

Identity and Access Management (IAM)

End User Guide



August 9, 2018



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HOW TO ACTIVATE YOUR ACCOUNT

Activating your account requires input from you and will take a couple of minutes to complete. A series of screen shots will walk you through the process.

- Create a new password
- Complete a challenge-response process
- Create your shared secret question and answer

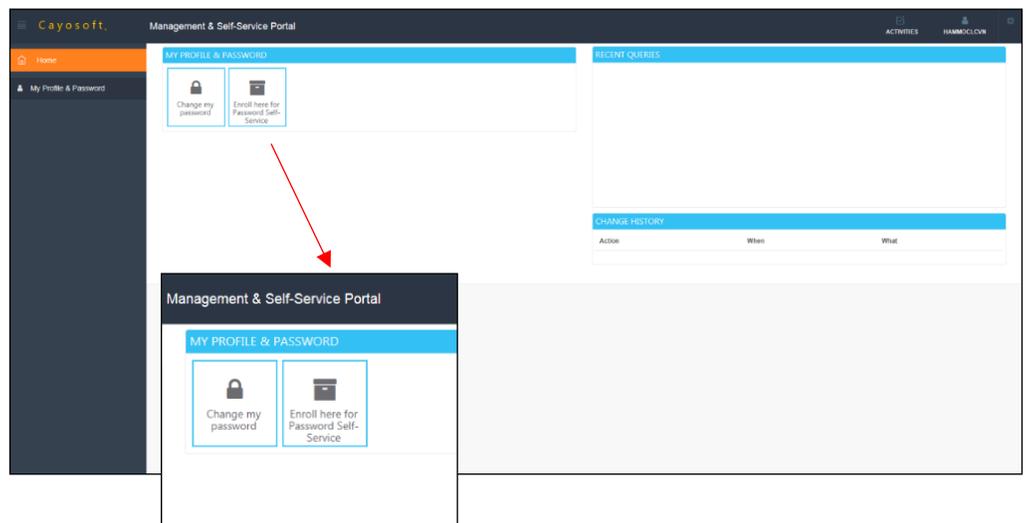
STEP ONE: LOGIN TO THE IAM SITE

To activate your new IAM account, open a browser (e.g., Internet Explorer) and enter <https://eiam.wisconsin.gov>. The following window will appear:

The screenshot shows a login form titled "Sign in with your account". It contains the following elements: a text input field for the IAM username (labeled 'a'), a password input field (labeled 'b'), an unchecked checkbox for "Keep me signed in" (labeled 'c'), a "Login" button (labeled 'd'), and a link for "I forgot my password".

