

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**.

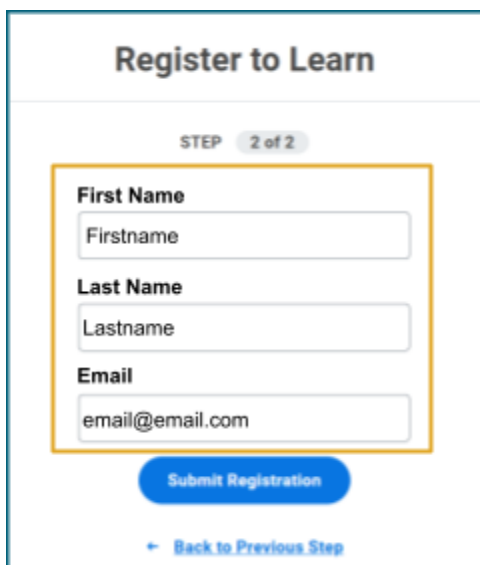


The screenshot shows a web form titled "Register to Learn" at "STEP 1 of 2". There is a "Country" dropdown menu with "United States of America" selected. Below the dropdown is a blue "Next Step" button.

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).

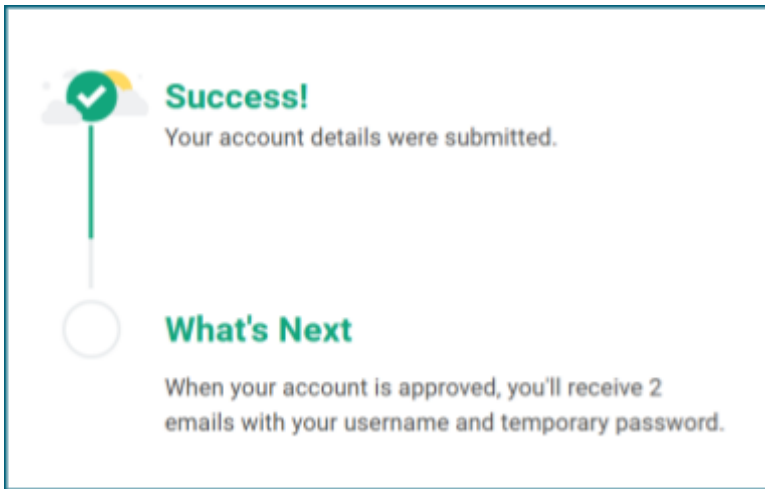
If you do *not* use the same name and email, your accounts will not connect and you will *not* be able to locate your previous training records. You will begin as a new learner.



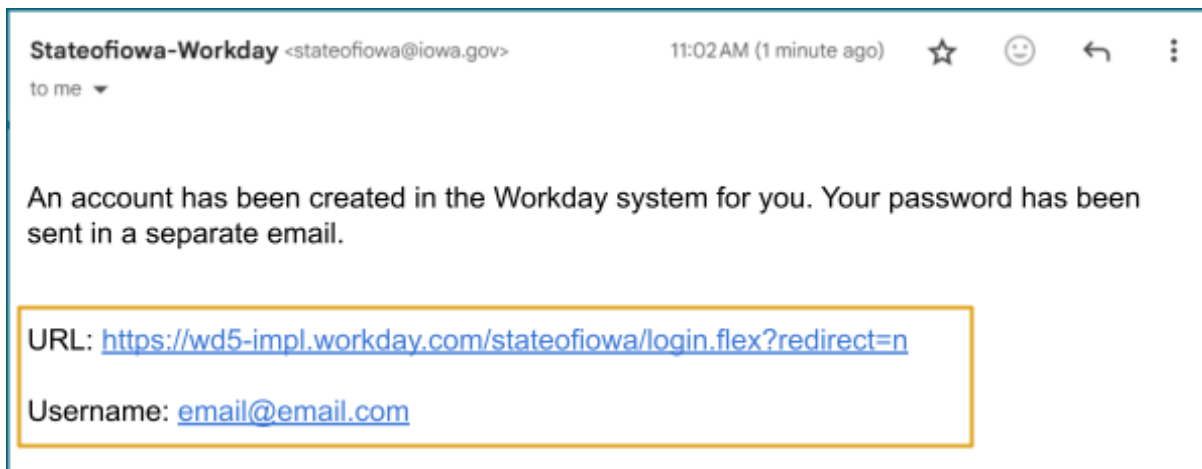
The screenshot shows a web form titled "Register to Learn" at "STEP 2 of 2". It contains three input fields: "First Name" (with placeholder "Firstname"), "Last Name" (with placeholder "Lastname"), and "Email" (with placeholder "email@email.com"). Below the fields is a blue "Submit Registration" button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

