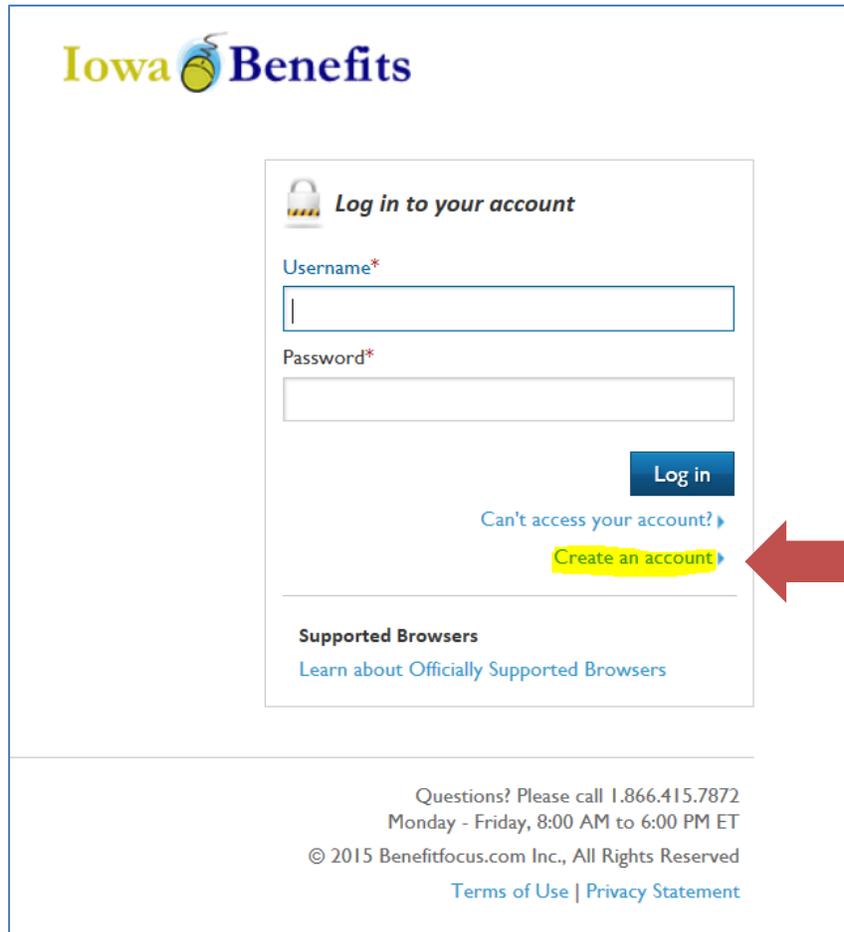


Frequently Asked Questions: Logging in IowaBenefits

How do I create an account in IowaBenefits?

1. Log into IowaBenefits at <https://bfi.secure-enroll.com/go/stateofiowa>.
2. Click on the Create an Account link to begin the account creation process.



The screenshot shows the IowaBenefits login interface. At the top left is the IowaBenefits logo. Below it is a login form titled "Log in to your account" with a lock icon. The form contains two input fields: "Username*" and "Password*", followed by a blue "Log in" button. Below the button are two links: "Can't access your account? ▶" and "Create an account ▶". The "Create an account" link is highlighted in yellow, and a red arrow points to it from the right. Below the login form is a section for "Supported Browsers" with a link to "Learn about Officially Supported Browsers". At the bottom of the page, there is contact information: "Questions? Please call 1.866.415.7872 Monday - Friday, 8:00 AM to 6:00 PM ET", copyright notice "© 2015 Benefitfocus.com Inc., All Rights Reserved", and links for "Terms of Use" and "Privacy Statement".

Frequently Asked Questions: Logging in IowaBenefits

3. A. Enter the required information indicated by an asterisk.
B. Click the box next to "I'm not a robot."
C. Click **Next**.

Create your account

Provide your identifying information

Last Name *

Date of Birth * (mm/dd/yyyy)

Last four digits of Social Security Number *

Security check

I'm not a robot 
reCAPTCHA
[Privacy](#) - [Terms](#)



Frequently Asked Questions: Logging in IowaBenefits

4. Create your username and password, and complete all required fields indicated by an asterisk.

You must have three security questions.

