

# How to Create or Unlock a Workday Account

## Smart Guide



## Mandatory Reporters

### Overview

This guide explains how a Mandatory Reporter can create or unlock an account in Iowa HHS's learning management system (LMS), Workday Learning.

For more information, please visit our webpage  
[Mandatory Reporters | Health & Human Services \(iowa.gov\)](#)

Please email [Mandatory Reporter](#) if you need assistance.

After an extended period of account inactivity (no logins for over 60 days), your account will be securely locked to keep your information safe. Review the section on how to [Unlock Your Workday Account](#) for more information.

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### Register for a New Account

1. Open the [Workday Learning Self Registration](#) link.
2. Under Country, select **United States of America** then select **Next Step**.

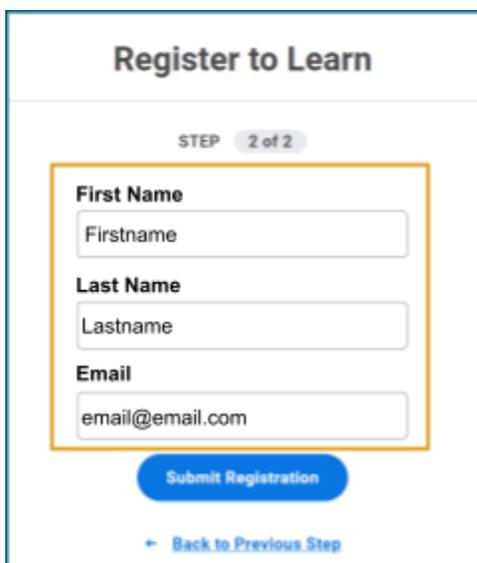


The screenshot shows a form titled "Register to Learn" at "STEP 1 of 2". There is a "Country" dropdown menu with "United States of America" selected. Below the dropdown is a blue "Next Step" button.

3. Enter your **First Name**, **Last Name**, and **Email** to be associated with this account.

If you have **completed a previous** Mandatory Reporter training and need to **connect to your training records**, please use the *same first name, last name*, and **email address** you used to create an account in the Iowa HHS's learning management system (LMS).

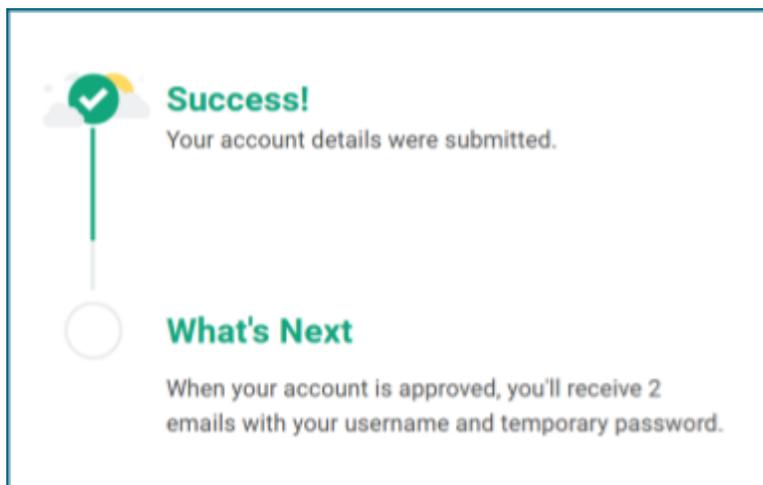
If you do *not* use the same name and email, your accounts will not connect and you will *not* be able to locate your previous training records. You will begin as a new learner.



