

# How to Create, Connect, and Unlock a Workday Account



*Smart Guide*

*Mandatory Reporters*

## Overview

This guide explains how a Mandatory Reporter is able to create, connect, and unlock an account through the Iowa HHS's learning management system (LMS), Workday Learning.

If you are currently a State of Iowa employee who is also a Mandatory Reporter, please sign into your employee Workday account.

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

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

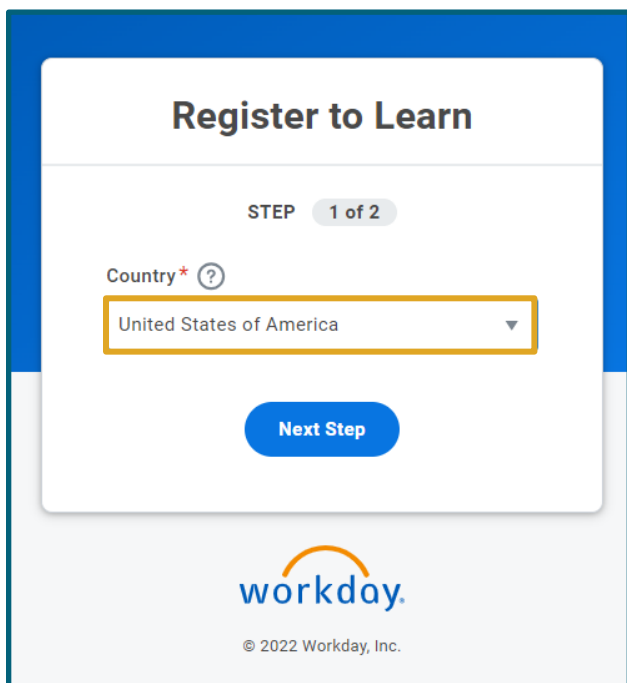
Your account will be securely locked after 30 days to keep your information safe. Please review the section [Keeping Your Account Safe](#) for more information.

## Table of Contents

Table of Contents	1
How to Create, Connect, or Unlock Your Workday Account	2
Create Your Account Credentials	5
Logging into Your Workday Learning Account	10
Keeping Your Records Safe	11
How to Reset Your Password	11

### How to Create, Connect, or Unlock Your Workday Account

1. Open the [Workday Learning Self Registration URL](#).
2. Under **Register to Learn**, select **United States of America**.



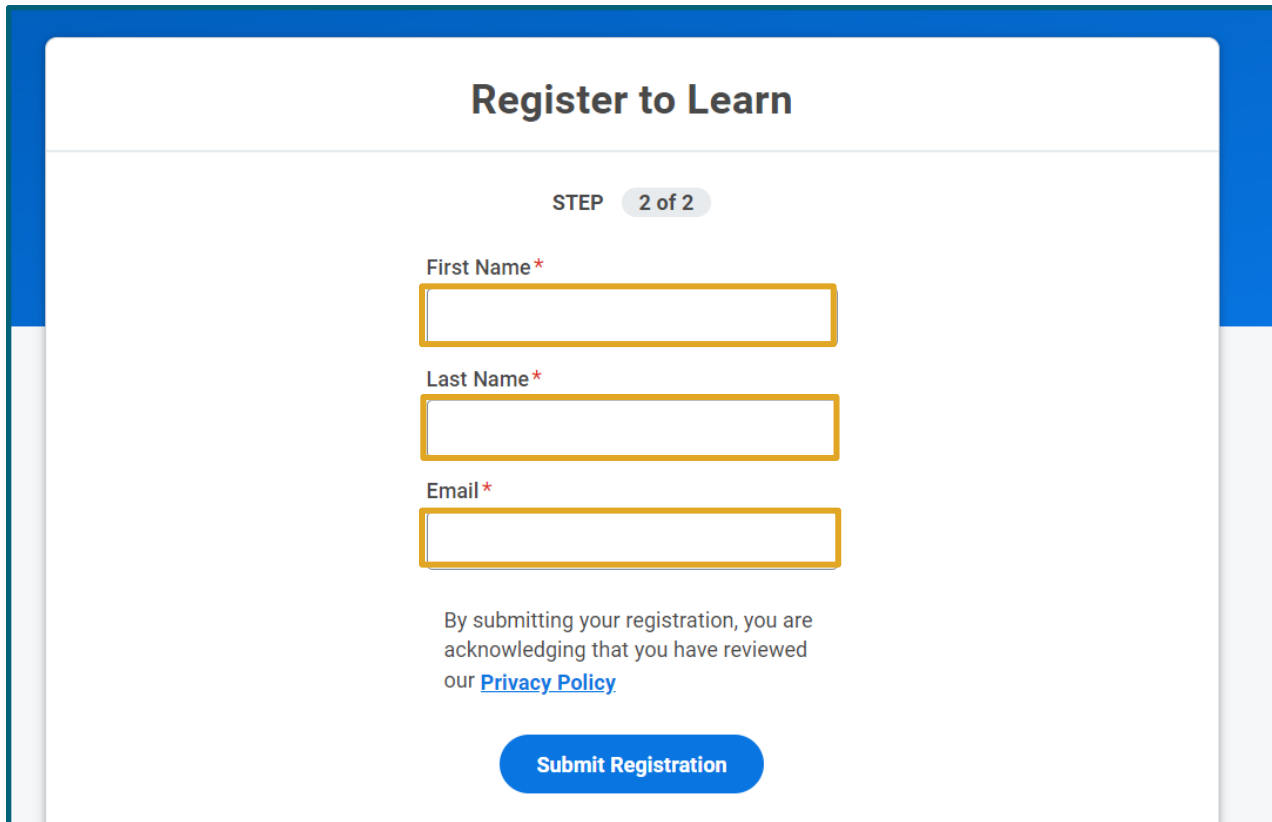
The screenshot shows a web form titled "Register to Learn" with a progress indicator "STEP 1 of 2". The "Country" field is a dropdown menu with "United States of America" selected. Below the dropdown is a blue "Next Step" button. The Workday logo and copyright notice "© 2022 Workday, Inc." are visible at the bottom of the form.

