type="text"/>	Last Name*	<input type="text" value="Account"/>	Suffix	<input type="text" value="Select One"/>	Date of Birth (mm/dd/yyyy)	<input type="text" value="01/01/2000"/>	Social Security Number (i.e. 123-45-6789)	<input type="text" value="***-**-2000"/>
First Name*	<input type="text" value="Duplicate"/>													
Middle Name	<input type="text"/>													
Last Name*	<input type="text" value="Account"/>													
Suffix	<input type="text" value="Select One"/>													
Date of Birth (mm/dd/yyyy)	<input type="text" value="01/01/2000"/>													
Social Security Number (i.e. 123-45-6789)	<input type="text" value="***-**-2000"/>													

3. Fill out the 'Contact Information' page and click the Save and Continue button.

\*\*If you want to go paperless, make sure to select 'Yes' to the question 'Would you like to opt into paperless?'. Continue to Step 4.

Personal Information      Contact Information      Sign Up

### Contact Information

The information provided in this section is only for managing your online profile.

\* Red asterisk indicates required

Home Phone Number (999)999-9999

Mobile Phone Number (999)999-9999

Email (example@abc.com)\*

To complete this online application for Health Coverage, Supplemental Nutrition Assistance Program (SNAP), and/or Family Investment Program (FIP) or Refugee Cash Assistance (RCA), you must enter a valid email address and continue through account creation.  
If you don't have an email address but still want to apply for Health Coverage, Supplemental Nutrition Assistance Program (SNAP), and/or Family Investment Program (FIP) or Refugee Cash Assistance (RCA) click [here](#).

**Your email address will need to be verified.**

- When you get a verification email from the DHS Services Portal, you will have approximately one hour to follow the instructions in the email.
- If you do not receive a verification email within a few minutes of signing up, please check your Spam/Junk folder in your email.
- If you still do not see a verification email, check that you have signed up with the correct email address.
- If your email address is correct and you have confirmed that it is not in your Inbox/Spam/Junk folders, after one hour you may re-send the verification email by logging into your DHS Services Portal Account and clicking on the 'Verify Your Email Address' link under Useful Links.

Do you have a home address? \*  Yes  No

Home Address Line 1 \*

Home Address Line 2

Home City \*

Home State \*

Home Zip Code (99999) \*

Is your mailing address the same as your home address? \*  Yes  No

Would you like to opt into paperless?  Yes  No

**By choosing YES:**

- You will receive Notices of Action for the Medicaid program and the Children's Health Insurance Program – CHIP – in the self-service portal message center **only**. Notices of Action inform you of your Medicaid/CHIP status (approved, denied, discontinued, changed).
- You will be required to log in to your DHS Services Portal account to view these Notices of Action.
- You will continue to receive paper mailings for all other correspondence such as your Medicaid/CHIP review form, Request for Information and mailings related to other programs.
- You can change back to receiving paper Notices of Action at any time by returning to the DHS Services Portal account and updating your contact information located under My Account.
- **Your email address must be verified and your account must be linked to a case in order to receive Notices of Action.**

If you do not have software installed on your computer for viewing PDF documents, you can download the free Adobe Acrobat Reader.

4. The 'Select Address' page will give you an option for the USPS standardized address that you entered. Choose the correct address and click '**Save and Continue**'. Continue to Step 5.

**Select Address**

The home and/or mailing address you entered has been corrected in order to be recognized by the postal service.

Choose one of the options below for your home and/or mailing address. If you are sure you entered a correct address, you can select your address as you entered it.

\* Red asterisk indicates required

**Possible matches for your home address:**

- 1305 E Walnut St  
DES MOINES, IA 50319-0106

**Your Home address as you entered is:**

- 1305 EAST WALNUT  
DES MOINES, IA 50309

[Back](#) [Save and Continue](#)

5. Choose a Username, Password, and security questions on the 'Sign Up' page, then click '**Sign Up**'. Continue to Step 6.

**Sign Up**

**User Name:** The username cannot contain spaces or special characters, such as <>, #, |, &, ~, ?, (), {}, %, or \*.

**Password Requirements:** The password cannot contain your username. The password must contain at least eight characters and at least three of the following four characteristics:

1. Upper Case letters
2. Lower Case letters
3. Numerals
4. Special characters (<>, #, |, &, ~, ?, (), {}, %, or \*)

Upon successful account sign up, you will automatically be logged into the DHS Services Portal.

\* Red asterisk indicates required

User Name\*

Password\*

Confirm Password\*

Select Security questions for which you know the answer. If you forget your password, you will be asked to answer these questions to recover your password.

First Security question\*

Answer\*

Second Security question\*

Answer\*

For security purposes, verify you are not a robot by clicking the box below.

Security\*  I'm not a robot

\* By checking this box you agree to abide by the [DHS Terms of Use](#)

[Cancel](#) [Sign Up](#)




6. You should see the message below explaining that your account sign up was a success. Continue to Step 7.

### Sign Up Success

Thank you for signing up.  
You have successfully created your username and password.

[Continue](#)

7. You will receive an email from [DHSServicesPortal\\_noreply@dhs.state.ia.us](mailto:DHSServicesPortal_noreply@dhs.state.ia.us) so that you can confirm that the email address you entered for your account is a valid email address. **To go paperless**, the email address you entered for your account will need to be confirmed. Follow the instructions at '[Confirming Your Email Address after a Verification Link Has Been Sent](#)' for help with confirming your email address.



## Confirm your email address

Dear Go Green,  
To finish setting up or updating your account, we just need to make sure this email address is yours. To continue, please confirm your email address by clicking the button below:

[Confirm Email Address](#)

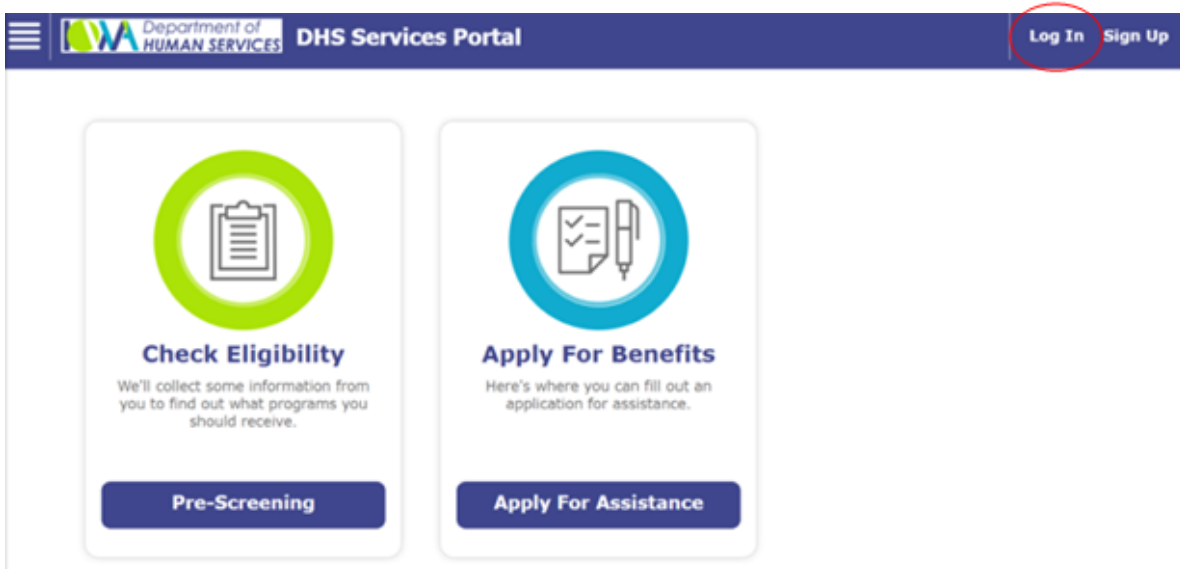
For security reasons, this confirmation link will expire in 75 minutes.

Message ID: AgAAAJGleG2UyvYEsBS9ZU9iQeH2AxVBlgquKTYLBL9G5OC2

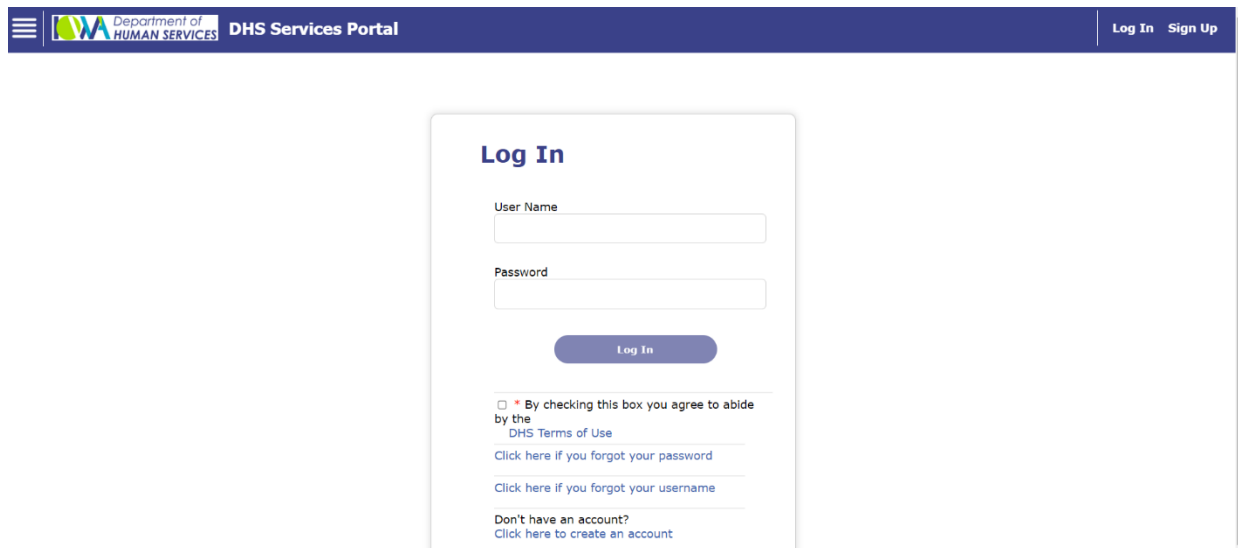
## **Accessing Your existing HHS Services Portal Account**

### **Logging Into Your DHS Services Portal Account with an Email Address**

1. Go to <https://dhsservices.iowa.gov/> and select '**Log In**' on the top navigation pane. Continue to Step 2.



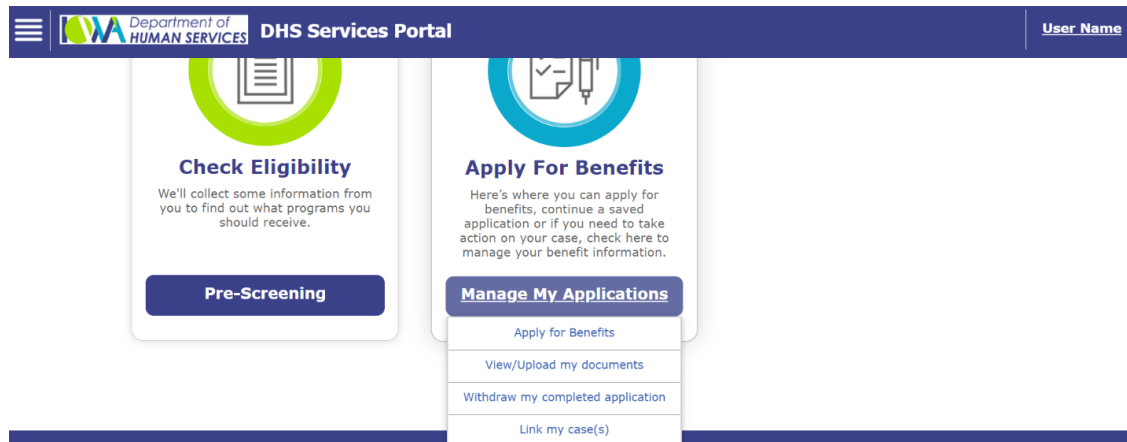
2. Enter your username, password, and select the check box to agree to abide by the DHS Terms of Use and then click the '**Log In**' button. Continue to Step 3.



3. If you have successfully logged in, you will see the DHS Services Portal home screen with your User Name in the top right corner and options for managing your account under 'Manage My

Applications'. From the Home screen you can make changes to your account. Follow the links below for help with managing your account.

\*\*If you were not successfully logged in go to [Step 4](#).



- Click for help with [Updating Personal Information on Your Account](#).
- Click for help with [Updating the Email Address on Your Account](#)
- Click for help with [Confirming Your Email Address After a Verification Link Has Been Sent](#)
- Click for help with [Changing Your Account to Paperless](#)
- Click for help with [Linking Your DHS Services Portal Account with an Active Medicaid or HAWKI Case](#)

4. If you were not successfully logged in, you will see one of the following pages. Follow the directions below based on which screen you see.

If you see the 'Verify Your Email Address' screen, continue to Step 5.

### Verify Your Email Address

You will receive an email at the following email address. If this is your correct email address, click the Continue button. If not, click the Close button and go to My Account to update your email address.

Email **EVERIFICATION@DHS.STATE.IA.US**

- When you get a verification email from the DHS Services Portal, you will have approximately one hour to follow the instructions in the email.
- If you do not receive a verification email within a few minutes, please check your Spam/Junk folder in your email.
- If you still do not see a verification email, check that you have entered the correct email address by reviewing your information under My Account.
- If your email address is correct and you have confirmed that it is not in your Inbox/Spam/Junk folders, after one hour you may re-send the verification email by logging into your DHS Services Portal Account and clicking on the 'Verify Your Email Address' link under Useful Links.

[Close](#) [Continue](#)

If you see the 'Login In – Enter Email' screen, go to [Step 3 of 'Logging into your Account Without an Email Address'](#) because you did not use an email address when you first set up your DHS Services Portal account.

**Log In - Enter Email**

Your Account has no email address. To continue with Log In, re-enter your password and a valid email address.  
*\* Red asterisk indicates required*

User Name

Password

Email (example@abc.com)\*

Your email address will need to be verified.

