

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.

Contents

Register for a New Account	2
Log Into Workday Learning	7
Unlock Your Workday Account	7
Reset your Password	8

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**.

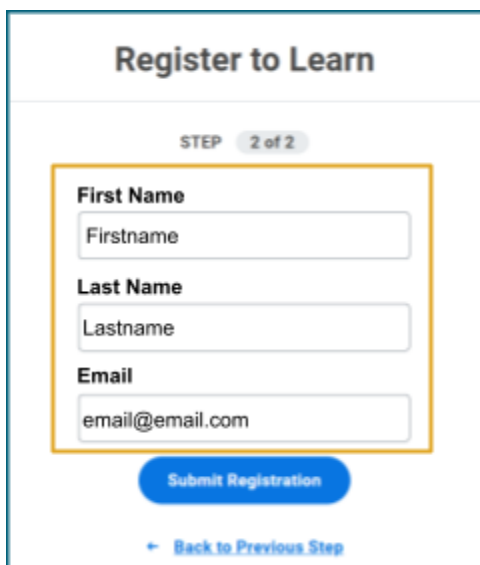


The screenshot shows the 'Register to Learn' interface at Step 1 of 2. A dropdown menu for 'Country' is open, showing 'United States of America' as the selected option. Below the dropdown is a blue button labeled 'Next Step'.

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).

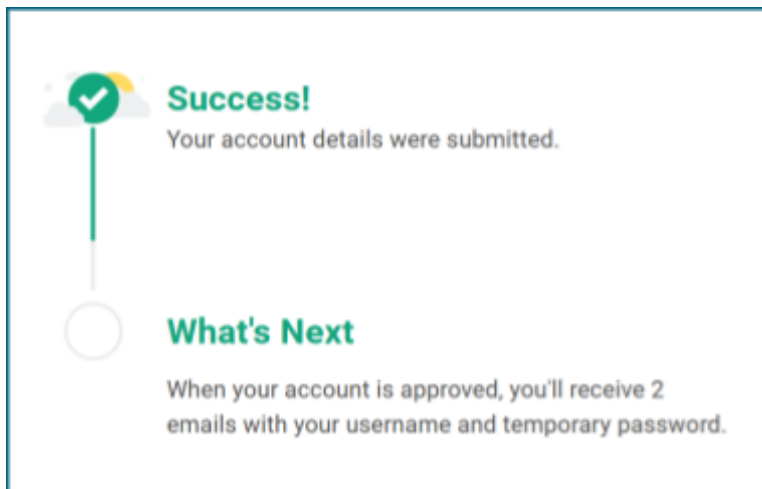
If you do *not* use the same name and email, your accounts will not connect and you will *not* be able to locate your previous training records. You will begin as a new learner.



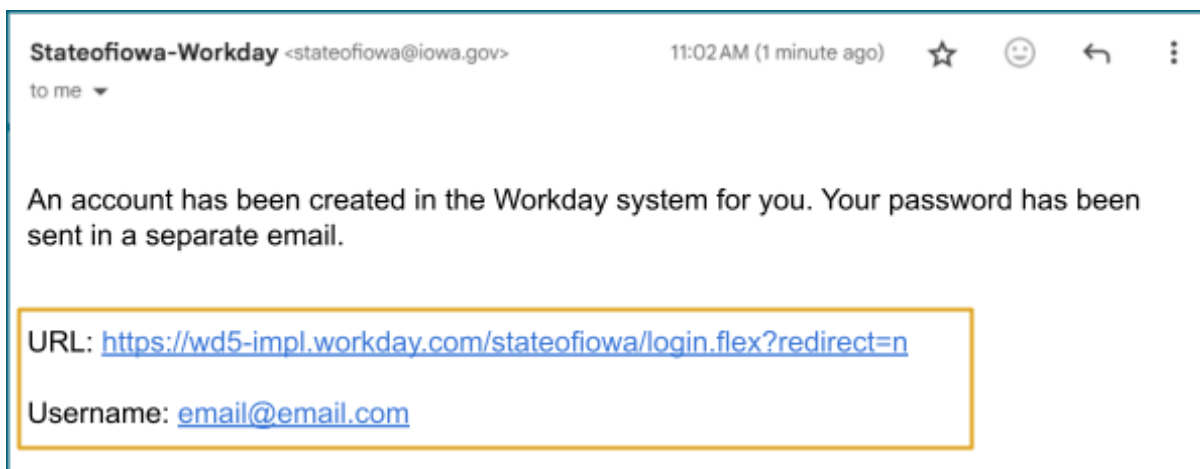
The screenshot shows the 'Register to Learn' interface at Step 2 of 2. The form fields for 'First Name', 'Last Name', and 'Email' are highlighted with a yellow box. The 'First Name' field contains 'Firstname', the 'Last Name' field contains 'Lastname', and the 'Email' field contains 'email@email.com'. Below the fields is a blue button labeled 'Submit Registration' and a link labeled '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.

