

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.

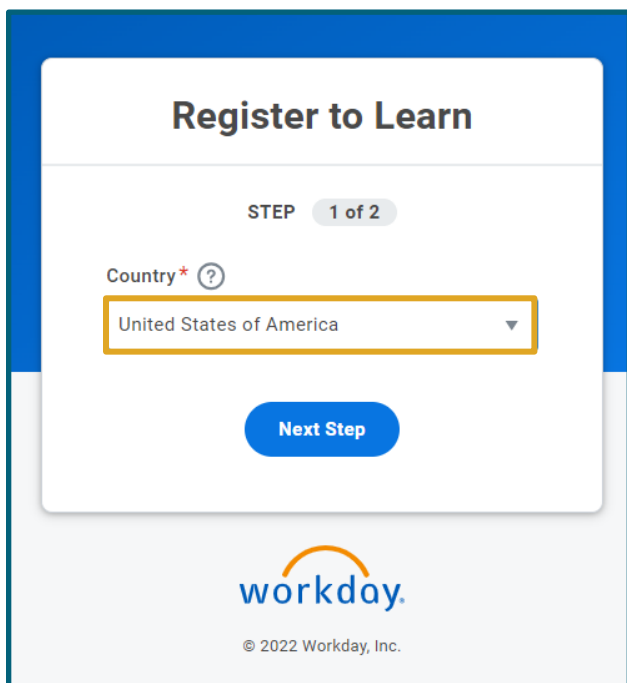
Your account will be securely locked after 30 days to keep your information safe. Please review the section [Keeping Your Account Safe](#) for more information.

Table of Contents

How to Create, Connect, or Unlock Your Workday Account	1
Create Your Account Credentials	5
Logging into Your Workday Learning Account	9
Keeping Your Records Safe	11
Authentication	11
How to Reset Your Password	13

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**.



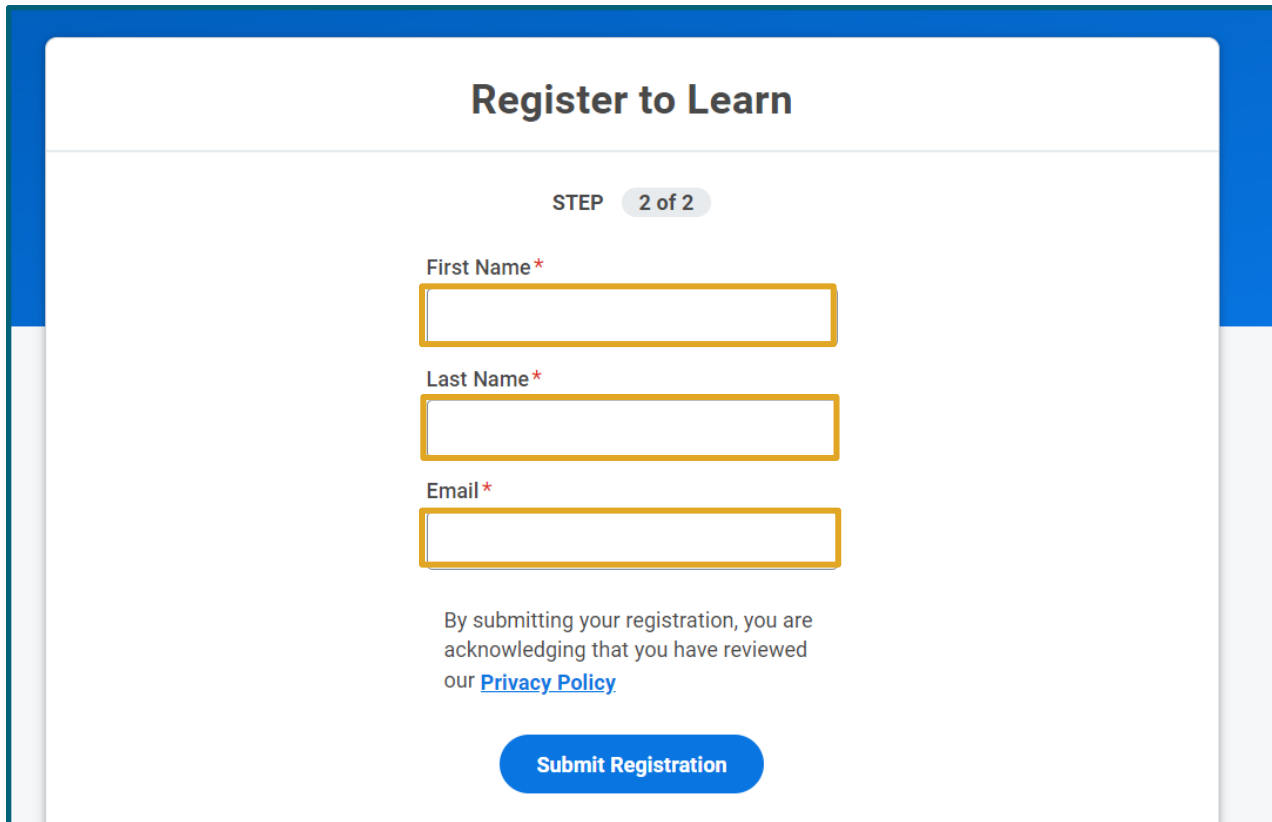
The screenshot shows a web form titled "Register to Learn". At the top, it indicates "STEP 1 of 2". Below this, there is a "Country*" dropdown menu with a question mark icon, currently displaying "United States of America". A blue "Next Step" button is positioned below the dropdown. At the bottom of the form, the Workday logo and the copyright notice "© 2022 Workday, Inc." are visible.