- When you get a verification email from the DHS Services Portal, you will have approximately one hour to follow the instructions in the email.
- If you do not receive a verification email within a few minutes, please check your Spam/Junk folder in your email.
- If you still do not see a verification email, check that you have entered the correct email address.
- If your email address is correct and you have confirmed that it is not in your Inbox/Spam/Junk folders, after one hour you may re-send the verification email by logging into your DHS Services Portal Account and clicking on the 'Verify Your Email Address' link under Useful Links.

[Save Email and Log In](#)

5. The email address you use for your DHS Services Portal account has not been verified, you will be directed to the following page.

**Verify Your Email Address**

You will receive an email at the following email address. If this is your correct email address, click the Continue button. If not, click the Close button and go to My Account to update your email address.

Email **EVERIFICATION@DHS.STATE.IA.US**

- When you get a verification email from the DHS Services Portal, you will have approximately one hour to follow the instructions in the email.
- If you do not receive a verification email within a few minutes, please check your Spam/Junk folder in your email.
- If you still do not see a verification email, check that you have entered the correct email address by reviewing your information under My Account.
- If your email address is correct and you have confirmed that it is not in your Inbox/Spam/Junk folders, after one hour you may re-send the verification email by logging into your DHS Services Portal Account and clicking on the 'Verify Your Email Address' link under Useful Links.

[Close](#) [Continue](#)

You can either:

- Verify your email address now by clicking 'Continue' on this page and proceeding to Step 6, OR
  - Wait and verify your email address at a different time. To do that click 'Close' on the page. A verification email will *not* be sent, and you can choose to verify your email address later. For help sending a new verification email to your email address at a later time you can go to [Verifying Your Email Address](#).
6. You will be taken to a new page explaining that a verification email has been sent to your email address. For help with confirming your email address you can go to [Confirming Your Email Address After a Verification Link Has Been Sent](#).

**Verify Your Email Address Results**

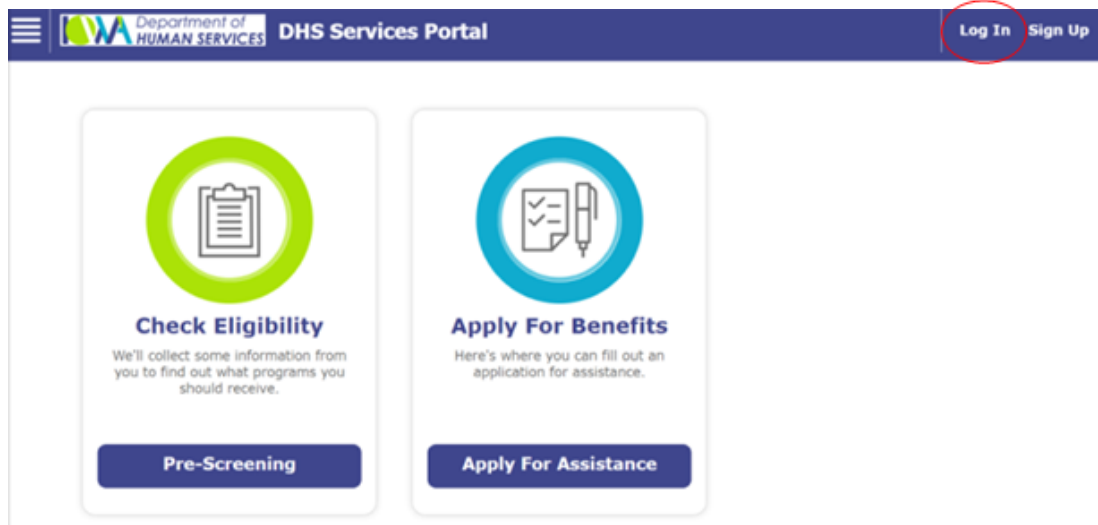
A verification email has been sent to email address **EVERIFICATION@DHS.STATE.IA.US**. Follow the instructions in the email to complete email verification. Click the Close button to return to the Home page.

[Close](#)

## **Logging Into Your DHS Services Portal Account without an Email Address**

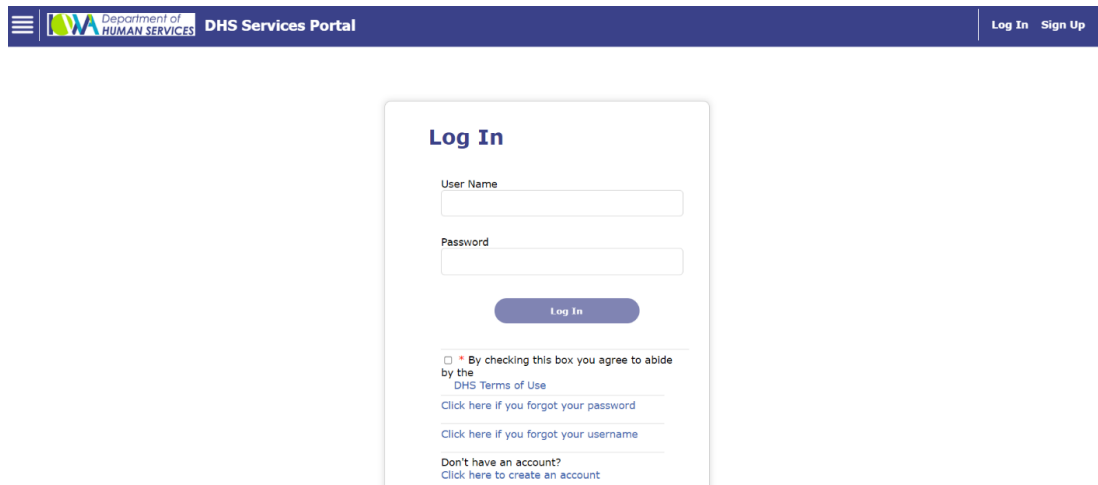
If you have an existing DHS Services Portal Account that you created without an email address, you can follow these steps to login. Upon logging in to your account, you will be required to enter an email address to connect to your Services Portal Account.

1. Go to <https://dhsservices.iowa.gov/> and select 'Log In' on the top navigation panel. Continue to Step 2.



2. Log into your account using your User Name and Password. Continue to Step 3.

\*\*If you forgot your username, you can follow the steps at [Recovering Your DHS Services Portal Account Username \(Forgot Username\)](#). If you forgot your password, you can follow the steps at [Recovering Your DHS Services Portal Account Password \(Forgot Password\)](#).



3. You will be navigated to a new login page that will require you to enter your Username, Password, and Email Address. Then click **'Save Email and Log In'** at the bottom of the page. Continue to Step 4.

### Log In - Enter Email

Your Account has no email address. To continue with Log In, re-enter your password and a valid email address.  
*\* Red asterisk indicates required*

User Name	<input type="text" value="bfish"/>
Password	<input type="password"/>
Email (example@abc.com)*	<input type="text"/>

Your email address will need to be verified.

- When you get a verification email from the DHS Services Portal, you will have approximately one hour to follow the instructions in the email.
- If you do not receive a verification email within a few minutes, please check your Spam/Junk folder in your email.
- If you still do not see a verification email, check that you have entered the correct email address.
- If your email address is correct and you have confirmed that it is not in your Inbox/Spam/Junk folders, after one hour you may re-send the verification email by logging into your DHS Services Portal Account and clicking on the 'Verify Your Email Address' link under Useful Links.

**Save Email and Log In**

**\*\*If the email you entered matches an email that is already linked to an existing DHS Services Portal account, you will get the red error message seen below.**

### Log In - Enter Email

Your Account has no email address. To continue with Log In, re-enter your password and a valid email address.  
*\* Red asterisk indicates required*

*ERROR! This email is associated with another account. Check the email and enter a different email address.*

User Name	<input type="text" value="bfish"/>
Password	<input type="password"/>
Email (example@abc.com)*	<input type="text" value="GGreen@hotmail.com"/>

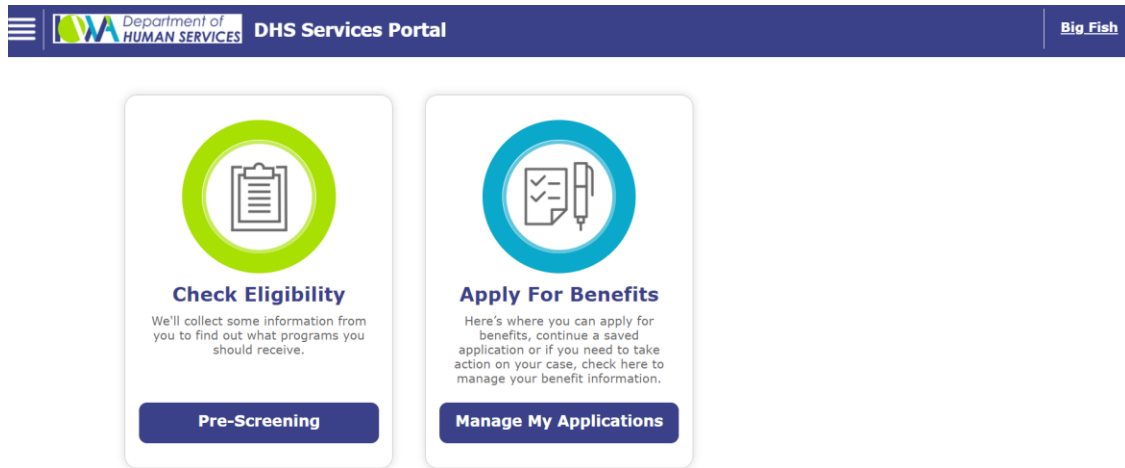
Your email address will need to be verified.

- When you get a verification email from the DHS Services Portal, you will have approximately one hour to follow the instructions in the email.
- If you do not receive a verification email within a few minutes, please check your Spam/Junk folder in your email.
- If you still do not see a verification email, check that you have entered the correct email address.
- If your email address is correct and you have confirmed that it is not in your Inbox/Spam/Junk folders, after one hour you may re-send the verification email by logging into your DHS Services Portal Account and clicking on the 'Verify Your Email Address' link under Useful Links.

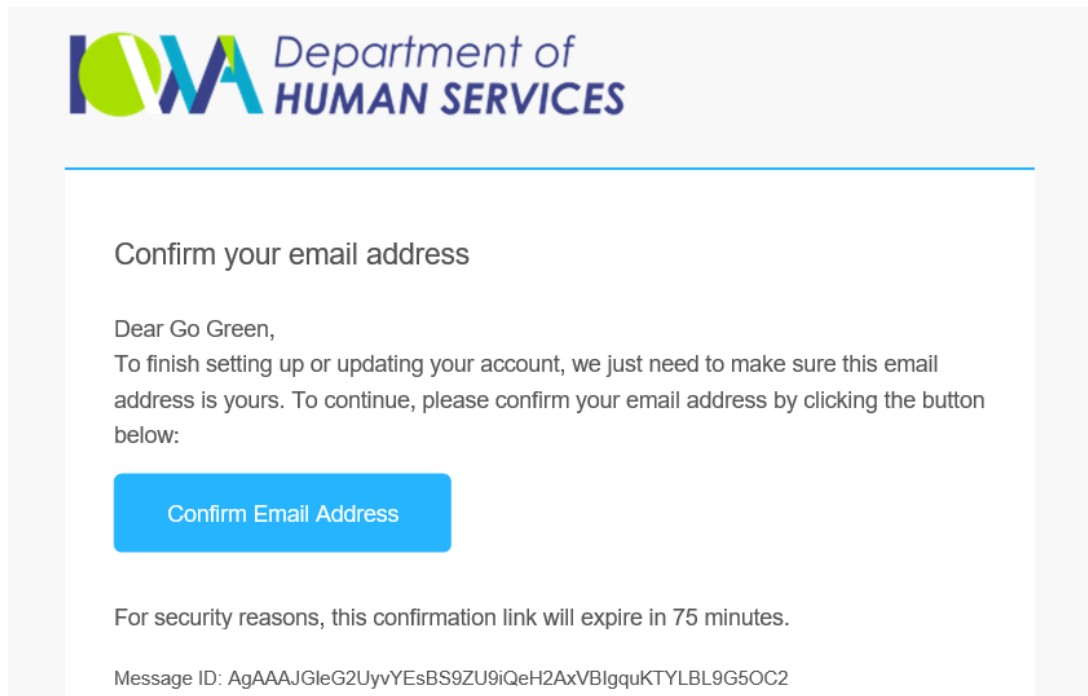
**Save Email and Log In**

- If you think you may have created a different DHS Services Portal account with your email address, you can follow the steps at [Recovering Your DHS Services Portal Account Username \(Forgot Username\)](#) to retrieve your username and log in with that account.

- If you want to use a different email address to link to the current account, then update the email address and click **'Save Email and Log In'** button. Continue to Step 4.
4. Once your email is successfully saved you will be logged into your account and redirected to the Portal home screen below. Continue to Step 5.



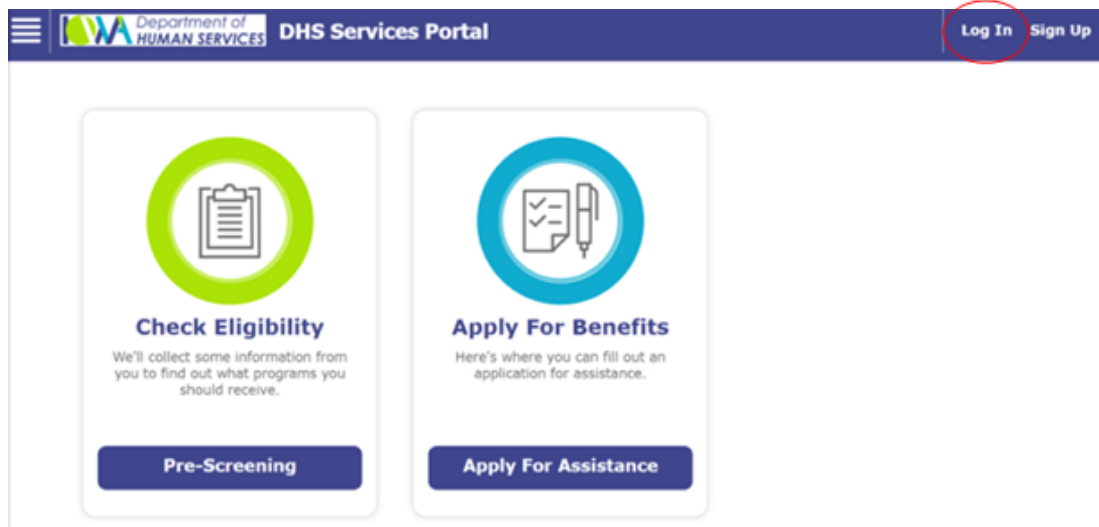
5. You will receive an email from [DHSServicesPortal\\_noreply@dhs.state.ia.us](mailto:DHSServicesPortal_noreply@dhs.state.ia.us) as seen below asking you to confirm your email address.



