Mandatory Reporter Guide

Smart Guide *Mandatory Reporters*

Purpose

This quick reference guide supports Mandatory Reporters in accessing Iowa HHS's learning management system (LMS), Workday Learning, managing your Workday account, and commonly asked questions.

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Mandatory Reporter Training Requirements

Every individual required to report suspected abuse as defined in Iowa Code 232.69(1) and Iowa Code 235B.3(2) must complete the mandatory reporter core training within their first six months of employment or self-employment (unless otherwise specified by federal regulations) and repeat the core training every three years thereafter to maintain certification. If your employment qualifies you as a mandatory reporter for both child abuse and dependent adult abuse, you are required to take both trainings and maintain certification for both curricula.

For more information, please visit our webpage - Mandatory Reporters | Health & Human Services (iowa.gov) or email us at MandatoryReporter@hhs.iowa.gov.

Renewing Your Mandatory Reporter Certification

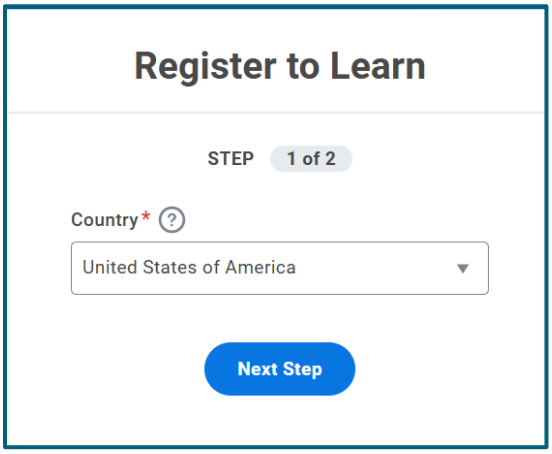
To retake the course and update the completion date in Workday, follow the instructions below. Log into your Workday account using the Log into Workday instructions in this guide, then follow the instructions to renew your certification in the *Mandatory Reporter Guide*.

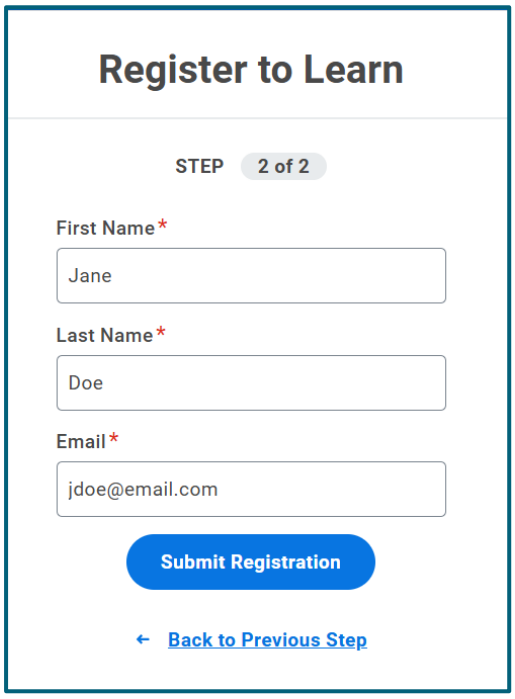
Create or Unlock Your Workday Account for Mandatory Reporter Training

Use these directions to create a new Workday Account or gain access to a locked account. If your login screen displays a notice referring to an **invalid username or password** and you have **not logged into Workday for at least 90 days**, you must follow these directions to unlock your account. After 90 days of inactivity, your account is securely locked to protect your information.

1. Open the Workday Learning Self Registration link.
2. For 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.

   Notes:
   - For new accounts, use a *personal* email address you will be able to access now and in the future.
   - For existing accounts, use the same email you used at account creation. If you cannot access this email, contact MandatoryReporter@hhs.iowa.gov and provide a replacement email.
4. Select **Submit Registration**. A confirmation page stating **Success!** will display. Your account has been requested.