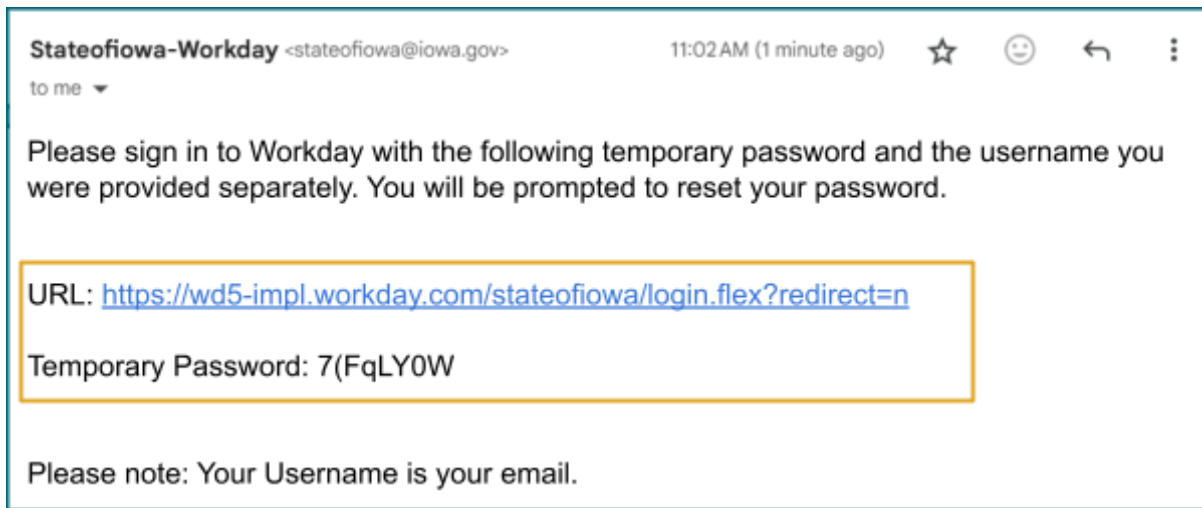
- 4. Select **Submit Registration**. A confirmation page stating **Success!** will display. Your account has been requested.



- 5. Once your account is approved, you will receive two email messages from StateofIowa-Workday.
 - a. The first email's subject will be **Your Workday account**. This email contains the **login URL** and your **username** to log in.



- b. The second email's subject will be **Additional information about your Workday account**. This email contains the **login URL** again and a **temporary password**.

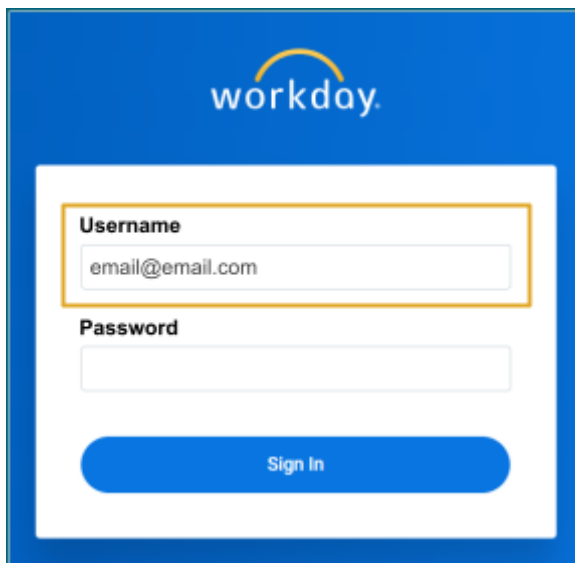


Note: The system will prompt you to create a new password after you log in.

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

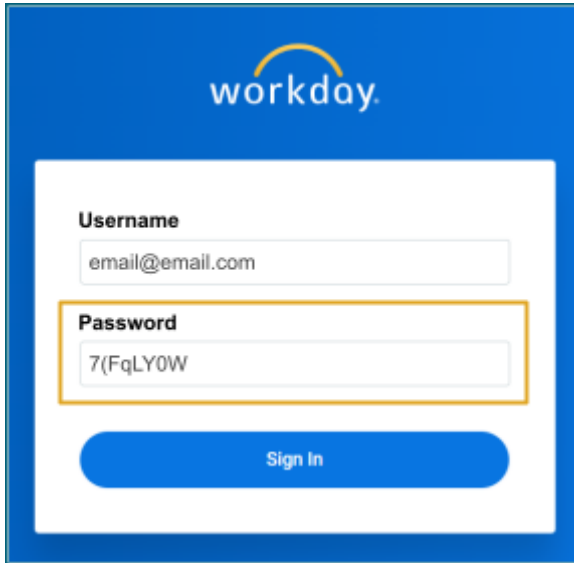
Note: It is recommended that you save this link. You may add it to your bookmarks.