3. Select **Next Step**.

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 the **same Email address** you used to log into the previous LMS (LearnSoft).

If you **do not** use the same First, Last, and Email address, your accounts will not connect and you will be unable to locate your previous training records, requiring you to begin as a new learner.

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



**Register to Learn**

STEP 2 of 2

First Name \*

Last Name \*

Email \*

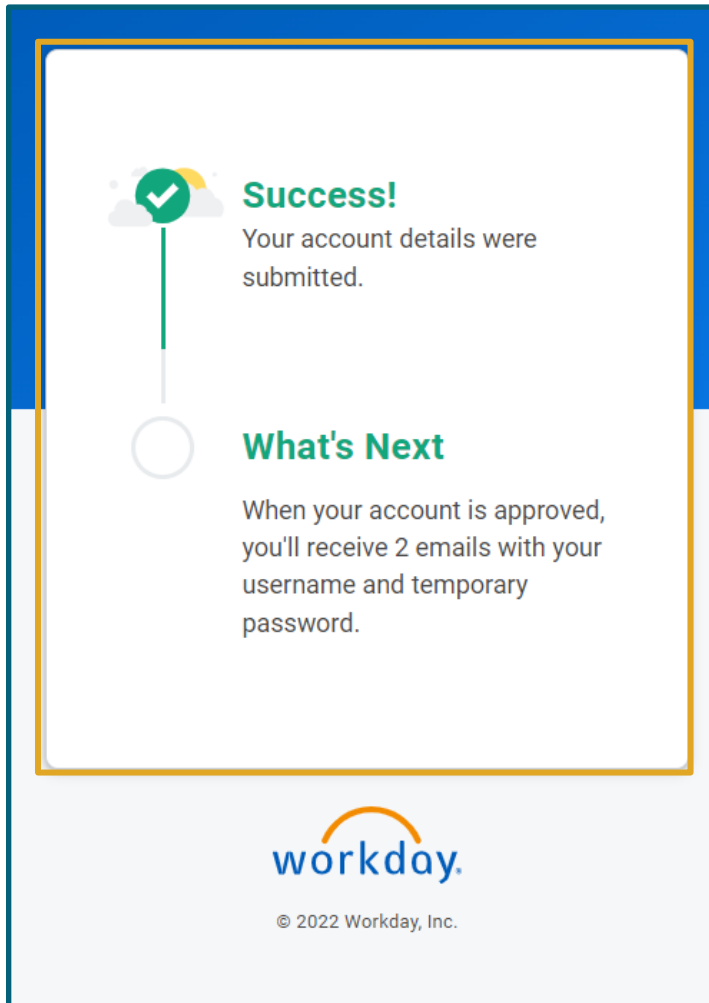
By submitting your registration, you are acknowledging that you have reviewed our [Privacy Policy](#).

**Submit Registration**

**Note:** In the future, you will **need to access this account to reset your password**. **TIP:** Use a personal email address.

5. Select **Submit Registration** to complete your request for a new account.

6. A **Success** page will display, indicating you successfully completed the account request and that it has been sent for approval.



7. You will receive two email messages from **Stateoflowa-Workday**:
- a. **Email 1:**
    - i. **Subject: Your Workday account**
    - ii. Contains the **URL and your username** to log into your Workday account.
  - b. **Email 2:**
    - i. **Subject: Additional information about your Workday account**
    - ii. Contains your **temporary password**. The system will prompt you to create a new password after you log in.

## Create Your Account Credentials

1. From **Email 1**, select the **provided URL**.

**Note:** This is the login URL for the Mandatory Reporter training courses you will use after you have completed your registration.

An account has been created in the Workday system for you. Your password has been sent in a separate email.