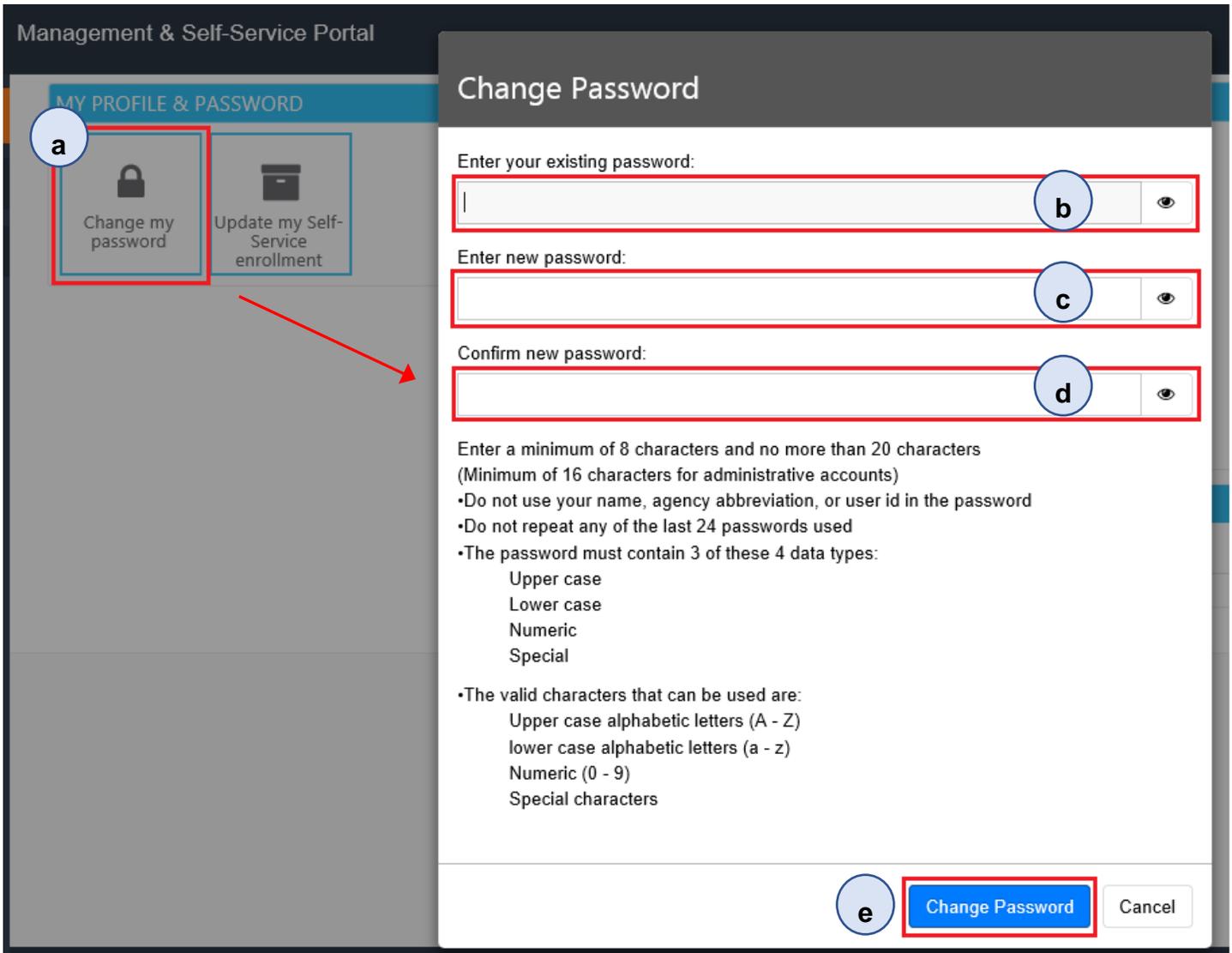
- a. Enter IAM username (i.e. SmithJxyz)
- b. Enter your Temporary Password
- c. Leave *Keep me signed in* unchecked
- d. Click *Login*

The **Management & Self-Service Portal** screen will appear.



STEP TWO: CREATE A NEW PASSWORD

- From the **Management & Self-Service Portal** screen, click on the *Change my password* button. The **Change Password** window will appear.



Management & Self-Service Portal

MY PROFILE & PASSWORD

Change my password

Update my Self-Service enrollment

Change Password

Enter your existing password:

Enter new password:

Confirm new password:

Enter a minimum of 8 characters and no more than 20 characters
(Minimum of 16 characters for administrative accounts)

- Do not use your name, agency abbreviation, or user id in the password
- Do not repeat any of the last 24 passwords used
- The password must contain 3 of these 4 data types:
 - Upper case
 - Lower case
 - Numeric
 - Special
- The valid characters that can be used are:
 - Upper case alphabetic letters (A - Z)
 - lower case alphabetic letters (a - z)
 - Numeric (0 - 9)
 - Special characters