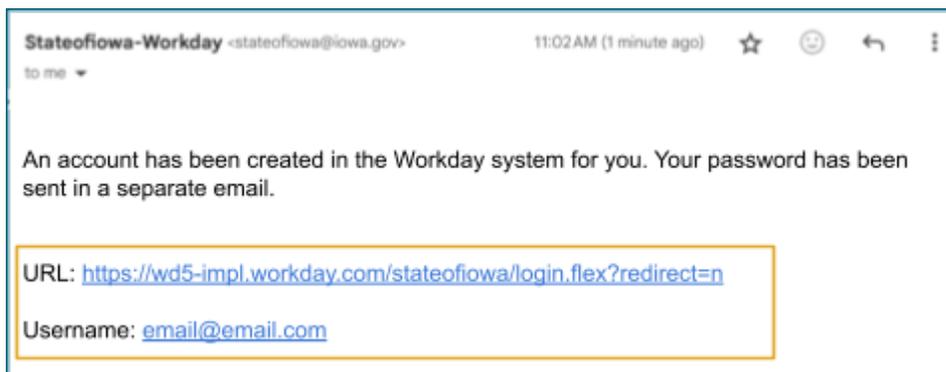
The screenshot shows the "Register to Learn" form at "STEP 2 of 2". It contains three input fields: "First Name" (with placeholder "Firstname"), "Last Name" (with placeholder "Lastname"), and "Email" (with placeholder "email@email.com"). Below these fields is a blue "Submit Registration" button and a link for "Back to Previous Step".

**Note:** You will need to access this account in order to reset your password. Please use a personal email address that you will have access to now and in the future.

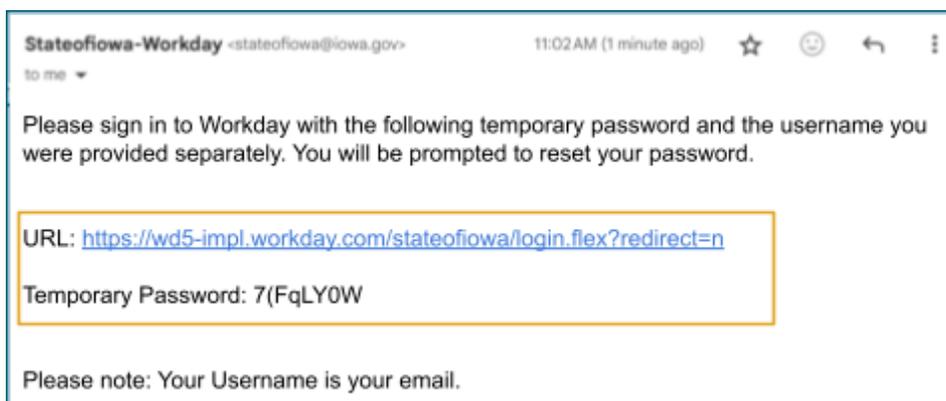
4. Select **Submit Registration**. A confirmation page stating **Success!** will display. Your account has been requested.



5. Once your account is approved, you will receive two (2) emails from StateofIowa-Workday.
  - a. The **Your Workday account** email contains the **login URL** and your **username**.



- b. The **Additional information about your Workday account** email contains the **login URL** again and a **temporary password**.



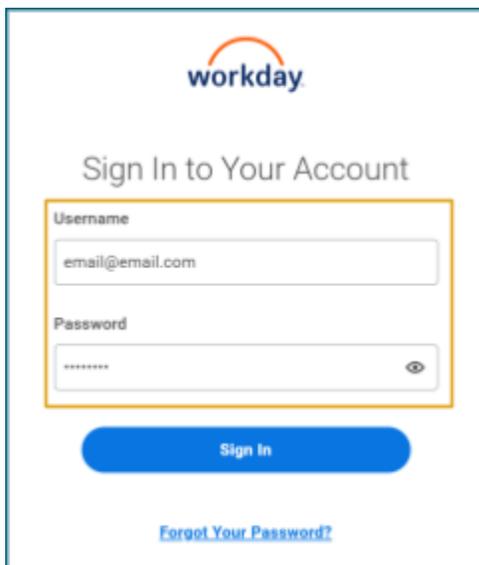
6. Select the **login URL** in the email. (<https://wd5.myworkday.com/stateofiowa/login.flex?redirect=n>)