URL: [https://wd5-impl.workday.com/stateofiowa\\_preview/login.flex?redirect=n](https://wd5-impl.workday.com/stateofiowa_preview/login.flex?redirect=n)

Username: [DJTanner@gmail.com](mailto:DJTanner@gmail.com)



**Note:** Your username will also be located in this email message.

2. Enter your **Username**.

workday

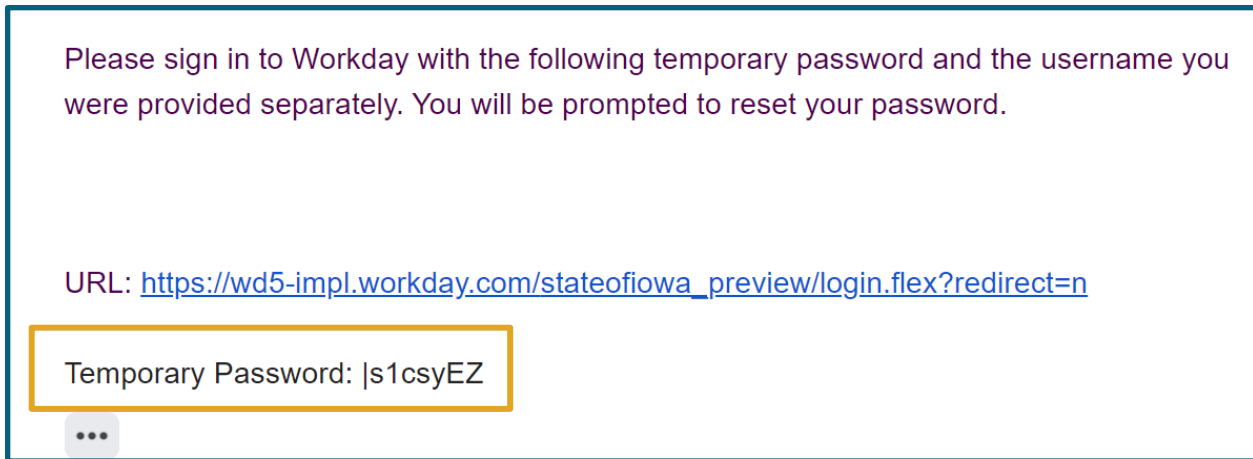
Username  
DJTanner@gmail.com

Password

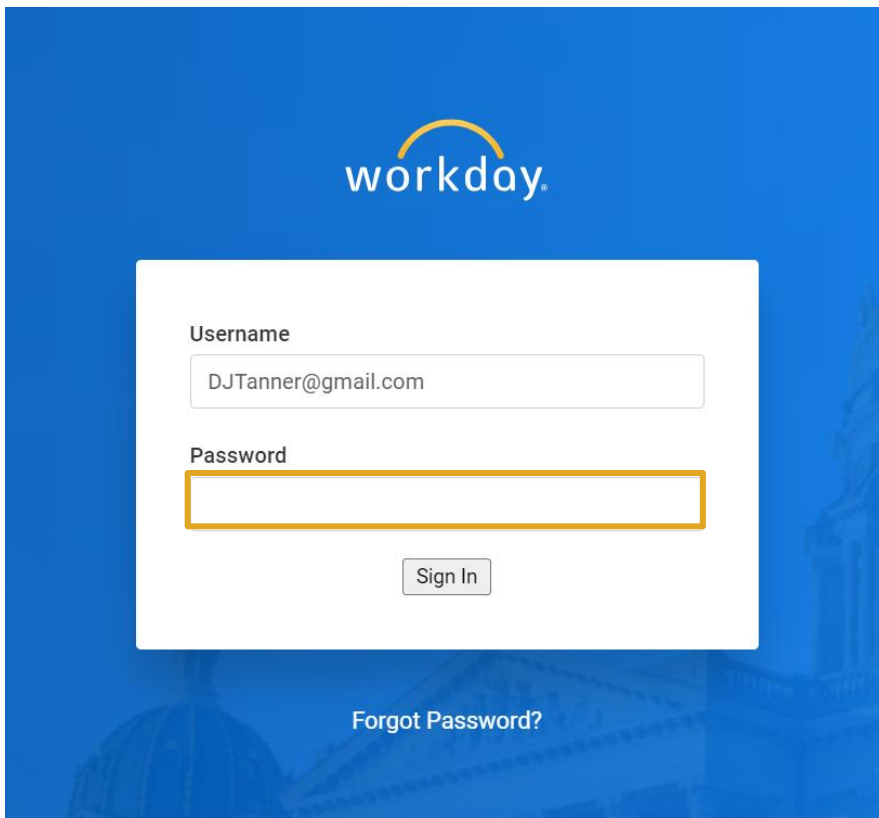
Sign In

Forgot Password?

