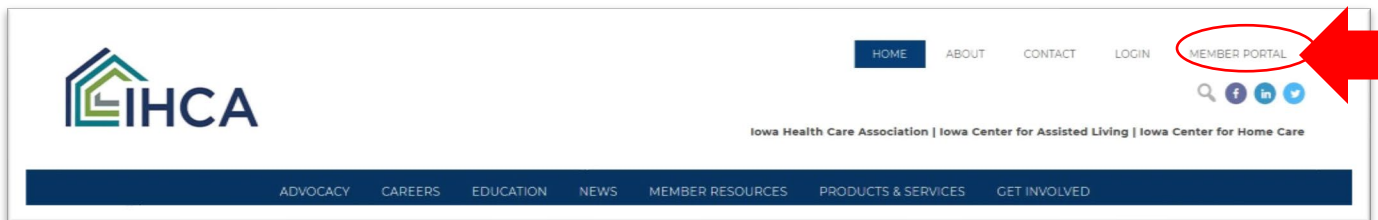


## How to Create an Individual Account

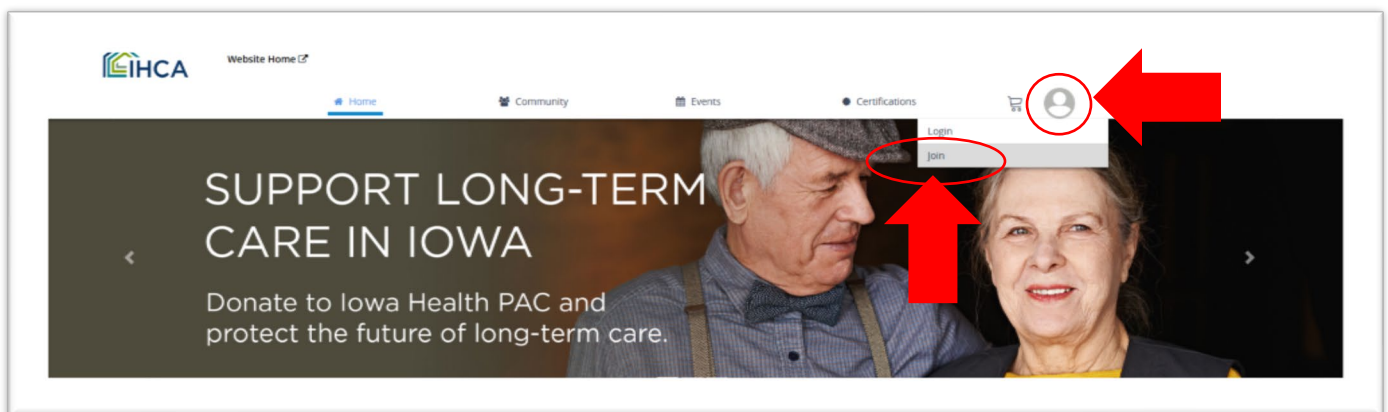
This training identifies how to create an individual account on the IHCA Member Portal.

**IMPORTANT:** Before you begin the instructions below, first check the web browser you are using. Do not use Microsoft Internet Explorer, as this browser is no longer updated and supported. Please do use Mozilla Firefox or Google Chrome instead.

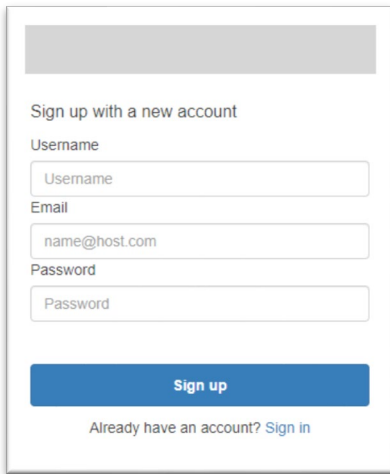
1. Go to [iowahealthcare.org](http://iowahealthcare.org), and select the **Member Portal link** in the upper right corner.



2. If you receive a pop-up box asking you to accept cookies, select to Allow Cookies and continue. (You must accept cookies before you can go forward).
3. Select the **Profile icon** (small gray circle with white head and shoulders) in the upper right of the window, and select **Join** from the drop-down menu.