**Note:** It is recommended that you save this link. You may add it to your bookmarks.

7. Enter the **username** from the email. This will be the email you used to register.

8. Enter the **temporary password** from the email.

**Note:** It is recommended that you copy and paste this directly from the email.

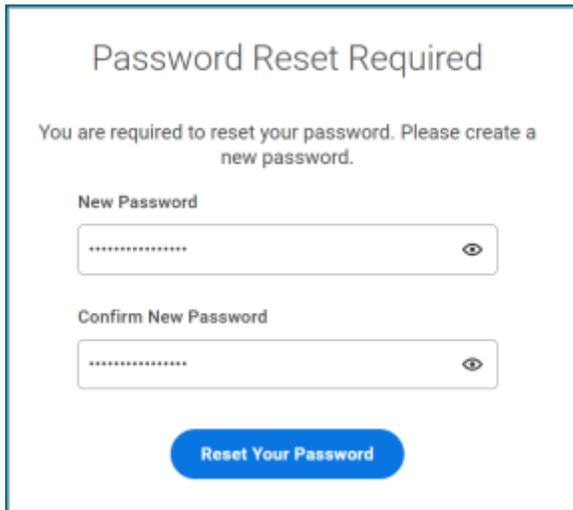


9. Select **Sign In**. Upon signing in with the temporary password, you will be asked to create a new password.

10. Enter a **New Password** of your choice that meets the following criteria:

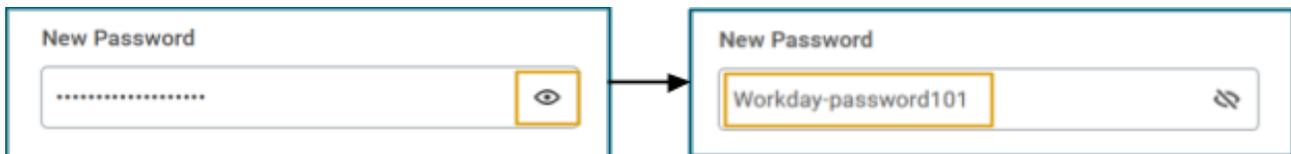
- a. Has not been previously used
- b. Minimum of 10 characters, including:
  - i. At least one uppercase letter (A)
  - ii. At least one lowercase letter (a)
  - iii. At least one number from 0-9 (7)
  - iv. At least one special character: ! " # \$ % & ' ( ) \* + , - / : ; = > ? @ [ \ ] ^ { | } ~ ` .

11. Enter the same password in the **Confirm New Password** field.



The screenshot shows a form titled "Password Reset Required". Below the title is a message: "You are required to reset your password. Please create a new password." There are two input fields: "New Password" and "Confirm New Password", both containing masked characters (dots). Each field has an eye icon to its right. At the bottom of the form is a blue button labeled "Reset Your Password".

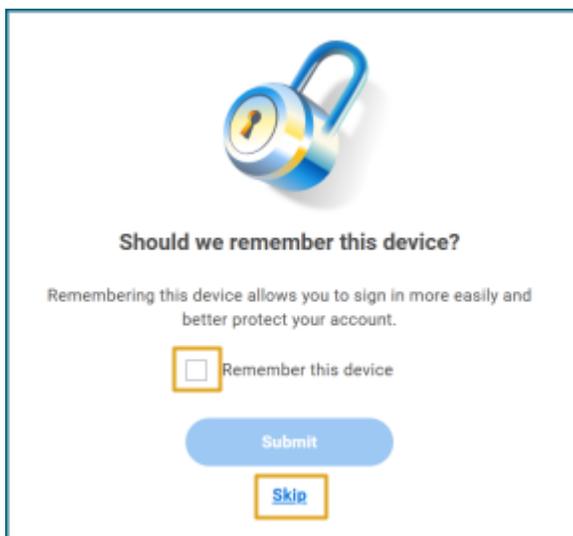
**Note:** Select the **eye icon** to display your password as you type.