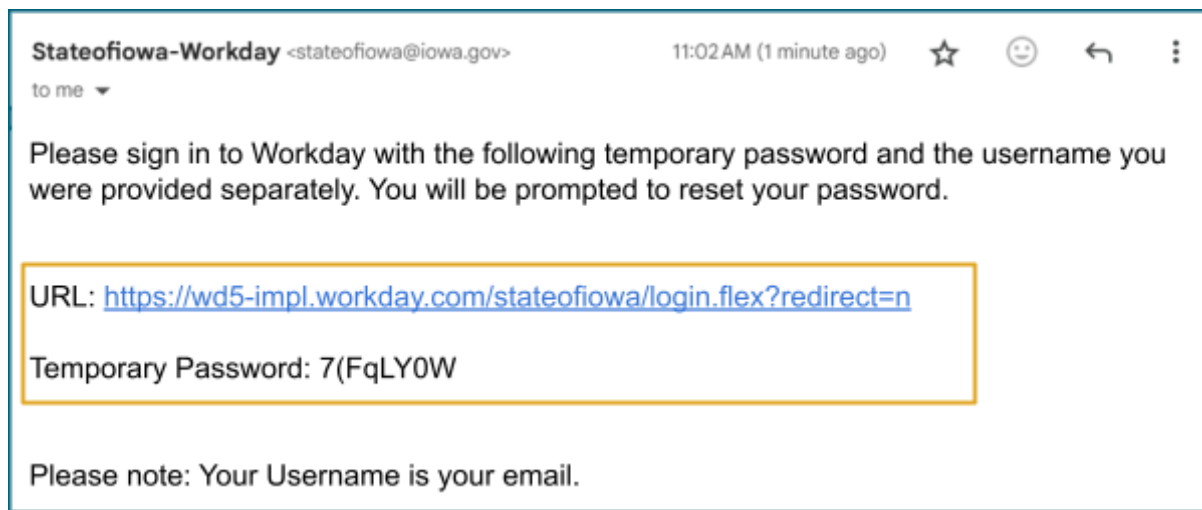
4. Select **Submit Registration**. A confirmation page stating **Success!** will display. Your account has been requested.



5. Once your account is approved, you will receive two (2) 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>)

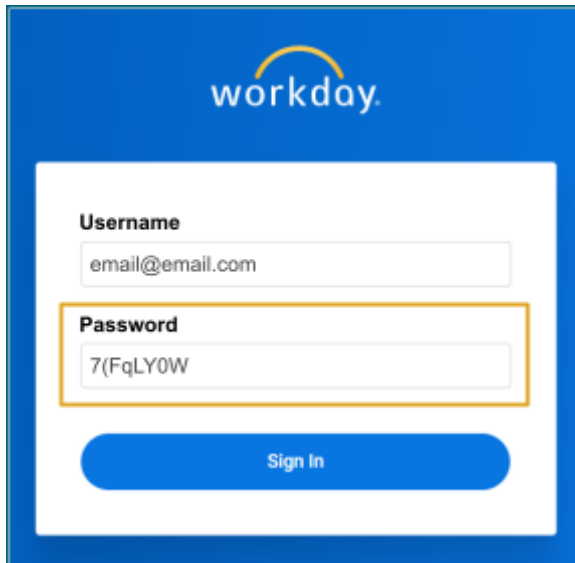
Note: It is recommended that you save this link. You may add it to your bookmarks.

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

A screenshot of the Workday login page. It features the Workday logo at the top. Below it, there is a 'Username' field with the placeholder text 'email@email.com' and a 'Password' field. A blue 'Sign In' button is located at the bottom of the form. A yellow box highlights the 'Username' field.

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.

