

# Reset Your Workday Password



## Smart Guide

## External Learners

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### Overview

This smart guide provides instructions for resetting your Workday password as an external learner.

### State of Iowa employees with Okta access:

You will NOT reset your password in this way. Please log into Workday through Okta at [login.iowa.gov](https://login.iowa.gov).

### New users:

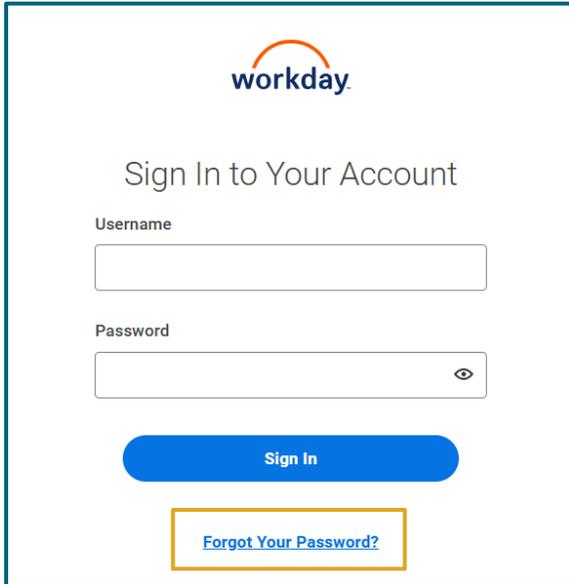
If you do not have a Workday account already, and did not have an account with the State of Iowa's previous learning management system, leave this guide and visit the [How to Create a Workday Account](#) guide to create your account.

### Returning Mandatory Reporters:

If you are having trouble logging in or resetting your password, and you have not logged into Workday for 60 days, your account may be securely locked. Review the [Mandatory Reporter Help Guide](#) for instructions on how to unlock your account. Visit the [Mandatory Reporter website](#) for more information and support desk contact information.

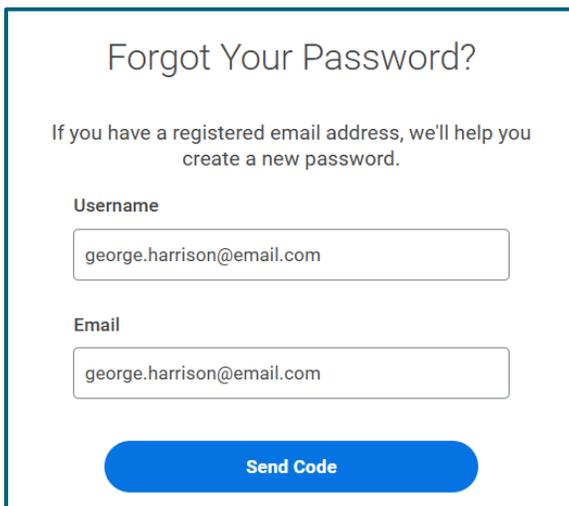
### Reset Your Workday Password

1. Open the [Workday login page](https://wd5.myworkday.com/wday/authgwy/stateofiowa/login.html?redirect=n) (https://wd5.myworkday.com/wday/authgwy/stateofiowa/login.html?redirect=n).
2. Select **Forgot Your Password?**



The screenshot shows the Workday login interface. At the top is the Workday logo. Below it is the text 'Sign In to Your Account'. There are two input fields: 'Username' and 'Password'. A blue button labeled 'Sign In' is below the password field. At the bottom, a yellow-bordered box highlights the 'Forgot Your Password?' link.