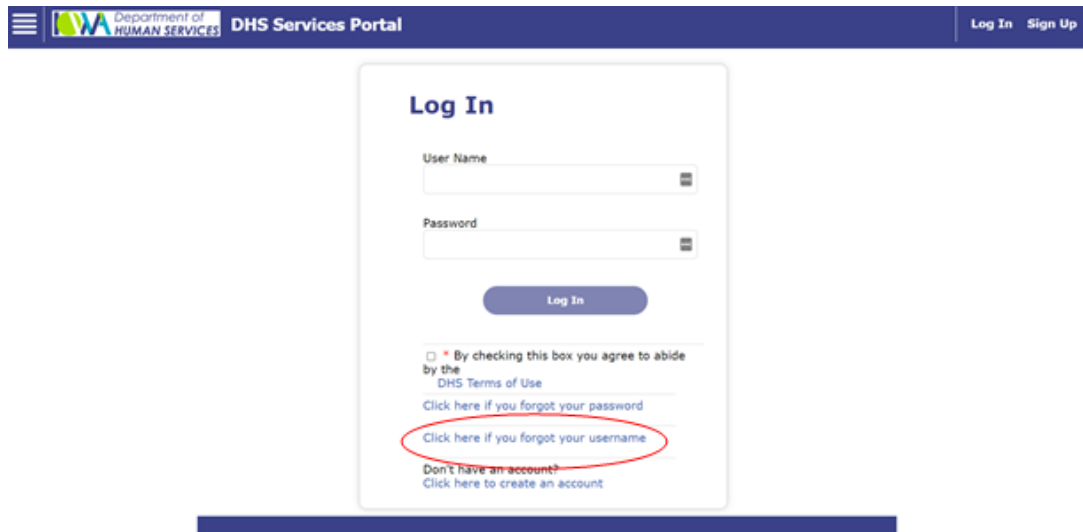
## Recovering Your DHS Services Portal Account Username (Forgot Username)

Follow these steps if you have an existing DHS Services Portal Account and you do not remember your username.

1. Go to <https://dhsservices.iowa.gov/> and select 'Log In' on the top navigation panel. Continue to Step 2.



2. Click the hyperlink '**Click here if you forgot your username**'. Continue to Step 3.






3. Enter your Last Name, First Name, Date of Birth, and Social Security Number and click the **'Submit'** button at the bottom of the page. Proceed to [Step 4](#).

### Forgot User Name

If you forgot your user name, please fill in the blanks below and we will send you an email to recover your user name.  
Providing your Social Security Number will allow you to recover your User Name more easily.

*\* Red asterisk indicates required*

Last Name*	<input type="text"/>
First Name*	<input type="text"/>
Date of Birth (mm/dd/yyyy)*	<input type="text"/> 
Social Security Number (i.e. 123-45-6789)	<input type="text"/>

\*\*If you do not have a Social Security Number go to [Step 9](#).

\*\*If you receive the following error message in red, one of the fields does not match with the account. You must correct the field(s) and click **'Submit'** again.



You have 5 attempts to update information. If the information you entered does not match with an account after 5 attempts, you will receive a different error message. Skip to [Step 16](#).

### Forgot User Name

If you forgot your user name, please fill in the blanks below and we will send you an email to recover your user name.  
Providing your Social Security Number will allow you to recover your User Name more easily.

*\* Red asterisk indicates required*

*The information you provided is not correct, please provide correct details.*

Last Name*	<input type="text" value="Name"/> 
First Name*	<input type="text" value="User"/>
Date of Birth (mm/dd/yyyy)*	<input type="text" value="09/15/1980"/> 
Social Security Number (i.e. 123-45-6789)	<input type="text" value="***.-**-1514"/>

4. You will see one of the following versions of the 'Retrieve Username' screen. Follow the steps below based on which screen you see.

If the Retrieve User Name screen looks like this, then continue to [Step 5](#).

### Retrieve User Name

In order to retrieve your username you must either verify your email address or answer the security questions you provided during account creation. Please select an option below:

Verify Email Address

- A verification email will be sent to email address **USERNAME1177@HOTMAIL.COM**. Follow the instructions in the email to complete email verification.
- When you get a verification email from the DHS Services Portal, you will have approximately one hour to follow the instructions in the email.
- If you do not receive a verification email within a few minutes please check your Spam/Junk folder in your email.

Answer Security Questions

[Cancel](#) [Continue](#)

If the Retrieve User Name screen looks like this, then continue to [Step 6](#).

### Retrieve User Name

A verification email has been sent to email address **H\*\*\*\*L@GMAIL.COM**.

- You will have approximately one hour to follow the instructions in the email and complete email verification.
- Once the verification is completed, you must return to the DHS Services Portal and click 'Forgot User Name' again.
- It could take 5 minutes for the validation to complete once you have followed the instructions.
- If you do not receive a verification email within a few minutes, please check your Spam/Junk folder in your email.
- If you cannot access this email address, call the DHS Contact Center at 1-855-889-7985.

Click the Close button to return to the Home page.

[Close](#)

If the Retrieve User Name screen look like this, then skip to [Step 12](#).

### Retrieve User Name

You will receive an email from the DHS Services Portal about your user name at the following email address.

Email	<b>USERNAME@DHS.STATE.IA.US</b>
-------	---------------------------------

- In the email, click the link to go to the login screen, where we'll automatically fill in your username.
- If you do not receive an email within a few minutes, please check your Spam/Junk folder in your email.
- If your email address is correct and you have confirmed that it is not in your Inbox/Spam/Junk folders, return to the DHS Services Portal and click 'Forgot User Name'.

[Close](#)

- You will see the information below because your account is *not* linked to your Medicaid/Hawki case. This means you will need to verify your email address or answer security questions in order to retrieve your user name.

### Retrieve User Name

In order to retrieve your username you must either verify your email address or answer the security questions you provided during account creation. Please select an option below:

Verify Email Address

- A verification email will be sent to email address **USERNAME1177@HOTMAIL.COM**. Follow the instructions in the email to complete email verification.
- When you get a verification email from the DHS Services Portal, you will have approximately one hour to follow the instructions in the email.
- If you do not receive a verification email within a few minutes please check your Spam/Junk folder in your email.

Answer Security Questions

[Cancel](#) [Continue](#)

- If you choose to 'Verify Email Address':
    - Select 'Verify Email Address' and click 'Continue' on the bottom of the page. Then continue to [Step 6](#).
  - If you choose to 'Answer Security Questions' then click 'Continue' and go to [Step 7](#).
- You will see this 'Retrieve Username' screen if you need to verify your email address. Click '**Close**' at the bottom of the page.

### Retrieve User Name

A verification email has been sent to email address **H\*\*\*\*L@GMAIL.COM**.

- You will have approximately one hour to follow the instructions in the email and complete email verification.
- Once the verification is completed, you must return to the DHS Services Portal and click 'Forgot User Name' again.
- It could take 5 minutes for the validation to complete once you have followed the instructions.
- If you do not receive a verification email within a few minutes, please check your Spam/Junk folder in your email.
- If you cannot access this email address, call the DHS Contact Center at 1-855-889-7985.

Click the Close button to return to the Home page.

[Close](#)

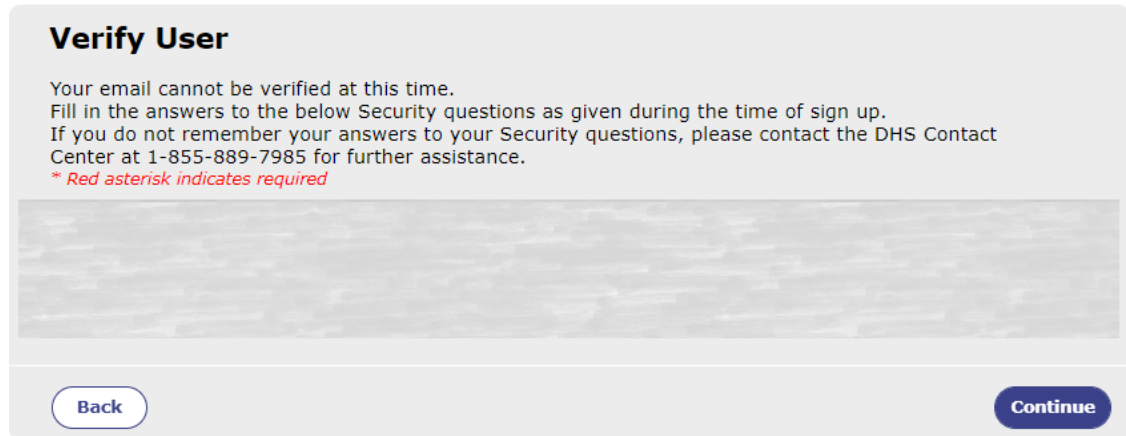
You will then receive an email from [DHSServicesPortal\\_noreply@dhs.state.ia.us](mailto:DHSServicesPortal_noreply@dhs.state.ia.us) so you can confirm/verify that the email address on your account is a valid address.

**For help with confirming your email address you can go to [Confirming Your Email Address After a Verification Link Has Been Sent](#).**

Once you have confirmed the email address, go back to [Step 1](#) as you will need to restart the process of recovering your User Name now that your email address is verified.

7. Fill in the answers for your security questions and click '**Continue**'.

If you answer your security questions correctly you will see a new page. Go to [Step 8](#).



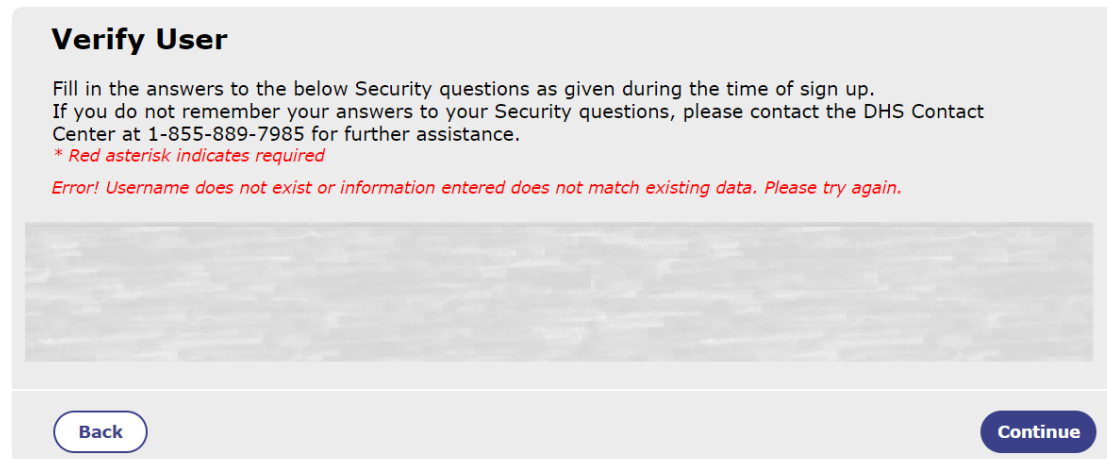
**Verify User**

Your email cannot be verified at this time.  
Fill in the answers to the below Security questions as given during the time of sign up.  
If you do not remember your answers to your Security questions, please contact the DHS Contact Center at 1-855-889-7985 for further assistance.  
*\* Red asterisk indicates required*

[Back](#) [Continue](#)

If you do **not** enter the correct answers to your security questions an error message will display in red as seen below. Correct your answers and click '**Submit**' again. Continue to Step 8 if you see a new page.

If the information you entered does not match with an account after 5 attempts, go to [Step 16](#).



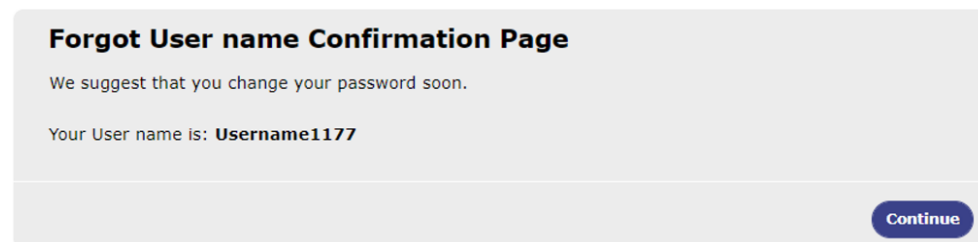
**Verify User**

Fill in the answers to the below Security questions as given during the time of sign up.  
If you do not remember your answers to your Security questions, please contact the DHS Contact Center at 1-855-889-7985 for further assistance.  
*\* Red asterisk indicates required*

*Error! Username does not exist or information entered does not match existing data. Please try again.*

[Back](#) [Continue](#)

8. You can use the User Name on this page to Log In. Click '**Continue**'. For help logging into your account with your recovered username you can go to [Logging Into Your DHS Services Portal Account with an Email Address](#).



**Forgot User name Confirmation Page**

We suggest that you change your password soon.

Your User name is: **Username1177**

[Continue](#)

9. If you don't have a Social Security Number, click **'Submit'** a second time. Continue to Step 10.

**Forgot User Name**

If you forgot your user name, please fill in the blanks below and we will send you an email to recover your user name.  
Providing your Social Security Number will allow you to recover your User Name more easily.