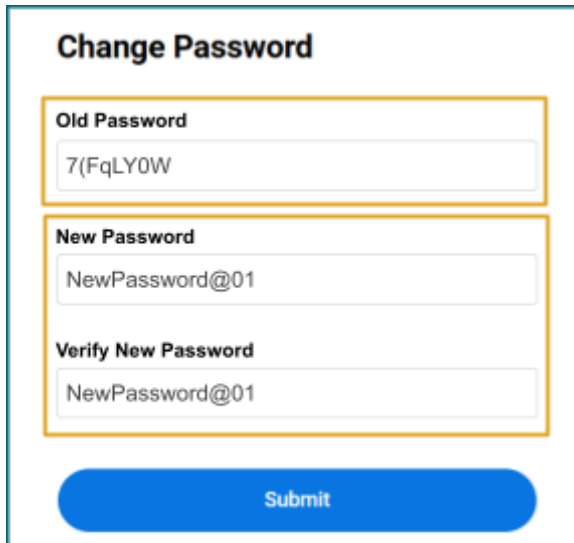


9. Select **Sign In**. Upon signing in with the temporary password, you will be asked to create a new password.
10. In the Old Password field, enter the **temporary password** again.
11. In the New Password field, enter a **New Password** of your choice.

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

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

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



Change Password

Old Password
7(FqLY0W

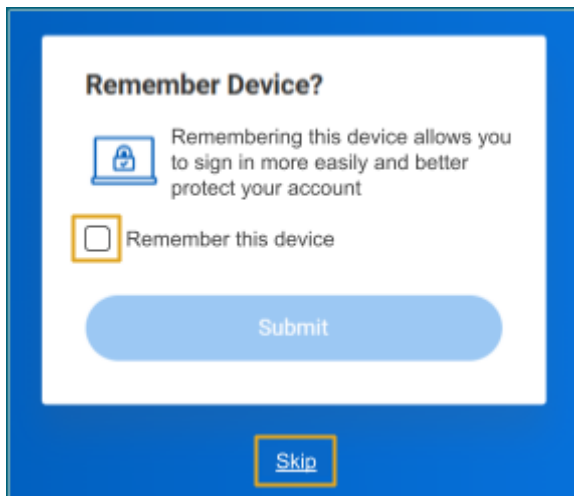
New Password
NewPassword@01

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

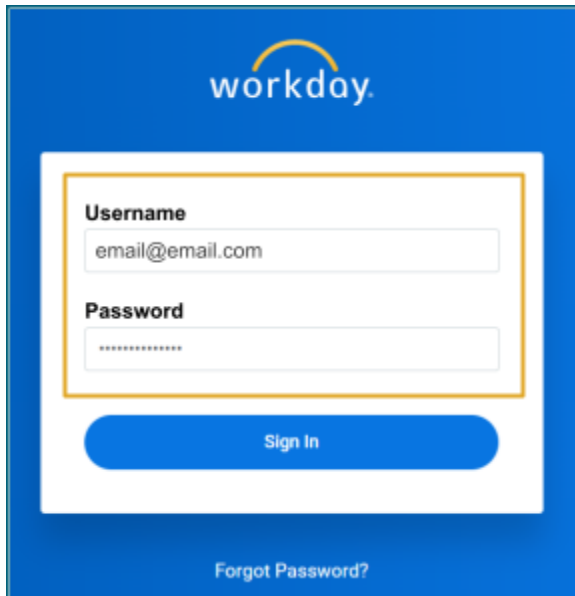
[Skip](#)

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.

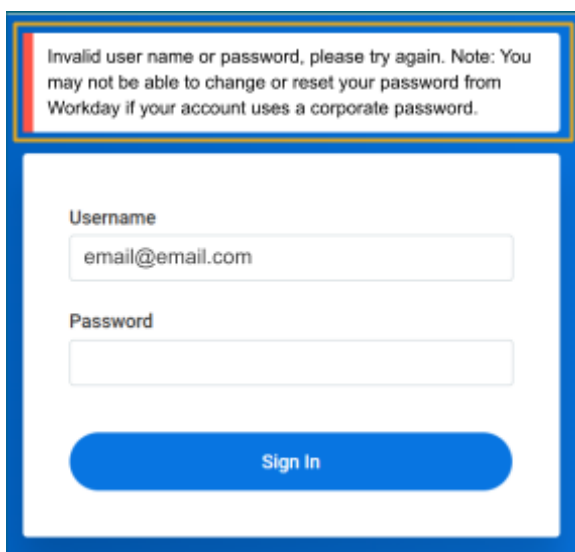
3. Enter the **Password** you set up when you registered.