Register Your Account

Create your New Account by Providing the Information Requested Below

Name

Date of Birth

Zip Code

Social Security Number

Email Address

Mobile Number

* Username

* Create Password

* Confirm Password

* Secret Question 1

* Secret Answer 1

* Secret Question 2

* Secret Answer 2

* Secret Question 3

* Secret Answer 3

Username:

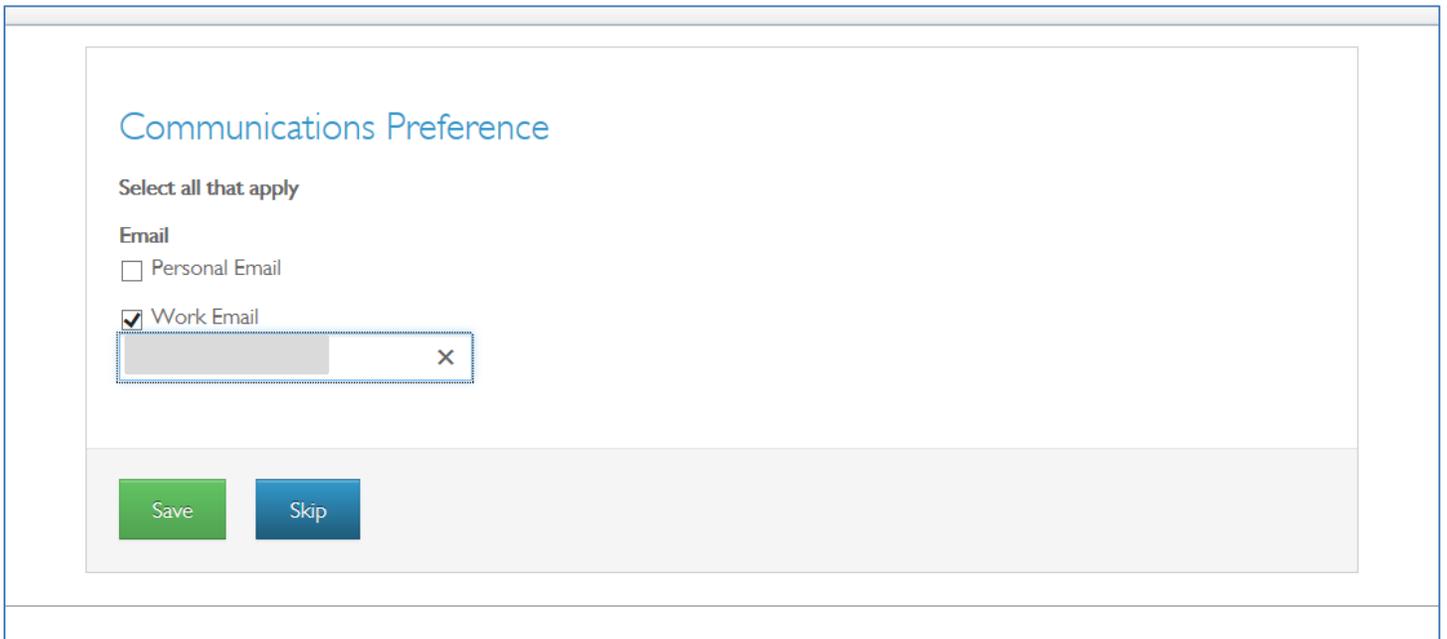
- Username must be between 6 and 50 alphanumeric characters

Password:

- Must contain at least one number
- Must contain at least one upper case and one lower case letter
- Cannot contain more than two of the same characters consecutively
- Cannot be the same as the Username or SSN

Frequently Asked Questions: Logging in IowaBenefits

- (Optional) Enter your communication preferences for receiving system messages and click Save.



The screenshot shows a web form titled "Communications Preference". Below the title, it says "Select all that apply". Under the "Email" section, there are two checkboxes: "Personal Email" (unchecked) and "Work Email" (checked). Below the "Work Email" checkbox is a text input field with a grey background and a small "x" icon on the right. At the bottom of the form, there are two buttons: a green "Save" button and a blue "Skip" button.

- Review the confirmation message that informs you that your registration was successful.



The screenshot shows a confirmation message with a blue header that says "Registration Successful". Below the header, the text reads: "You have successfully created your new account! Click 'Next' to log in to your new account." Underneath, it says "Welcome [redacted]" and "Your Username is [redacted]". At the bottom right of the message, there is a blue button with the word "Next" in white, which is highlighted with a red square.