- 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 this directly from the email and paste it into the password field.

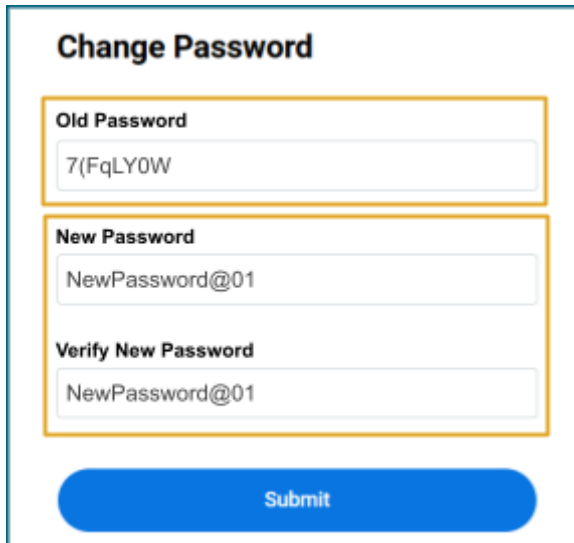


9. Select **Sign In**. Upon signing in with the temporary password, you will be asked to create a new password.
10. In the Old Password field, enter the **temporary password** again.
11. In the New Password field, enter a **New Password** of your choice.

Note: You will not be allowed to use a previously-used password. Your password must include a minimum of 10 characters including the following:

- a. At least one uppercase letter (A)
- b. At least one lowercase letter (a)
- c. At least one number from 0-9 (7)
- d. At least one special character: ! " # \$ % & ' () * + , - / : ; = > ? @ [\] ^ { | } ~ ` .

12. In the Verify New Password field, enter the exact same **password** again.



Change Password

Old Password
7(FqLY0W

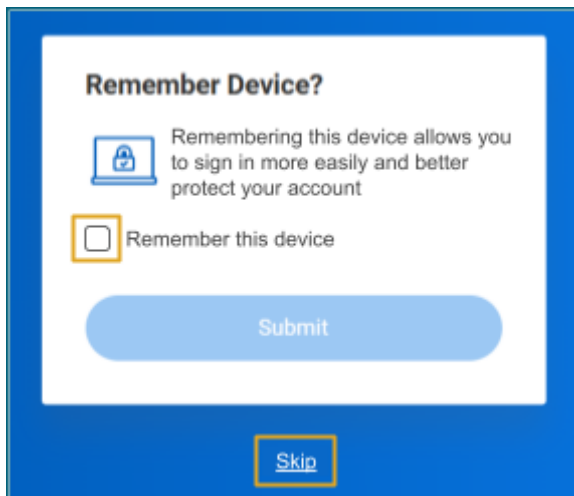
New Password
NewPassword@01

Verify New Password
NewPassword@01


Submit

13. Select **Submit**.

14. 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**.



Remember Device?

 Remembering this device allows you to sign in more easily and better protect your account

Remember this device

Submit

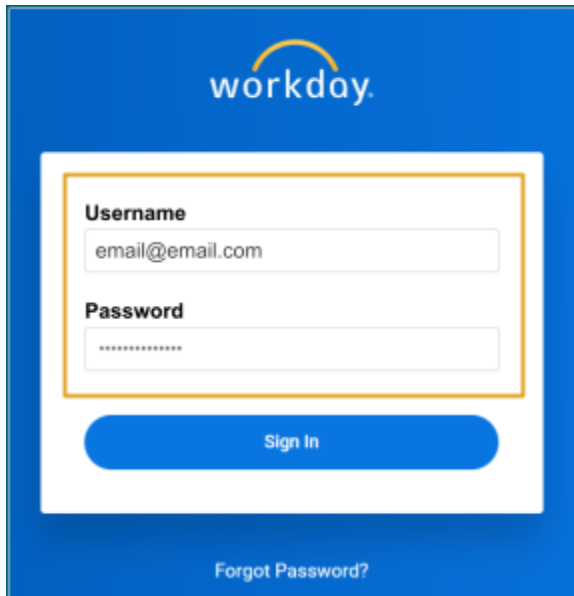
Skip

15. You will now be logged in.

Log Into Workday Learning

1. Open the [Workday Login URL](#).
2. Enter your **Username**. This will be the email address you used to register for Workday.