3. From **Email 2**, copy your **temporary password**.

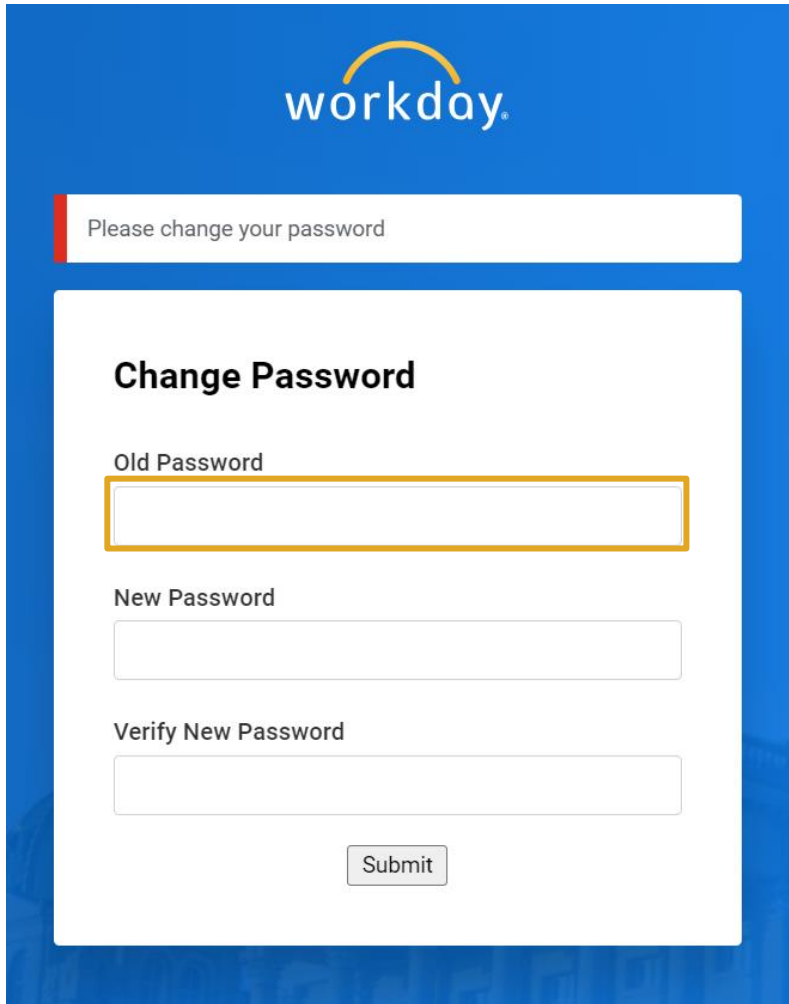


4. Paste your **temporary password**.



5. Select **Sign In**.

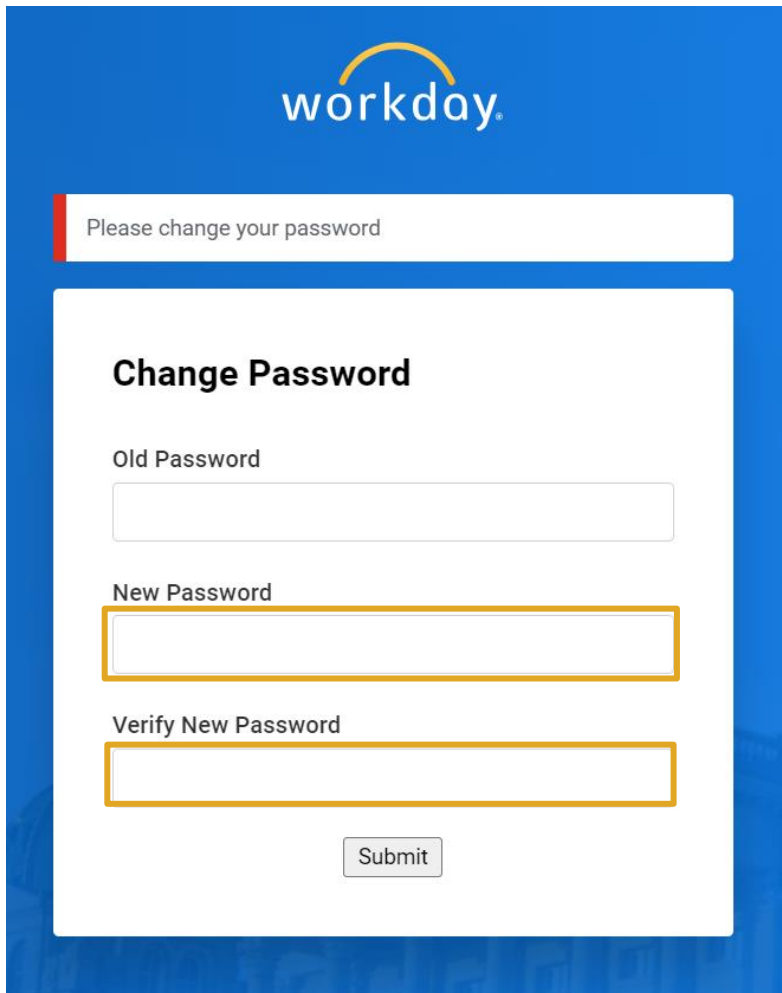
## 6. Enter your **Old Password**.



The screenshot shows the Workday 'Change Password' interface. At the top, the Workday logo is displayed on a blue background. Below the logo, a white box contains the text 'Please change your password'. The main form area is titled 'Change Password' and contains three input fields: 'Old Password', 'New Password', and 'Verify New Password'. The 'Old Password' field is highlighted with a yellow border. A 'Submit' button is located at the bottom of the form.

