

## Authentication & Authorization (A&A)

### Creating an Account Tutorial

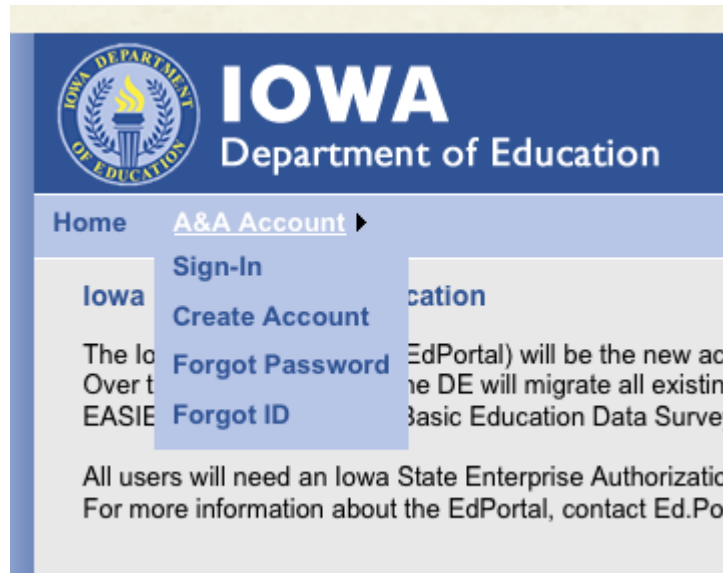
## Verify an active A&A Account

If you think you may have an active A&A account, you can use the "Forgot Password" or "Forgot ID" options on the A&A sign-in page to find out.

### How to get there

Go to the Iowa Department of Education Portal Home page - <https://portal.ed.iowa.gov>.

Mouse over "A&A Account" and then select either "Forgot Password" or "Forgot ID."



### Forgot ID

- Enter your Email Address and click on the "Retrieve A&A Id" button.
- **If you do not have an active A&A account associated with that email address, a message will display that your account could not be found. You will need to create an A&A account.**
- If you DO have an active A&A account, an email will be sent to the email address on record with your Account ID.

### Forgot Password

- Enter your Account ID and click on the "Retrieve password" button.
  - Most people have an Account ID with the format "firstname.lastname@iowaed"
  - Remember - the A&A system is used for many state applications so it is possible someone with the same name as you has an active A&A account. Did you add in a middle initial, a number at the end of your name, or make your account ID unique in another way?
- **If you DO NOT have an active A&A account, a message will display that your account could not be found. You will need to create an A&A account.**
- If you **DO** have an active A&A account, answer the Identity Baseline questions and click on the "Continue" 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.
- If you do not recognize the Identity Baseline questions, click the link at the bottom of the page. **An email will be sent to the email address associated with the Account ID.** You will then need to follow the instructions and steps in that email.
  - If you do not receive an email, this account belongs to someone else with the same name. You will need to create a new account.
  - You will need to add in a middle initial, a number at the end of your name, or make your account ID unique in another way.

**If neither of these options helps you find an active A&A account, then you will need to create one - please view the "Create an A&A Account" tutorial.**