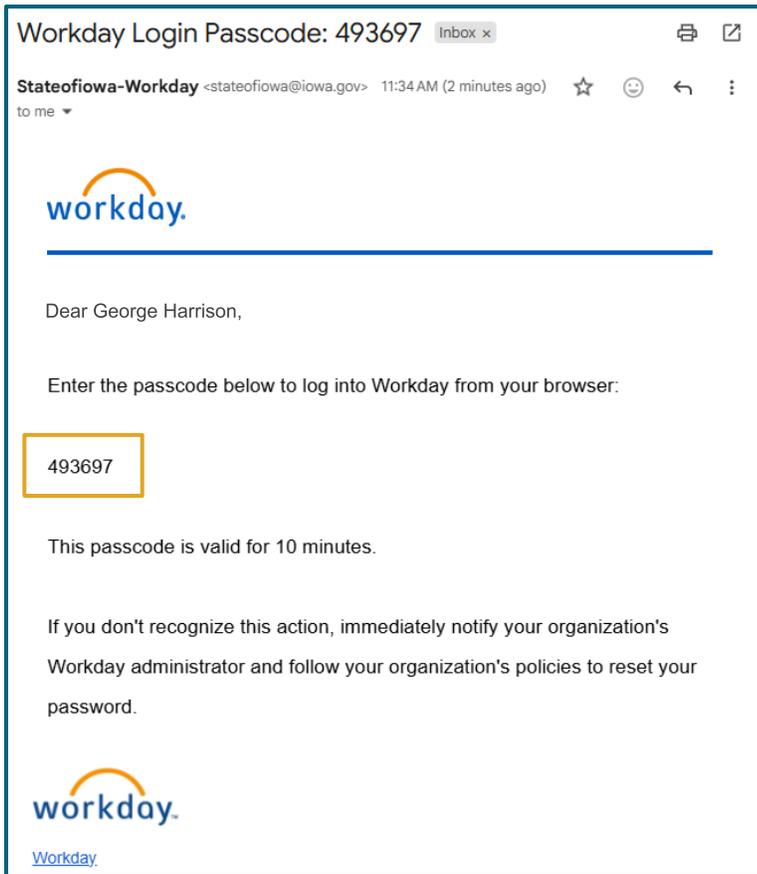
3. Enter your **Username** and **Email address** (these should be the same), then select **Send Code**.



The screenshot shows the 'Forgot Your Password?' page. It has the heading 'Forgot Your Password?' and a sub-heading 'If you have a registered email address, we'll help you create a new password.' Below this are two input fields: 'Username' and 'Email', both containing the text 'george.harrison@email.com'. A blue button labeled 'Send Code' is at the bottom.

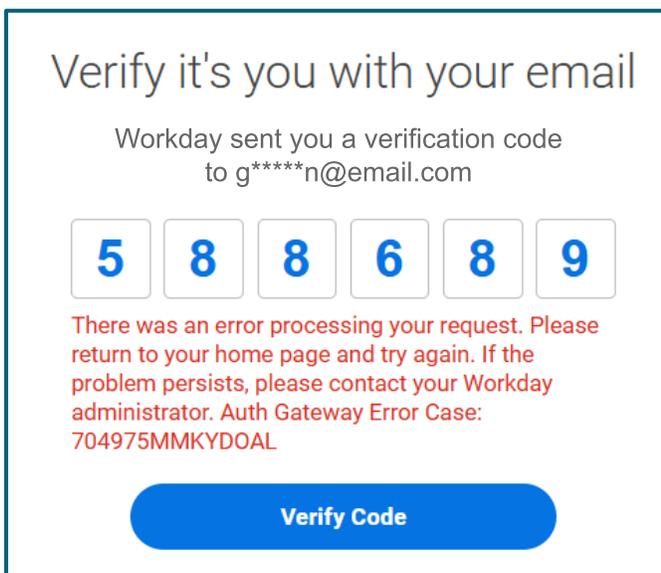
4. In another tab or window, or on another device, open the **Workday Login Passcode ##### email** from StateofIowa-Workday.

5. Note the **six-digit code**. You may select and copy if desired.



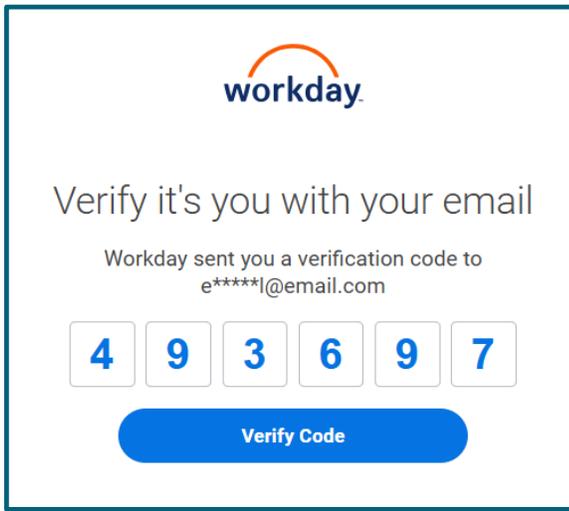
6. Return to the Workday login screen and enter or paste the **six-digit code** from the email.