The image shows the Workday login interface. At the top is the Workday logo. Below it is a white box containing the login fields. The 'Username' field has the placeholder text 'email@email.com'. The 'Password' field is masked with dots. Below the fields is a blue 'Sign In' button. At the bottom of the white box is a link that says 'Forgot Password?'. The entire interface is set against a blue background.

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.

The image shows the Workday login interface with an error message. At the top, a red-bordered box contains 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 this is the standard login form with 'Username' (placeholder: 'email@email.com') and 'Password' fields, and a blue 'Sign In' button.

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

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



Register to Learn

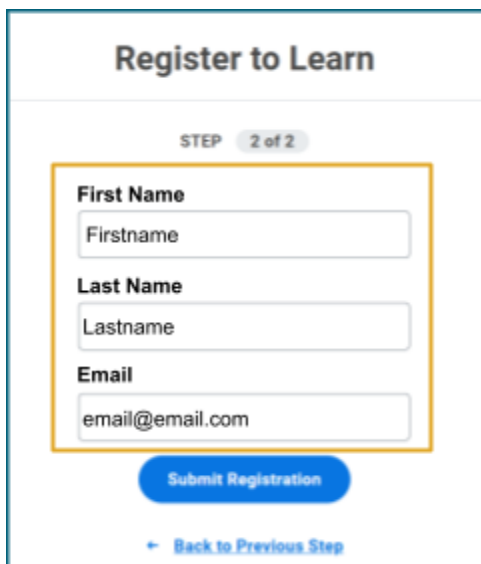
STEP 1 of 2

Country* 

United States of America ▼

Next Step

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



Register to Learn

STEP 2 of 2

First Name

Firstname

Last Name

Lastname

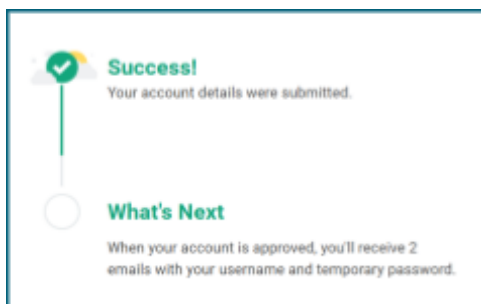
Email


email@email.com

Submit Registration

[← Back to Previous Step](#)