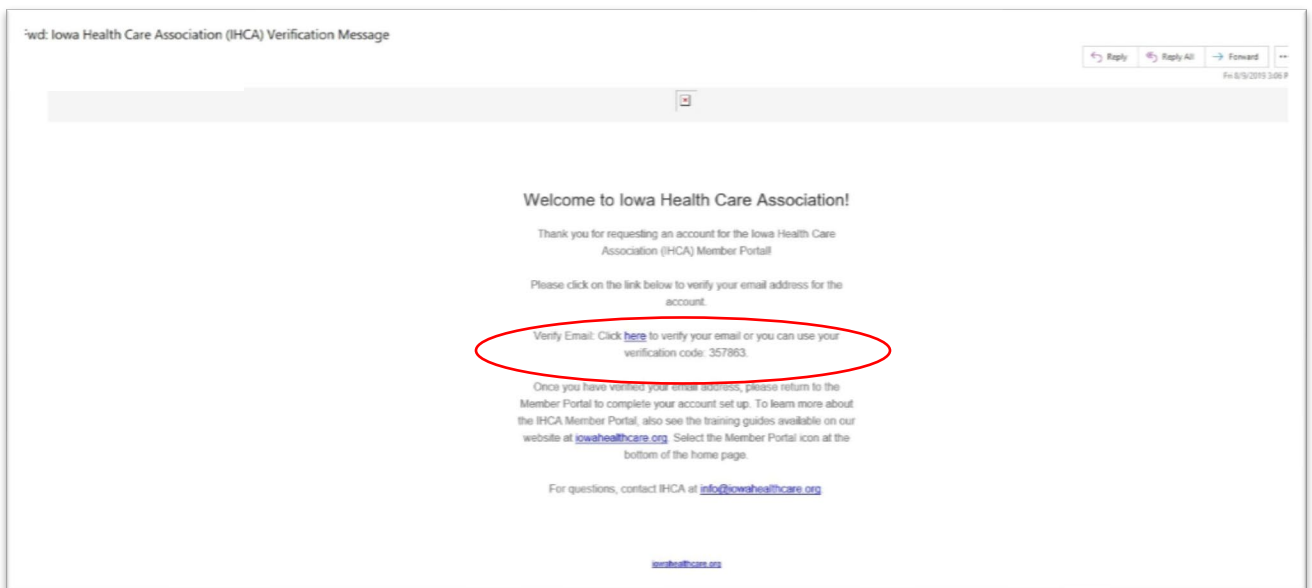
4. Enter the required fields on the Sign-up screen, and then select the Sign-up button when finished.



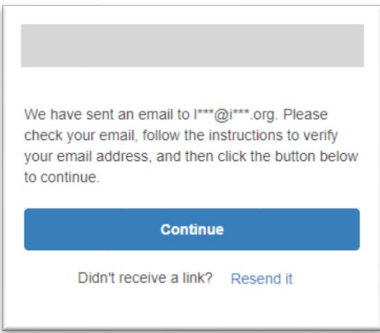
- **Username - *Usernames must be all lower case.*** Using your individual email address for the username is recommended. Please make note of the username you create and enter. It will be the same username you use each time you log in.
- **Email** – Enter your individual email address.
- **Password** must contain one lowercase letter, one uppercase letter, one special character and one number, and must be eight characters.

5. Go to your email to find the verification email.

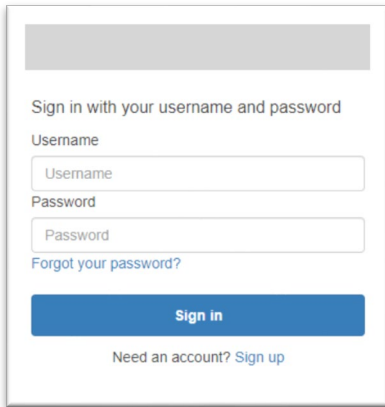
- This email provides you with two options to verify your email. Select and follow ONE of the options:
  - i. Click on the link to verify your email; OR
  - ii. Enter the verification code into the screen in your web browser.
- If you did not receive the verification email, check your Junk or Spam folders. **If it is in your junk or spam folders, mark it as “not junk” in order to use the verification link in the email.** If you still do not see the email in your junk folder, try the Resend it link. If that doesn’t work, contact IHCA at 800-422-3106.