Select **Next** and you will be logged into the system.

Frequently Asked Questions: Logging in IowaBenefits

My account is locked. How do I reset my account?

1. Wait 15 minutes for the account to be enabled.
2. Log into IowaBenefits at <https://bfi.secure-enroll.com/go/stateofiowa>.
3. Click on the "Can't access your account?"

Logo: DAS Iowa Department of Administrative Services Government's Partner in Achieving Results

Logo: Iowa Benefits

Welcome!

Log in to your account

Username*

Password*

Log in

Can't access your account? ▶

Create an account ▶

Supported Browsers

Learn about Officially Supported Browsers

Questions? Please call 1.866.415.7872
Monday - Friday, 8:00 AM to 6:00 PM ET
© 2015 Benefitfocus.com Inc., All Rights Reserved
[Terms of Use](#) | [Privacy Statement](#)

4. Select one of the radio buttons to retrieve your information. Click **Next**.

Account access

Please begin by choosing an option below.

How can we help you?

I have a problem with my password

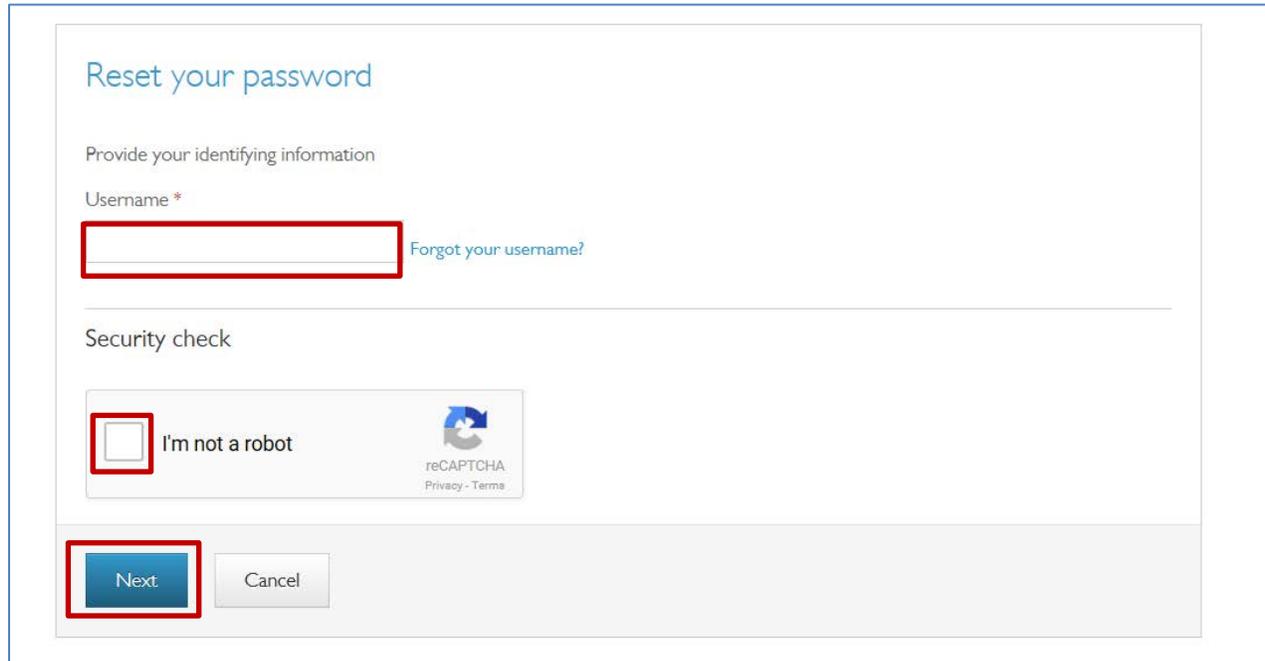
I forgot my username

Next

Cancel

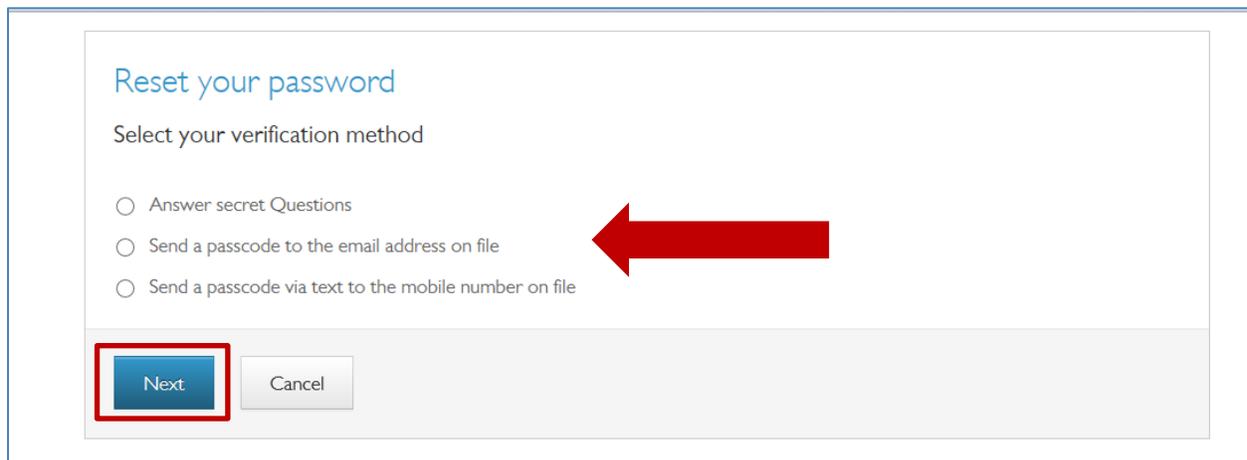
Frequently Asked Questions: Logging in IowaBenefits

5. To retrieve your password, enter your username into the corresponding field. Click the box next to “I’m not a robot” and **Next**.



The screenshot shows a web form titled "Reset your password". Under the heading "Provide your identifying information", there is a "Username *" field with a red border. To the right of the field is a link that says "Forgot your username?". Below this is a "Security check" section containing a checkbox labeled "I'm not a robot" with a red border, and a reCAPTCHA logo with links for "Privacy" and "Terms". At the bottom of the form are two buttons: "Next" (highlighted with a red border) and "Cancel".

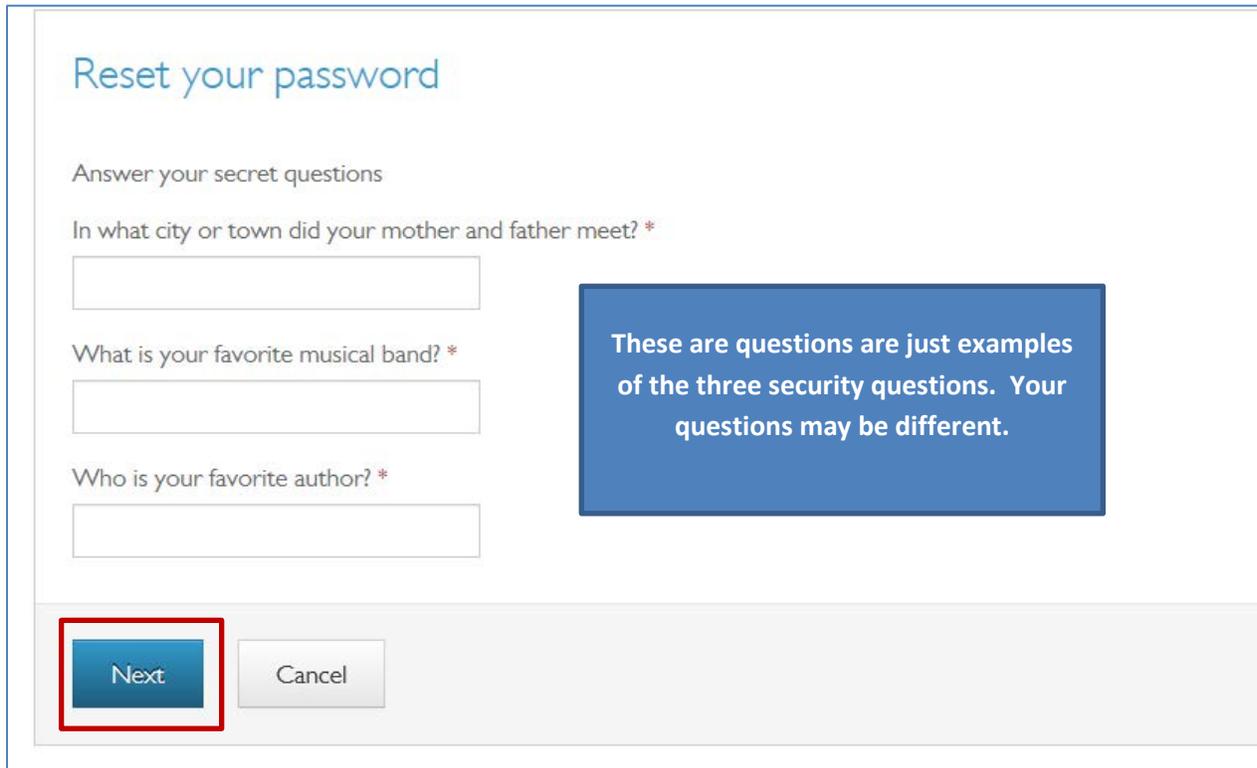
6. Determine the verification method for your account. Click **Next**.