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

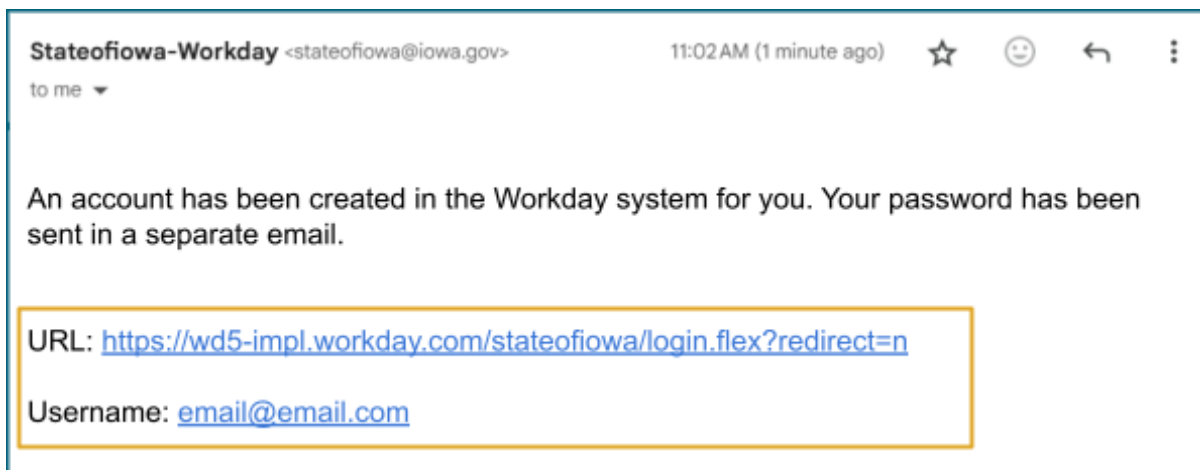


 **Success!**
Your account details were submitted.

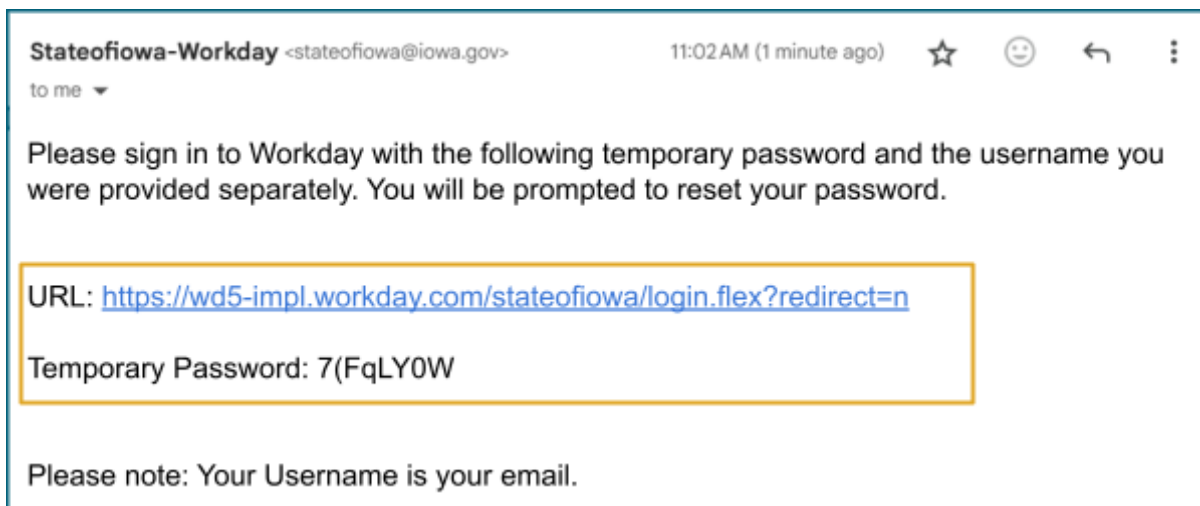
What's Next
When your account is approved, you'll receive 2 emails with your username and temporary password.

- 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.



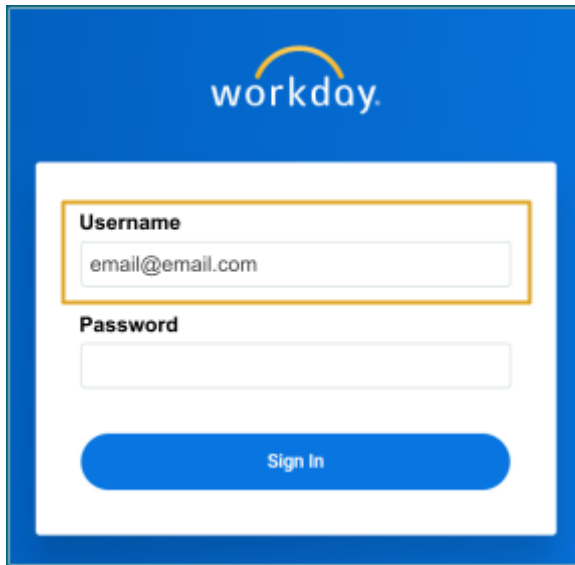
- b. The second email's subject will be **Additional information about your Workday account**. This email contains the **login URL** again and a **temporary password**.



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>)

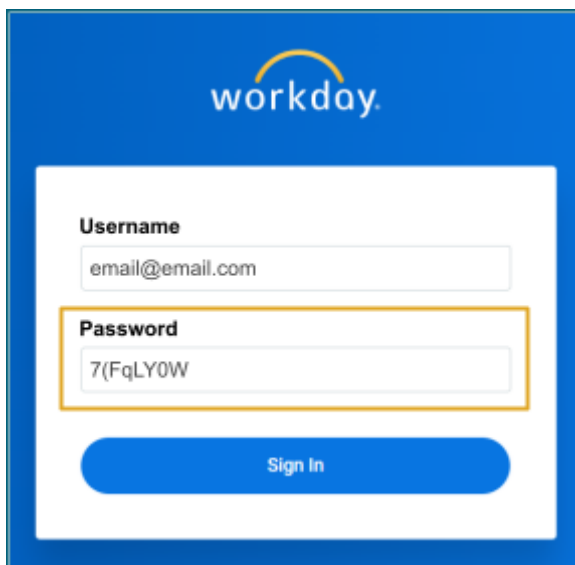
7. Enter the **username** from the email. This will be the email you used to register.