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 *

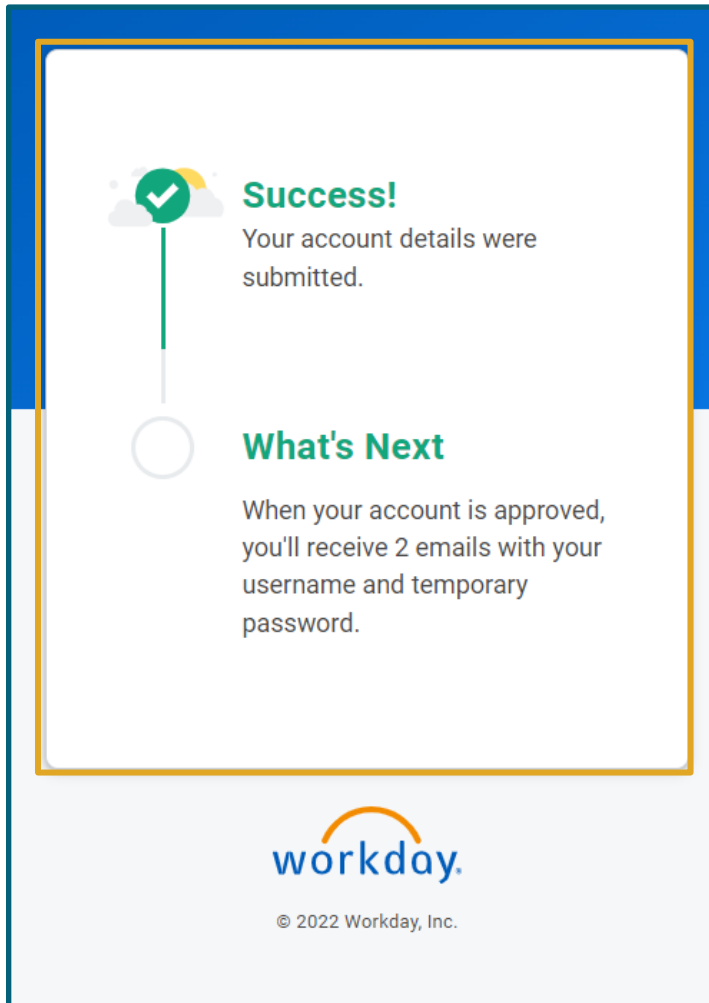
By submitting your registration, you are acknowledging that you have reviewed our [Privacy Policy](#)

