

Okta Account Management

NEW ACCOUNT:

What will happen?

Your supervisor or contracting agency will submit a request form to add you as a new user. You will receive an email from Iowa Connect Help Desk with instructions to activate your account. Follow the instructions on the email to:

Your username will be your email address

Set up your password

Set up your two factor authentication

You can use: Okta Verify -downloaded to your computer or phone

or

Phone Authentication

EXISTING ACCOUNT:

Already have an account?

To manage your Okta account use the following website:

<https://helpid.iowa.gov/manage-your-account>

You can:

Change your password

Change your email address (your previous email will remain your username)

Change your phone number

Unlock your account

Questions or Assistance:

If you have questions or need assistance you may contact the Iowa Connected Help Desk

iowaconnectedhelpdesk@idph.iowa.gov