The image shows the Workday login interface. At the top is the Workday logo. Below it is a white box containing the login fields. The 'Username' field is highlighted with a yellow border and contains the text 'email@email.com'. Below it is the 'Password' field, which is empty. At the bottom of the white box 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 image shows the Workday login interface. At the top is the Workday logo. Below it is a white box containing the login fields. The 'Username' field contains the text 'email@email.com'. The 'Password' field is highlighted with a yellow border and contains the text '7(FqLY0W'. At the bottom of the white box is a blue 'Sign In' button.

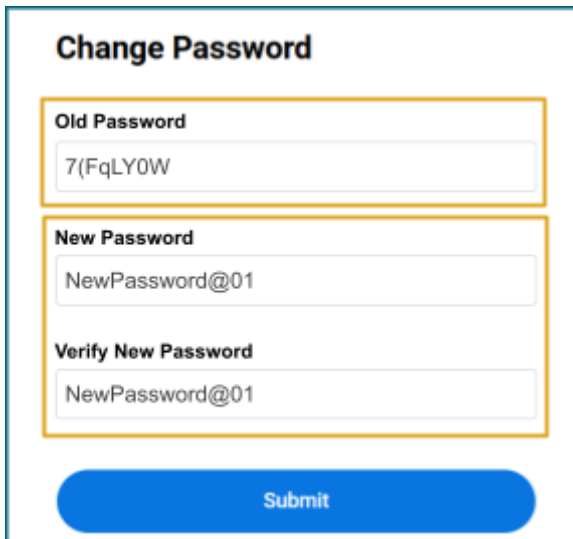
9. Select **Sign In**. Upon signing in with the temporary password, you will be asked to create a new password.
10. In the Old Password field, enter the **temporary password** again.

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

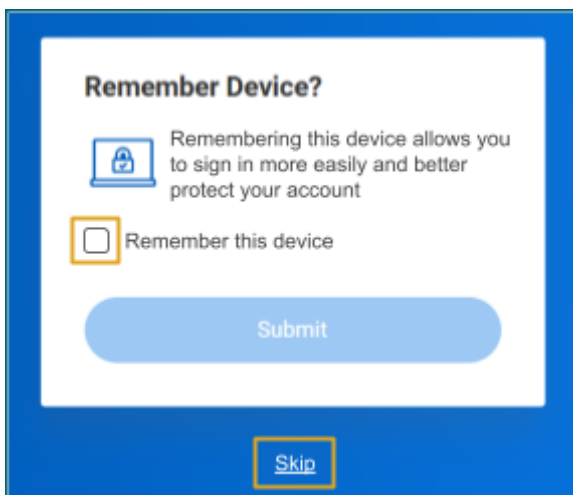
Old Password
7(FqLY0W

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

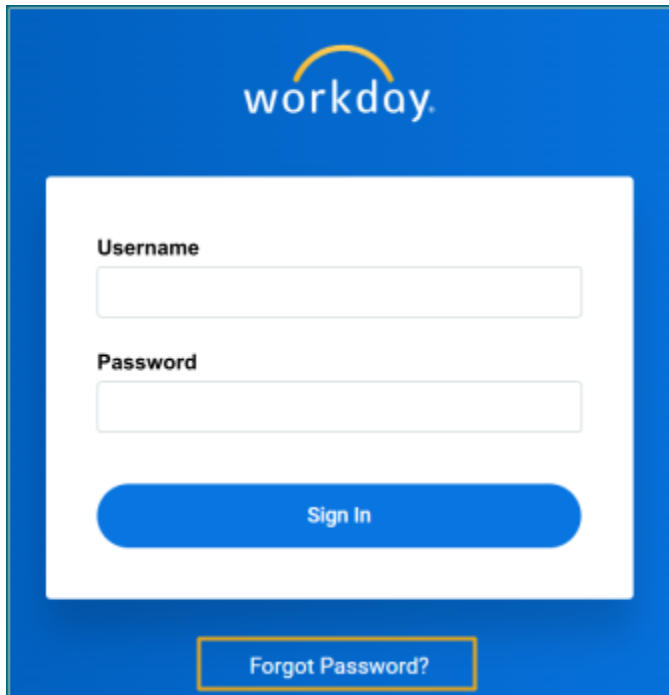
☐ Remember this device

Submit

Skip

Reset your Password

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

The image shows the Workday login interface. It has a blue background with the Workday logo at the top. In the center, there is a white box containing two input fields: 'Username' and 'Password'. Below these fields is a blue 'Sign In' button. At the bottom of the white box, there is a yellow-bordered button labeled 'Forgot Password?'.

workday.