**Note:** This is the temporary password you received in Email 2.

7. Enter a **New Password** and **Verify New Password**.



The screenshot shows the Workday 'Change Password' interface. At the top, the Workday logo is displayed. Below it, a message reads 'Please change your password'. The main form area is titled 'Change Password' and contains three input fields: 'Old Password', 'New Password', and 'Verify New Password'. The 'New Password' and 'Verify New Password' fields are highlighted with a yellow border. A 'Submit' button is located at the bottom of the form.

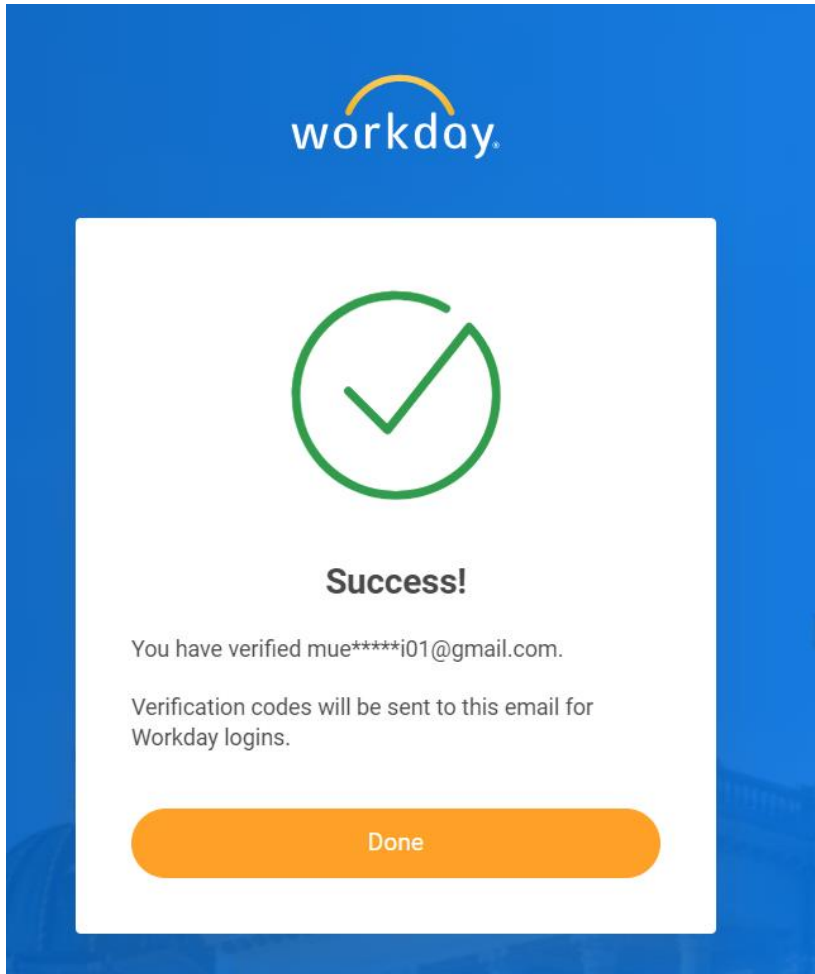
8. Note: Workday Password Requirements include:

- a. **Minimum of 10 characters**
- b. **Alphabetic characters – including both uppercase (capitals) and lowercase**
- c. **Numeral characters – numbers 0 - 9**
- d. **Special characters ! " # \$ % & ' ( ) \* + , - / : ; = > ? @ [ \ ] & ^ ` { | } ~ .**
- e. You **cannot** use password previously used in Workday

9. Select **Submit**.



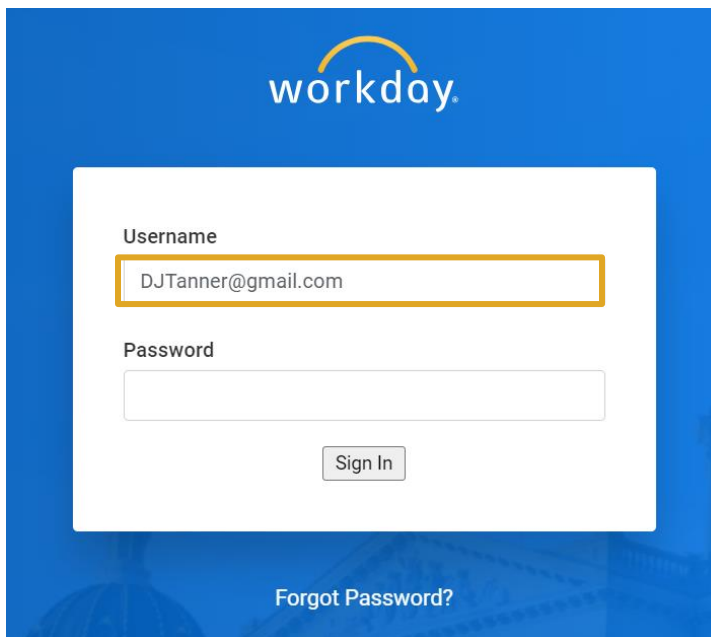
10. You will receive a popup window indicating a **Successful Verification**.