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

Username: DJTanner@gmail.com



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

2. Enter your **Username**.

workday

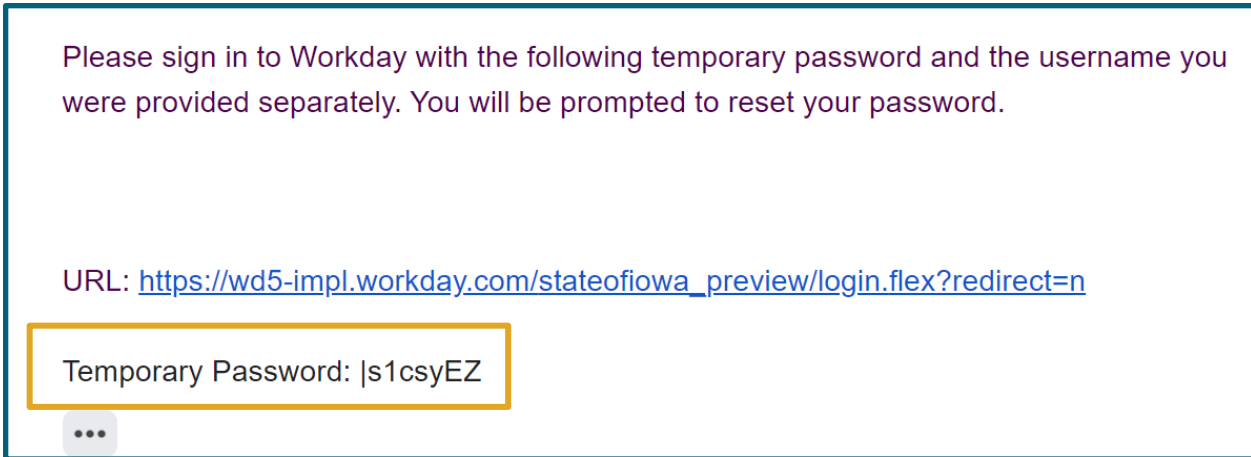
Username
DJTanner@gmail.com

Password

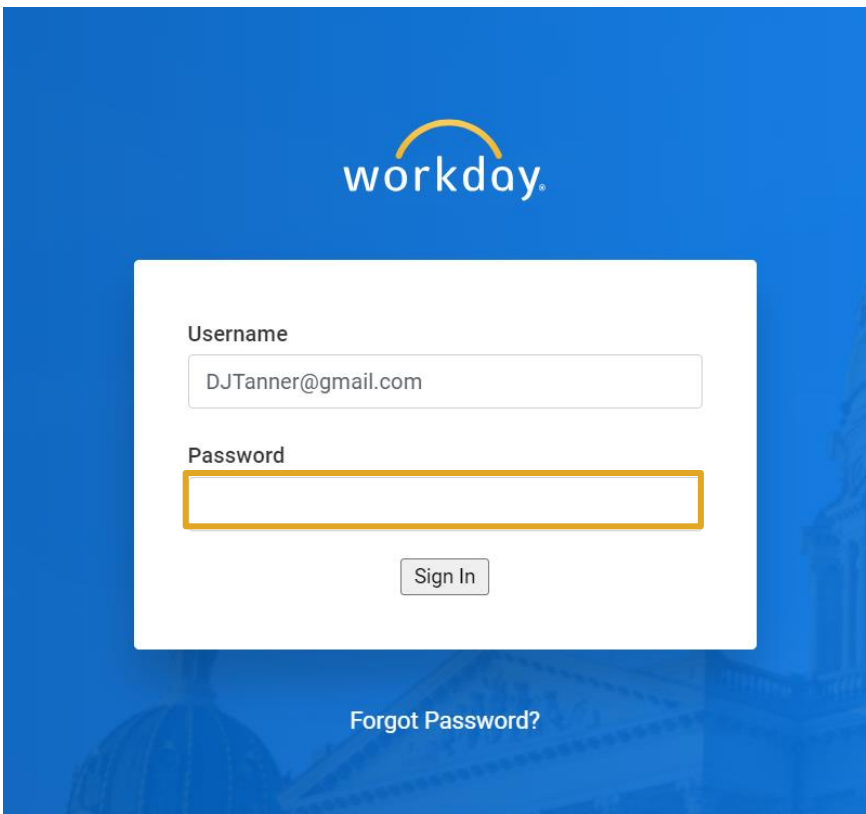
Sign In

Forgot Password?