*\* Red asterisk indicates required*

*The information you provided is not correct, please provide correct details.  
If you do not have a Social Security Number click Submit.*

Last Name\*

First Name\*

Date of Birth (mm/dd/yyyy)\*

Social Security Number  
(i.e. 123-45-6789)

10. Enter your Last Name, First Name, Date of Birth, and Email Address then click **'Submit'**. Continue to Step 11.

**Forgot User Name - Enter Email**

Please fill in the blanks below and we will send you an email to recover your user name.

*\* Red asterisk indicates required*

Last Name \*

First Name \*

Date of Birth (mm/dd/yyyy) \*

Email (example@abc.com) \*

11. If the information you entered does not match with an account, you will see this warning message in red.

*The information you provided is not correct, please provide correct details.*

Correct the field(s) and click **'Submit'** again.

- If the information you entered matches an account, you will be taken to the next screen that says "Retrieve User Name" at the top. Go to Step 12 to continue.
- If the information you entered does **not** match with an account after 5 attempts, you will see the following error message in red. Go to [Step 17](#).

*The information you provided is not correct. Incorrect data has been entered 5 times, you will be returned to the homepage. Please contact the DHS Contact Center at 1-855-889-7985 or try again later.*

12. If the Information you entered matches with an account and the account has a verified email address, you will see the following screen telling you to follow the instructions in the email that will be sent to your email address. Click **'Close'** on the bottom of the page. Continue to Step 13.

### Retrieve User Name

You will receive an email from the DHS Services Portal about your user name at the following email address.

Email **USERNAME@DHS.STATE.IA.US**

- In the email, click the link to go to the login screen, where we'll automatically fill in your username.
- If you do not receive an email within a few minutes, please check your Spam/Junk folder in your email.
- If your email address is correct and you have confirmed that it is not in your Inbox/Spam/Junk folders, return to the DHS Services Portal and click 'Forgot User Name'.

[Close](#)

13. You will receive an email from [DHSServicesPortal\\_noreply@dhs.state.ia.us](mailto:DHSServicesPortal_noreply@dhs.state.ia.us) with instructions to click on a link provided in the email. Go to Step 14.

Hello User Name,

Thank you for your request to verify your DHS Services Portal user name. Click this link to go to the [DHS Services Portal](#) login screen, where we'll automatically fill in your username.

Gracias por su solicitud para verificar su nombre de usuario de DHS Services Portal. Haga clic en este enlace para ir a la página de inicio de sesión de [DHS Services Portal](#), donde su nombre de usuario será ingresado automáticamente.

Thanks,  
Iowa Department of Human Services

MessageID:[agAAAI0CPLU5W4H7H0UT1R4E10H1XZ0HwEUJL0uVihm0BVRf9jN]

NOTE: This is an automated message, and replies are not monitored. If you don't want to receive these emails from IOWA DHS in the future, please [unsubscribe](#).

14. When you click on the **'DHS Services Portal'** link in the email, you will be taken to the DHS Services Portal to enter your Password and to sign into your account. Your username will already be filled in for you. Enter your password to log into your account. Continue to Step 15.

## Log In

**Your requested User Name has been automatically filled in below. Enter your Password to Log In.**

User Name  
user123

Password

[Log In](#)

\* By checking this box you agree to abide by the [DHS Terms of Use](#)

[Click here if you forgot your password](#)

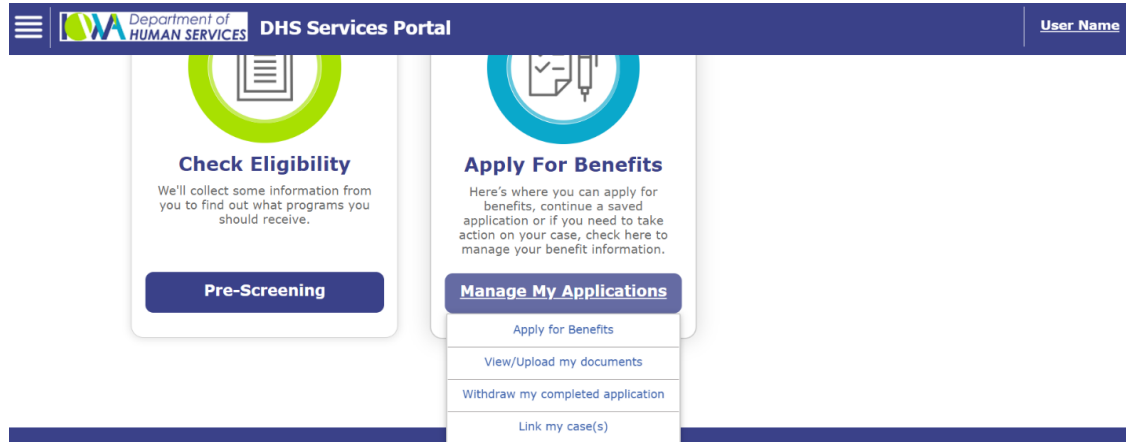
[Click here if you forgot your username](#)

Don't have an account?  
[Click here to create an account](#)

\*\*If you do not remember your password, you can get help by going to [Recovering Your DHS Services Portal Account Password \(Forgot Password\)](#).

\*\*If you click the link in your email *after* it expires, you will be taken to the Forgot User Name page and you will need to fill in your information again to receive a new email. Go back to [Step 3](#).

15. You should now be logged in to your account. You will be redirected to the home screen of your portal account seen below.



From the Home screen you can make changes to your account. Follow the links below for help with managing your account.

- Click for help with [Updating Personal Information on Your Account](#).
- Click for help with [Updating the Email Address on Your Account](#)
- Click for help with [Confirming Your Email Address After a Verification Link Has Been Sent](#)
- Click for help with [Changing Your Account to Paperless](#)
- Click for help with [Linking Your DHS Services Portal Account with an Active Medicaid or HAWKI Case](#)

16. If the information you entered does not match an account after 5 attempts, you will see the warning below. Click 'Close' and call the DHS Contact Center.

**Forgot User Name**

If you forgot your user name, please fill in the blanks below and we will send you an email to recover your user name.  
Providing your Social Security Number will allow you to recover your User Name more easily.

*\* Red asterisk indicates required*

*The information you provided is not correct. Incorrect data has been entered 5 times, you will be returned to the homepage. Please contact the DHS Contact Center at 1-855-889-7985 or try again later.*

Last Name*	<input type="text" value="name"/>
First Name*	<input type="text" value="user"/>
Date of Birth (mm/dd/yyyy)*	<input type="text" value="09/15/1980"/>
Social Security Number (i.e. 123-45-6789)	<input type="text" value="*****"/>

[Close](#)

17. If the information you entered does not match an account after 5 attempts, you will see the warning below. Click **'Close'** and call the DHS Contact Center.

### Forgot User Name - Enter Email

Please fill in the blanks below and we will send you an email to recover your user name.

*\* Red asterisk indicates required*

*The information you provided is not correct. Incorrect data has been entered 5 times, you will be returned to the homepage. Please contact the DHS Contact Center at 1-855-889-7985 or try again later.*

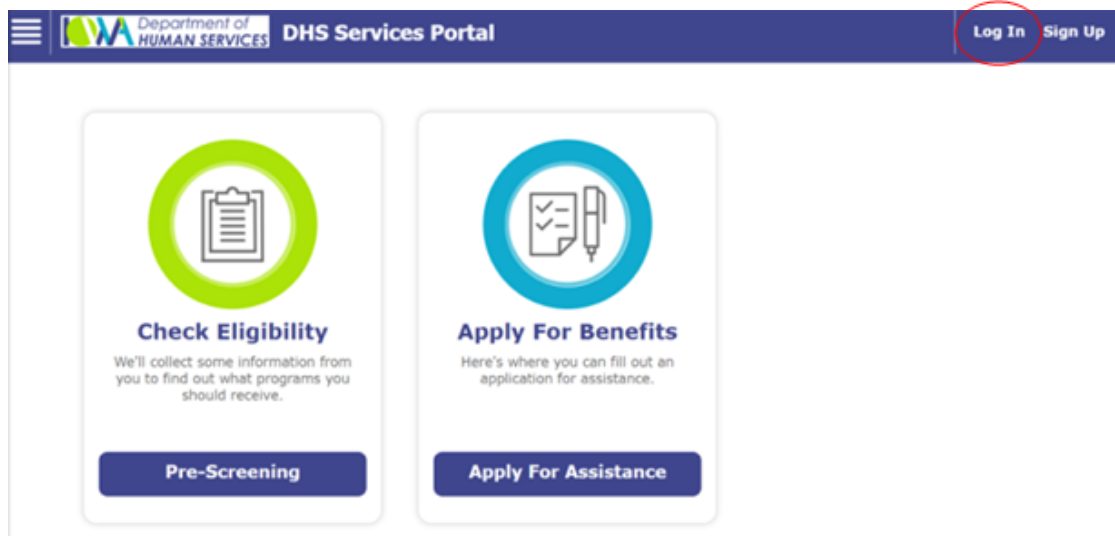
Last Name *	<input type="text" value="name"/>
First Name *	<input type="text" value="user"/>
Date of Birth (mm/dd/yyyy) *	<input type="text" value="09/15/1980"/>
Email (example@abc.com) *	<input type="text"/>

[Close](#)

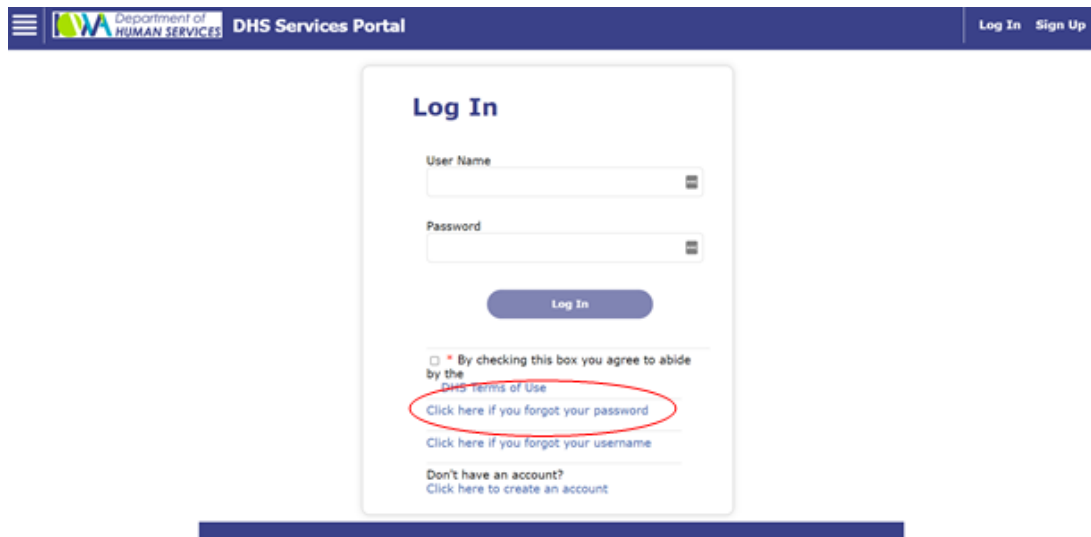


## Recovering Your DHS Services Portal Account Password (Forgot Password)

1. Go to <https://dhsservices.iowa.gov/> and select 'Log In' on the top navigation panel. Continue to Step 2.



2. Click the hyperlink '**Click here if you forgot your password**'. Continue to Step 3.



3. Enter your Username and Email address on the '**Forgot Password**' page. Click the '**Continue**' button at the bottom of the page. Continue to Step 4.

### Forgot Password

Fill in the below details to reset your password.

*\* Red asterisk indicates required*

User Name\*

Email (example@abc.com)\*

\*\*If you receive the following error message in red, one of the fields does not match with the account. You must correct the field(s) and click '**Submit**' again.

*Error! Your User Name and/or Email Address do not match. Try again.*

You have 5 attempts to update information. If the information you entered does not match with an account after 5 attempts, you will receive a new error message. Go to [Step 15](#).

4. You will see one of the following three screens. Follow the steps below based on which screen you see.

If the screen looks like this, then continue to [Step 5](#).

**Forgot Password - Enter Email**

A valid email address is required in order to reset your password. To continue you will need to provide the following information related to your account and enter a valid email address.

*\* Red asterisk indicates required*

Last Name\*

First Name\*

Date of Birth (mm/dd/yyyy)\*

Social Security Number (i.e. 123-45-6789)\*

Email (example@abc.com)\*

Your email address will need to be verified. When you click Submit, a verification email will be sent to the email address you entered above.

[Cancel](#) [Submit](#)

If the Retrieve User Name screen looks like this, then continue to [Step 7](#).

**Retrieve Password**

A verification email has been sent to email address **CGUIDE@ABC.COM**.

- You will have approximately one hour to follow the instructions in the email and complete email verification.
- Once the verification is completed, you must return to the DHS Services Portal and click 'Forgot Password' again.
- It could take 5 minutes for the validation to complete once you have followed the instructions.
- If you do not receive a verification email within a few minutes, please check your Spam/Junk folder in your email.
- If you cannot access this email address, call the DHS Contact Center at 1-855-889-7985.

Click the Close button to return to the Home page.

[Close](#)

If the Retrieve User Name screen looks like this, then continue to [Step 8](#).

### Retrieve Password

You will receive an email from the DHS Services Portal about your password at the following email address.

Email **CGUIDE@ABC.COM**

- In the email, click the link to go to the Reset Password screen, where you will be able to reset your password.
- If you do not receive an email within a few minutes, please check your Spam/Junk folder in your email.
- If your email address is correct and you have confirmed that it is not in your Inbox/Spam/Junk folders, return to the DHS Services Portal and click 'Forgot Password'.

[Close](#)

5. If the **'Forgot Password – Enter Email'** page displays as below, provide the following information: Last Name, First Name, Date of Birth, Social Security Number, and a valid Email Address. Click the **'Submit'** button at the bottom of the page.


#### Forgot Password - Enter Email

A valid email address is required in order to reset your password. To continue you will need to provide the following information related to your account and enter a valid email address.

*\* Red asterisk indicates required*

Last Name\*

First Name\*

Date of Birth (mm/dd/yyyy)\*  

Social Security Number (i.e. 123-45-6789)\*

Email (example@abc.com)\*

Your email address will need to be verified. When you click Submit, a verification email will be sent to the email address you entered above.

