How to Create or Unlock a Workday Account

Smart Guide

IOWA™

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.

Jump to Section

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**.
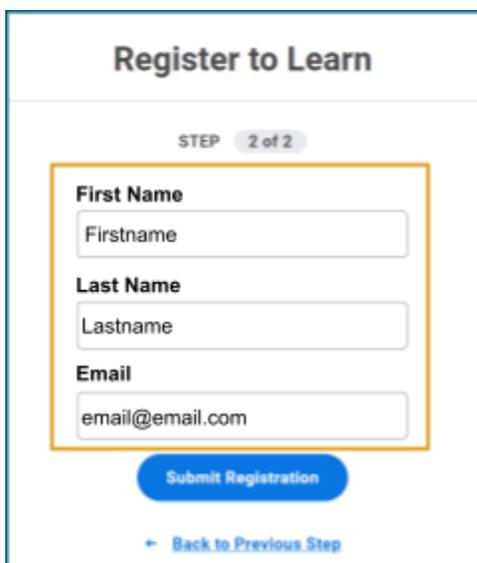

3. Enter your **First Name**, **Last Name**, and **Email** to be associated with this account.

> 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.


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.
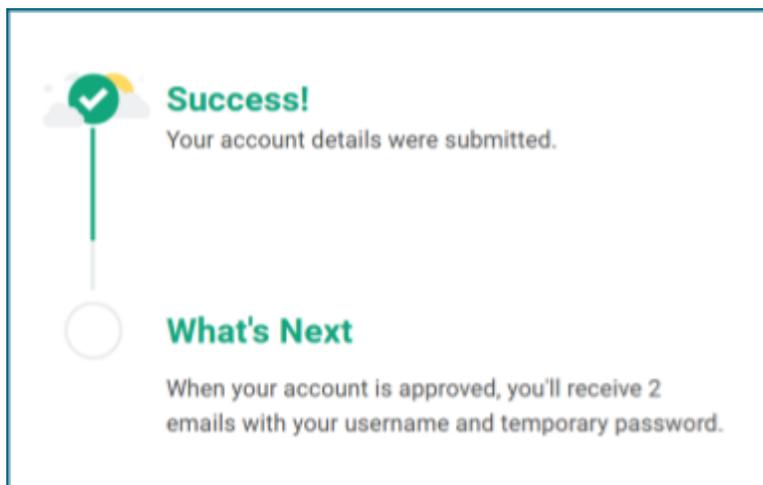
5. Once your account is approved, you will receive two (2) emails from StateofIowa-Workday.

    a. The **Your Workday account** email contains the **login URL** and your **username**.
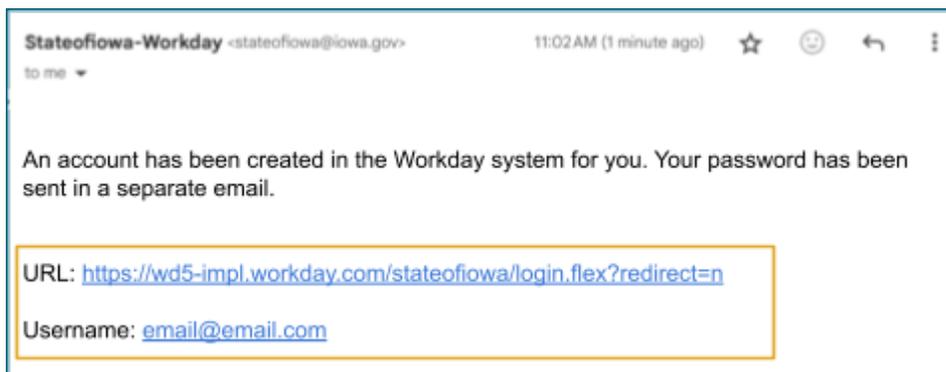
    b. The **Additional information about your Workday account** email contains the **login URL** again and a **temporary password**.
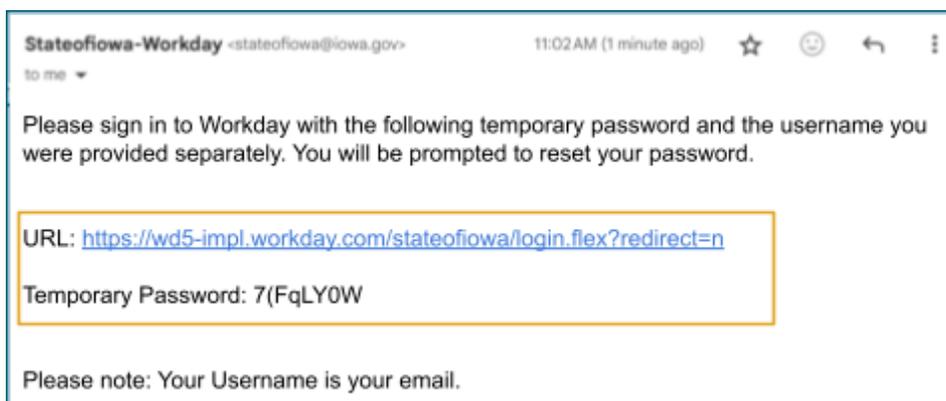
6. Select the **login URL** in the email. (https://wd5.myworkday.com/stateofiowa/login.flex?redirect=n)