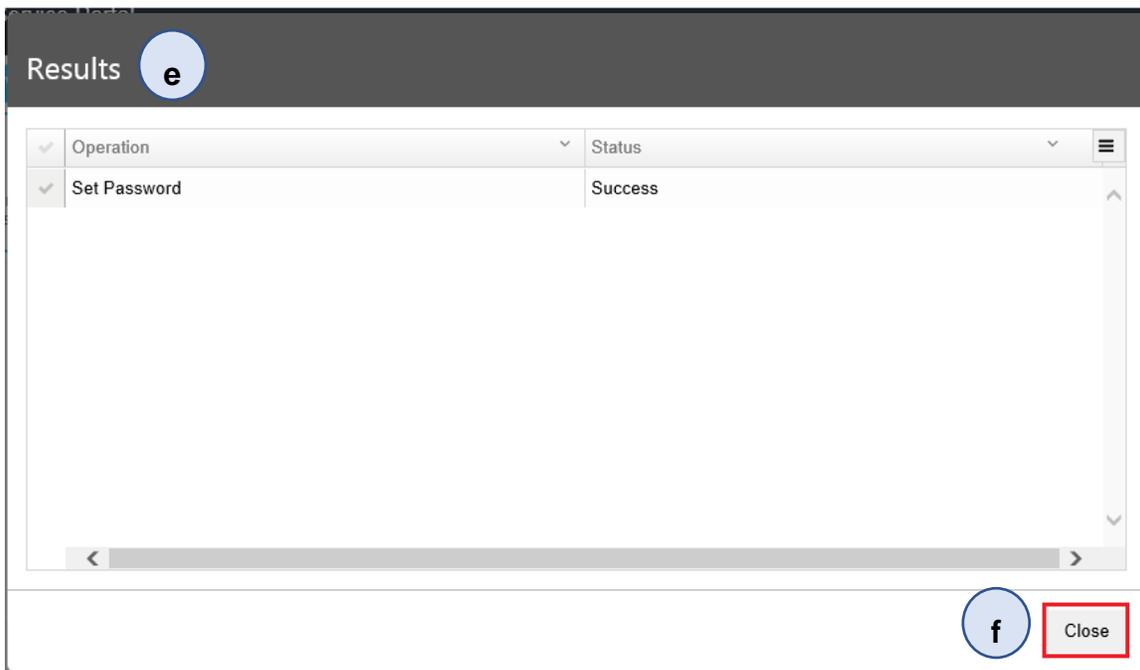
Change Password

Cancel

- Enter your temporary password in the *Enter your existing password* field.
- Choose a new password that meets the password requirements (listed below the *Confirm new password* field) and enter it in the *Enter new password* field.



- d. Re-enter your new password in the *Confirm new password* field.
- e. Click the *Change Password* button. When the password is successfully changed, the **Results** window will appear. You have successfully changed your password.
- f. Click the “Close” button at the bottom of the window and proceed to Step Three to continue account activation.