The diagram illustrates the action of clicking the eye icon. On the left, a "New Password" field with masked characters has an eye icon highlighted with a yellow box. An arrow points to the right, where the same "New Password" field now displays the text "Workday-password101" and the eye icon is crossed out with a diagonal slash, indicating that the password is now visible.

12. Select **Reset Your Password**.

13. You will be asked if you want to remember your device. You may select the **checkbox** to remember your device then select **Submit**, or you may select **Skip**.

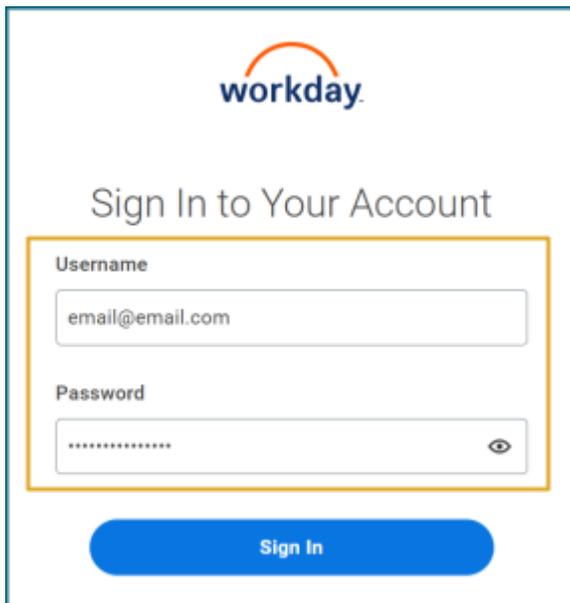


The screenshot shows a prompt with a blue padlock icon at the top. The text reads: "Should we remember this device?" followed by "Remembering this device allows you to sign in more easily and better protect your account." Below this is a checkbox labeled "Remember this device", which is currently unchecked. At the bottom are two buttons: a blue "Submit" button and a blue "Skip" button, with the "Skip" button highlighted by a yellow box.

14. You will now be logged in.

## Log Into Workday Learning

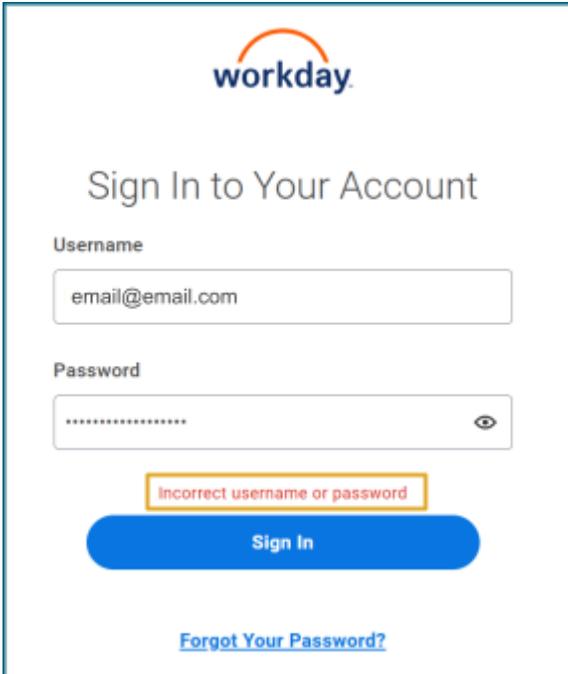
1. Open the [Workday login page](https://wd5.myworkday.com/wday/authgwy/stateofiowa/login.html?redirect=n) (https://wd5.myworkday.com/wday/authgwy/stateofiowa/login.html?redirect=n).
2. Enter your **Username**. This will be the email address you used to register for Workday.
3. Enter the **Password** you set up when you registered.

A screenshot of the Workday login page. At the top center is the Workday logo, which consists of an orange arc above the word "workday" in blue lowercase letters. Below the logo is the text "Sign In to Your Account" in a grey font. Underneath this text is a sign-in form enclosed in a yellow border. The form has two input fields: the first is labeled "Username" and contains the text "email@email.com"; the second is labeled "Password" and contains a series of dots, with a small eye icon to its right. Below the form is a blue rounded rectangular button with the text "Sign In" in white.

