

## Quick Overview

This brief tutorial will help you:

- update your personal information, including name, email, and phone number
- find your A&A Account password or reset it
- find your A&A Account ID

## Update My Personal Information - Name, Email, Phone Number

Go to the A&A sign-in page, enter your Account ID and password, and click on the "Account Details" button.

**Enterprise A&A** What Is A&A?

[SIGN IN](#) [CREATE AN ACCOUNT](#) [FORGOT PASSWORD](#) [FORGOT ID](#)

**Sign into DOE - Education Portal here.**

Enter your Account Id and password to sign into DOE - Education Portal.

**Account Id:**

**Password:**

[Sign In](#) [Account Details](#)

**Account Id Examples:**

*Public User Account Format*

- *firstname.lastname@iowaid*

*State Employee Account Formats*

- *firstname.lastname@iowa.gov*
- *If you do not have an @iowa.gov account use your email address.*

[Need an Account?](#)  
[Forgot Password?](#)  
[Forgot Id?](#)

Contact the DAS-ITE Service Desk if you need personal assistance.  
Email: [ITE.ServiceDesk@iowa.gov](mailto:ITE.ServiceDesk@iowa.gov) Phone: 515-281-5703 or 1-800-532-1174

The "Account Management" page displays:

1. To change Account Details, update name, email, and/or phone information then click the "Save" button.

2. To change your password - click on the "Change Password" button.

- Enter your new password and confirm new password, click on the "Save New Password" button.
- Upon saving your new password you will be returned to the sign-on screen and asked to sign-in with your new password.

3. To change your Identity Baseline, create a list of three questions and answers. Click on the "Save Identity Baseline" button.

Self Service Password Change - DOE - Education Portal

**Identity Baseline for EDWARD.PORTAL@IOWAID**

On this page, you must create your *identity baseline*. This is a set of questions and answers you establish for your account. If you forget your password or lock your account for some reason, you can answer these questions to get access to your account.

**Question 1:**  
-- Select Question --  
Answer 1:  Confirm:

**Question 2:**  
-- Select Question --  
Answer 2:  Confirm:

**Question 3 (Create your own question.):**  
  
Answer 3:  Confirm:

[Save Identity Baseline](#) [Cancel](#)

Some guidelines for setting your baseline:

1. Choose questions and answers that you know well, but that others don't.
2. Avoid special characters like commas or quotes that you may not enter the same way later.
3. Keep your answers simple - for example, use "paperboy" instead of "The Des Moines Register paper delivery" for your first job.
4. You must create your own question when a drop down list is not provided. Usually this is the case for the last one or two questions shown above.

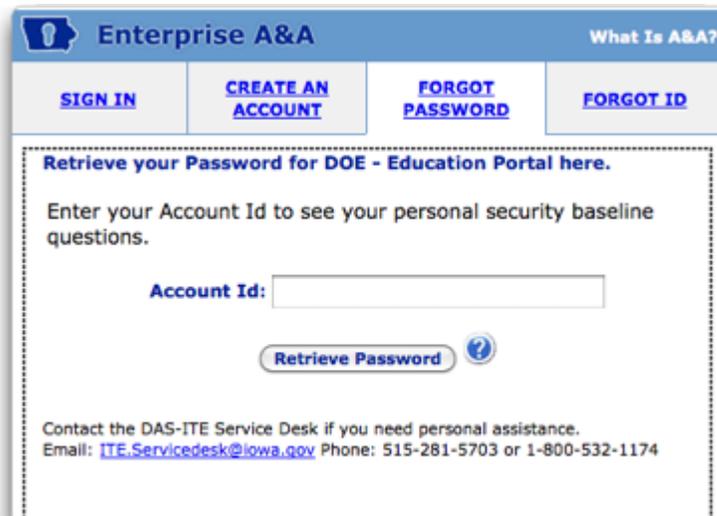
4. After making the desired changes, you can on to EdPortal by clicking the "Continue" button.

## Forgot My Password

On the EdPortal sign-in page, click on "Forgot Password" link.