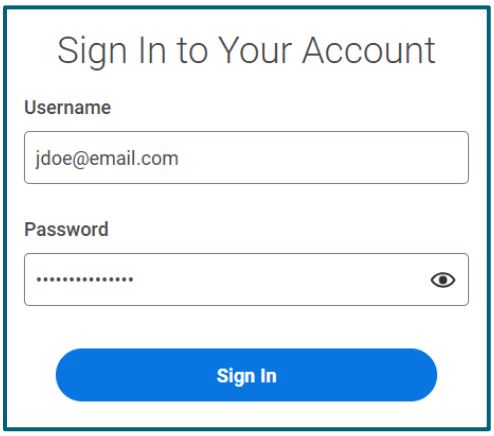


5. After completing the account activation process, you will receive **two emails** from Stateoflowa-Workday, one with your **username** and one with a **temporary password**.

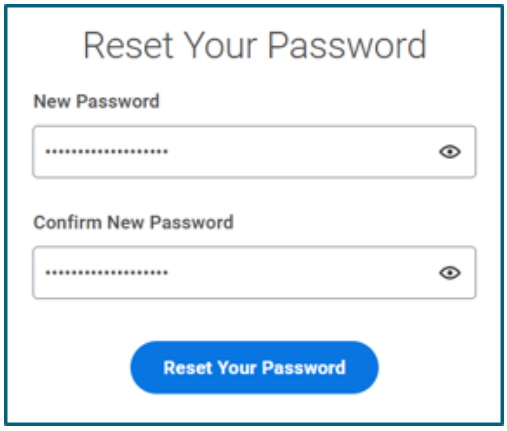
   Note: These emails could take up to an hour to receive.

6. Select the **login URL** in either email.

7. Enter your **username** (email) and copy/paste the **temporary password**, then select **Sign In**.



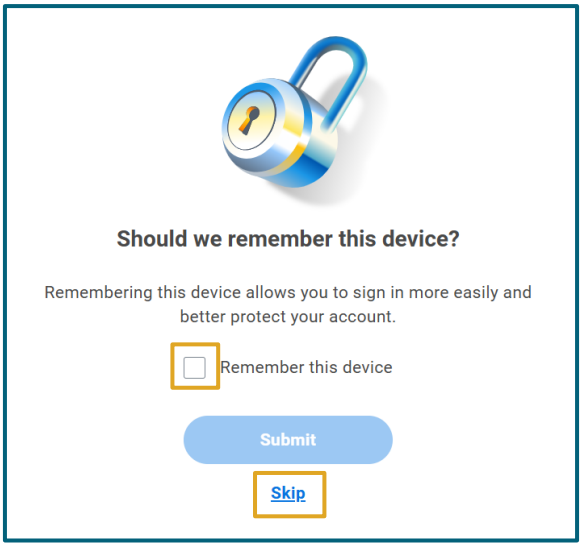
8. You will be asked to create a new password. Enter a **New Password** twice, then select **Reset Your Password**.



   Note: The password cannot be one that has been previously used and must contain a minimum of 10 characters, including at least one of each of the following:

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

9. 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**.



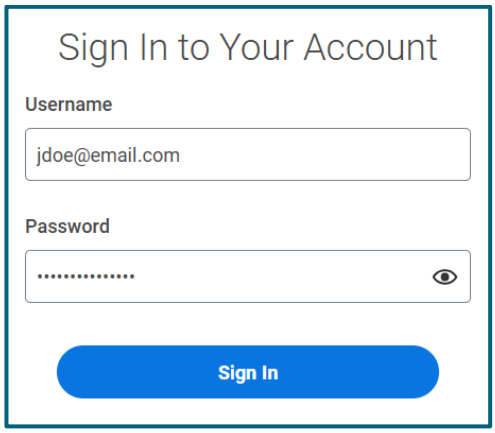
10. You will now be logged in.

Log Into Workday Learning

If you have an existing Workday account, follow these instructions to log in.