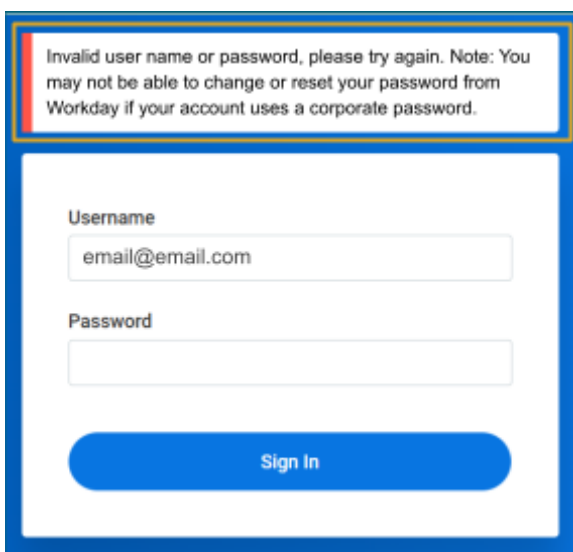
3. Enter the **Password** you set up when you registered.



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 your login screen displays a notice referring to an **Invalid user name or password** 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.



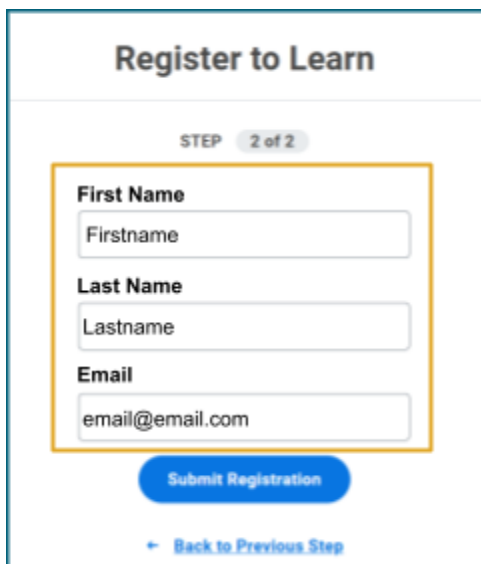
1. Open the [Workday Learning Self Registration](#) link.

- Under Country, select **United States of America** then select **Next Step**.



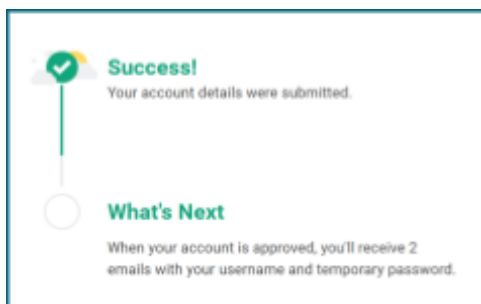
The screenshot shows a registration form titled "Register to Learn". It is on "STEP 1 of 2". There is a "Country" dropdown menu with "United States of America" selected. Below the dropdown is a blue "Next Step" button.

- Enter the **same First Name, Last Name, and Email** that you did when you first registered.



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

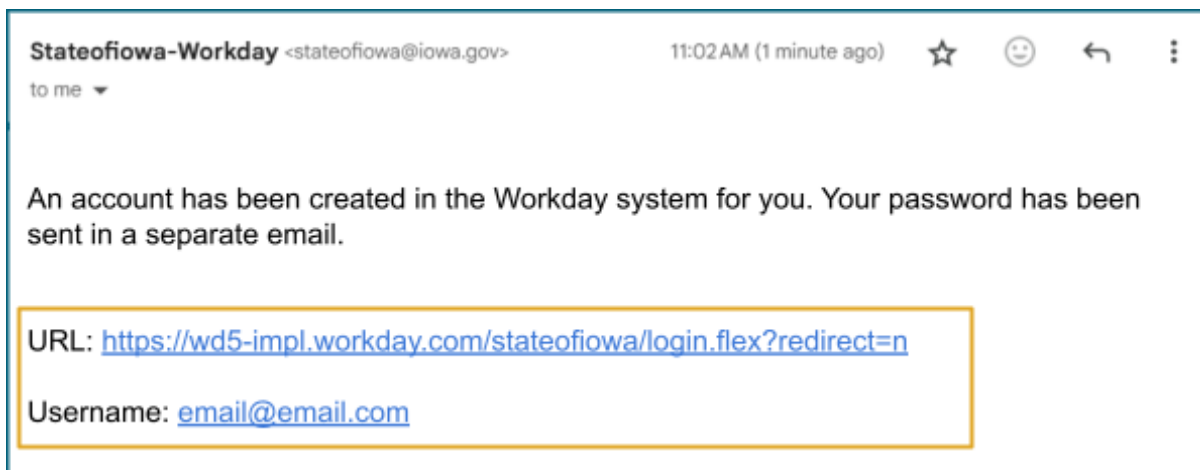
- Select **Submit Registration**. A confirmation page stating **Success!** will display. Your request to unlock your account has been submitted.