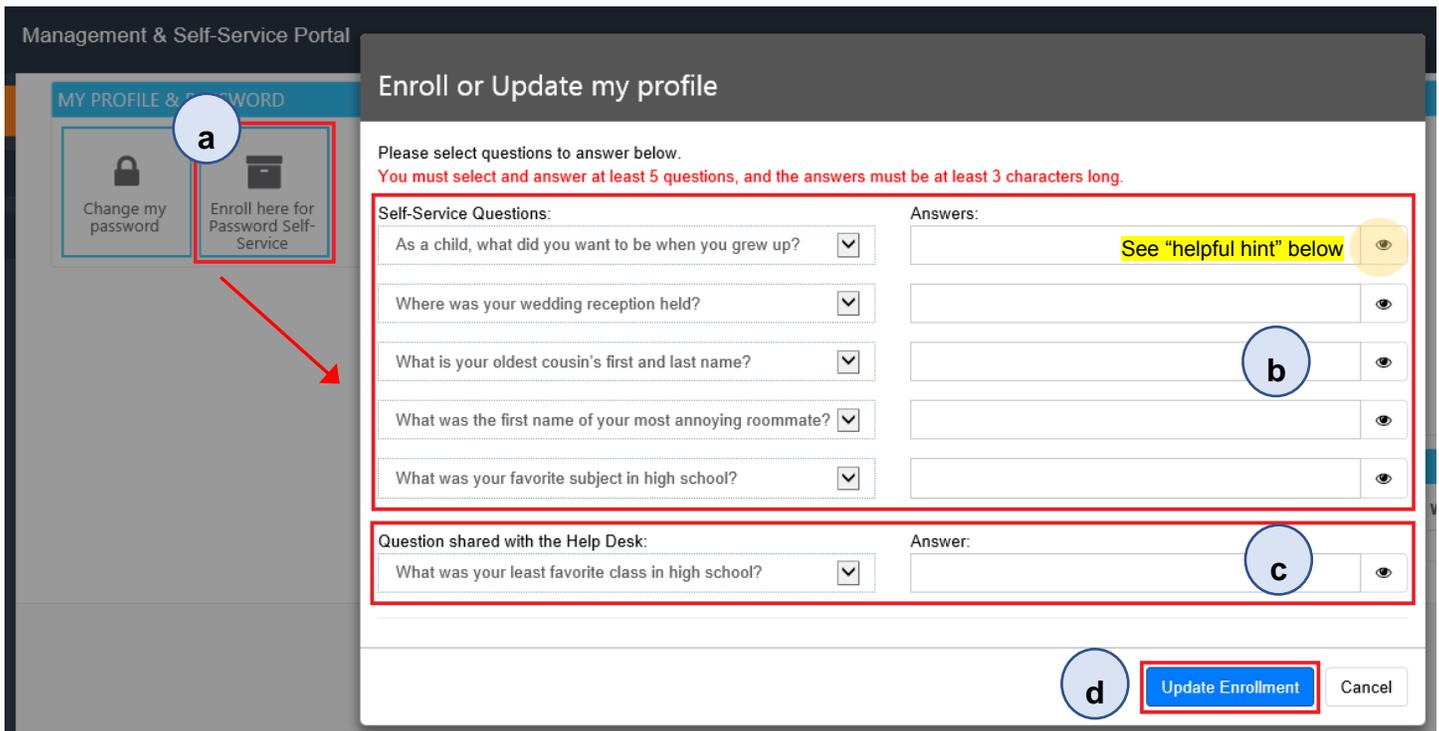


STEP THREE: ENROLL IN PASSWORD SELF-SERVICE

The password self-service enrollment process allows you to securely recover your account access 24 hours a day, 7 days a week if you forget your password. You will choose five questions and provide answers that you can use, exactly as entered, to recover access to your account. These question-and-answer combinations identify you as the owner of this account. The answers are **NOT case sensitive**.

NOTE: No one else can view your questions and answers. Be sure to use unique, meaningful answers you can remember. If you do forget the answers, you will not be able to use Account Recovery. You will need to contact the Employer Communication Center (877) 533-5020 or (608) 266-3285.

- a. From the **Management & Self-Service Portal** screen, click on the *Enroll here for Password Self-Service* button. The **Enroll or Update my profile** window will appear.



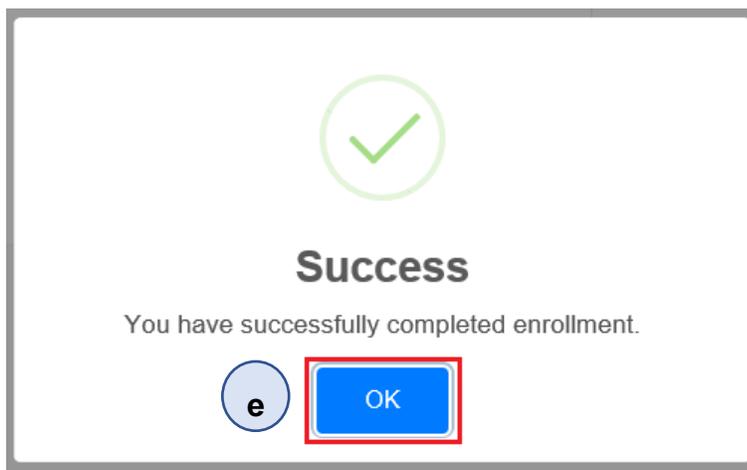


- b. Click the dropdown arrow to the right of each question set. Select a question and click on it. The question will now appear in the *Question* box. Enter your response in the *Answer* box. You will perform this process five times so that all questions are selected and answered.