4. Select **Sign In**.

### Unlock Your Workday Account

To keep your training records safe, your account locks after an extended period of inactivity (no logins for over 60 days). If, when you login, you receive an **Incorrect username or password** error and **you have not logged into Workday for over 60 days**, please follow the directions to [unlock your account](#) using the **same name and email** as you did to register.



The screenshot shows the Workday login interface. 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 placeholder "email@email.com" and "Password" with a masked password "\*\*\*\*\*" and an eye icon. A red error message "Incorrect username or password" is displayed above the "Sign In" button. At the bottom, there is a link for "Forgot Your Password?".

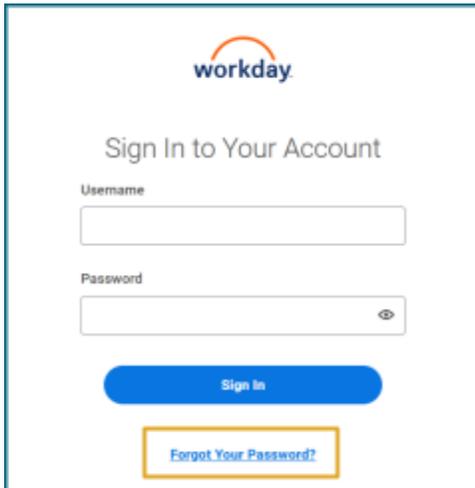
To unlock your account, you will complete registration again **using the same first name, last name, and email** as your existing account.

With this information, complete the process outlined in the [Register for a New Account](#) section.

**Note:** You are NOT creating a new account. As long as you use the same name and email, you will simply unlock your existing account and training records.

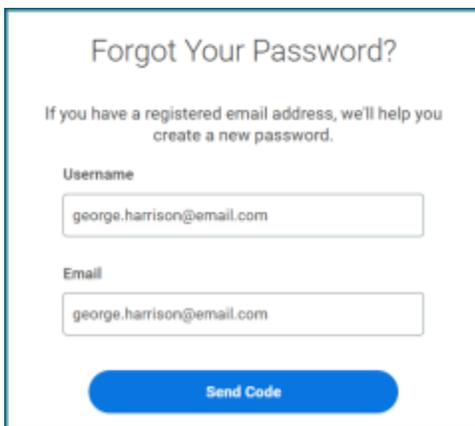
### Reset your Password

1. Open the [Workday login page](https://wd5.myworkday.com/wday/authgwy/stateoflowa/login.html?redirect=n) (https://wd5.myworkday.com/wday/authgwy/stateoflowa/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 heading 'Sign In to Your Account'. There are two input fields: 'Username' and 'Password'. The 'Password' field has a small eye icon to its right. Below the fields is a blue button labeled 'Sign In'. At the bottom, there is a yellow-bordered link that says 'Forgot Your Password?'.

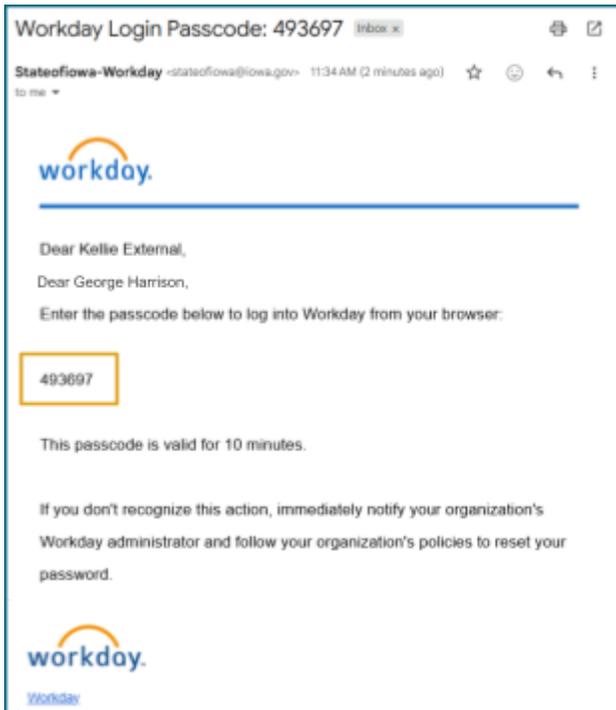
3. Enter your **Username** and **Email address** (these should be the same), then select **Send Code**.