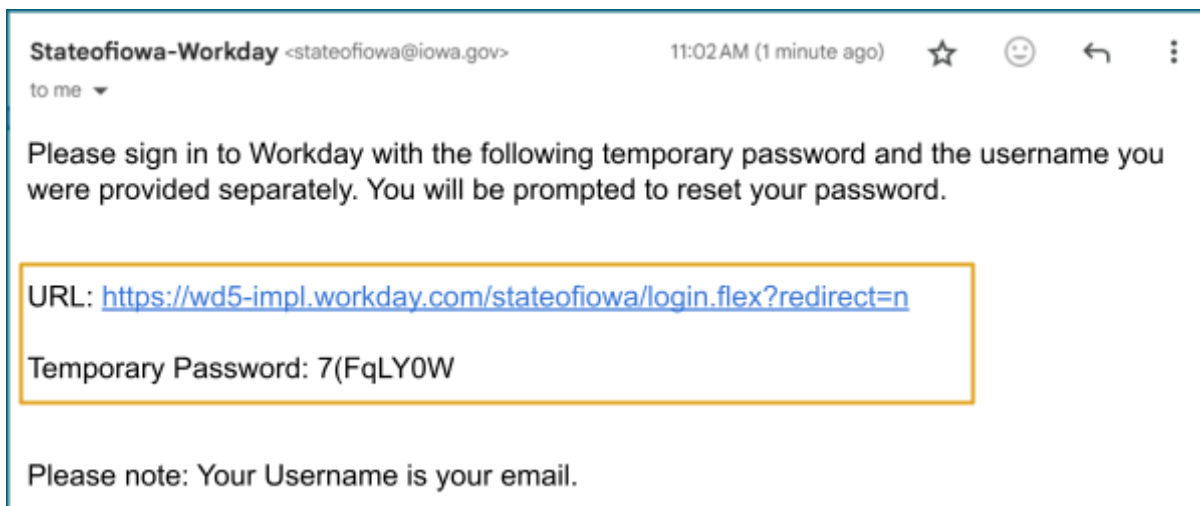
The screenshot shows a confirmation page with a green checkmark icon and the text "Success! Your account details were submitted." Below this, there is a section titled "What's Next" which says "When your account is approved, you'll receive 2 emails with your username and temporary password."

- Once your request is approved, you will receive two email messages from Stateoflowa-Workday.

- a. The first email's subject will be **Your Workday account**. This email contains the **login URL** and your **username** to log in.



- b. The second email's subject will be **Additional information about your Workday account**. This email contains the **login URL** again and a **temporary password**.



Note: The system will prompt you to create a new password after you log in.

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

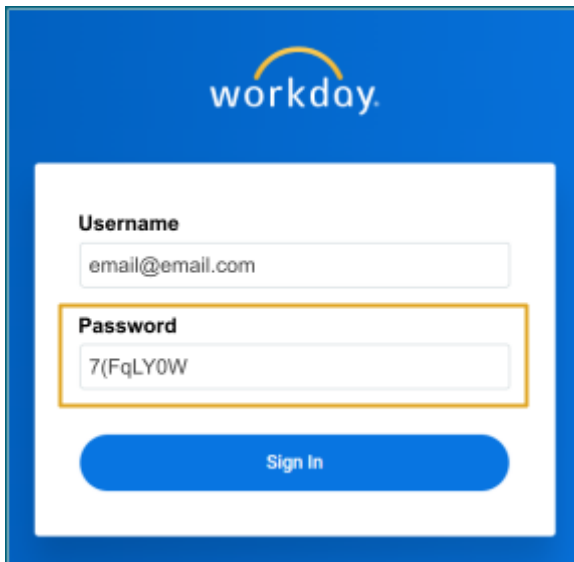
7. Enter the **username** from the email. This will be the email you used to register.