    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.

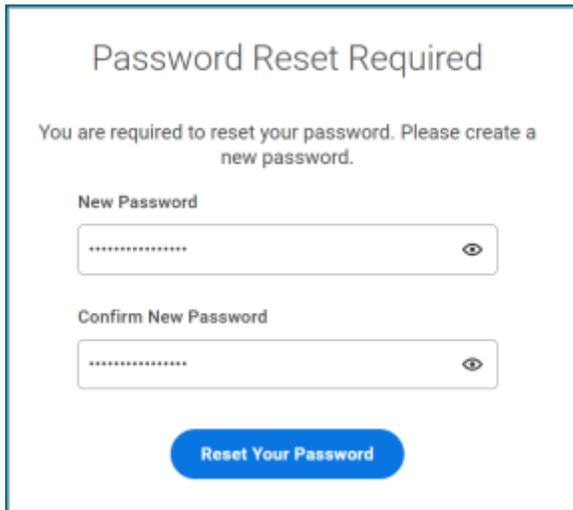   **Note:** It is recommended that you copy and paste this directly from the email.
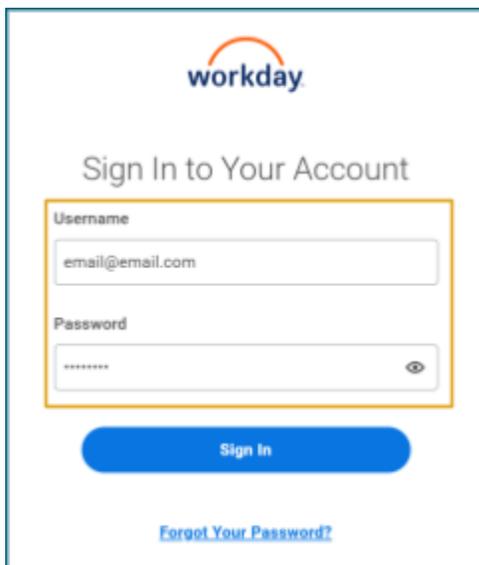
9. Select **Sign In**. Upon signing in with the temporary password, you will be asked to create a new password.

10. Enter a **New Password** of your choice that meets the following criteria:
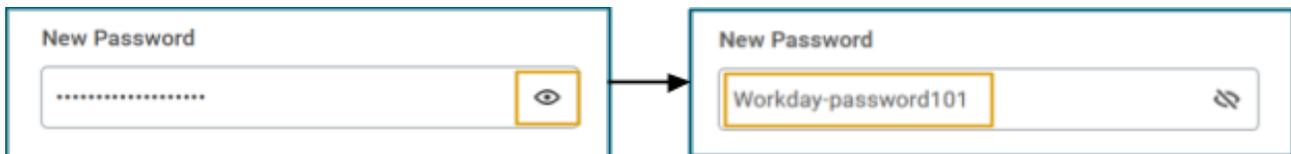
    a. Has not been previously used

    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.

