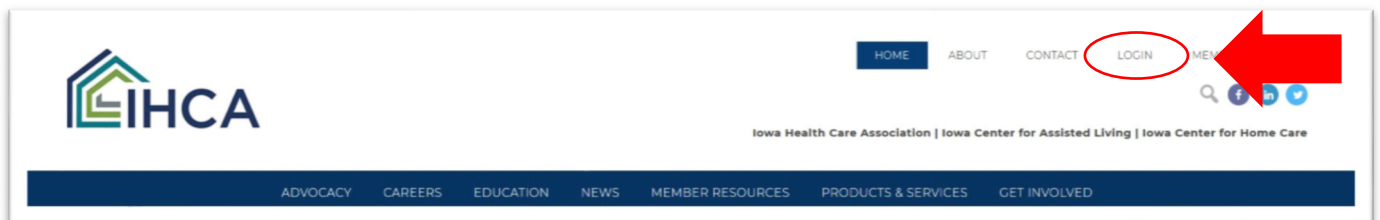


How to Create an Individual Account

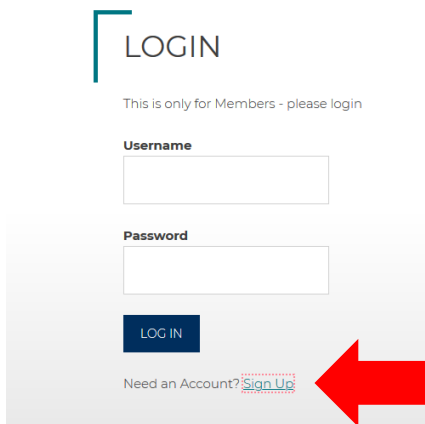
This training identifies how to create an individual account on the IHCA Member Portal.

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 not up to date with current web standards. Please do use Mozilla Firefox, Edge, or Google Chrome instead.

1. Go to iowahealthcare.org and select the **Login link** in the upper right corner and login.



2. Next to **Need an Account?**, select the **Sign Up** link.



3. 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).

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

Sign up with a new account

Username

Email

Password

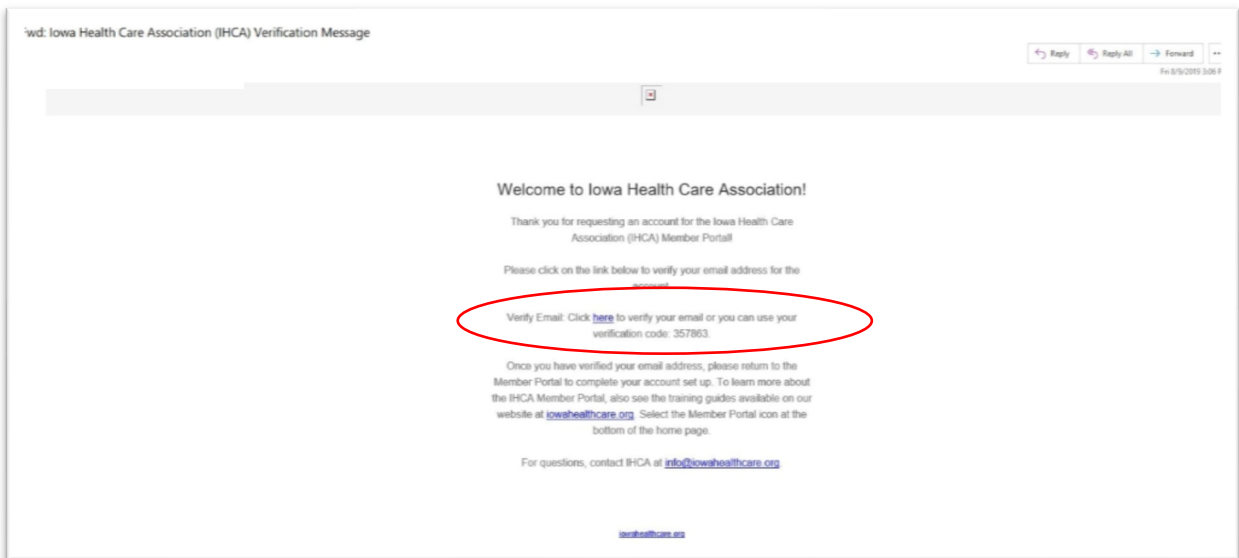
Sign up

Already have an account? [Sign in](#)

- **Username - *Usernames must be all lower case.*** Please make note of the username you selected. It will be the same username you use each time you log in.
- **Email** – Enter your individual email address. An email address is required.
- **Password must contain:**
 - a. At least 8 characters
 - b. At least 1 lowercase letter
 - c. At least 1 uppercase letter
 - d. At least 1 special character
 - e. and at least 1 number

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 from the email 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 from the prompt in your web browser. If that doesn’t work, contact IHCA at 800-422-3106.



We have sent a code by email to m***@g***.com.
Enter it below to confirm your account.

Verification Code

Confirm Account

Didn't receive a code? [Resend it](#)



6. Once you have either entered the Verification Code or verified your email through the link from the verification email, return to the web browser screen below, follow prompt, and click **Continue**.

Using Verification Code

We have sent a code by email to m***@g***.com. Enter it below to confirm your account.

Verification Code

Confirm Account

Didn't receive a code? [Resend it](#)

Using email verification link

We have sent an email to l***@i***.org. Please check your email, follow the instructions to verify your email address, and then click the button below to continue.

Continue

Didn't receive a link? [Resend it](#)

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

Sign in with your username and password

Username

Password

[Forgot your password?](#)

Sign in

Need an account? [Sign up](#)

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

Upload

First Name *

Last Name *

Email

Individual Type *

Phone Numbers Organization Cell

Address Organization Alternate

Other Information

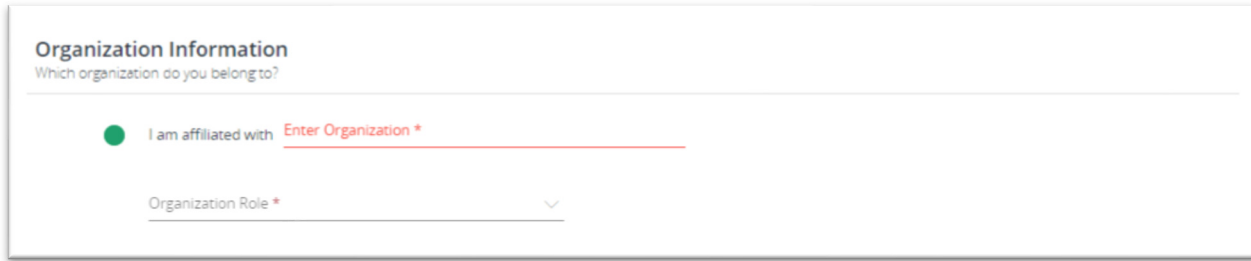
Next

- 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 <https://www.iowahealthcare.org/member-portal/> 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 and title, select the Next Button to create your account.

9. Type in and 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 followed by the text "I am affiliated with" and a red underline 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.