The screenshot shows the "Reset your password" form at the "Select your verification method" step. There are three radio button options: "Answer secret Questions", "Send a passcode to the email address on file", and "Send a passcode via text to the mobile number on file". A large red arrow points to the second option. At the bottom of the form are two buttons: "Next" (highlighted with a red border) and "Cancel".

Frequently Asked Questions: Logging in IowaBenefits

7. If you select to answer secret questions, select the correct answer to each question and select **Next**.



Reset your password

Answer your secret questions

In what city or town did your mother and father meet? *

What is your favorite musical band? *

Who is your favorite author? *

These are questions are just examples of the three security questions. Your questions may be different.

Next Cancel

Frequently Asked Questions: Logging in IowaBenefits

8. Enter your new password and confirm it in the corresponding fields and select **Save**.

Reset your password

Update your Password

Your username is:

Enter and confirm your new password below.

New Password *

Confirm New Password *

Password must contain between 8 and 15 characters
Password must contain at least one number
Password must contain at least one upper case and one lower case letter
Password cannot contain Username or SSN
Password cannot have more than two identical characters in a row

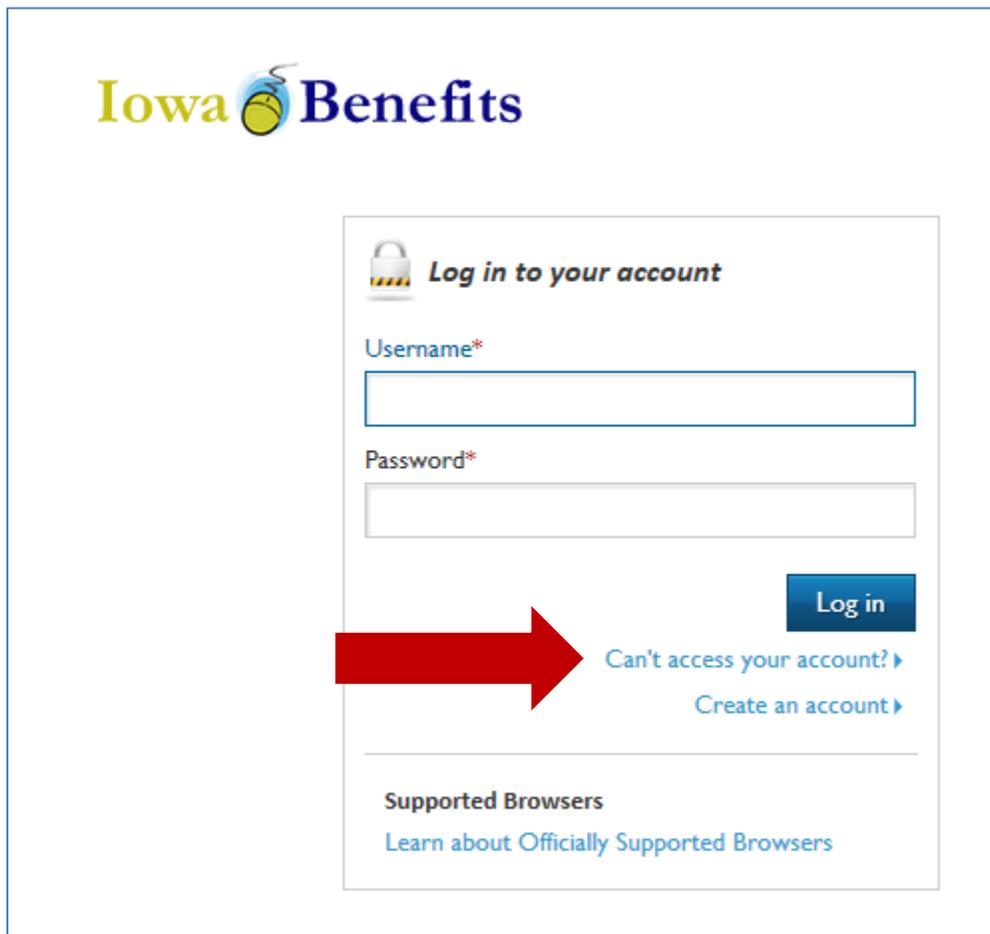


Frequently Asked Questions: Logging in IowaBenefits

How do I reset my passcode?

1. Click on 'Can't access your account?'

You will need to know your username to reset your password.



IowaBenefits

 **Log in to your account**

Username*

Password*

Log in

[Can't access your account? >](#)

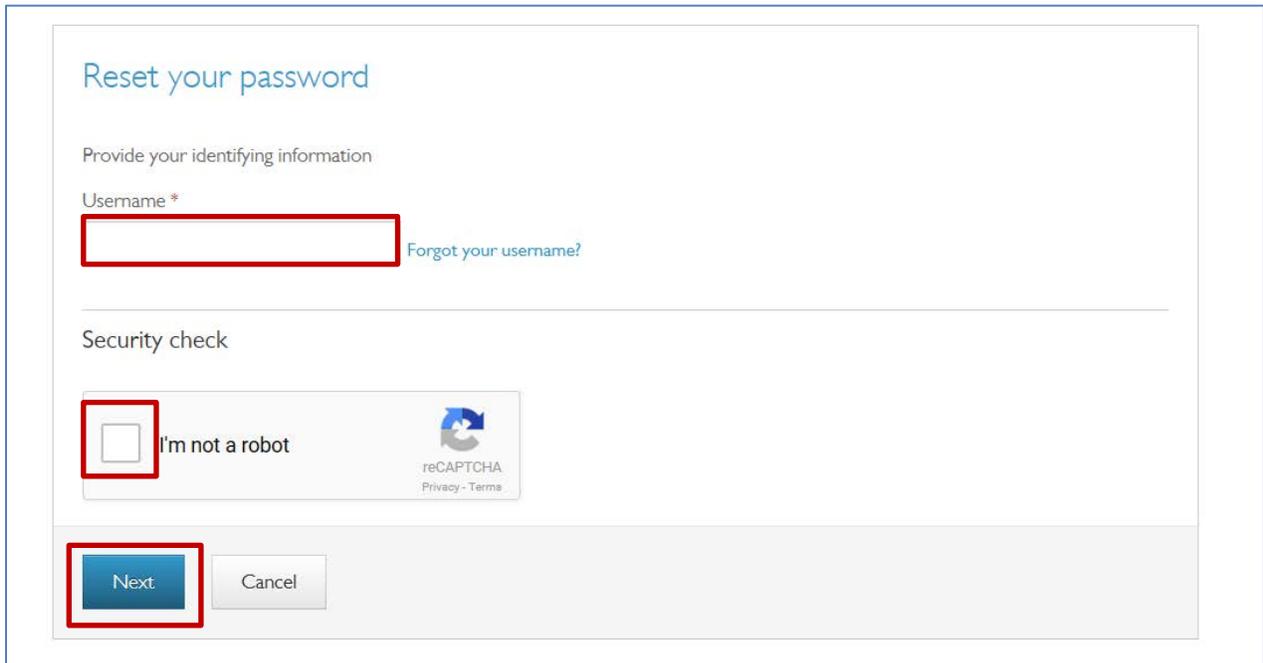
[Create an account >](#)

Supported Browsers

[Learn about Officially Supported Browsers](#)

Frequently Asked Questions: Logging in IowaBenefits

2. To retrieve your password, enter your username into the corresponding field. Click the box next to “I’m not a robot” and **Next**.