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

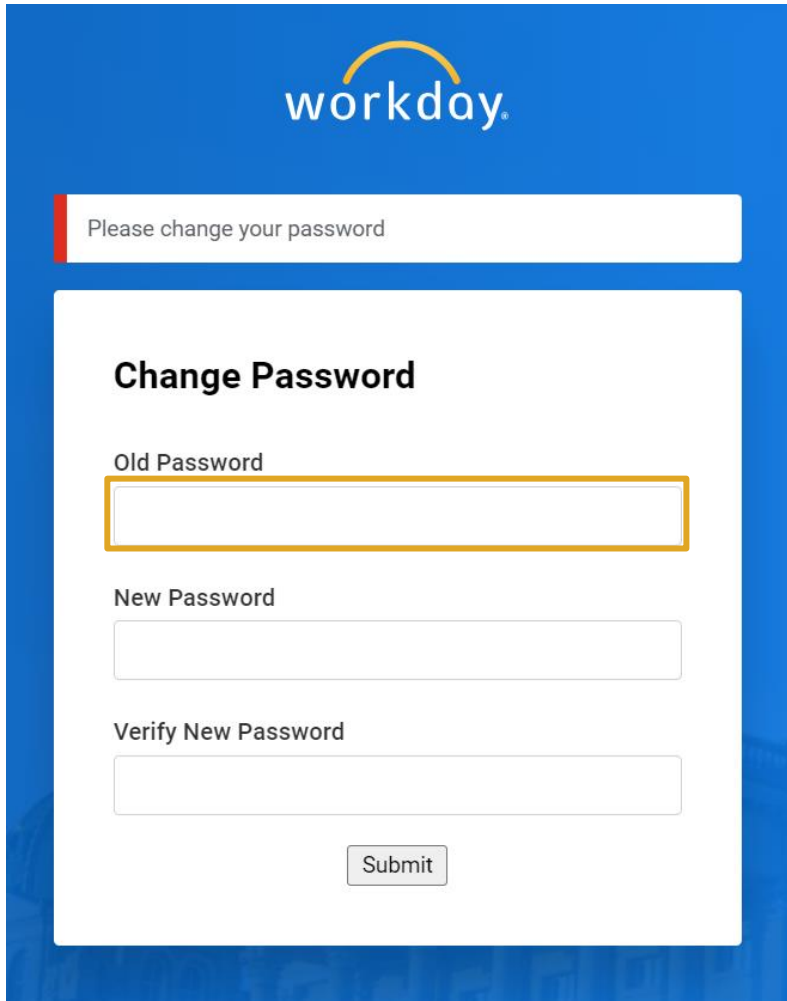


4. Paste your **temporary password**.



5. Select **Sign In**.

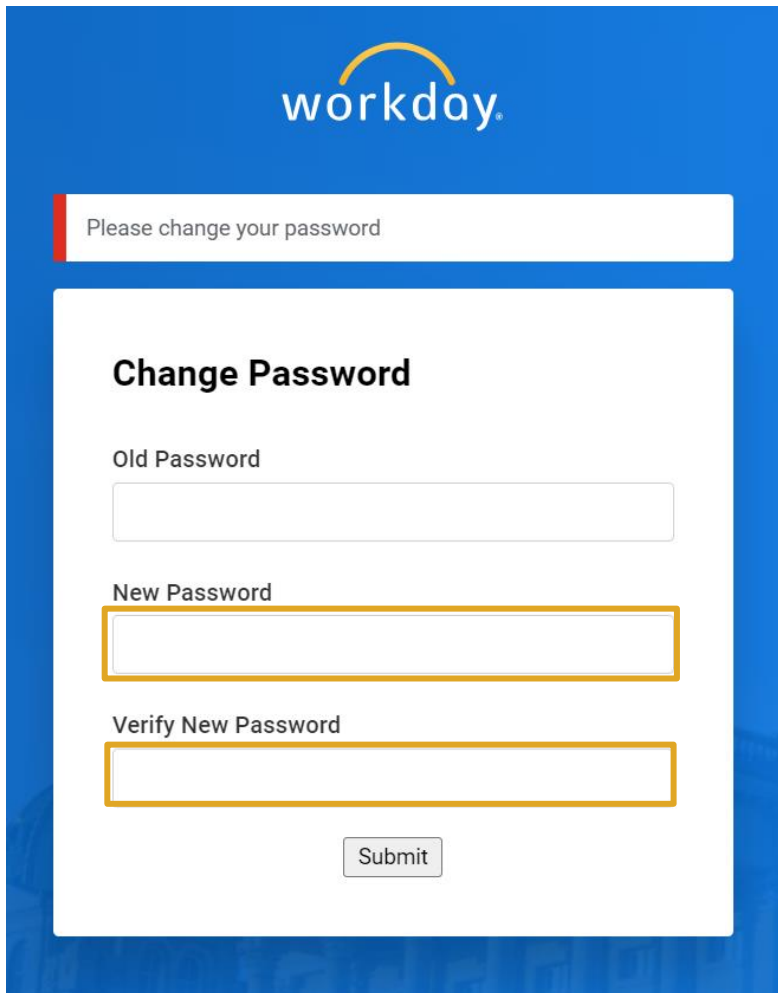
6. Enter your **Old Password**.



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**.



Please change your password

Change Password

Old Password

New Password

Verify New Password

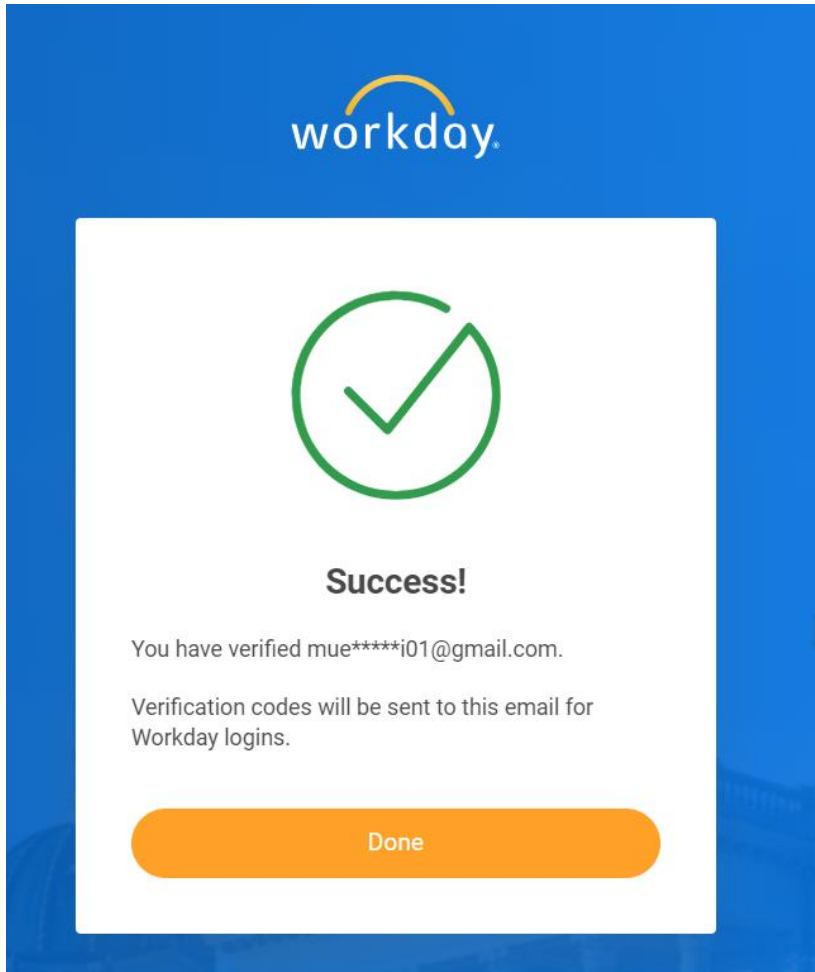
Submit

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**.