Note: If your login screen displays a notice referring to **an invalid username or password** *and* you have **not logged into Workday for at least 90 days**, you must unlock your account. After 90 days of inactivity, your account is securely locked to protect your information.

1. Open the Workday Login URL (https://wd5-identity.myworkday.com/wday/authgwy/stateofiowa/upc/login?redirect=n)
2. Enter your **username** (email) and **password**, then select **Sign In**.



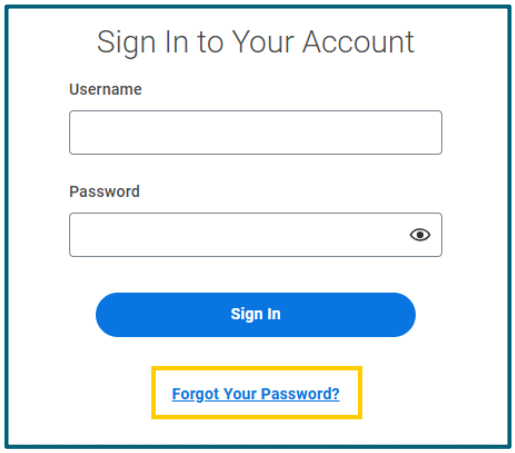
Notes:

- If you cannot access your email, contact MandatoryReporter@hhs.iowa.gov and provide a replacement email.
- If you do not remember your password, follow the instructions to Reset Your Workday Password.
- If you receive an **Invalid Username or Password** error message and you have **not logged into Workday for at least 90 days**, you must unlock your Workday account.

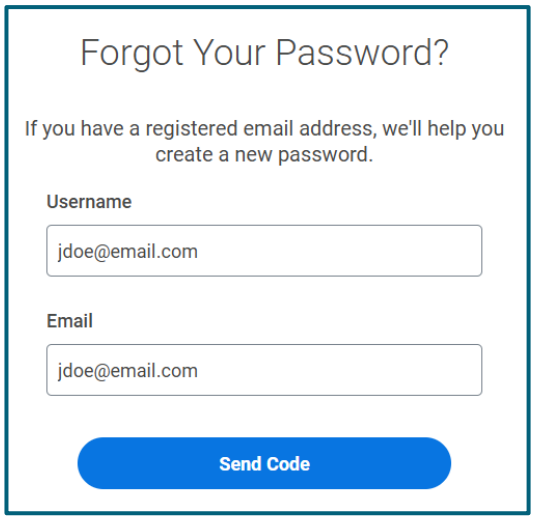
Reset Your Workday Password

Follow these directions to reset your password. **Password resets will not work on a locked account.** If your login screen displays a notice referring to an **invalid username or password** *and* you have **not logged into Workday for at least 90 days**, you must unlock your Workday account.

1. On the Workday Login page (https://wd5-identity.myworkday.com/wday/authgwy/stateofiowa/upc/login?redirect=n), select the **Forgot Your Password?** link.



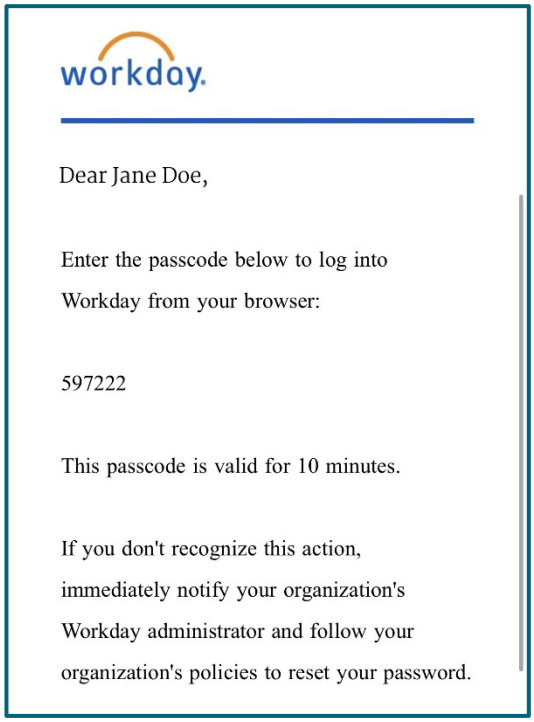
2. Enter your **username** and **email** (these should be the same), then select **Send Code**.