Reset your password

Provide your identifying information

Username *

[Forgot your username?](#)

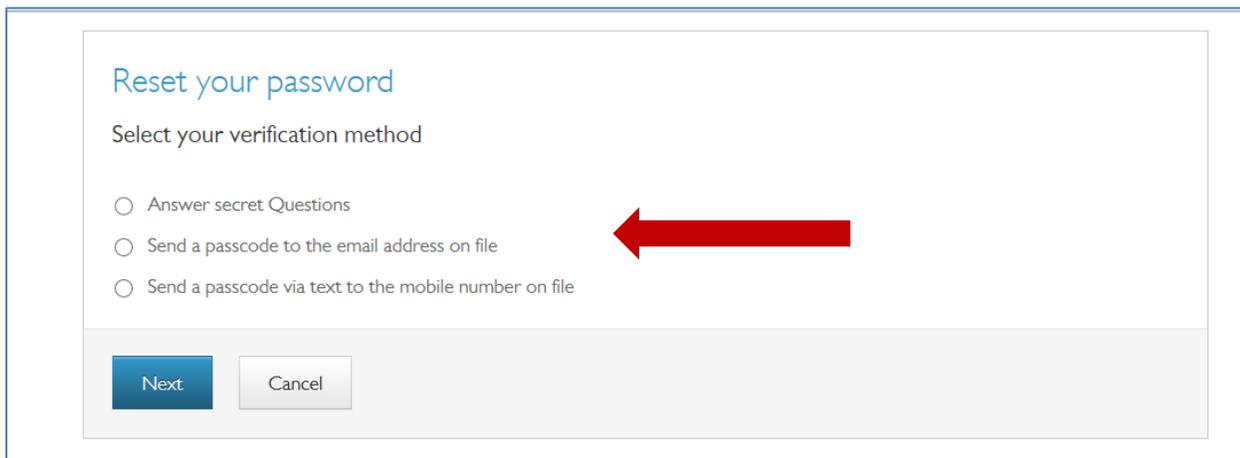
Security check

I'm not a robot

reCAPTCHA
Privacy - Terms

Next Cancel

3. Determine the verification method for your account. Click **Next**.



Reset your password

Select your verification method

Answer secret Questions

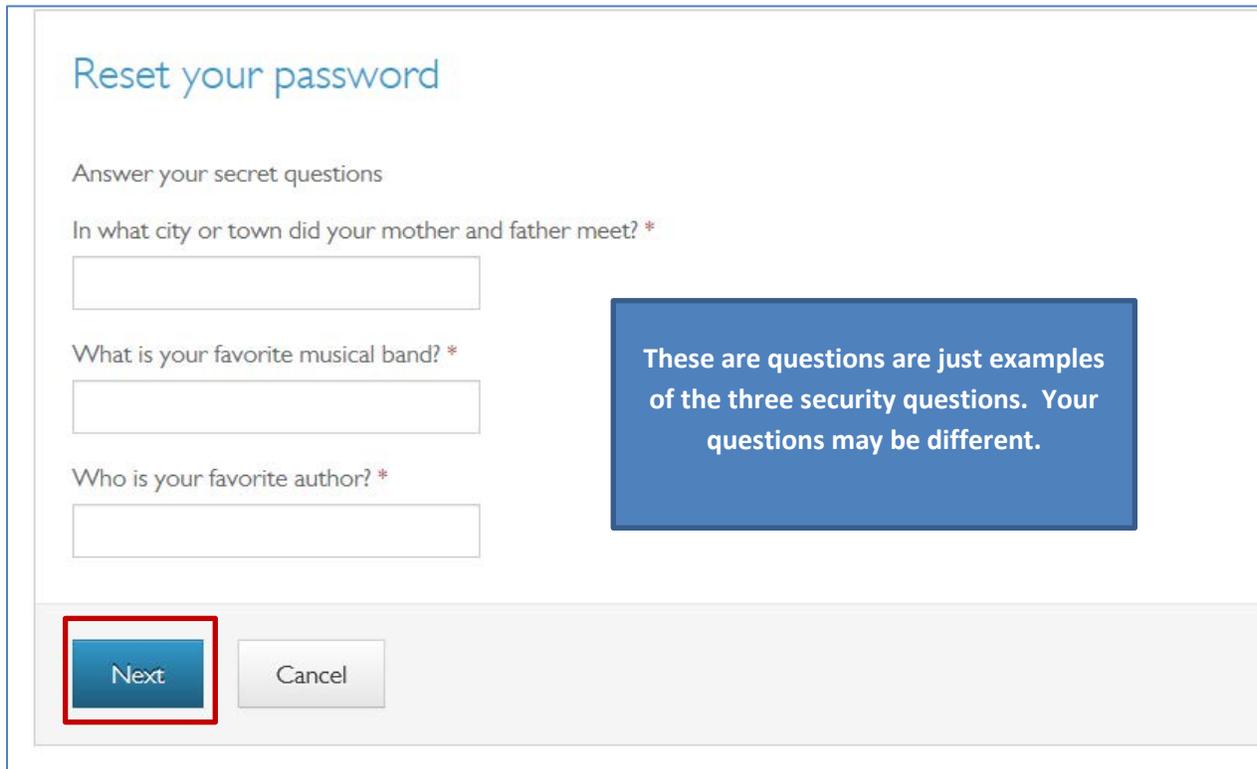
Send a passcode to the email address on file