[Cancel](#) [Submit](#)

- If your information matches, you are navigated to the **'Retrieve Password'** page with a message telling you an email has been sent for you to verify your email address, go to Step 7.
- If you receive an error message displayed in red that *“the information you provided is not correct”*, correct the details and click the **'Submit'** button again and then continue to Step 7.
  - If the information you provided is not correct after 5 attempts a new error message will display, go to Step 15.

- If you receive an error message displayed in red that your email is associated with another account, go to Step 6.


**Forgot Password - Enter Email**

A valid email address is required in order to reset your password. To continue you will need provide the following information related to your account and enter a valid email address.

*\* Red asterisk indicates required*  
**ERROR! This email is associated with another account. Check the email and enter a different email address.**

Last Name\*

First Name\*

Date of Birth (mm/dd/yyyy)\*  

Social Security Number (i.e. 123-45-6789)\*

Email (example@abc.com)\*

Your email address will need to be verified. When you click Submit, a verification email will be sent to the email address you entered above.

6. If you receive an error message displayed in red “*that this email is associated with another account*” as shown below on the ‘**Forgot Password – Enter Email**’ page and:
  - You mistyped your email address, follow the directions in red and update the email address and click on the ‘**Submit**’ button. Go to Step 7.
  - The email you entered is correct, but linked with another account
    - Choose a different email address
    - Go attempt to [Recover User Name](#) for the account that is using that email address.


**Forgot Password - Enter Email**

A valid email address is required in order to reset your password. To continue you will need provide the following information related to your account and enter a valid email address.

*\* Red asterisk indicates required*  
**ERROR! This email is associated with another account. Check the email and enter a different email address.**

Last Name\*

First Name\*

Date of Birth (mm/dd/yyyy)\*  

Social Security Number (i.e. 123-45-6789)\*

Email (example@abc.com)\*

Your email address will need to be verified. When you click Submit, a verification email will be sent to the email address you entered above.

7. A verification email has been sent to you to verify your email address; you will see the message displayed below. Click the ‘**Close**’ button at the bottom of the page and you are returned to DHS Services Portal (home page).

### Retrieve Password

A verification email has been sent to email address **CGUIDE@ABC.COM**.

- You will have approximately one hour to follow the instructions in the email and complete email verification.
- Once the verification is completed, you must return to the DHS Services Portal and click 'Forgot Password' again.
- It could take 5 minutes for the validation to complete once you have followed the instructions.
- If you do not receive a verification email within a few minutes, please check your Spam/Junk folder in your email.
- If you cannot access this email address, call the DHS Contact Center at 1-855-889-7985.

Click the Close button to return to the Home page.

Close

You will receive an email from [DHSServicesPortal\\_noreply@dhs.state.ia.us](mailto:DHSServicesPortal_noreply@dhs.state.ia.us) so you can confirm that the email address on your account is a valid address.

**For help with confirming your email address go to [Confirming Your Email Address After a Verification Link Has Been Sent](#).**

Once you have confirmed the email address, go back to Step 1 as you will need to restart the process of retrieving your password after you have verified/confirmed your email address.

8. If the Information you entered matches, an email will be sent to you to **reset** your password. Click the **'Close'** button at the bottom of the page. You are returned to the DHS Services Portal (home page). Continue to Step 9.

### Retrieve Password

You will receive an email from the DHS Services Portal about your password at the following email address.

Email	CGUIDE@ABC.COM
-------	----------------

- In the email, click the link to go to the Reset Password screen, where you will be able to reset your password.
- If you do not receive an email within a few minutes, please check your Spam/Junk folder in your email.
- If your email address is correct and you have confirmed that it is not in your Inbox/Spam/Junk folders, return to the DHS Services Portal and click 'Forgot Password'.

Close

9. You will receive an email from [DHS Services Portal\\_noreply@dhs.state.ia.us](mailto:DHS Services Portal_noreply@dhs.state.ia.us) with instructions to **reset** your password. The email looks like the message below. Click on the link provided in the email. Continue to Step 10.

Hello Customer guide,

Thank you for your request to reset your DHS Services Portal password. Click this link to go to the [DHS Services Portal](#) Reset Password screen, where you'll be able to update your password.

Gracias por su solicitud para restablecer su contraseña del DHS Services Portal. Haga clic en este enlace para ir a la página para restablecer su contraseña del [DHS Services Portal](#), donde usted podrá actualizar su contraseña.

Thanks,  
Iowa Department of Human Services

MessageID:[a9AAAL6rmU73rsthdolBfYUOCHEXMIXWAgI0CHEMIXWAgI0X00CGmC0CPLU5Wzvc3kngj]

NOTE: This is an automated message, and replies are not monitored. If you don't want to receive these emails from IOWA DHS in the future, please [unsubscribe](#).

10. The link navigates you to the **'Reset Password'** screen below. Create your new password. Click the **'Continue'** button at the bottom of the page. Your changes are saved. Continue to Step 12.
  - If the link has expired, already been used, or was not generated correctly you are returned to the **'Forgot Password'** page, go to Step 11.

### Reset Password

Please create the new password in the fields provided below.

The password must be at least eight characters and contain at least three of the following four characteristics:  
Upper Case, Lower Case, Numerals or Special characters.  
The password cannot contain Username.  
The password cannot be one of previous six passwords.

After successfully resetting your password you will need to use the new password when logging into your account.  
*\* Red asterisk indicates required*

Password\*

Confirm Password\*

\* By checking this box you agree to abide by the DHS Terms of Use

[Close](#) [Continue](#)

11. If the reset password link from the email you received from Iowa 'DHS Services Portal' is no longer valid, when you click it, you will be taken to the **'Forgot Password'** page seen below, where you can enter your User Name and Email Address again.

After you click the **'Continue'** button you will be returned to the **'Retrieve Password'** verification email page. Go to Step 8.

### Forgot Password

The forgot password link has expired, has already been used, or was not generated correctly. To request a new forgot password link, fill in the fields below.  
*\* Red asterisk indicates required*

User Name\*

Email (example@abc.com)\*

[Back](#) [Continue](#)

12. You will see the following screen that your changes have been saved. You can click the **Close** button which will return you to the DHS Services Portal home page. Continue to Step 13.

**Your changes have been saved.**

[Close](#)

\*\*You will also receive an email from Iowa 'DHS Services Portal' confirming that your password has been reset. The email looks like the message below.

Hello Customer guide,

The password for your DHS Services Portal account has been reset. If you did not make this change, go to the [DHS Services Portal](#) and click on Forgot Password or call the DHS Contact Center at 1-855-889-7985.

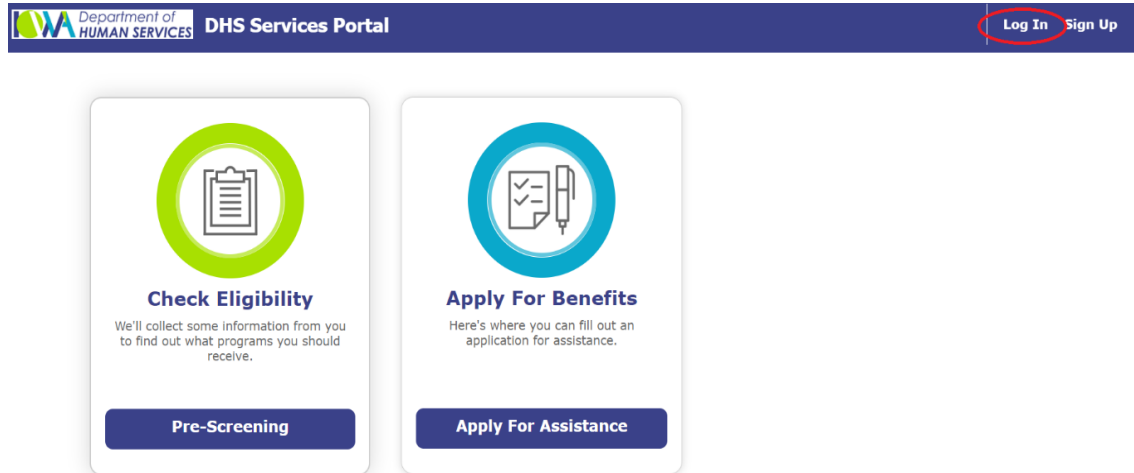
Se ha restablecido la contraseña de su cuenta del DHS Services Portal. Si no realizó este cambio, vaya al [DHS Services Portal](#) y haga clic en Forgot Password o llame al DHS Contact Center al 1-855-889-7985.

Thanks,  
Iowa Department of Human Services

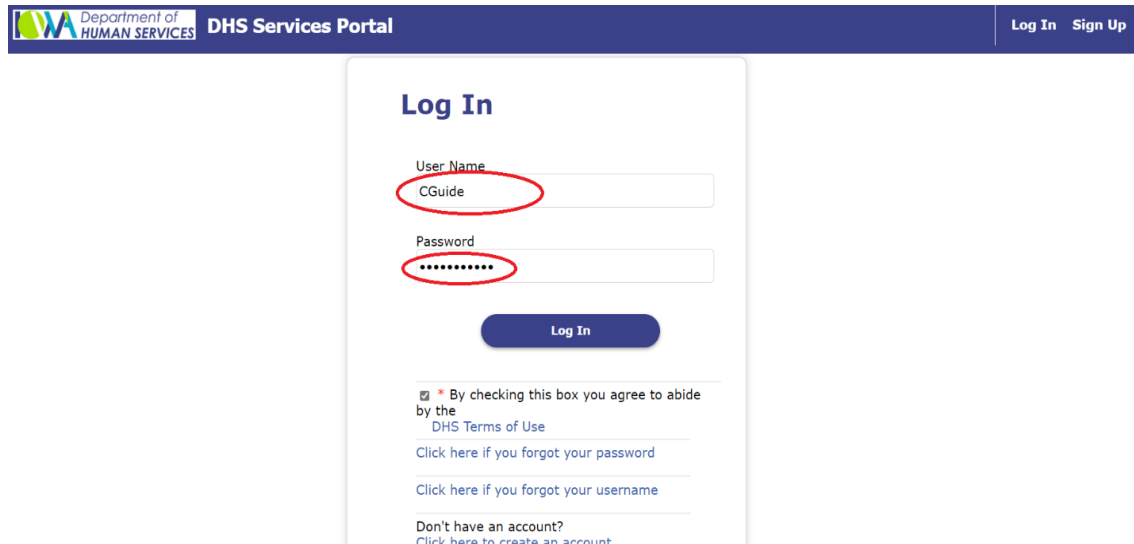
MessageID:[AgAAADZiGWS6Vtz9e9F5586E8W4h9A2hAroCYDF8iOCHExMIXWAI]

NOTE: This is an automated message, and replies are not monitored. If you don't want to receive these emails from IOWA DHS in the future, please [unsubscribe](#).

13. The DHS Services Portal is displayed. Select **‘Log In’** on the top navigation pane. Continue to Step 14.

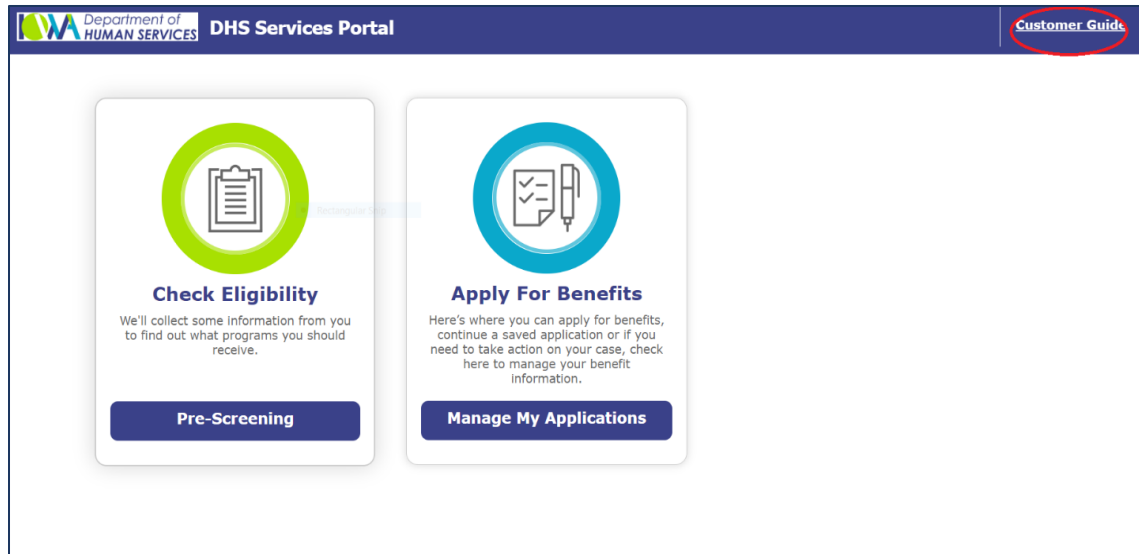


14. On the **‘Log In’** page, enter your User Name and **new** password, check the box to abide by “DHS Terms of Use” and click the **‘Log In’** button.



You are done resetting your password and are now successfully logged in. The **'Apply For Benefits'** page will be displayed.

For help with completing processes or tasks once you've logged in to your HHS Services Portal Account, return to the [Table of Contents](#) to navigate to directions for the action you need help with.



15. If the information you entered is not correct after **5** attempts, you receive the message to call the DHS Contact Center at 1-855-889-7985 or try again later. Click the **Close** button and you return to the DHS Services Portal (home page), go to Step 1.

**Forgot Password - Enter Email**

A valid email address is required in order to reset your password. To continue you will need to provide the following information related to your account and enter a valid email address.

*\* Red asterisk indicates required*

*The information you provided is not correct. Incorrect data has been entered 5 times, you will be returned to the homepage. Please contact the DHS Contact Center at 1-855-889-7985 or try again later.*

Last Name*	etse
First Name*	swet
Date of Birth (mm/dd/yyyy)*	08/15/1980
Social Security Number (i.e. 123-45-6789)*	***-**-8363
Email (example@abc.com)*	maryetta@abc.com

Your email address will need to be verified. When you click Submit, a verification email will be sent to the email address you entered above.