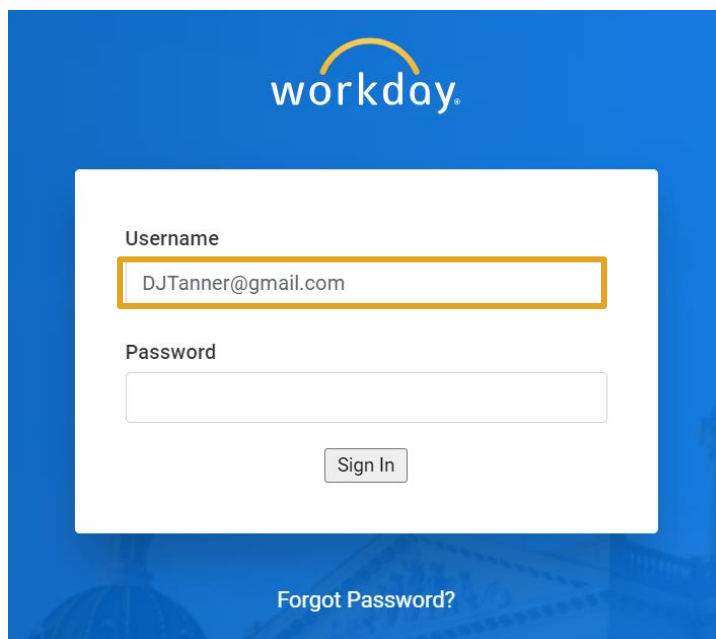
10. You will receive a popup window indicating a **Successful Verification**.



11. Select **Done**.

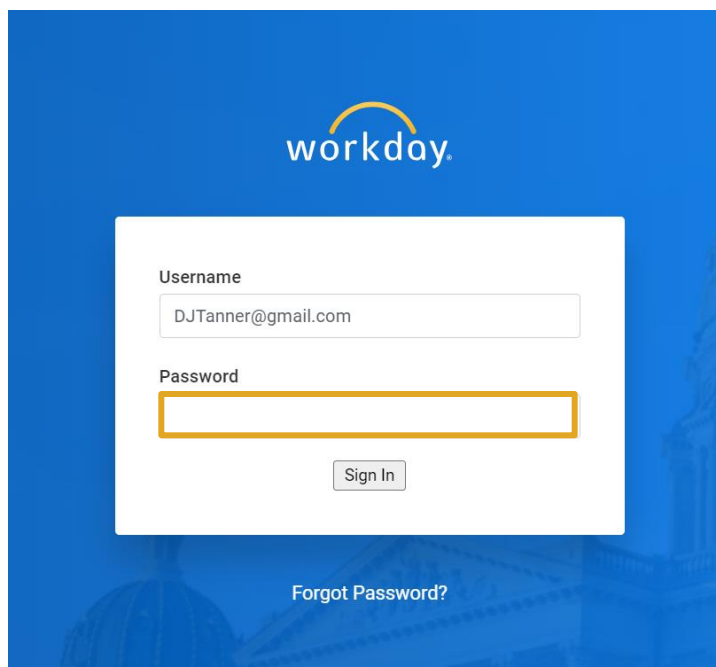
Logging into Your Workday Learning Account

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 is the Workday logo. Below it is a white login form with 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?'.

3. Enter your **Password**.

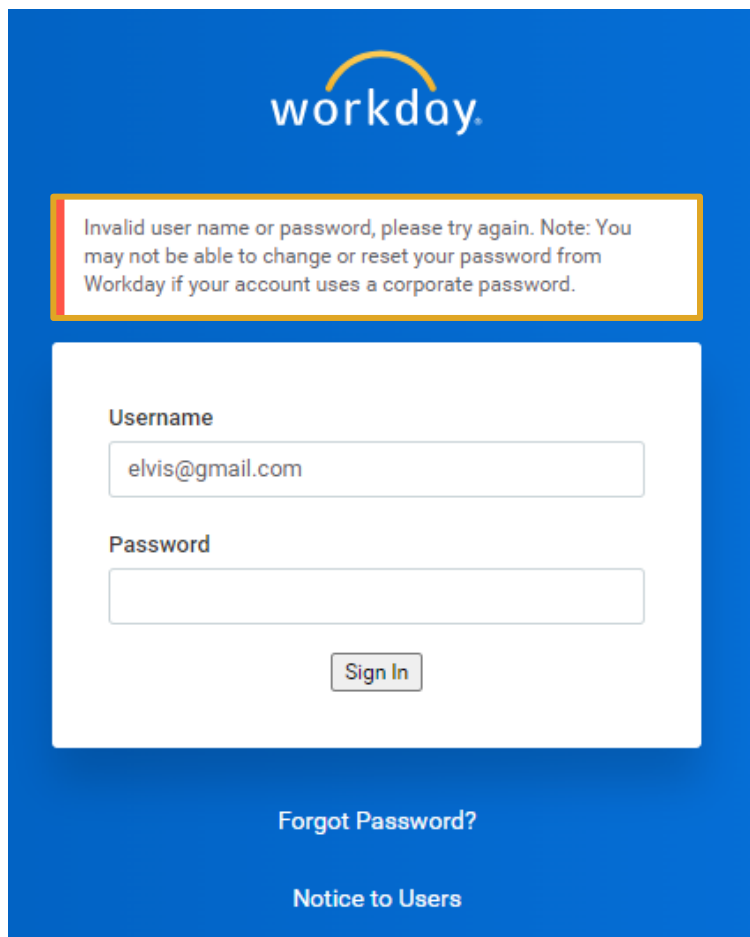


The screenshot shows the same Workday login interface. The 'Username' field now contains 'DJTanner@gmail.com' and is no longer highlighted. The 'Password' field is now highlighted with a yellow border. The 'Sign In' button and 'Forgot Password?' link remain visible.

