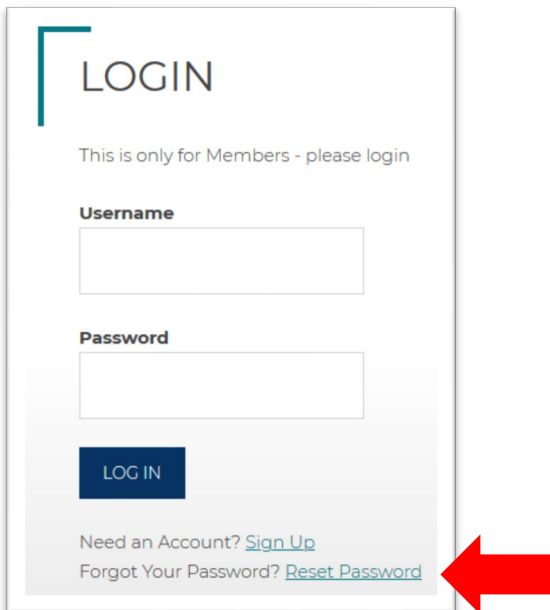


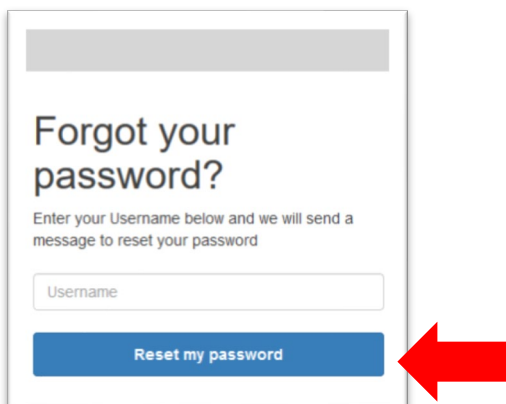
How to Set a New Password

This training identifies how **an individual who already has a profile*** can reset their password.

1. From the home page of the IHCA website, click on Login from the upper right corner.
 - Select **Reset Password** next to **Forgot Your Password?**

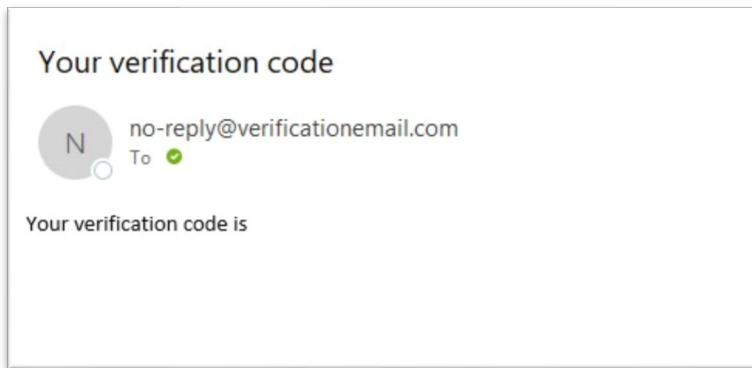


2. If you receive a pop-up box asking you to accept cookies, select OK to accept cookies and continue. (You must accept cookies before you can go forward).
3. Fill in your username (all lower-case letters) then select **Reset my password**.

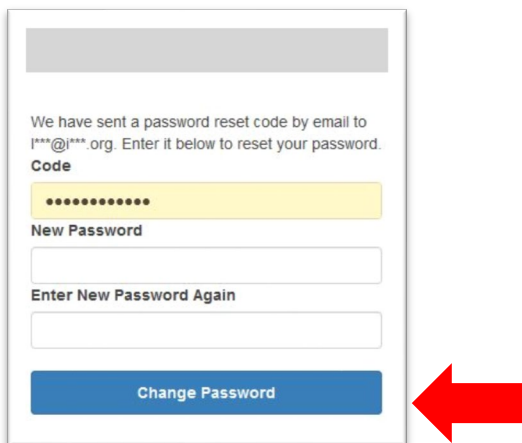


- If you have forgotten your username, contact IHCA at info@iowahealthcare.org.

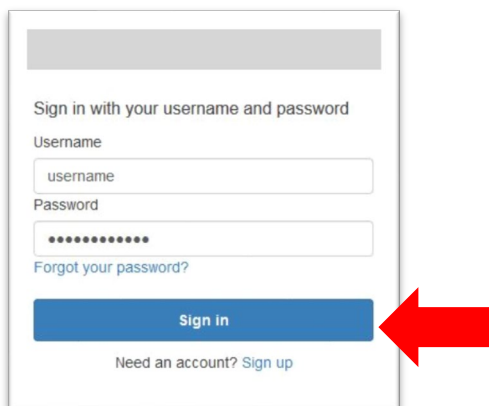
- You will now be prompted to enter a password reset code that will be emailed to the email address associated with your profile. Go to your email to get the verification code. If you do not receive the verification code email, check your Junk or Spam folder. If you do not receive the verification code email, contact IHCA at 800-422-3106.



- Return to your web browser and enter the code. Enter a new password in the New Password and Enter New Password Again fields. Passwords must contain one lowercase letter, one uppercase letter, one special character and one number, and must be eight characters. Select Change Password button.



- Enter your username and password, and select **Sign in**.



- Congratulations! You successfully reset your password.