[Close](#)



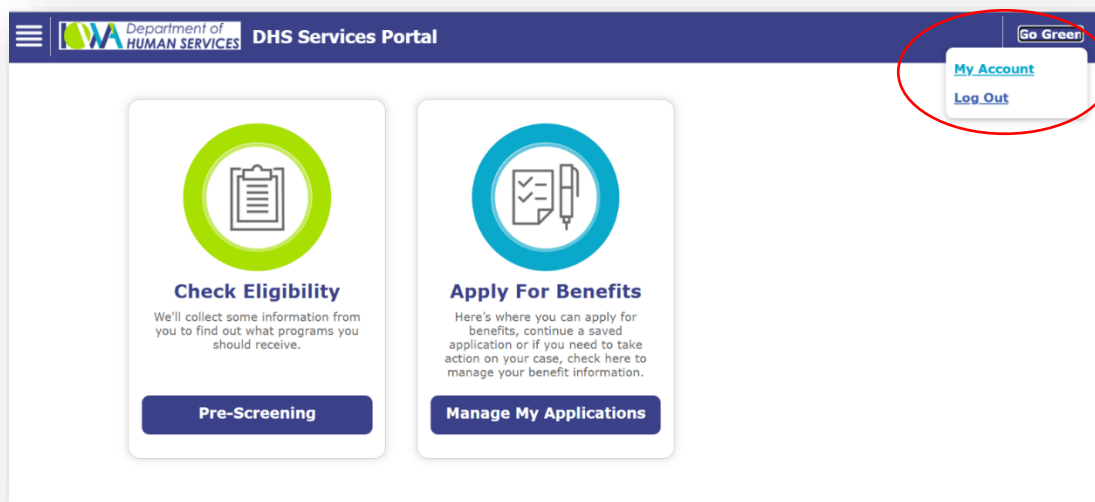
## Email Address Verification

Your email address associated with your DHS Services Portal account will need to be verified to go paperless.

### Check if your Email Address is Verified

1. To check if the email you entered for your account has been verified you need to review your account information.

After Logging into your account by following the steps at [Logging Into Your DHS Services Portal Account with an Email Address](#), click on your name in the top navigation pane, then click 'My Account'.



2. Click on the 'Contact Information' tab at the top of the screen. Check behind the email entry box to see the status of your email verification.
  - If your email address is verified, there will be a green check mark 'ü' to the right of the email field and the word 'Verified' below the email field. Click the 'Close' button if you have no account changes to make.

- If your email address is *not* verified, there will be a red 'X' to the right of the email field and the words 'Not Verified' below the email field. Follow the steps at [Verifying Your Email Address](#) to request a link be sent to your email address so it can be verified.

**Update Contact Information**

\* Red asterisk indicates required

Mobile Phone Number (999)999-9999

Email (example@abc.com)  X  
Not Verified

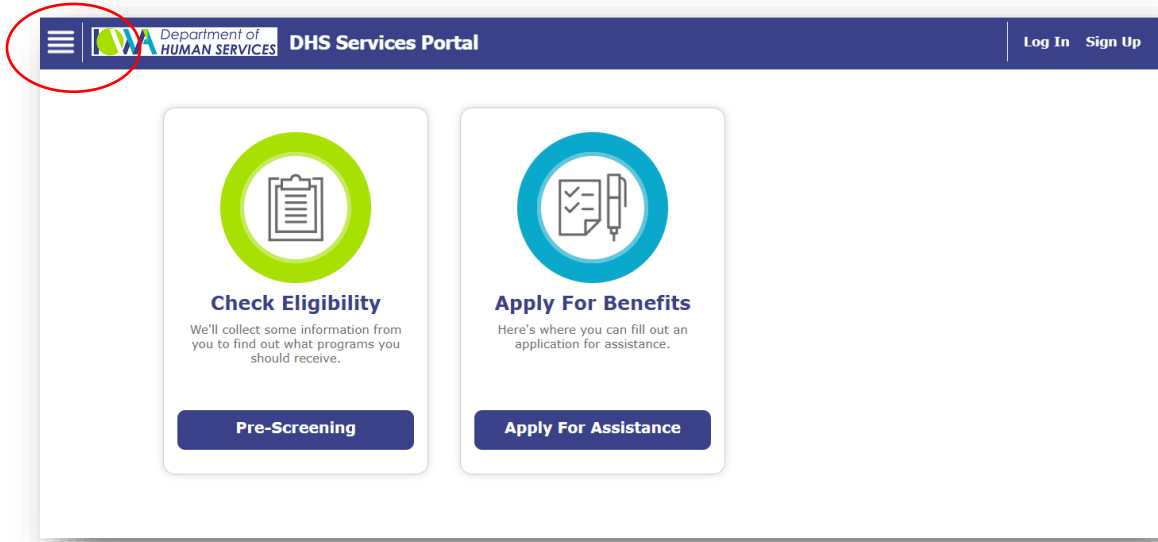
**Your email address will need to be verified.**

- When you get a verification email from the DHS Services Portal, you will have approximately one hour to follow the instructions in the email.
- If you do not receive a verification email within a few minutes of signing up, please check your Spam/Junk folder in your email.
- If you still do not see a verification email, check that you have signed up with the correct email address.
- If your email address is correct and you have confirmed that it is not in your Inbox/Spam/Junk folders, after one hour you may re-send the verification email by logging into your DHS Services Portal Account and clicking on the 'Verify Your Email Address' link under Useful Links.

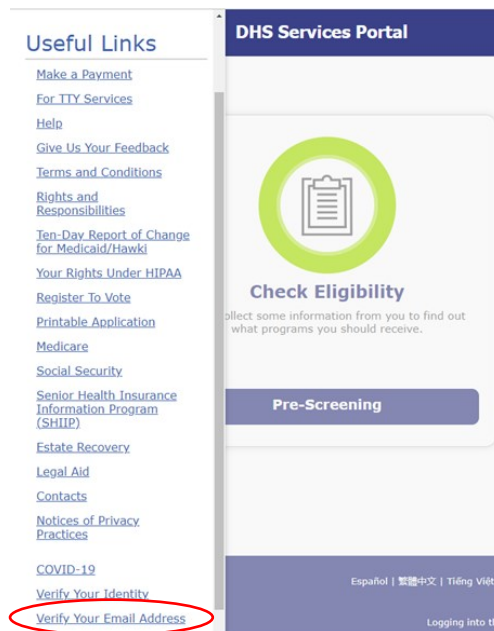
## **Verifying Your Email Address**

If you checked the Verification Status of your email address following the steps at [Check if your Email Address is Verified](#) and found that it is not verified, you can follow the steps below to request a verification link to be sent to your email address.

1. While logged in to your DHS Services Portal Account (steps to do this can be found at [Logging Into Your DHS Services Portal Account with an Email Address](#), click on the **Navigation menu** at the top left corner of the page (circled below in red). This will open a 'Useful Links' menu. Continue to Step 2.



2. Scroll down under 'Useful Links' to '**Verify Your Email Address**' and click on that link. Continue to Step 3.



3. You will be routed to the 'Verify Your Email Address' page. Check that your email address is correct on this page and click the '**Continue**' button. Continue to Step 4.

### Verify Your Email Address

You will receive an email at the following email address. If this is your correct email address, click the Continue button. If not, click the Close button and go to My Account to update your email address.

Email	<b>EVERIFICATION@DHS.STATE.IA.US</b>
-------	--------------------------------------

- When you get a verification email from the DHS Services Portal, you will have approximately one hour to follow the instructions in the email.
- If you do not receive a verification email within a few minutes, please check your Spam/Junk folder in your email.
- If you still do not see a verification email, check that you have entered the correct email address by reviewing your information under My Account.
- If your email address is correct and you have confirmed that it is not in your Inbox/Spam/Junk folders, after one hour you may re-send the verification email by logging into your DHS Services Portal Account and clicking on the 'Verify Your Email Address' link under Useful Links.

[Close](#) [Continue](#)

4. You will be taken to a new page that says a verification email has been sent. You will receive an email from [DHSServicesPortal\\_noreply@dhs.state.ia.us](mailto:DHSServicesPortal_noreply@dhs.state.ia.us) so that you can confirm the email address on your account is a valid address.

### Verify Your Email Address Results

A verification email has been sent to email address **EVERIFICATION@DHS.STATE.IA.US**. Follow the instructions in the email to complete email verification. Click the Close button to return to the Home page.

[Close](#)

Go to [Confirming Your Email Address After a Verification Link Has Been Sent](#) for help with confirming your email address once the link has been emailed to you.

\*\*If you see the message below instead, it means a verification email has been sent and has not yet expired. Check your email inbox for a verification email from [DHSServicesPortal\\_noreply@dhs.state.ia.us](mailto:DHSServicesPortal_noreply@dhs.state.ia.us).

### Verify Your Email Address Results

Your email address verification is in progress. Click the Close button to return to the Home page.

[Close](#)

Go to [Confirming Your Email Address After a Verification Link Has Been Sent](#) for help with confirming your email address.

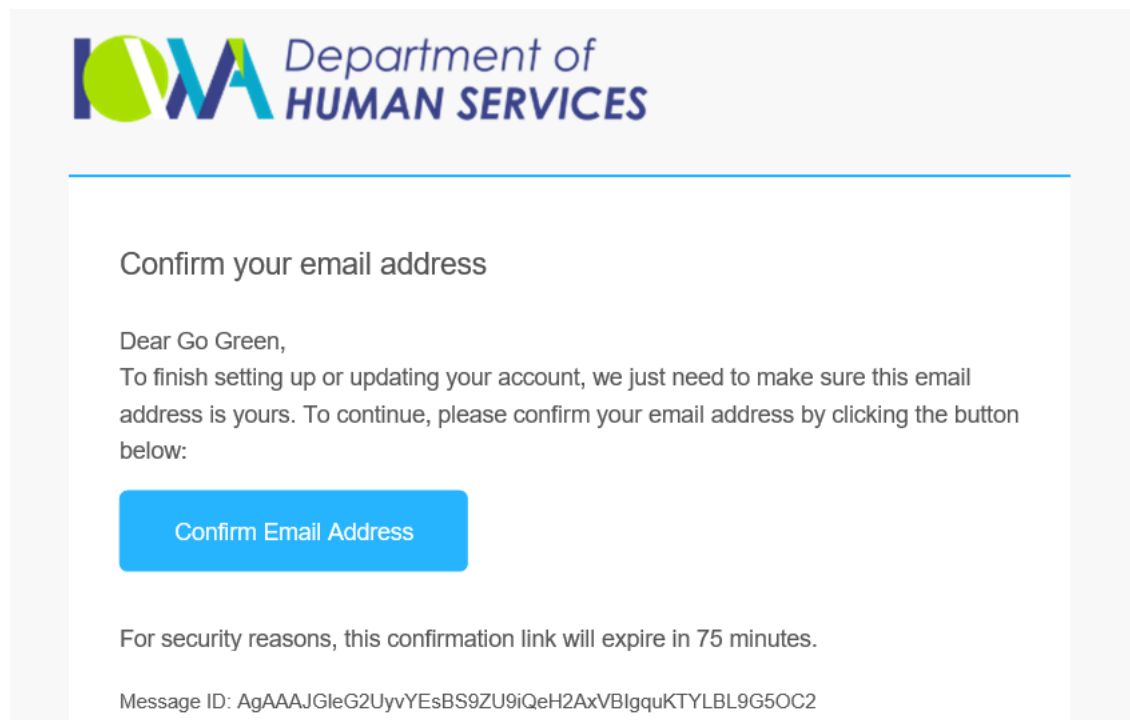
## Confirming Your Email Address After a Verification Link Has Been Sent

1. To verify your email address for your account, you will need to check your email after you have requested a verification link be sent to you.

You should have an email from "DHSServicesPortal\_noreply@dhs.state.ia.us" that looks like the message below. Click on the '**Confirm Email Address**' button.

*Tips for confirming your email address:*

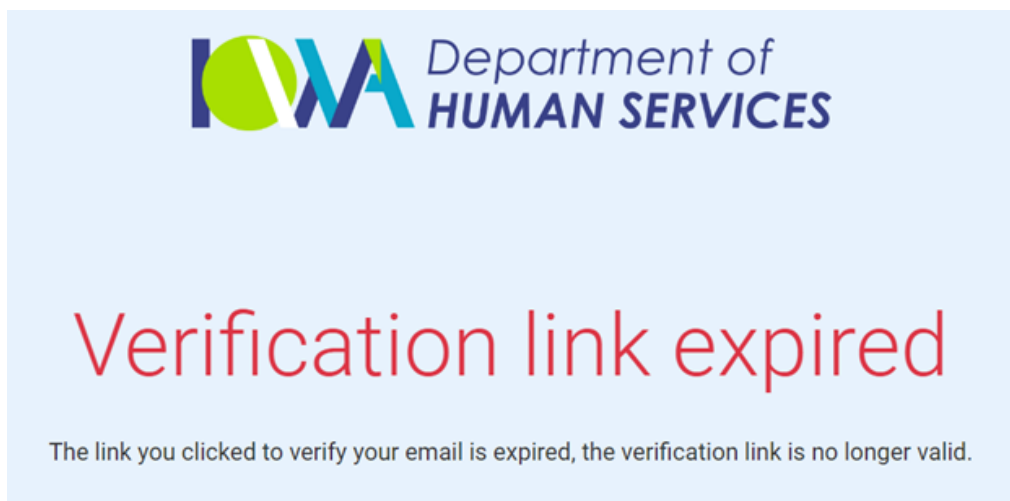
- You will have approximately one hour from the time the verification email is sent to click the **'Confirm Email Address'** button
- If you don't see a verification email from the DHSServicesPortal within a few minutes, be sure to check your Spam/Junk folders in your email
- If you still do not see a verification email, check that you have signed up with the correct email address. For help with logging into your account and viewing your account information go to [Accessing Your existing HHS Services Portal Account](#).
- If your email address is correct, you can re-send the verification email after one hour. For help on how to re-send the verification email go to [Verifying Your Email Address](#).