4. Select **Sign In**.

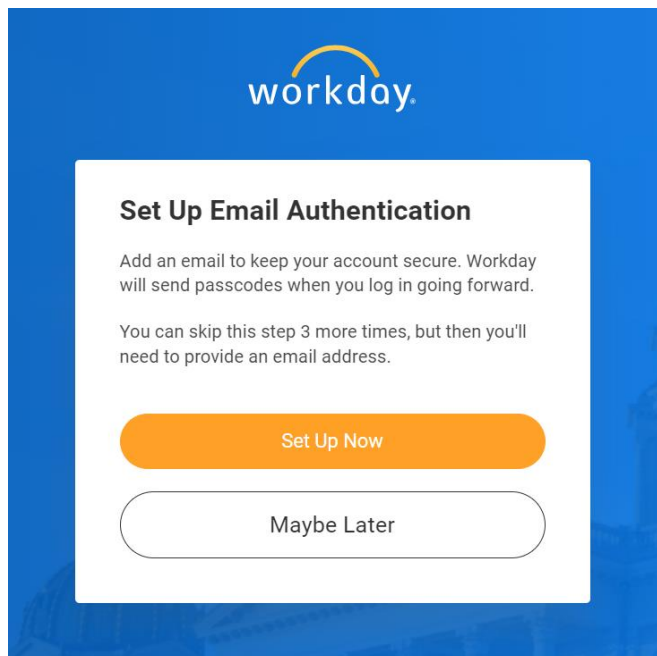
Keeping Your Records Safe

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.



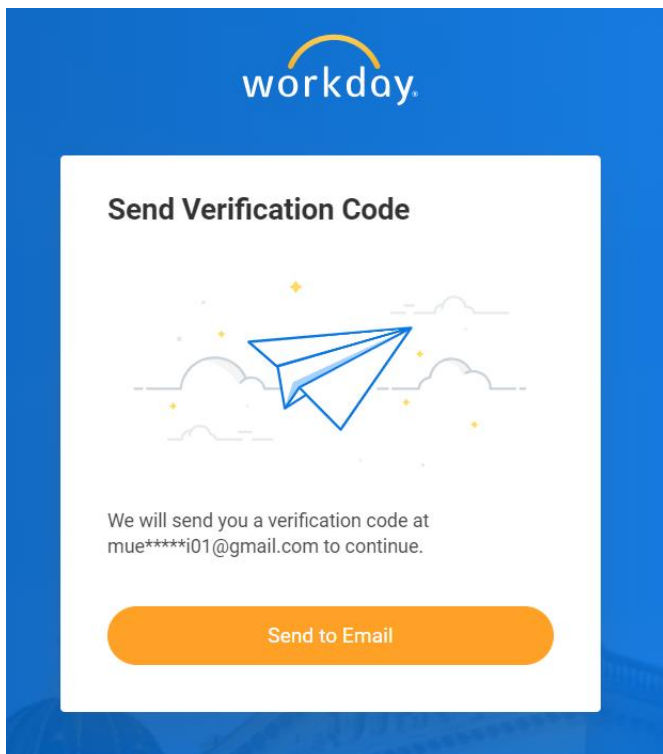
Authentication

1. Select **Set Up Now**.



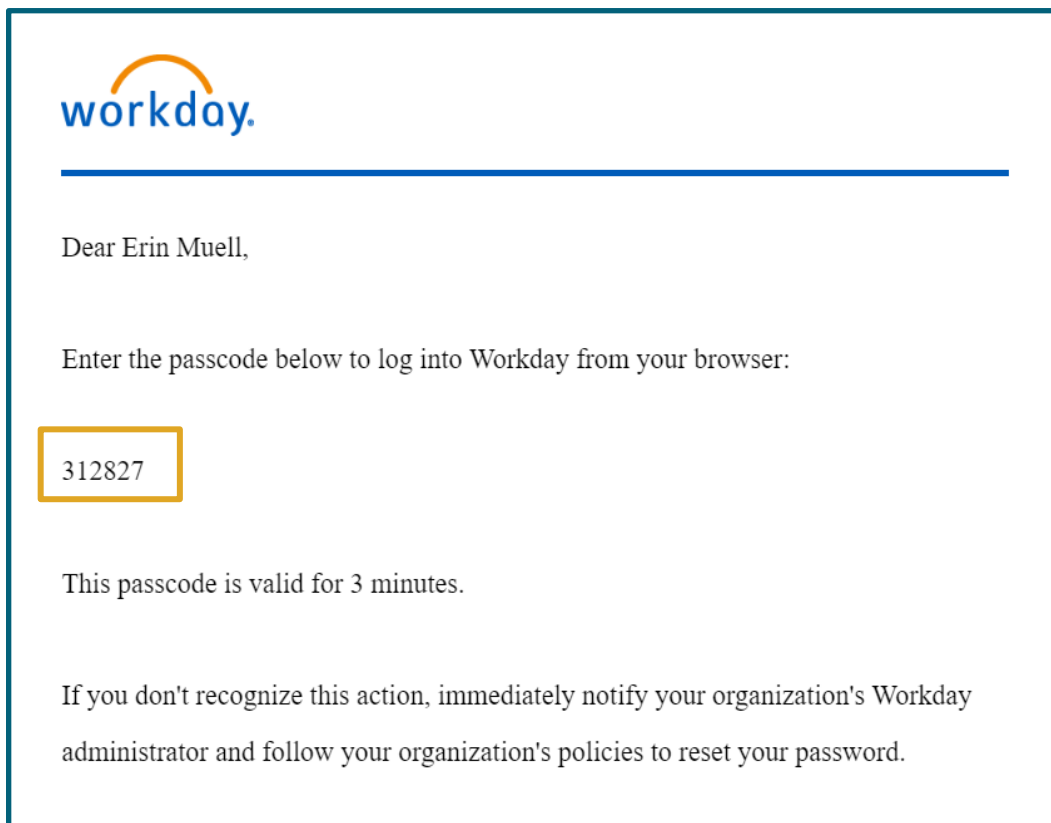
Note: You will be allowed to skip this step three more times before you are required to provide an email address.