The screenshot shows the Workday login interface. At the top, the Workday logo is displayed. Below it, there are two input fields: 'Username' and 'Password'. The 'Username' field contains the text 'email@email.com' and is highlighted with a yellow border. Below the 'Password' field is a blue 'Sign In' button.

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

Note: It is recommended that you copy this directly from the email and paste it into the password field.



The screenshot shows the Workday login interface. At the top, the Workday logo is displayed. Below it, there are two input fields: 'Username' and 'Password'. The 'Username' field contains the text 'email@email.com'. The 'Password' field contains the text '7(FqLY0W' and is highlighted with a yellow border. Below the 'Password' field is a blue 'Sign In' button.

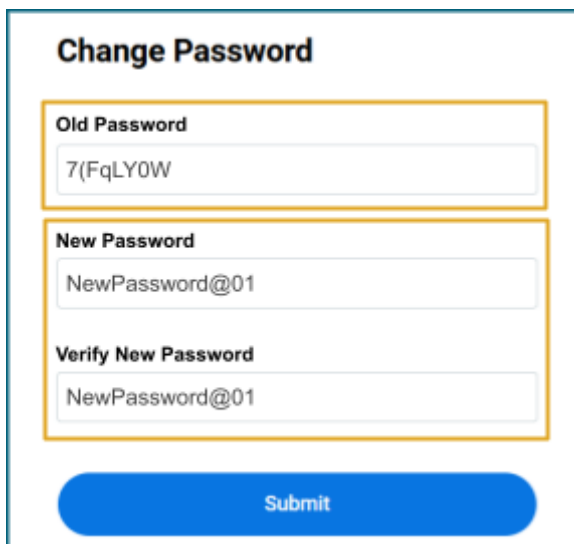
9. Select **Sign In**. Upon signing in with the temporary password, you will be asked to create a new password.
10. In the Old Password field, enter the **temporary password** again.

11. In the New Password field, enter a **New Password** of your choice.

Note: You will not be allowed to use a previously-used password. Your password must include a minimum of 10 characters including the following:

- a. At least one uppercase letter (A)
- b. At least one lowercase letter (a)
- c. At least one number from 0-9 (7)
- d. At least one special character: ! " # \$ % & ' () * + , - / : ; = > ? @ [\] ^ { | } ~ ` .

12. In the Verify New Password field, enter the same **password** again, then select **Submit**.



Change Password

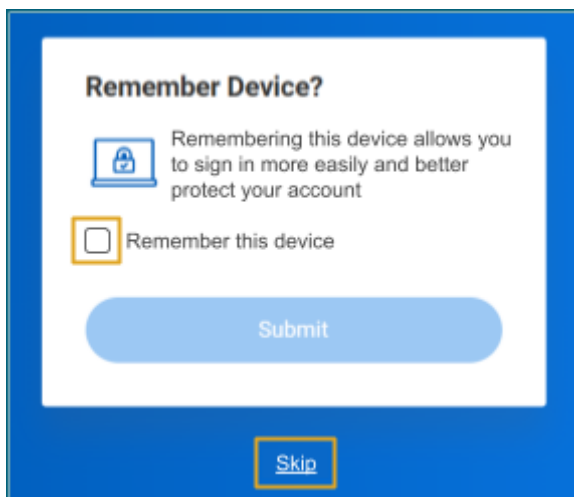
Old Password
7(FqLY0W

New Password
NewPassword@01


Verify New Password
NewPassword@01

Submit

13. You will be asked if you want to remember your device. Select the **checkbox** to remember your device and select **Submit**, or select **Skip**. You will now be logged in.



Remember Device?

 Remembering this device allows you to sign in more easily and better protect your account