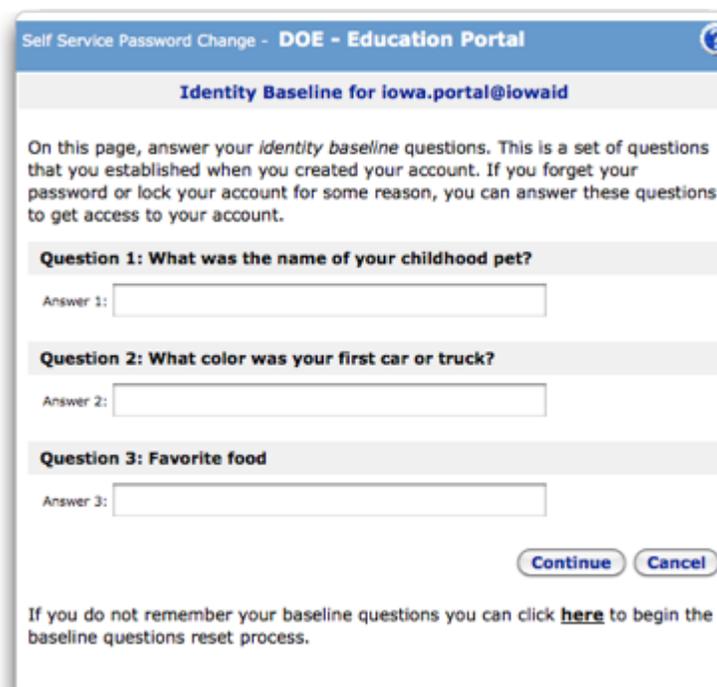


Enter your Account Id and click on the "Retrieve Password" button.



The screenshot shows the 'Enterprise A&A' login page. At the top, there are navigation links: 'SIGN IN', 'CREATE AN ACCOUNT', 'FORGOT PASSWORD', and 'FORGOT ID'. The 'FORGOT PASSWORD' link is highlighted. Below the navigation is a section titled 'Retrieve your Password for DOE - Education Portal here.' It contains the instruction: 'Enter your Account Id to see your personal security baseline questions.' There is a text input field labeled 'Account Id:' and a 'Retrieve Password' button with a help icon. At the bottom, contact information for the DAS-ITE Service Desk is provided: 'Contact the DAS-ITE Service Desk if you need personal assistance. Email: [ITE.ServiceDesk@iowa.gov](mailto:ITE.ServiceDesk@iowa.gov) Phone: 515-281-5703 or 1-800-532-1174'.

Answer the Identity Baseline questions and click on the "Continue" button. Notice that you can click on a link to reset your baseline questions if you do not remember the answers! See the next page for help with this.



The screenshot shows the 'Self Service Password Change - DOE - Education Portal' page. The title is 'Identity Baseline for iowa.portal@iowaid'. The instructions state: 'On this page, answer your identity baseline questions. This is a set of questions that you established when you created your account. If you forget your password or lock your account for some reason, you can answer these questions to get access to your account.' There are three questions, each with an 'Answer' input field: 'Question 1: What was the name of your childhood pet?', 'Question 2: What color was your first car or truck?', and 'Question 3: Favorite food'. At the bottom, there are 'Continue' and 'Cancel' buttons. A note at the bottom says: 'If you do not remember your baseline questions you can click [here](#) to begin the baseline questions reset process.'

Enter your new password and confirm new password, click on the "Save New Password" button.

Upon saving your new password you will be returned to the sign-on screen and asked to sign-in with your new password.

## Reset My Baseline Questions and Password

If you do not remember your baseline questions and answers, you can reset them and your password. Click the link under the "Continue" button to start the process.

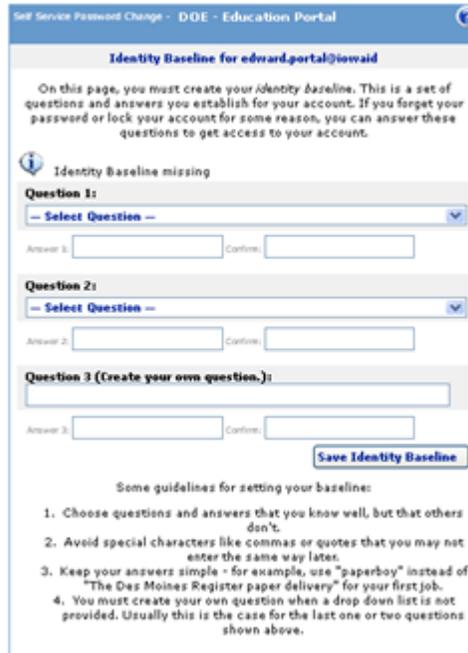
You will receive an email with additional instructions - this email is sent to the email address associated with your A&A account (to check this, go to "Account Details" on the sign-in page).

Click the Reset link within the email to be given a temporary password, with which you will sign in to A&A.

Make sure to complete the reset process within 24 hours or you will need to start all over again!



Now, set up your new baseline questions and answers. When done, click the "Save Identity Baseline" button.



You must now change your password.



Last step - you need to sign in to A&A with your new password.

## Forgot My ID

On the Portal sign-in page, click on "Forgot ID" link.

Enter your Email Address and click on the "Retrieve A&A Id" button.

An email will be sent to the email address on record with your Account ID.