2. Select **Sent to Email**.



3. Open your email account and locate the message from **Stateoflowa-Workday** with the Subject: **Workday Login Passcode**.

4. Enter **Verification Code** provided in email.




workday.

Dear Erin Muell,

Enter the passcode below to log into Workday from your browser:

312827

This passcode is valid for 3 minutes.

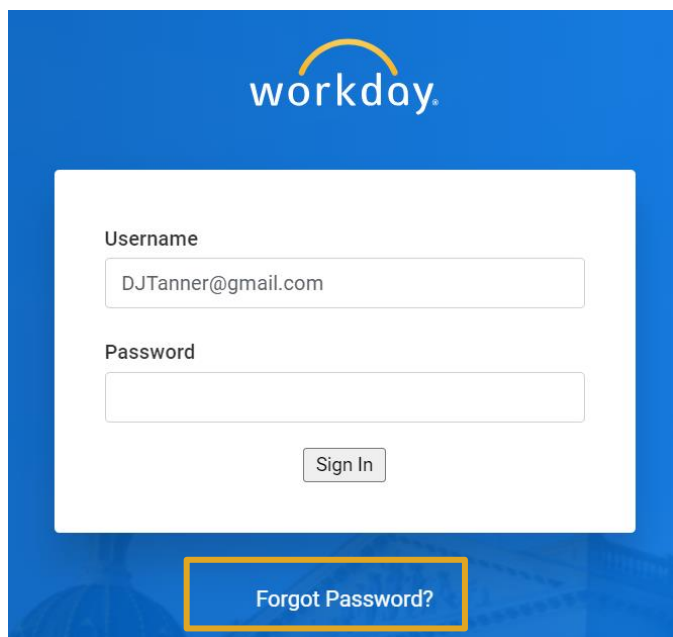
If you don't recognize this action, immediately notify your organization's Workday administrator and follow your organization's policies to reset your password.

Note: You have three minutes to enter the code.

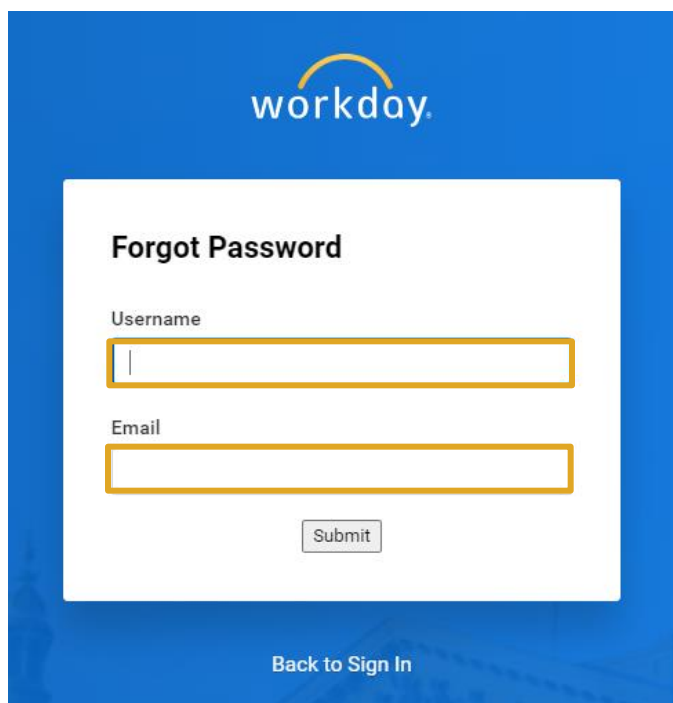
5. Select **Submit**.
6. You have now completed the authentication and are logged into Workday.

How to Reset Your Password

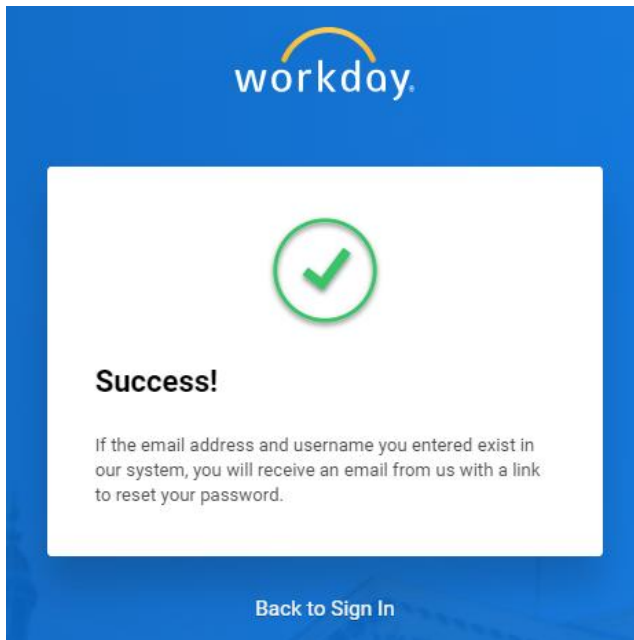
1. Open the [Workday Login URL](#).
2. From the **Workday login screen**, select **Forgot Password**.