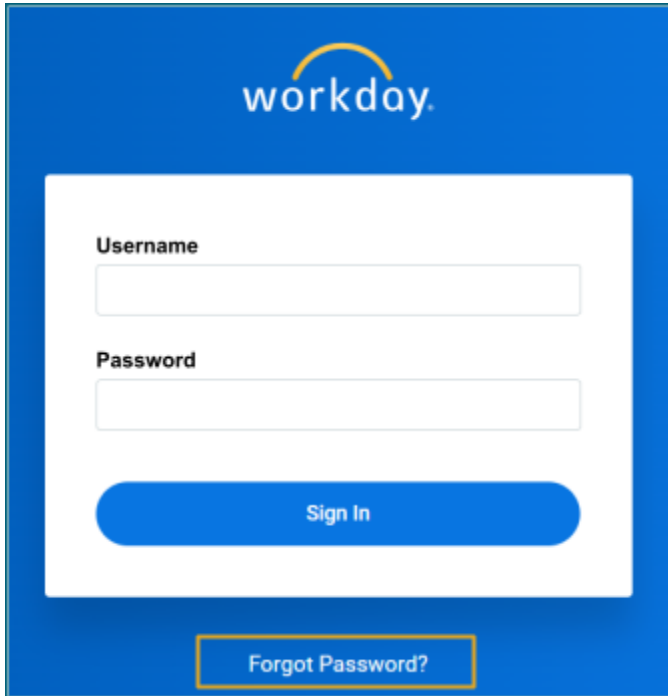
Remember this device

Submit

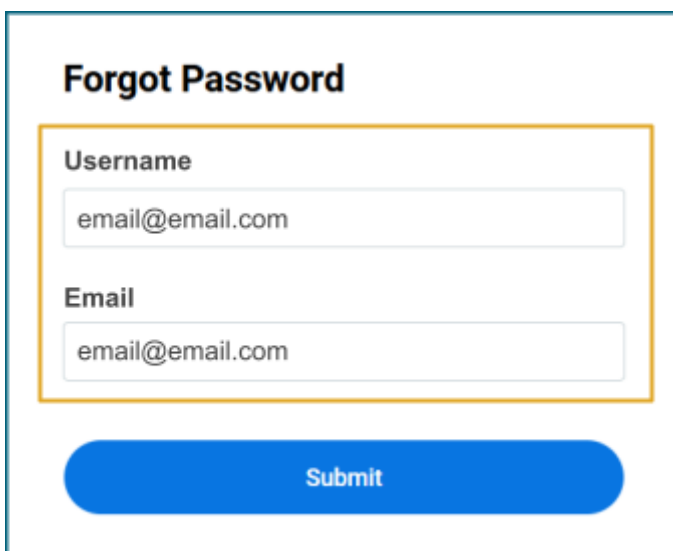
Skip

Reset your Password

1. Open the [Workday Login URL](#).
2. Select **Forgot Password**.

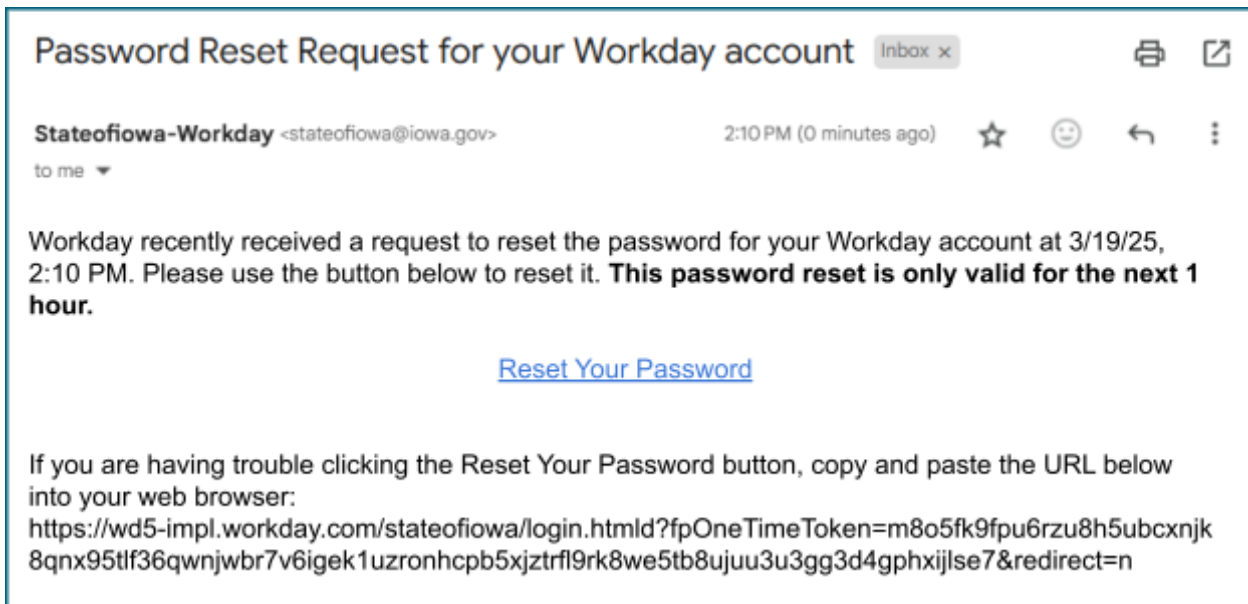


3. Enter your **Username** and **Email address**. These are typically the same.



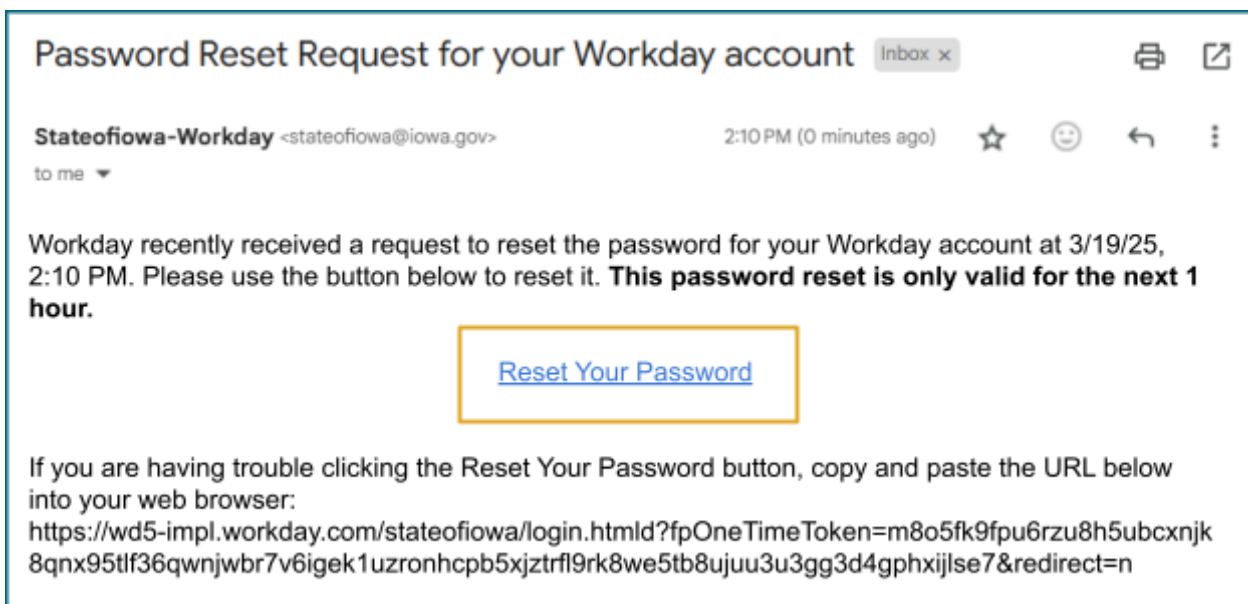
4. Select **Submit**. A **Success!** page will display. Your password reset has been requested.

- 5. You will receive an email from StateofIowa-Workday with the subject **Password Reset Request for your Workday account**.



Note: If you do *not* receive the email, try again making sure the email is entered correctly on the Forgot Password page. If you still do not receive the reset email, your account may be locked due to extended inactivity. Please see the directions on how to [unlock your account](#).