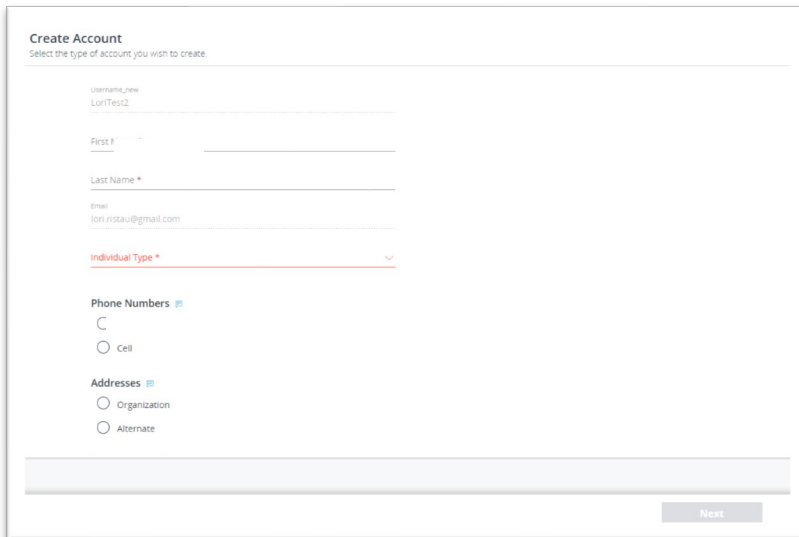
6. Once you have verified your email, return to the web browser screen below and click **Continue**.



7. **Sign in** with the Username and Password you just created.



8. Enter your **First Name and Last Name** (required), **Individual Type**, **Phone Numbers** and **Addresses**. Then select the **Next** button to continue.

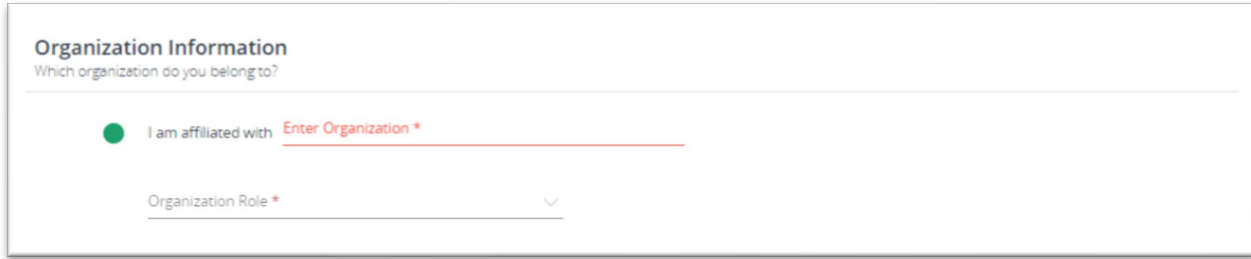


- **To enter your Individual Type**, select the arrow next to individual type to view and select options. Select your primary area of responsibility. *See the Individual Type Category Reference Guide in the Member Portal training materials on the website for additional information.*

- To enter Phone Numbers and Addresses, select the buttons next to each option to display the fields to enter the information.
  - Select your preferred phone number and address. You may enter an alternate mailing address if your mailing address is different from your company’s mailing address.
  - After entering your phone number, click on the Save Phone Number link.
  - After entering your address, select the Validate and Save Address link.

***After entering your Phone Number and Address information, select the Next Button to create your account.***

9. Select your **Organization Name** in the “I am affiliated with box.” If you do not find your organization listed, please contact IHCA at 800-422-3106.



The screenshot shows a form titled "Organization Information" with the subtitle "Which organization do you belong to?". Below the title is a green circle icon and the text "I am affiliated with" followed by a red text input field labeled "Enter Organization \*". Below this is a dropdown menu labeled "Organization Role \*" with a downward arrow.

10. Select the **Organizational Role** that best describes your role in the organization and the **Next** button to continue.
- Employee = Any facility/agency staff member.
  - Primary Admin = The administrator or other individual designated by the administrator to have access to view and update organizational information in the IHCA Member Portal. Must be approved by IHCA before access is granted to organizational information.
11. Congratulations! You have created your IHCA Member Portal account! You will receive a confirmation email. Click on Return to Home to begin using the IHCA Member Portal.