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



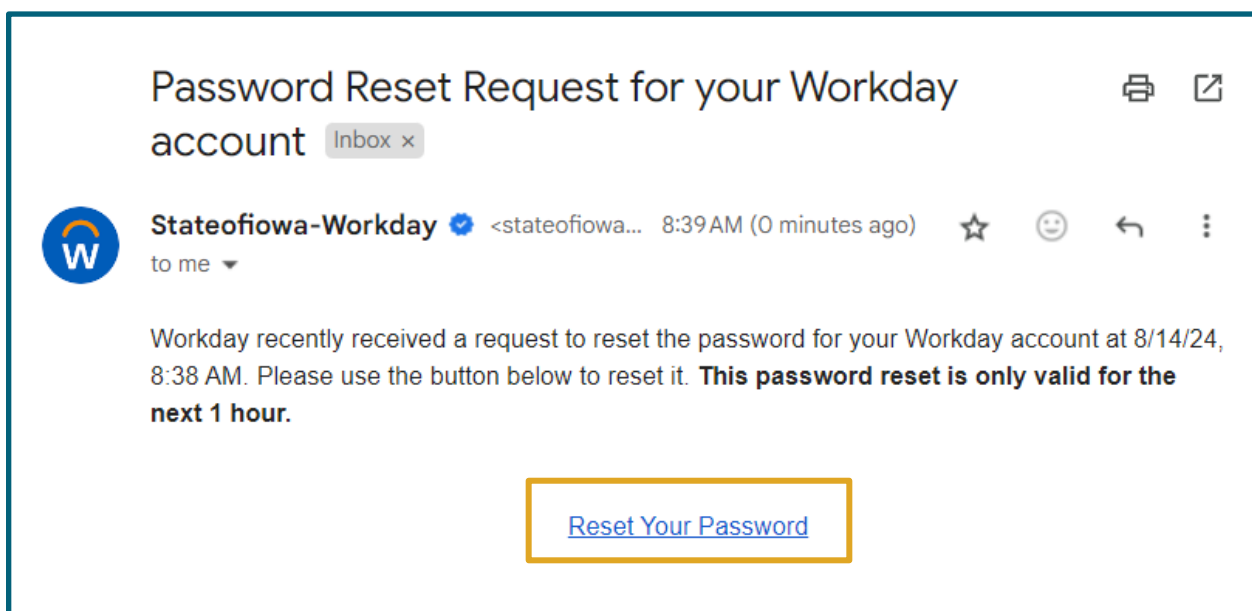
- You will receive a **Success!** message indicating your request has been processed.



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

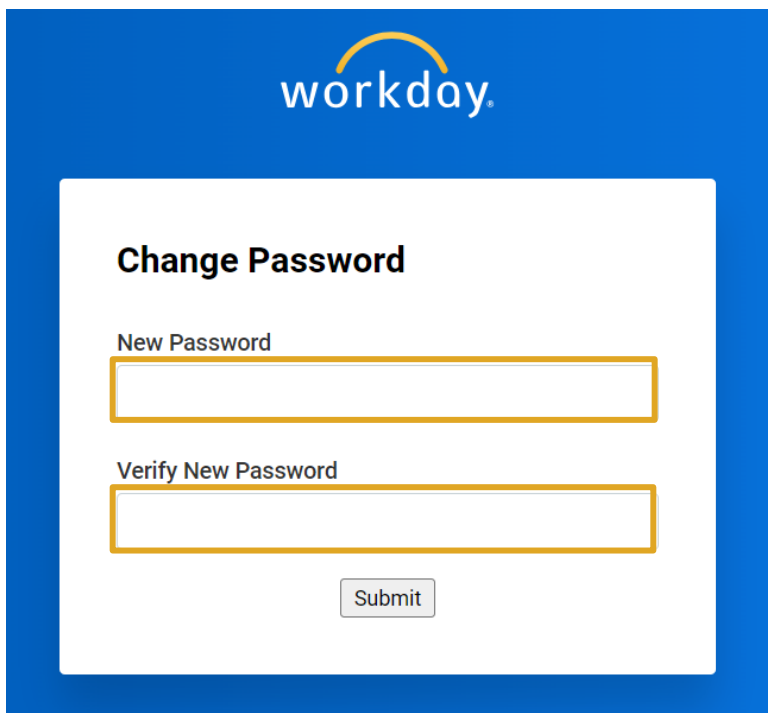
Note: The subject of the email will be **Password Reset Request for your Workday account**.

- 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.



The screenshot shows the Workday 'Change Password' interface. At the top, the Workday logo is displayed on a blue background. Below the logo, the title 'Change Password' is centered. There are two input fields: 'New Password' and 'Verify New Password', both with yellow borders. A 'Submit' button is located at the bottom of the form.

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