

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@iowaaid*

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 Phone: 515-281-5703 or 1-800-532-1174

The "Account Management" page displays:

Enterprise A&A What Is A&A?

Account Management

Change Account Details 1

Click help ? image below for more details.

First Name:

Last Name:

Email:

Confirm Email:

Phone:

Save ?

Change Password 2

Click help ? image below for more details.

Change Password ?

Identity Baseline 3

Click help ? image below for more details.

Change Baseline ?

4 **Continue** to DOE - Education Portal

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.

Self Service Password Change - DOE - Education Portal ?

Password Change for

Enter new password:

Confirm new password:

Password Rules:

Passwords must be: At least 8 characters long (alphanumeric). Include at least one special character (e.g. !, @, #, \$, %, ^, &, *, etc.). A mix of uppercase and lowercase letters. You may not use pieces of your name or email address in your password.

Save New Password **Cancel**

You are looking at SSO Initialize Account Transaction Id: ORG6YP

Enterprise A&A

©2004 State of Iowa - DAS-ITE Version: 2.5.7

- 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.

IOWA
Department of Education

Home [A&A Account](#) [EdLinks](#)

[Sign-In](#)
[Create Account](#)
[Forgot Password](#)
[Forgot ID](#)

*** Up to 3 A&A service have been completed. ***

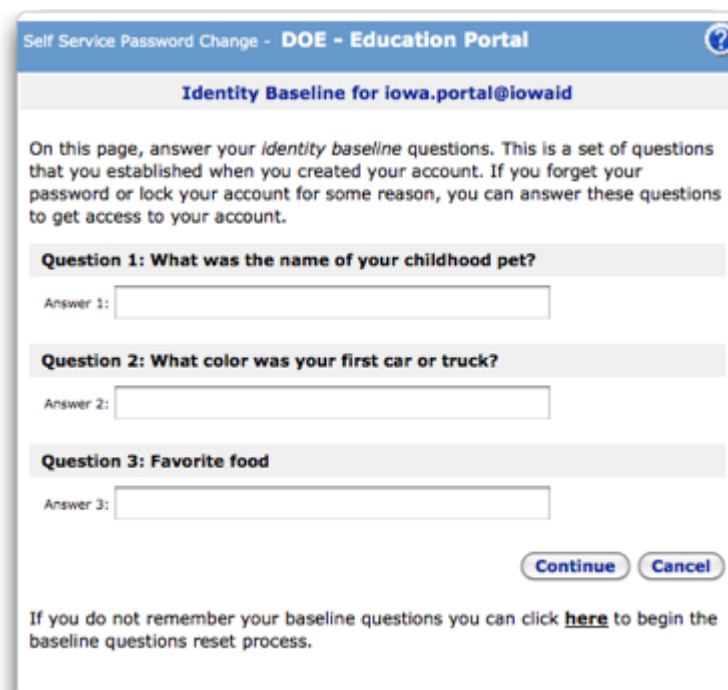
Welcome to the Education Portal!

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



The screenshot shows the 'Enterprise A&A' login page. At the top, there's a blue header with a lightbulb icon, the text 'Enterprise A&A', and a link 'What Is A&A?'. Below the header is a navigation bar with four buttons: 'SIGN IN', 'CREATE AN ACCOUNT', 'FORGOT PASSWORD', and 'FORGOT ID'. The 'FORGOT PASSWORD' button is highlighted. The main content area is titled 'Retrieve your Password for DOE - Education Portal here.' and contains the instruction 'Enter your Account Id to see your personal security baseline questions.' Below this is a text input field labeled 'Account Id:'. A 'Retrieve Password' button with a help icon is positioned below the input field. 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 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 bar indicates 'Self Service Password Change - DOE - Education Portal' and a help icon. The main heading is 'Identity Baseline for iowa.portal@iowa.id'. The text explains: '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 a text input field: 'Question 1: What was the name of your childhood pet?' (Answer 1), 'Question 2: What color was your first car or truck?' (Answer 2), and 'Question 3: Favorite food' (Answer 3). At the bottom right are 'Continue' and 'Cancel' buttons. A note at the bottom states: '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.

Self Service Password Change - DOE - Education Portal

Password Change for

Enter new password:

Confirm new password:

Password Rules:
 Passwords must be: At least 8 characters long (alphanumeric). Include at least one special character (e.g. !, @, #, \$, %, ^, &, *, etc.). A mix of uppercase and lowercase letters. You may not use pieces of your name or email address in your password.

Save New Password Cancel

You are looking at SSO Initialize Account Transaction Id: ORG6YP

Enterprise A&A

©2004 State of Iowa, DAS-ITE Version: 2.5.7

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 the link under the "Continue" button to start the process.

Self Service Password Change - DOE - Education Portal

Identity Baseline for edward.portal@iowaid

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.

Question 1: What was the name of your childhood pet?
 Answer 1:

Question 2: Who is your favorite cartoon character?
 Answer 2:

Question 3: Favorite team
 Answer 3:

Continue Cancel

If you do not remember your baseline questions you can click [here](#) to begin the baseline questions reset 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).

Self Service Password Change - DOE - Education Portal

Identity Baseline for edward.portal@iowaid

An email has been sent to the email address that is associated to this account with further instructions on how to proceed with the baseline questions reset process.

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.

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.

Identity Baseline missing

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

Some guidelines for setting your baselines:

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.

You must now change your password.

Self Service Password Change - DOE - Education Portal

You must change your password.

Password Change for edward.portal@iowaid

Enter new password:

Confirm new password:

Password Rules:
 Passwords must be: At least 8 characters long (alphanumeric). Include at least one special character (e.g. !, @, #, \$, %, ^, &, etc.). A mix of uppercase and lowercase letters. You may not use pieces of your name or email address in your password.

Save New Password **Cancel**

You are looking at SSO Change Password Transaction Id: D3U0IX

©2004 State of Iowa, DAS-ITE Version 3.0.7

[Additional Terms, Privacy & Warranty Information](#)

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

Enterprise A&A [What Is A&A?](#)

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

You have successfully changed your password. To continue, you will need to log on with the new password.

Sign into DOE - Education Portal here.

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

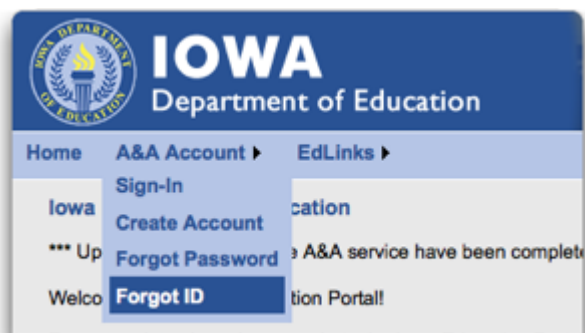
Account Id:

Password:

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

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.

Enterprise A&A [What Is A&A?](#)

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

Retrieve your Account Id for DOE - Education Portal here.

Enter your email address to receive a reminder about your Account Id.

Email Address:

[Retrieve A&A Id](#)

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

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