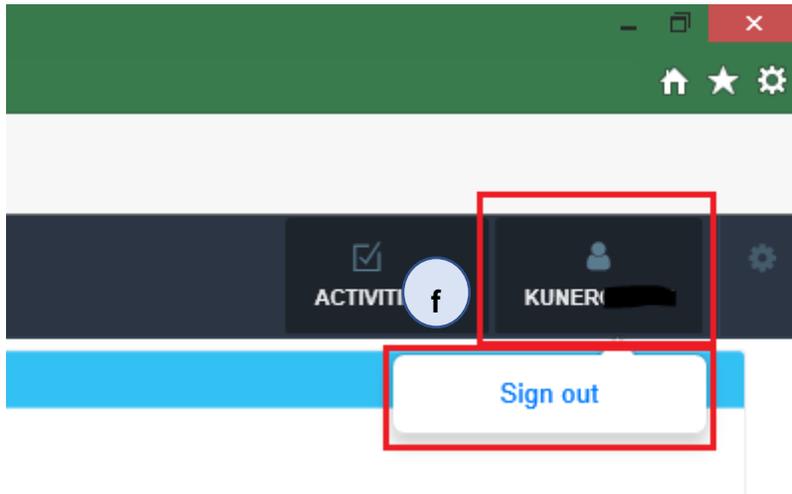
HELPFUL HINT: For security purposes, the answers to your security question will be masked. Click on the “eyeball” to the right of the answer field to unmask your responses and ensure your answers are spelled correctly.

Lastly, you will create a Shared Question and Answer which can be seen by your case manager in the event you are unable to change your password using the Self Service option. You will be asked to answer your shared security question to confirm your identity as owner of the account.

- c. As with the previous sets of enrollment questions, click the downward arrow to the right of the question to open the dropdown menu. Select and click on the question of your choice. It will appear in the *Question* box. Enter your response in the *Answer* box.
- d. Click on *Update Enrollment* when all questions have been selected and you can remember the answers.
- e. The **Success** window will appear. Click OK.



- f. In the upper right corner where your account name appears, click on your account name, and then click *Sign out*.



You have successfully completed the IAM Account activation process. You may close the browser window.

NOTE: Once you have completed your enrollment, when you go back into the system or on the home page, the *Enroll here for Password Self-Service* option will still be available. You will use this option whenever you want to create new security questions.



HOW TO ENROLL IN PASSWORD SELF-SERVICE

The password self-service enrollment process allows you to securely recover your account access 24 hours a day, 7 days a week if you forget your password. You will choose five questions and provide answers that you can use, exactly as entered, to recover access to your account. These question-and-answer combinations identify you as the owner of this account. The answers are **NOT case sensitive**.

NOTE: No one else can view your questions and answers. Be sure to use unique, meaningful answers you can remember. If you do forget the answers, you will not be able to use Account Recovery. You will need to contact the Employer Communication Center (877) 533-5020 or (608) 266-3285.

To enroll your account, open a browser (e.g., Internet Explorer) and enter <https://eiam.wisconsin.gov>. The following window will appear:

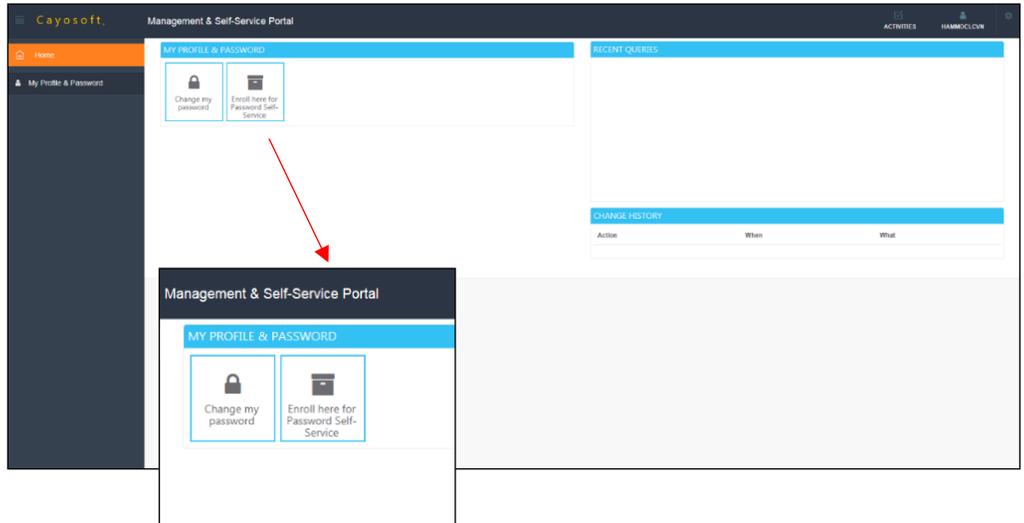
The screenshot shows a login form titled "Sign in with your account". It contains the following elements:

- A text input field for the IAM username, containing "accounts\SmithJxyz", with a red box around it and a callout 'a'.
- A password input field with a lock icon and the text "Password", with a red box around it and a callout 'b'.
- An unchecked checkbox labeled "Keep me signed in" with a callout 'c'.
- A blue link "I forgot my password" with a callout 'd'.
- A blue "Login" button with a right-pointing arrow, with a red box around it and a callout 'd'.