The screenshot shows the 'Forgot Your Password?' page. The heading is 'Forgot Your Password?'. Below it is the text: 'If you have a registered email address, we'll help you create a new password.' There are two input fields: 'Username' and 'Email'. Both fields contain the text 'george.harrison@email.com'. At the bottom is a blue button labeled 'Send Code'.

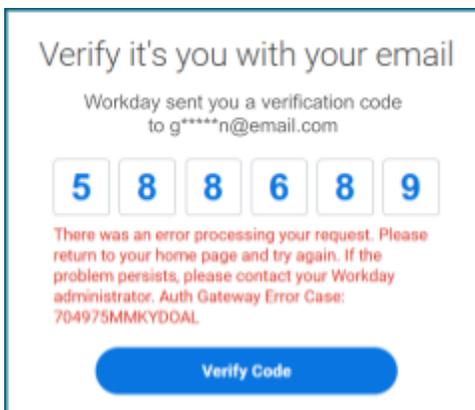
4. In another tab or window, or on another device, open the **Workday Login Passcode ##### email** from Stateoflowa-Workday.

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



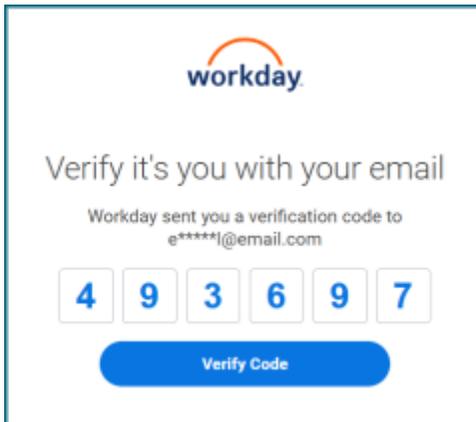
6. Return to the Workday login screen and enter or paste the **six-digit code** from the email.

**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.

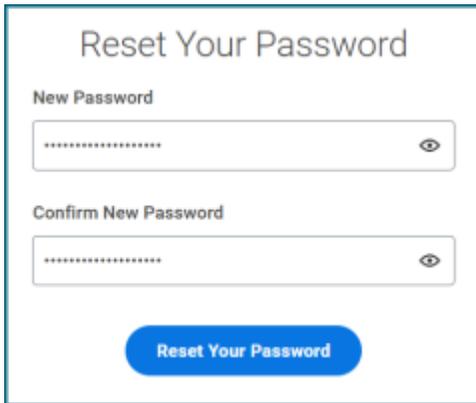


- Open the [Workday login page](#) in a new tab or window.
- Select **Forgot Your Password** again.
- Enter your **username and email** again.
- Select **Send Code** again.

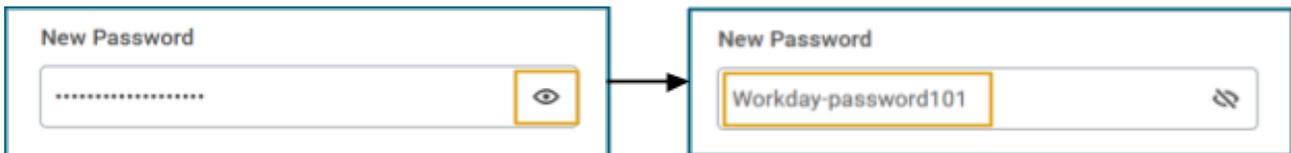
- 7. On the Workday screen, enter the **code** and select **Verify Code**.



- 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.

