

Iowa Connected 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 the Iowa Connect Help Desk with instructions on how to activate your account.
- Follow the instructions in 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 (download 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 at iowaconnectedhelpdesk@hhs.iowa.gov