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

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**.
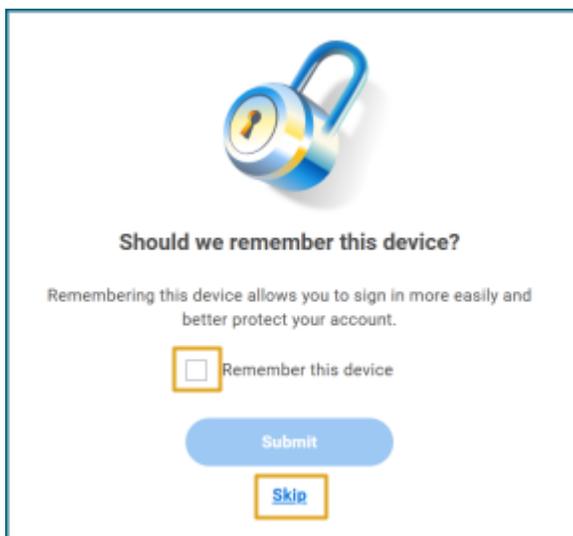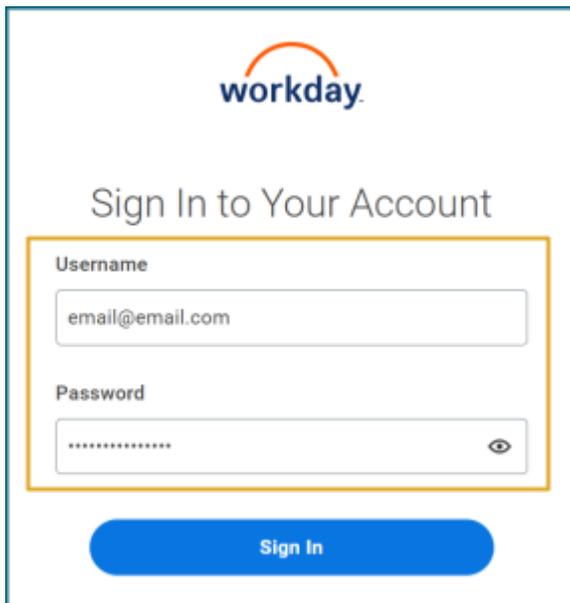

14. You will now be logged in.

Log Into Workday Learning

1. Open the Workday login page (https://wd5.myworkday.com/wday/authgwy/stateofiowa/login.htmld?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.

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.

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.
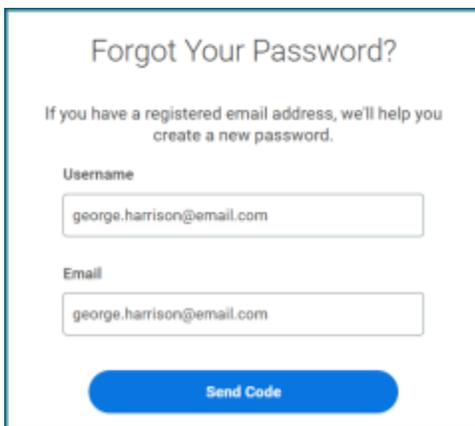
Reset your Password

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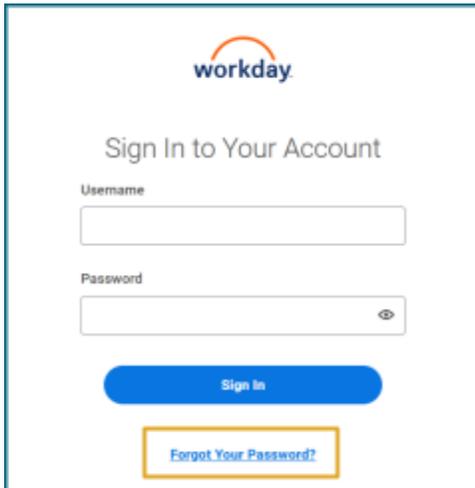
2. Select **Forgot Your Password?**
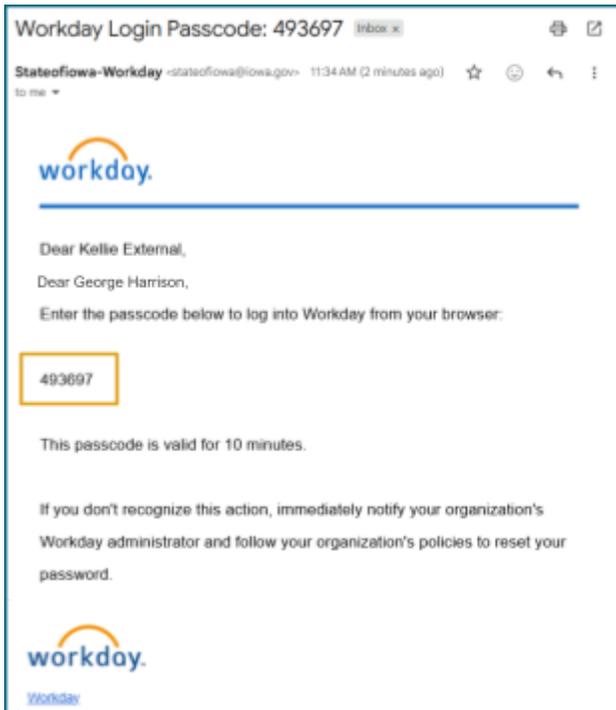