**Note:** This code is valid for 10 minutes. If you do not enter the code within 10 minutes, you will receive an error message and must request a new code using the following instructions.

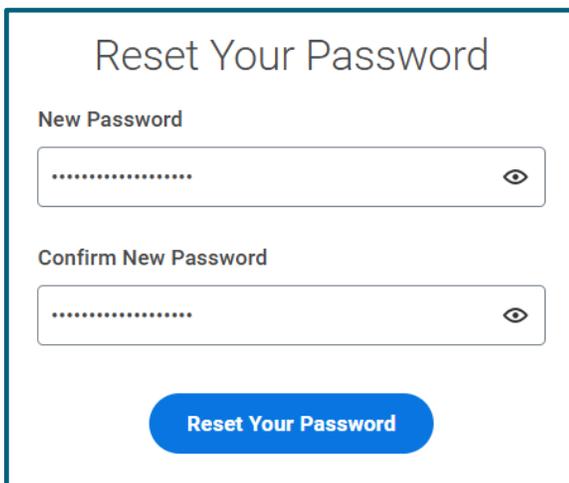


- Open the [Workday login page](#) in a new tab or window.
- Select **Forgot Your Password** again.
- Enter your **username and email** again.
- Select **Send Code** again.

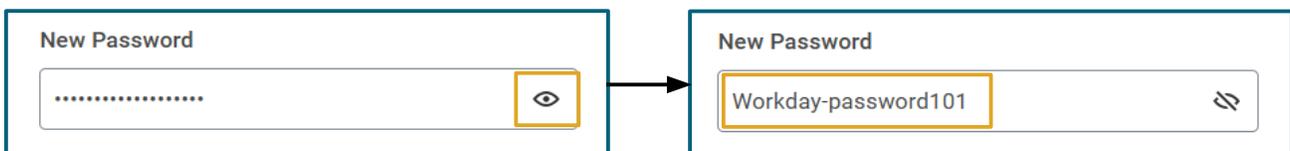
7. On the Workday screen, enter the **code** and select **Verify Code**.



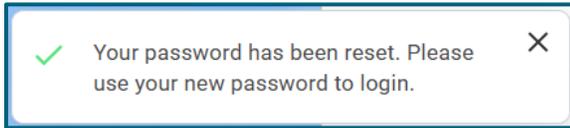
8. You will be prompted to create a new password. Enter the **New Password**. Then re-enter the same password in the **Confirm New Password** field.



**Note:** Select the **eye icon** to display your password as you type.

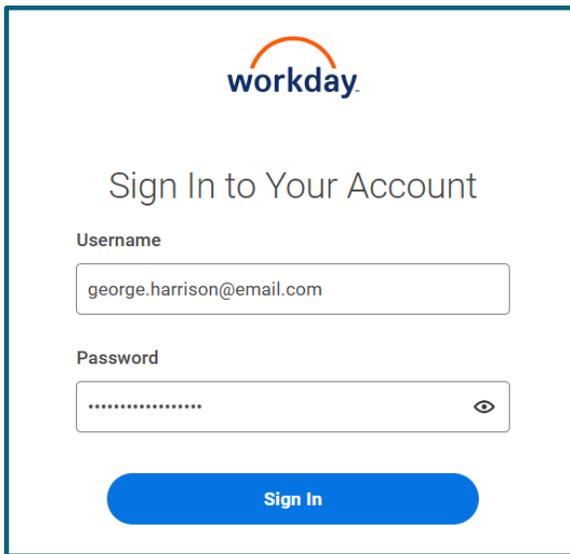


9. Select **Reset Your Password**.
10. You'll receive confirmation your password has been reset. You may now log in.



### Log In

11. Enter your **Username** and new **Password**.
12. Select **Sign In**.

A screenshot of the Workday sign-in page. At the top is the Workday logo. Below it is the heading "Sign In to Your Account". There are two input fields: "Username" with the value "george.harrison@email.com" and "Password" with a masked password "....." and a visibility toggle icon. At the bottom is a blue "Sign In" button.