11. Select **Done**.

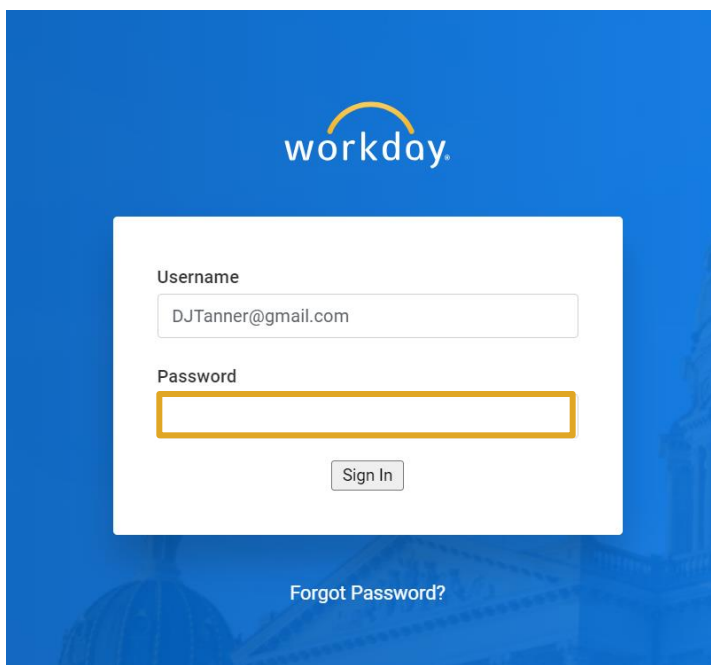
## Logging into Your Workday Learning Account

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



The screenshot shows the Workday login interface. At the top center is the Workday logo. Below it is a white login form. The form has two input fields: 'Username' and 'Password'. The 'Username' field contains the text 'DJTanner@gmail.com' and is highlighted with a yellow border. Below the 'Password' field is a 'Sign In' button. At the bottom of the form is a link that says 'Forgot Password?'. The background of the page is blue with a faint image of a building.

3. Enter your **Password**.

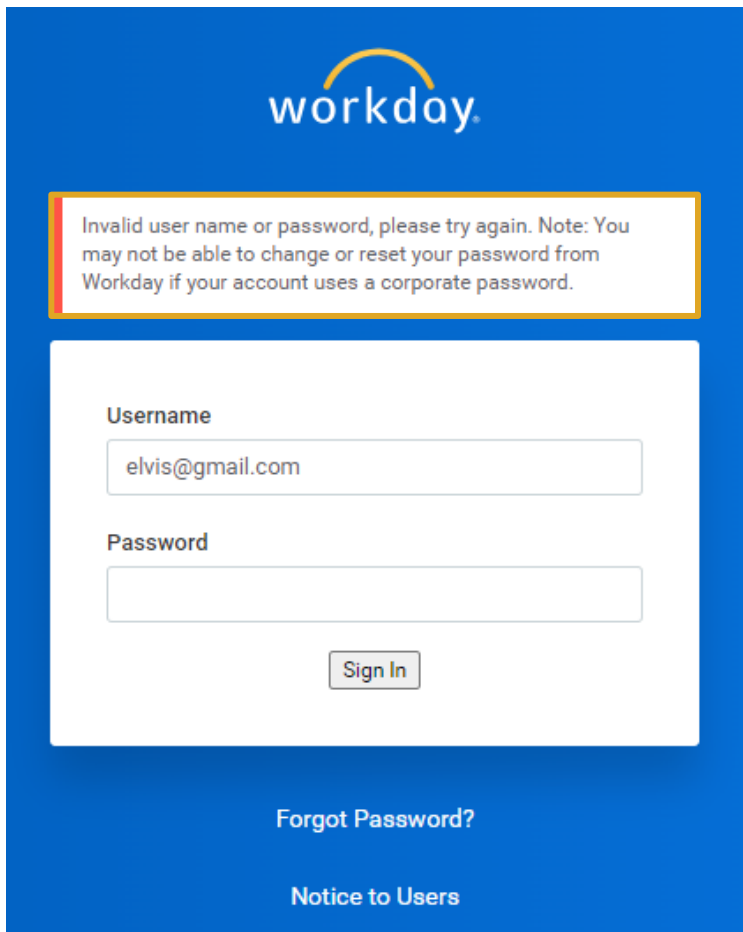


The screenshot shows the same Workday login interface as the previous one. The 'Username' field now contains 'DJTanner@gmail.com' and is no longer highlighted. The 'Password' field is now highlighted with a yellow border. The 'Sign In' button and 'Forgot Password?' link remain visible. The background is the same blue with a faint building image.

4. Select **Sign In**.

### Keeping Your Records Safe

To keep your training records safe, your account locks after 30 days. If your login screen displays a notice about Invalid user name or password, please follow the [directions](#) using the self-registration URL using the same email address you used to set up your Workday account.