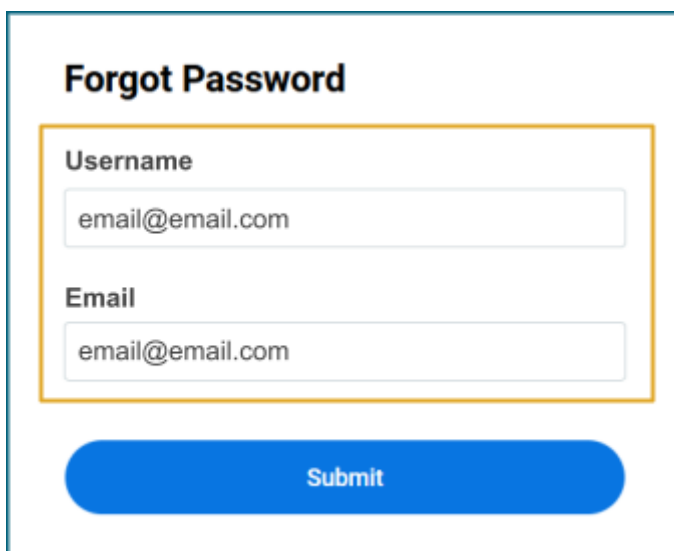
Username

Password

Sign In

Forgot Password?

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

The image shows the 'Forgot Password' form. It has a white background with a blue border. At the top, it says 'Forgot Password'. Below this, there are two input fields: 'Username' and 'Email'. Both fields contain the placeholder text 'email@email.com'. Below the input fields is a blue 'Submit' button. A yellow border highlights the 'Username' and 'Email' input fields.