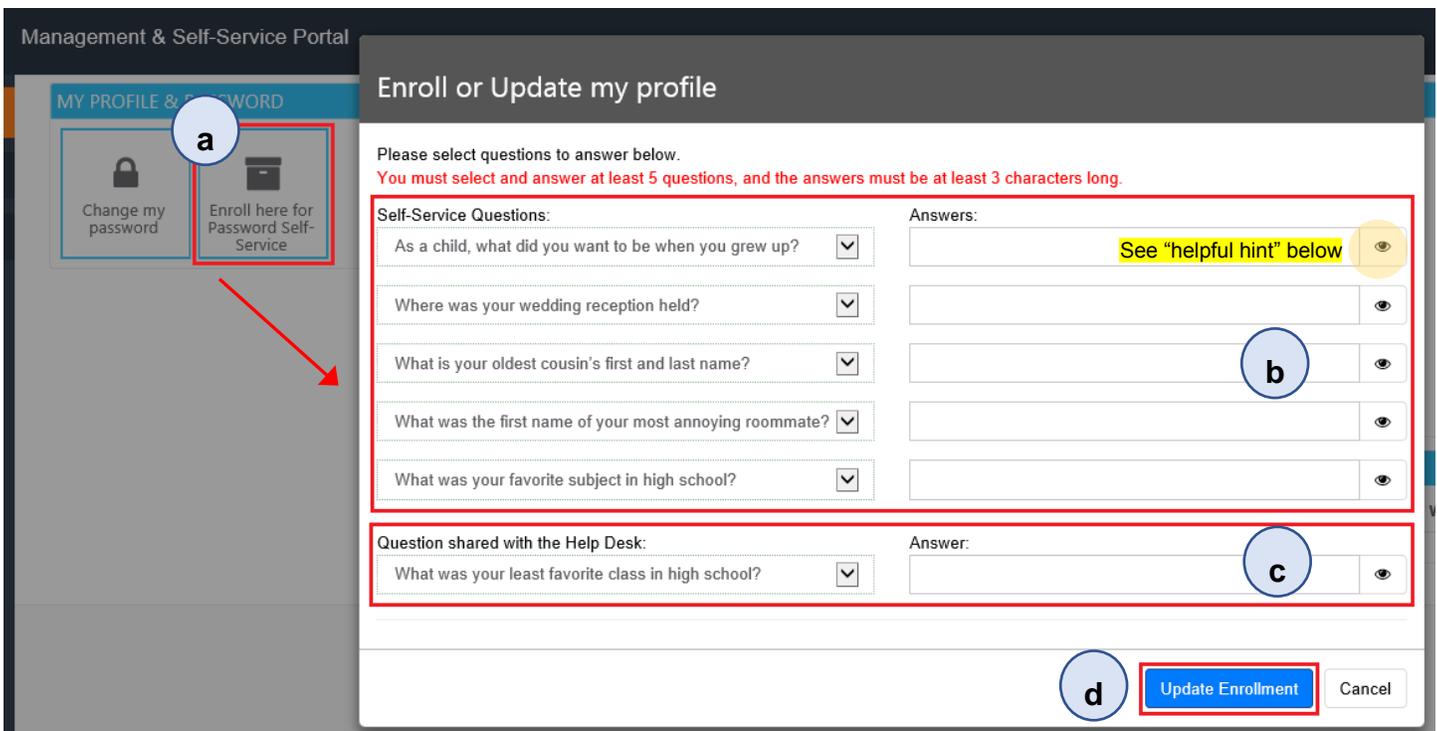
- Enter IAM username (i.e. SmithJxyz)
- Enter your Temporary Password
- Leave *Keep me signed in* unchecked
- Click *Login*



The **Management & Self-Service Portal** screen will appear.