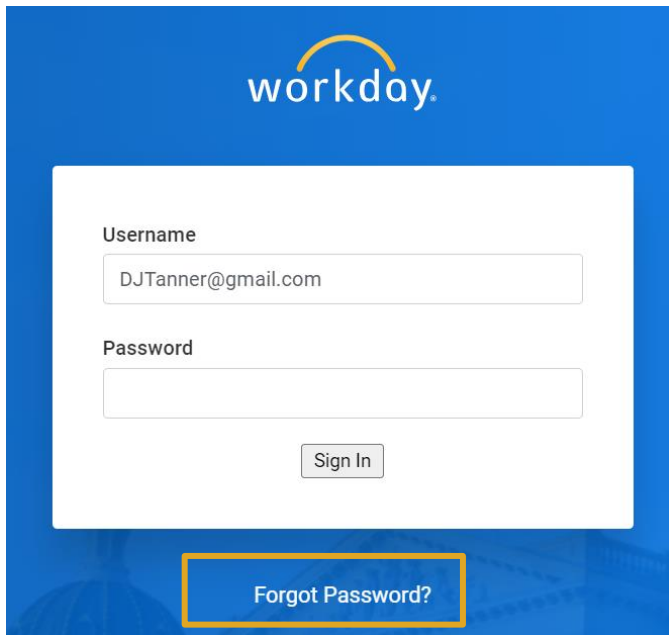


The screenshot shows the Workday login interface. At the top is the Workday logo. Below it is a yellow-bordered error message box with the text: "Invalid user name or password, please try again. Note: You may not be able to change or reset your password from Workday if your account uses a corporate password." Below the error message is a white login form with the following elements:

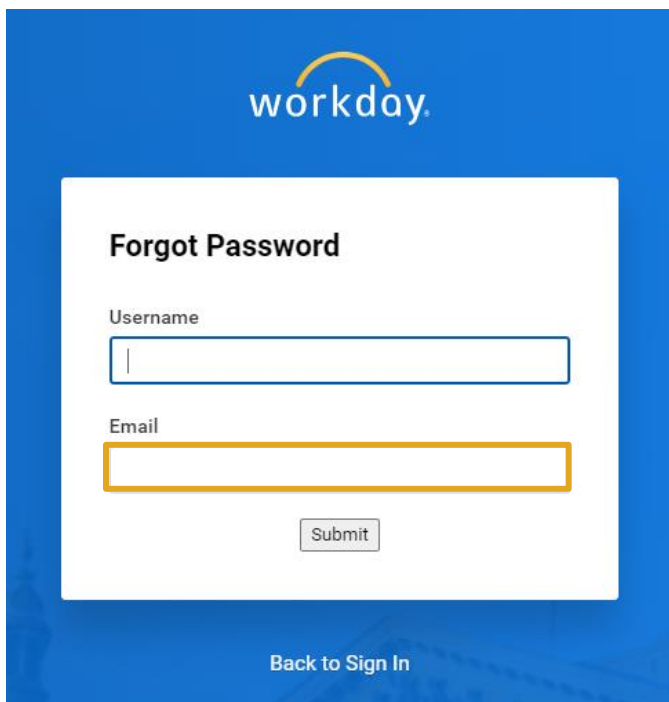
- Username** label above a text input field containing "elvis@gmail.com".
- Password** label above an empty password input field.
- A "Sign In" button below the password field.
- Links for "Forgot Password?" and "Notice to Users" at the bottom of the form area.

### How to Reset Your Password

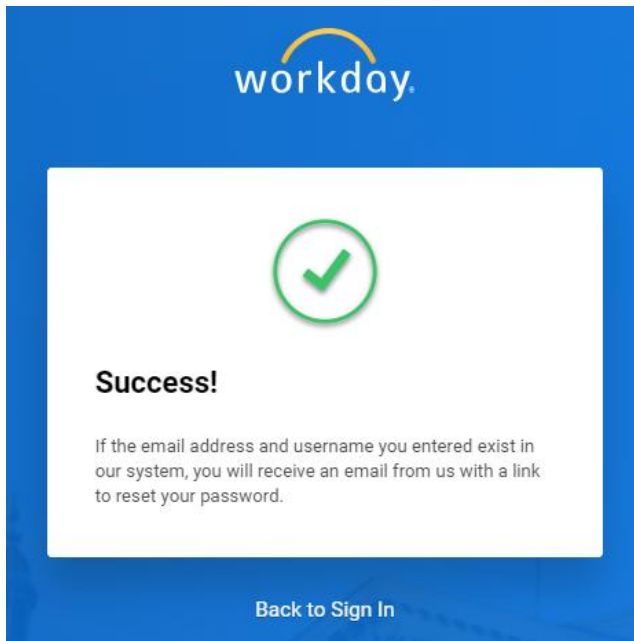
1. Open the [Workday Login URL](#).
2. From the **Workday login screen**, select **Forgot Password**.