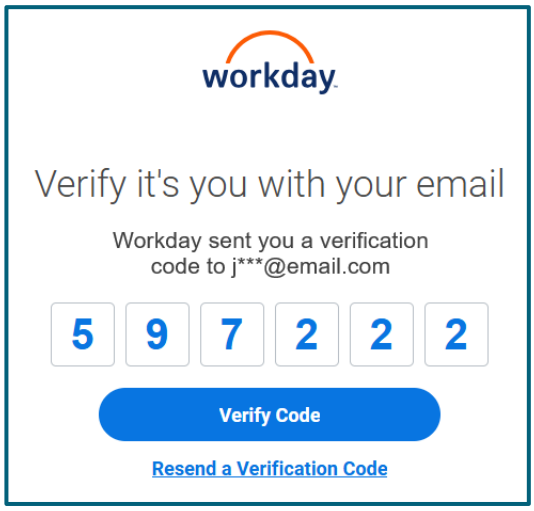


Note: If you no longer have access to this email, contact MandatoryReporter@hhs.iowa.gov and provide a replacement email.

3. You will receive an email from Stateoflowa-Workday with a six-digit code.

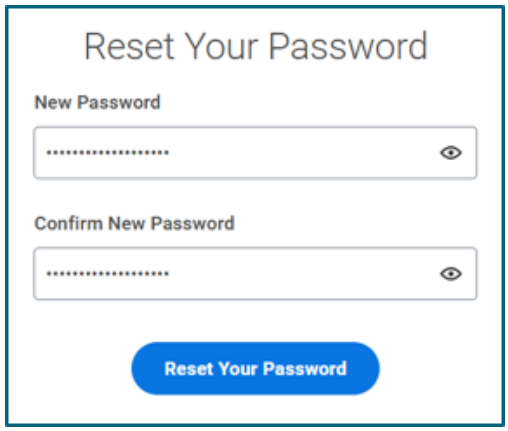
4. Copy and paste the **six-digit code** from the email to the Workday login screen, then select **Verify Code**.





Note: This code is valid for 10 minutes. If you do not enter the code within 10 minutes, you will receive an error message when you enter it, and you must request a new code by repeating the above steps.

5. You will be prompted to create a new password. Enter the **New Password** twice, then select **Reset Your Password**.



6. A confirmation message will pop up that your password has been reset. You may log in.

Commonly Asked Questions

- Where do I find the certificate for Mandatory Reporter training completed prior to Sep 10, 2024?
    - Your **Mandatory Reporter Training History report** will act as your proof of completion for Mandatory Reporter training completed through HHS **on or before September 10, 2024**.
- What if I don't see my training history completed through HHS in the MR Training History report?
    - Contact the Mandatory Reporter Help Desk if your training history is missing.
- What if I completed Mandatory Reporter training in Workday, but I don't see my certificate in the Mandatory Reporter Workday Certificates report?
    - Verify the Mandatory Reporter class is showing as completed on your Workday Learning transcript. If it is completed, and you are not able to find the certificate, please contact the Mandatory Reporter Help Desk.
- What if my email address has changed?
    - Contact the Mandatory Reporter Help Desk and provide a replacement email. Include your first and last name, the email currently associated with your account, and the new email you would like to use.
- What if my account is locked? How will I know?
    - If you attempt to log into Workday and receive **an invalid username or password** error and you have **not logged into Workday for at least 90 days**, you must unlock your account. Complete the steps in the self-registration process using the same name and email to unlock your account.
- What if I am not receiving password reset emails?
    - If you have not logged into Workday for at least 90 days, your account has been securely locked to protect your information. Complete the steps in the self-registration process using the same name and email to unlock your account.