2. You will see a validation message like the one below when your email has been verified.
    - If you received the verification email while trying to recover your username, return to Step 1 of the Forgot User Name section to retry that process.
    - If you received the verification email while trying to recover your password, return to Step 1 of the Forgot Password section to retry that process.
- \*\*If you see a message in red stating **'Verification link expired'**, then continue to Step 3.



3. If you receive the following message this means you clicked on the '**Confirm Email Address**' link *after* the 75 minutes had passed and the link was no longer valid.
  - If you received the verification email after signing up for an account or adding/changing the email address on your existing account, you will be asked to verify your email address the next time you log in. You can also retry the email verification process after logging in. Go to [Verifying Your Email Address](#) for help.
  - If you received the verification email while trying to recover your username, return to Step 1 of the Forgot User Name section to retry that process.
  - If you received the verification email while trying to recover your password, return to Step 1 of the Forgot Password section to retry that process.

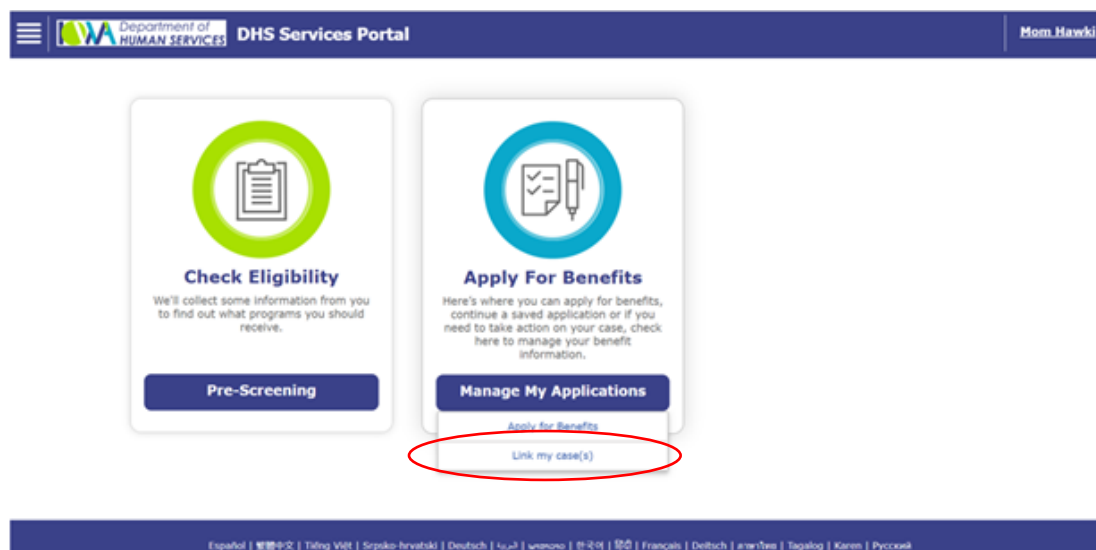


## Making Changes to Your HHS Services Portal Account

### Linking Your DHS Services Portal Account with an Active Medicaid or Hawki Case

If you currently have an active Medicaid or Hawki case and would like to link your DHS Services Portal Account to it, follow these steps.

1. Go to <https://dhsservices.iowa.gov/> and **Log In** to your DHS Services Portal Account. For help logging in go to [Logging Into Your DHS Services Portal Account with an Email Address](#) or [Logging Into Your DHS Services Portal Account without an Email Address](#).
2. Once you are logged in to your DHS Services Portal Account go to 'Manage My Applications' and a drop-down will appear. You will then click on **'Link my case(s)'**.



3. On the 'Link My Case(s)' page enter the case number of the Medicaid or Hawki case that you are wanting to link to your DHS Services Portal account.

**\*\* Helpful Tip:** Your Medicaid or Hawki case number is an 8 digit number that can be found on your Notice of Action that you received in the mail. If you do not have a Notice of Action or need help finding out the case number for your Medicaid or Hawki case you can call the DHS Contact Center at 1-855-889-7985 on Monday – Friday from 8:00am to 5:00pm.

Then click on the **Terms and Conditions** hyperlink to read and agree. Then select the **'Check to Sign'** box and type your name and click on the **'Submit'** button. Continue to Step 4.

**Link My Case(s)**  
*You can submit a request to link your case(s) here.*  
*Once linked you will be able to view messages related to the case.*  
*\* Red asterisk indicates required*

**User Details**

First Name	Middle Name	Last Name	Suffix
Go		Green	

**Date of Birth (mm/dd/yyyy)**      **Social Security Number (ie 123-45-6789)**  
01/01/1950      \*\*\*-\*\*-1612

**Contact Details**

Home Phone Number (999)999-9999	Mobile Phone Number (999)999-9999	Personal Email Address (example@abc.com)
		gogreen309482389@gmail.com

*Note: To change or modify the above details go to **My Account** section.*

**Case Details**  
*Enter the case number that appears on your Notice of Action. If you need assistance, call the DHS Contact Center at 1-855-889-7985.*

Case Number\*

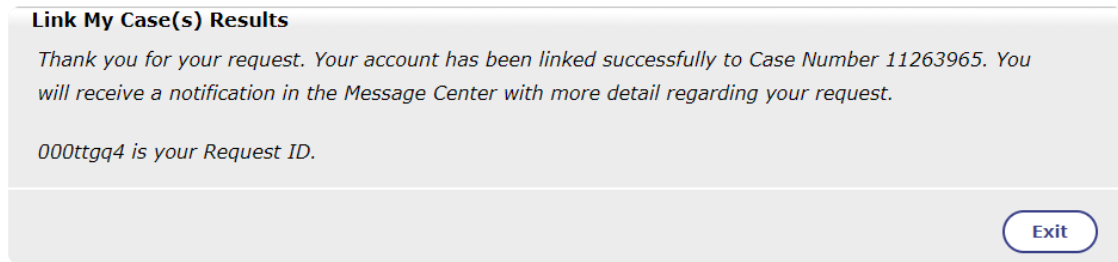
**Certification**  
*Before you submit your request, you must read and agree to the following [Terms and Conditions](#)*

*\* I declare under penalty of perjury under the laws of the United States of America that the information contained in this statement of facts is true, correct and complete.*

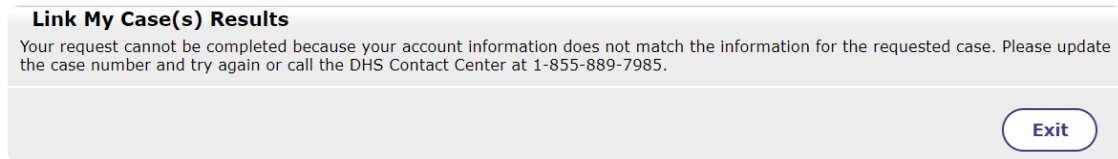
Check to Sign*	Name*	Description
<input type="checkbox"/>	<input type="text"/>	Applicant <input type="button" value="v"/>



4. If all information matches successfully, your DHS Services Portal account will automatically be linked to your Medicaid or Hawki case and you will see the screenshot below.



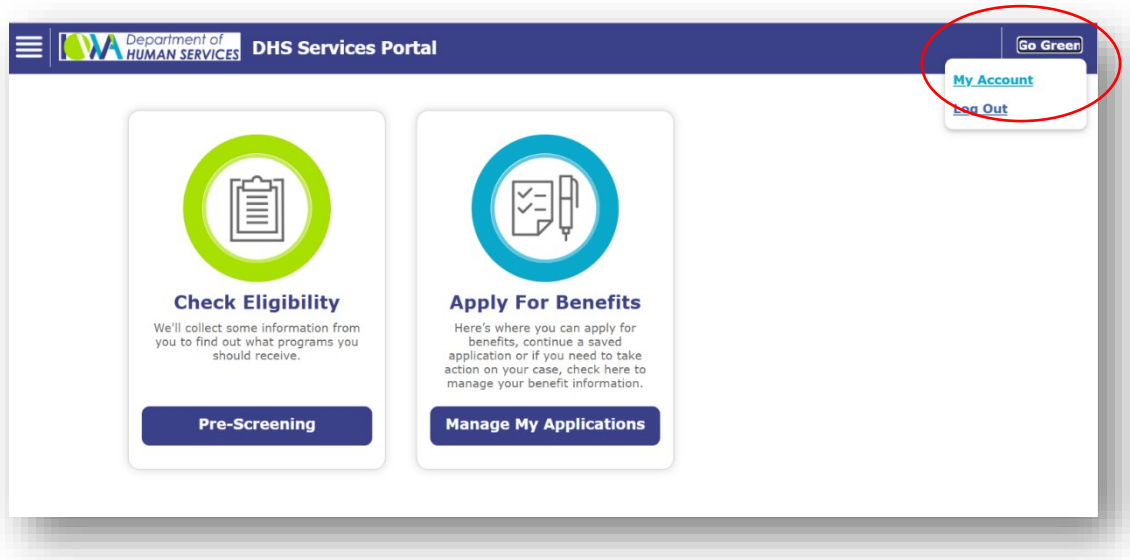
\*\*If the account information does **not** match the information for the requested case, you will receive the message below instead. If you call the DHS Contact Center, your case linking request will be reviewed to determine if your account can be linked to the requested case.



## Updating Personal Information on Your Account

Personal Information includes the following:

- Name
  - Date of Birth
  - Social Security Number
1. After [logging into](#) your account, click on **your name** in the top navigation pane, then My Account. Continue to Step 2.



2. On the 'Update Personal Information' page, enter the information you want to change and click '**Save and Continue**' to save the changes to your account.

\*\*If you enter information that matches another account, the information will not be saved, and you will see the warning below.

You can either:

- Edit the information you entered by re-entering new information and hit ‘Save and Continue’ again to see if the error message goes away
- Click the ‘**Close**’ button to leave the page without saving any changes.
- Continue with the information as you have entered it, which will disable the other account associated with this information. For this option, click ‘**Save and Continue**’ again or
- Click the ‘**Save and Exit**’ button if you have no further updates to your account

Personal Information    Contact Information    Password Management    Security Questions Management

### Update Personal Information

*The information provided in this section is only for managing your online profile. Updating your information here does not replace reporting a change.*

*Providing your Date of Birth and Social Security Number will allow you to recover your User Name if forgotten.*


*It will also allow your account to be linked to your Medicaid case more easily.*

**\* Red asterisk indicates required**

*Saving the information you entered will result in a previous account being disabled. That account will no longer be available and you will no longer have access to messages posted to that account's Message Center.*

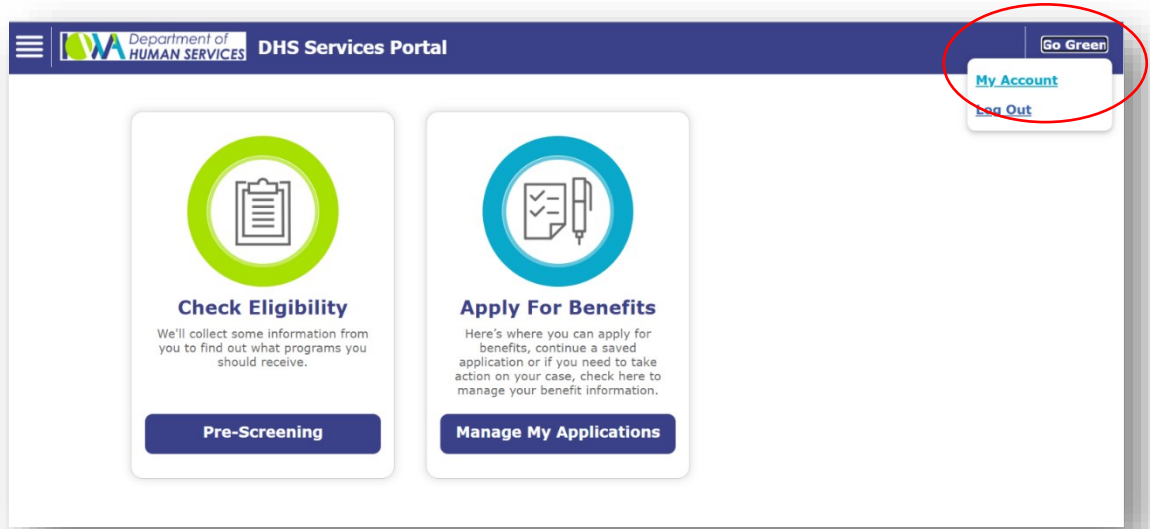
\* I understand that by saving my updated information I will disable my prior account. I would like to proceed with saving the information I entered.

*Saving the information you entered will result in a previous account being disabled. That account will no longer be available and you will no longer have access to messages posted to that account's Message Center.*

First Name*	Duplicate
Middle Name	
Last Name*	Account
Suffix	Select One ▼
Maiden Name	
Date of Birth (mm/dd/yyyy)	01/01/2000 
Social Security Number (i.e. 123-45-6789)	***-**-2000
Identity Verification	

## Updating The Email Address on Your Account

1. After logging in to your account by following the steps at [Logging Into Your DHS Services Portal Account with an Email Address](#), click on **your name** in the top navigation pane, then My Account.



2. Click on the **Contact Information** tab at the top of the screen. Enter your new email address and click **'Save and Continue'** or click **'Save and Exit'** if you have no further updates to your account.

Personal Information **Contact Information** Password Management Security Questions Management

### Update Contact Information

\* Red asterisk indicates required

Mobile Phone Number (999)999-9999

Email (example@abc.com)  ✘  
Not Verified

**Your email address will need to be verified.**

- When you get a verification email from the DHS Services Portal, you will have approximately one hour to follow the instructions in the email.
- If you do not receive a verification email within a few minutes of signing up, please check your Spam/Junk folder in your email.
- If you still do not see a verification email, check that you have signed up with the correct email address.
- If your email address is correct and you have confirmed that it is not in your Inbox/Spam/Junk folders, after one hour you may re-send the verification email by logging into your DHS Services Portal Account and clicking on the 'Verify Your Email Address' link under Useful Links.