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



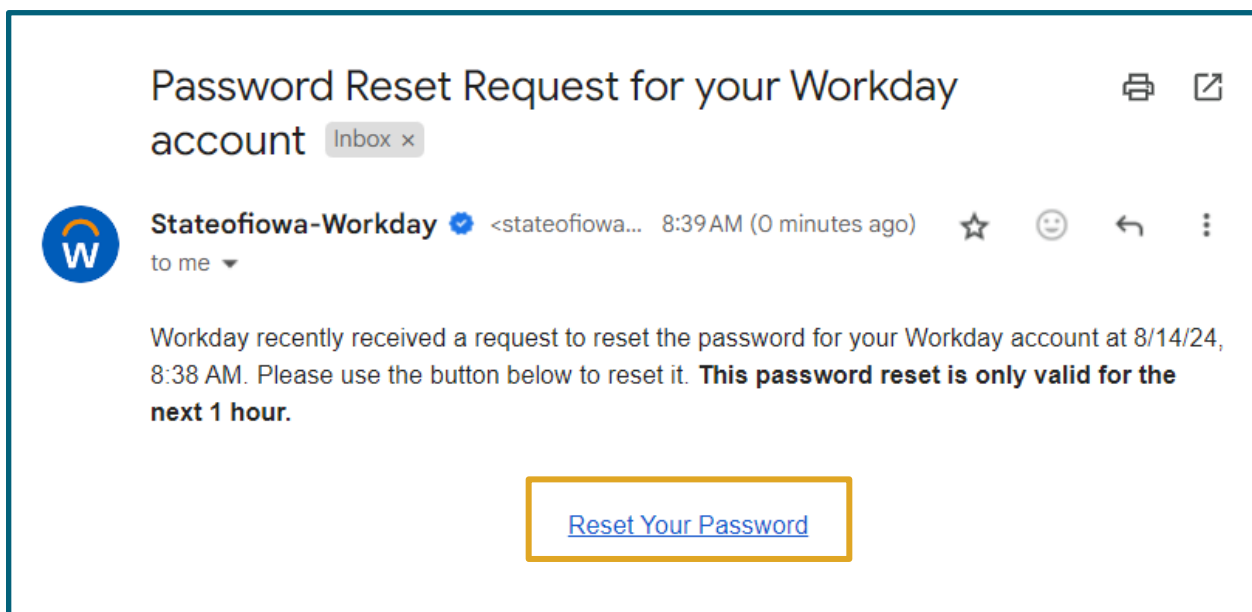
4. You will receive a **Success!** message indicating your request has been processed.



5. Open the **email** from **Stateoflowa-Workday** sent to the email address you used to create your account.

**Note:** The subject of the email will be **Password Reset Request for your Workday account**.

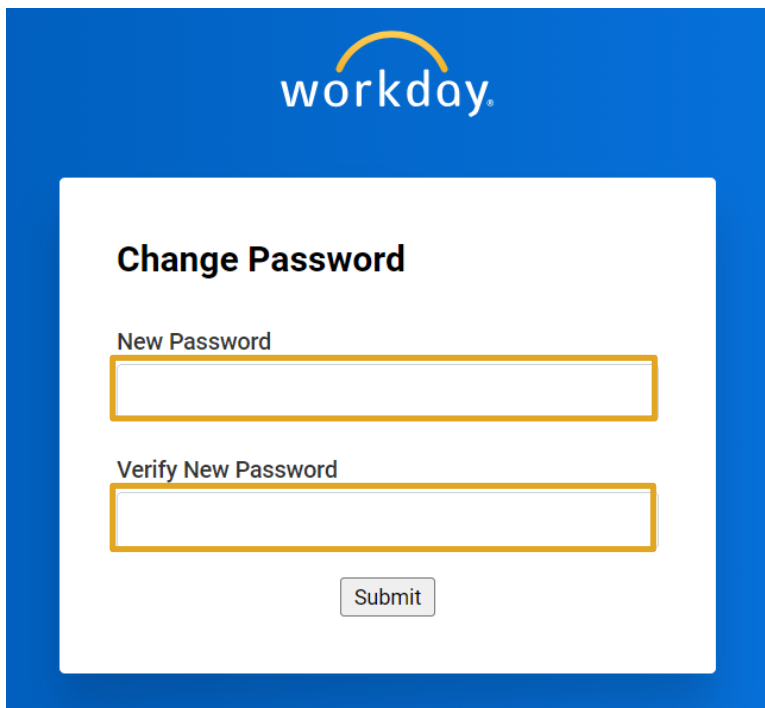
6. Select the **Reset Your Password** link near the middle of the email.



**Note:** This link will only work for one hour.

7. Create a **new password** using Workday's requirements to include the following:

- a. **Minimum of 10 characters**
  - b. **Alphabetic characters – including both uppercase (capitals) and lowercase**
  - c. **Numeral characters – numbers 0 - 9**
  - d. **Special characters ! " # \$ % & ' ( ) \* + , - / : ; = > ? @ [ \ ] & ^ ` { | } ~ .**
  - e. You **cannot** use password previously used in Workday
8. After entering your new password in the **New Password** space and the **Verify New Password** space.

A screenshot of the Workday 'Change Password' form. The form is set against a blue background with the Workday logo at the top. The title 'Change Password' is centered. Below the title are two input fields: 'New Password' and 'Verify New Password', both with orange borders. A 'Submit' button is located at the bottom center of the form area.

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