Send a passcode via text to the mobile number on file

Next Cancel

Frequently Asked Questions: Logging in IowaBenefits

4. If you select to answer secret questions, select the correct answer to each question and select **Next**.



Reset your password

Answer your secret questions

In what city or town did your mother and father meet? *

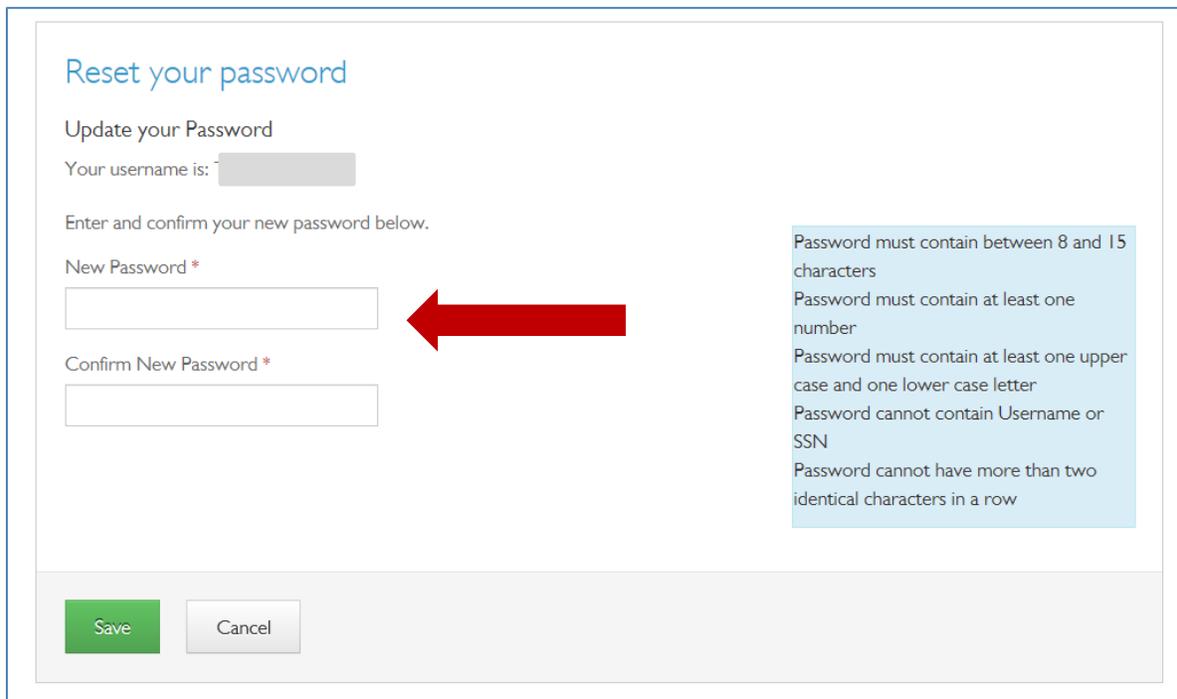
What is your favorite musical band? *

Who is your favorite author? *

These are questions are just examples of the three security questions. Your questions may be different.

Next Cancel

5. Enter your new password and confirm it in the corresponding fields and select **Save**.



Reset your password

Update your Password

Your username is:

Enter and confirm your new password below.

New Password *

Confirm New Password *

Password must contain between 8 and 15 characters
Password must contain at least one number
Password must contain at least one upper case and one lower case letter
Password cannot contain Username or SSN
Password cannot have more than two identical characters in a row

Save Cancel