**Would you like to opt into paperless?**  Yes  No

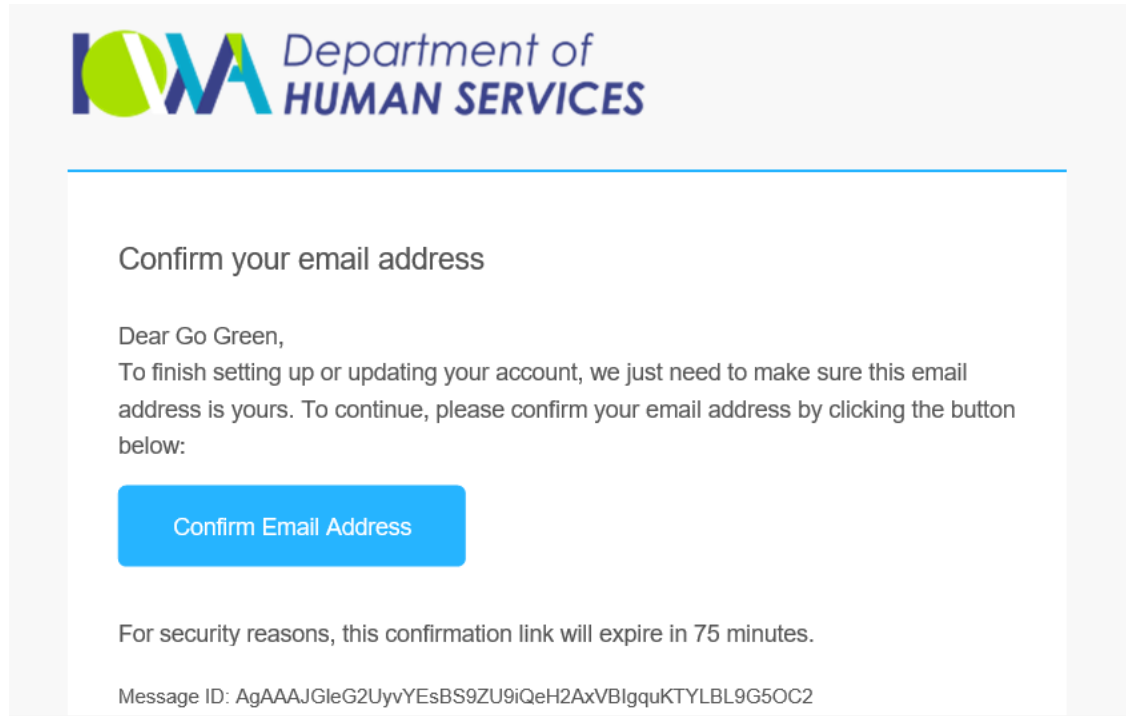
You can only change this answer when your account is linked to a case.

By choosing **YES**:

- You will receive Notices of Action for the Medicaid program and the Children's Health Insurance Program – CHIP – in the self-service portal message center **only**. Notices of Action inform you of your Medicaid/CHIP status (approved, denied, discontinued, changed).
- You will be required to log in to your DHS Services Portal account to view these Notices of Action.
- You will continue to receive paper mailings for all other correspondence such as your Medicaid/CHIP review form, Request for Information and mailings related to other programs.
- You can change back to receiving paper Notices of Action at any time by returning to the DHS Services Portal account and updating your contact information located under My Account.
- **Your email address must be verified and your account must be linked to a case in order to receive Notices of Action.**

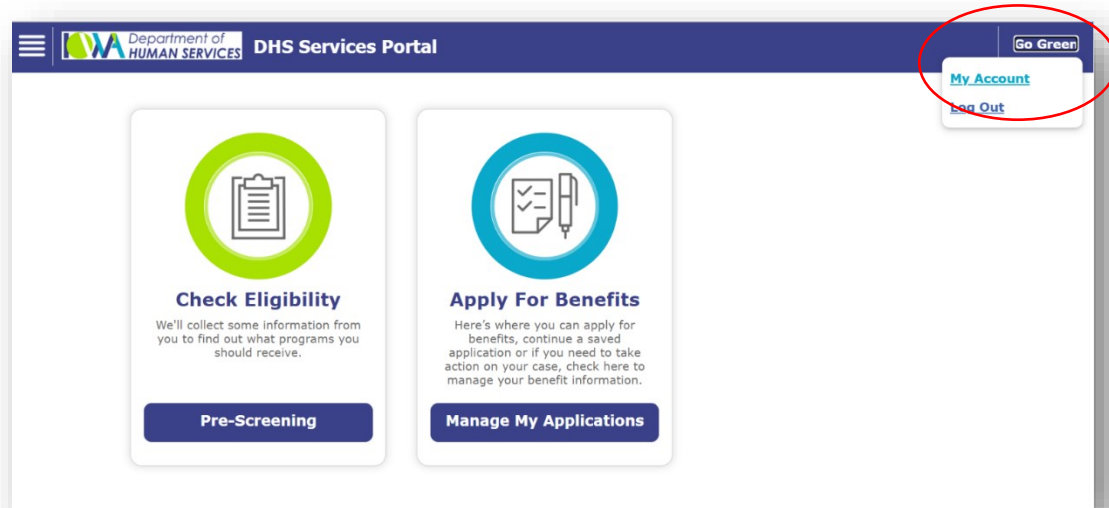
If you do not have software installed on your computer for viewing PDF documents, you can download the free Adobe Acrobat Reader.

After successfully saving your new information, you will receive an email from [DHSServicesPortal\\_noreply@dhs.state.ia.us](mailto:DHSServicesPortal_noreply@dhs.state.ia.us) so you can verify that your new email address is a valid address.

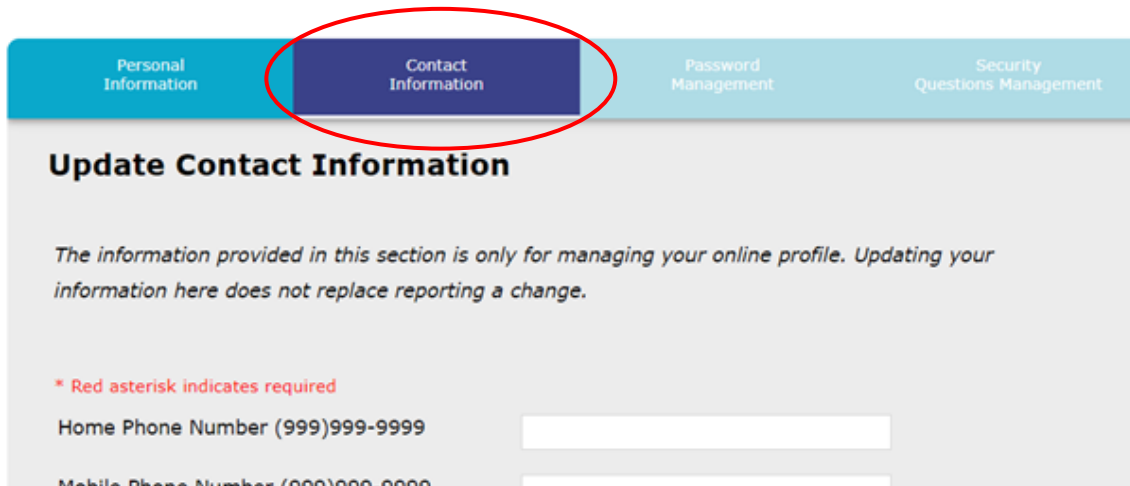


### **Changing Your Account to Paperless**

1. After logging in to your account by following the steps at [Logging Into Your DHS Services Portal Account with an Email Address](#), click on **your name** in the top navigation pane, then My Account.

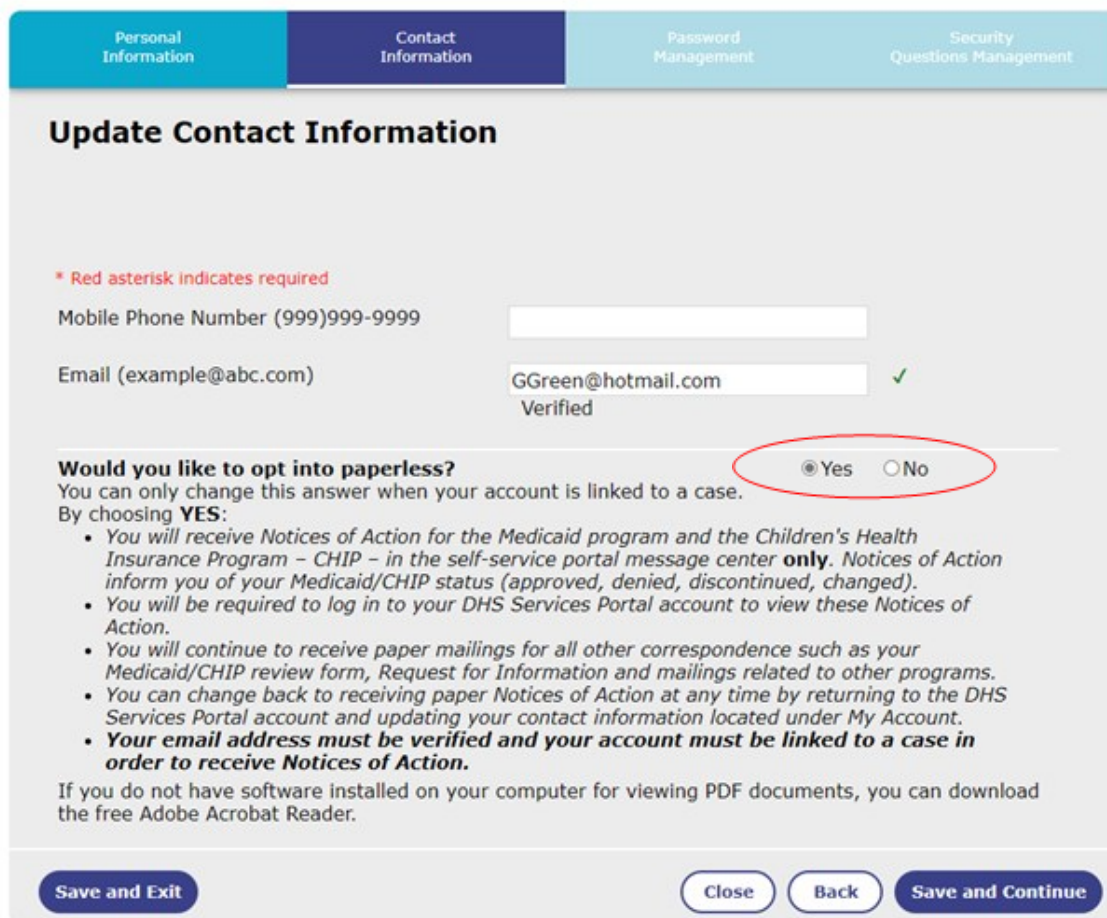


2. Click on the **Contact Information** tab at the top of the screen.



The screenshot shows the top navigation bar with four tabs: 'Personal Information', 'Contact Information', 'Password Management', and 'Security Questions Management'. The 'Contact Information' tab is highlighted in dark blue and circled in red. Below the navigation bar, the page title is 'Update Contact Information'. A message states: 'The information provided in this section is only for managing your online profile. Updating your information here does not replace reporting a change.' A red asterisk indicates required fields. There are two input fields: 'Home Phone Number (999)999-9999' and 'Mobile Phone Number (999)999-9999', both currently empty.

3. Double-check your email address is correct and update it if needed. Continue to Step 4.
4. Check YES for the question, "Would you like to opt into paperless?" Click 'Save and Continue' at the bottom of the page or click 'Save and Exit' if you have no more account updates to make.



The screenshot shows the 'Update Contact Information' page with the 'Contact Information' tab selected. The 'Mobile Phone Number (999)999-9999' field is empty. The 'Email (example@abc.com)' field contains 'GGreen@hotmail.com' and is marked as 'Verified' with a green checkmark. Below the email field, the question 'Would you like to opt into paperless?' is displayed with radio buttons for 'Yes' (selected) and 'No'. The 'Yes' radio button is circled in red. Below the question, there is a detailed explanation of the 'paperless' option, including a list of consequences and a note about downloading Adobe Acrobat Reader. At the bottom of the page, there are four buttons: 'Save and Exit', 'Close', 'Back', and 'Save and Continue'.

**\*\*If you entered a new email address, you will need to confirm that the address is valid in order to go paperless. You will receive an email from [DHSServicesPortal\\_noreply@dhs.state.ia.us](mailto:DHSServicesPortal_noreply@dhs.state.ia.us). Go to [Confirming Your Email Address After a Verification Link Has Been Sent](#) for help with confirming your email address.**

**\*\*If you are unable to check YES, you will need to link your account to your case first.**

Go to [Linking Your DHS Services Portal Account with an Active Medicaid or HAWKI Case](#) for help with linking to your case, then return to follow these steps for going paperless.

\* Red asterisk indicates required

Home Phone Number (999)999-9999

Mobile Phone Number (999)999-9999

Email (example@abc.com)  ✘  
Not Verified

**Your email address will need to be verified.**

- When you get a verification email from the DHS Services Portal, you will have approximately one hour to follow the instructions in the email.
- If you do not receive a verification email within a few minutes of signing up, please check your Spam/Junk folder in your email.
- If you still do not see a verification email, check that you have signed up with the correct email address.
- If your email address is correct and you have confirmed that it is not in your Inbox/Spam/Junk folders, after one hour you may re-send the verification email by logging into your DHS Services Portal Account and clicking on the "Verify Your Email Address" link under Useful Links.

Address Line 1\*

Address Line 2

City\*

State\*  ▼

Zip Code (99999)\*

Mailing Address Line 1\*

Mailing Address Line 2

Mailing City\*

Mailing State\*  ▼

Mailing Zip Code (99999)\*

**Would you like to opt into paperless?**  
You can only change this answer when your account is linked to a case.  
By choosing **YES**:

- You will receive Notices of Action for the Medicaid program and the Children's Health Insurance Program – CHIP – in the self-service portal message center **only**. Notices of Action inform you of your Medicaid/CHIP status (approved, denied, discontinued, changed).
- You will be required to log in to your DHS Services Portal account to view these Notices of Action.

Yes  No