- 6. Select the **Reset Your Password** link.



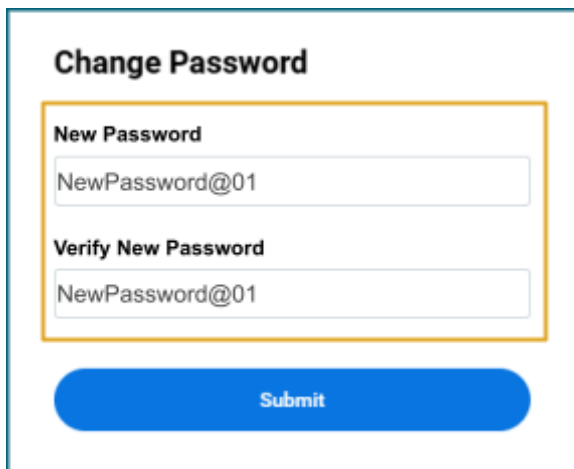
Note: This link will only work for one hour.

7. In the New Password field, enter a **New Password** of your choice.

Note: You will not be allowed to use a previously-used password. Your password must include a minimum of 10 characters including the following:

- a. At least one uppercase letter (A)
- b. At least one lowercase letter (a)
- c. At least one number from 0-9 (7)
- d. At least one special character: ! " # \$ % & ' () * + , - / : ; = > ? @ [\] ^ { | } ~ ` .

8. In the Verify New Password field, enter the exact same **password** again.



Change Password

New Password
NewPassword@01

Verify New Password
NewPassword@01

Submit

9. Select **Submit**. Your password is now reset.