Forgot Password

Username

email@email.com

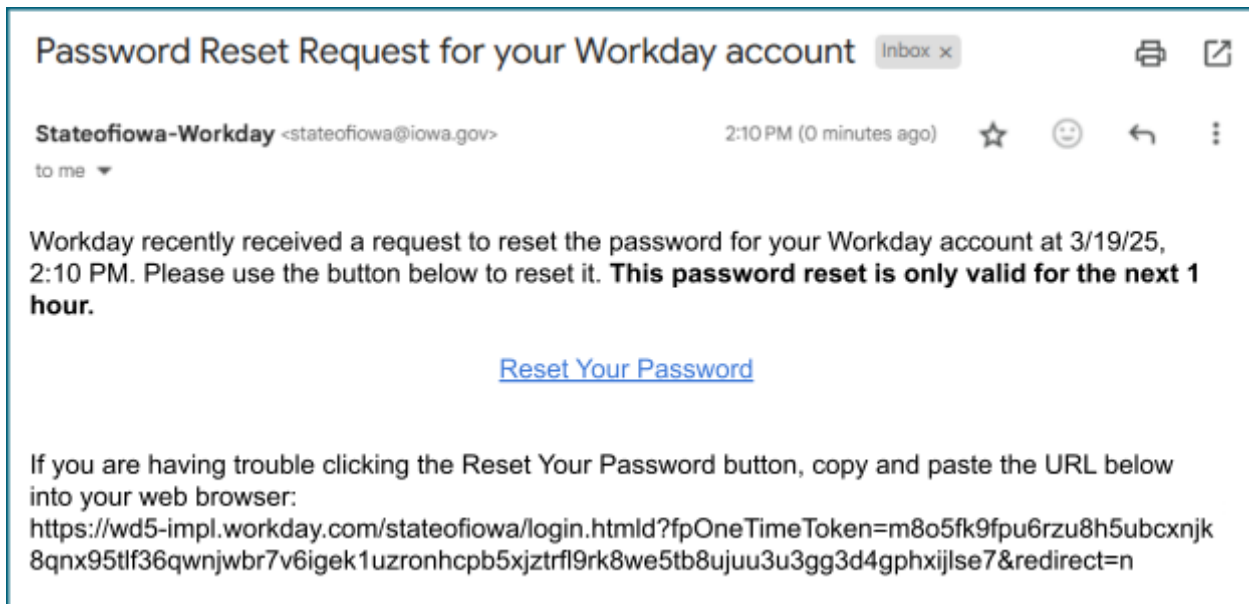
Email

email@email.com

Submit

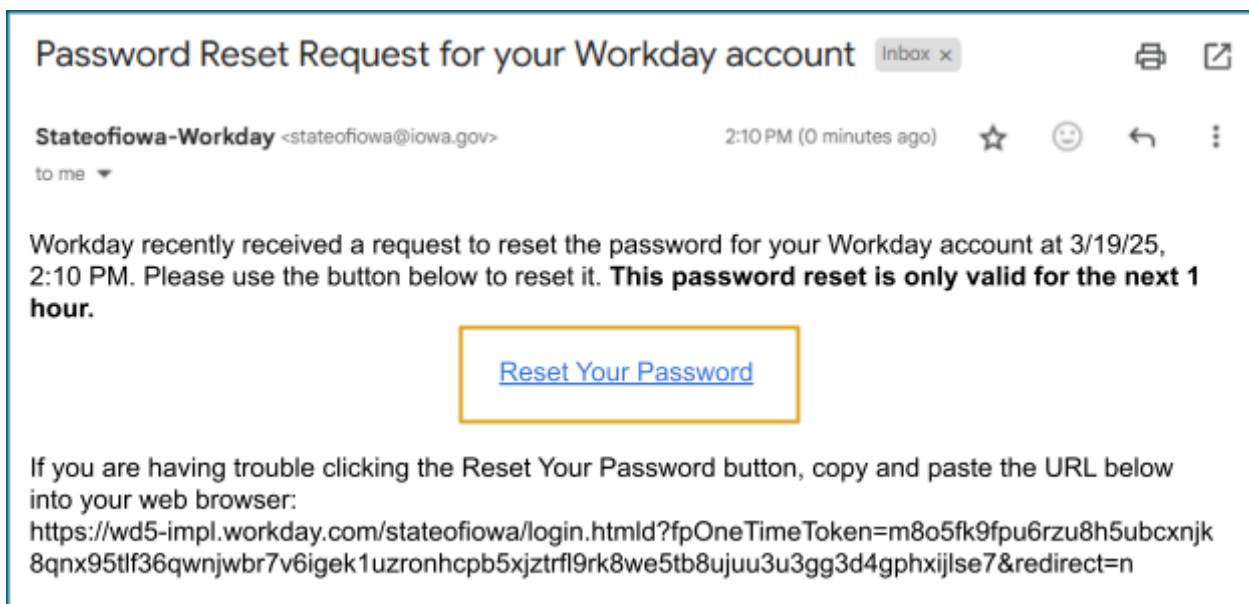
4. Select **Submit**. A **Success!** page will display. Your password reset has been requested.

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.



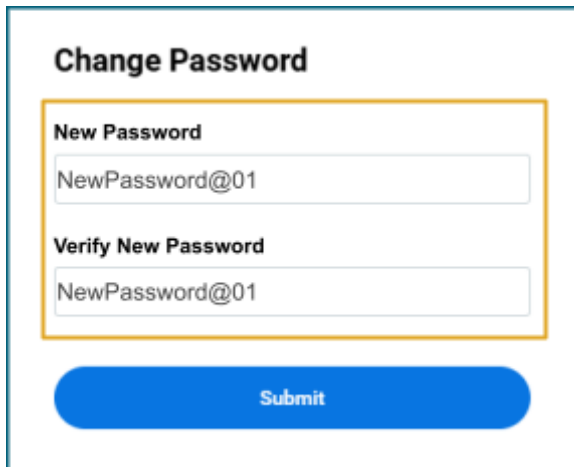
Note: This link will only work for one hour.

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.



The screenshot shows a 'Change Password' form. It has a title 'Change Password' at the top. Below the title are two input fields. The first field is labeled 'New Password' and contains the text 'NewPassword@01'. The second field is labeled 'Verify New Password' and also contains the text 'NewPassword@01'. Below these fields is a blue button labeled 'Submit'.

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