3. Enter your **Username** and **Email address** (these should be the same), then select **Send Code**.


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.
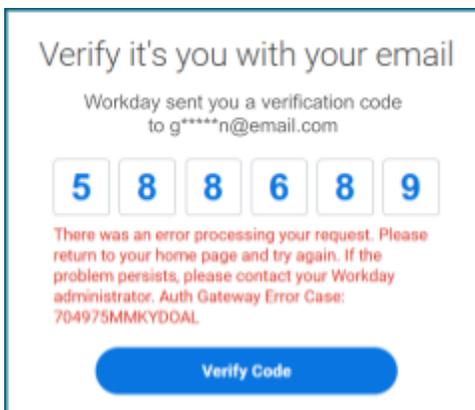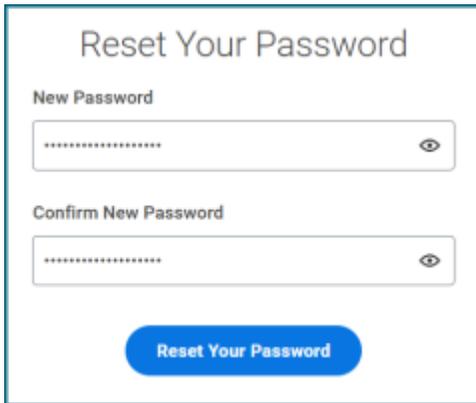

- Open the Workday login page in a new tab or window.

- Select **Forgot Your Password** again.

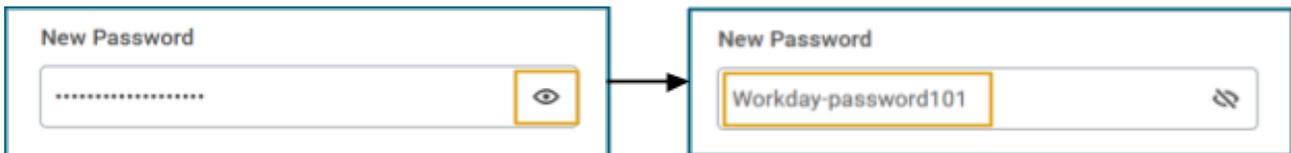- Enter your **username and email** again.

- Select **Send Code** again.

7. On the Workday screen, enter the **code** and select **Verify Code**.
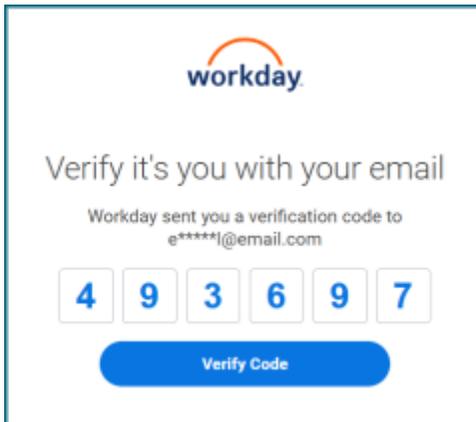
8. You will be prompted to create a new password. Enter the **New Password**. Then re-enter the same password in the **Confirm New Password** field.

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.