- a. Click on the *Enroll here for Password Self-Service* button. The **Enroll or Update my profile** window will appear.



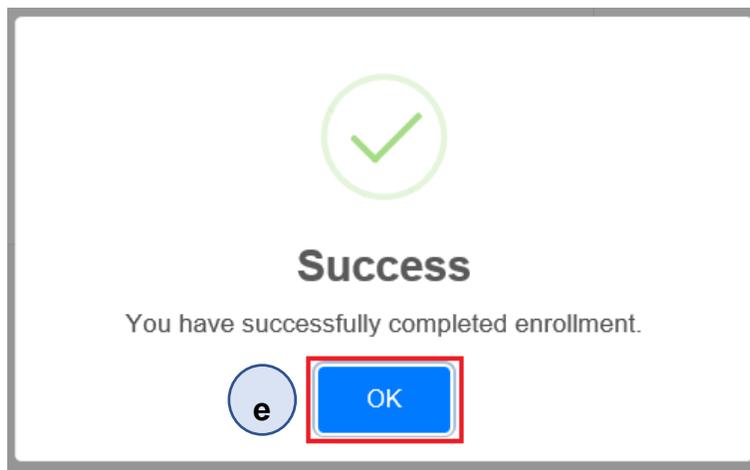


- b. Click the dropdown arrow to the right of each question set. Select a question and click on it. The question will now appear in the *Question* box. Enter your response in the *Answer* box. You will perform this process five times so that all questions are selected and answered.

HELPFUL HINT: For security purposes, the answers to your security question will be masked. Click on the “eyeball” to the right of the answer field to unmask your responses and ensure your answers are spelled correctly.

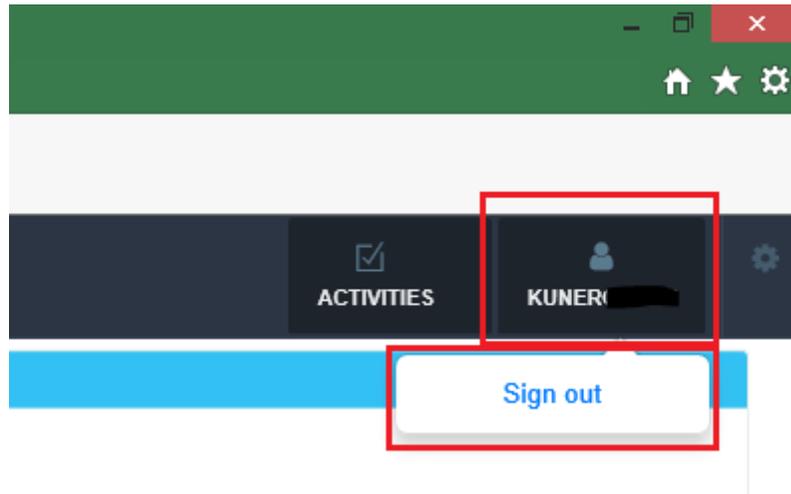
Lastly, you will create a Shared Question and Answer which can be seen by your case manager in the event you are unable to change your password using the Self-Service option. You will be asked to answer your shared security question to confirm your identity as owner of the account.

- c. As with the previous sets of enrollment questions, click the downward arrow to the right of the question to open the dropdown menu. Select and click on the question of your choice. It will appear in the *Question* box. Enter your response in the *Answer* box.
- d. Click on *Update Enrollment* when all questions have been selected and you can remember the answers.
- e. The **Success** window will appear. Click OK.





- f. In the upper right corner where your account name appears, click on your account name, and then click *Sign out*.



You have successfully completed the IAM Password Self Service enrollment process. You may close the browser window.

NOTE: Once you have completed your enrollment the *Enroll here for Password Self-Service* option will still be available in the event you wish to update or change your security questions.



HOW TO RECOVER YOUR ACCOUNT

You may need to recover your account for two reasons:

1. You entered your password unsuccessfully four consecutive times, causing your account to be locked.
2. Your password has expired. Passwords must be changed every 60 days. If it is not changed timely, your account will be locked.

How to Recover Your Account

- a. To use Account Recovery, open a browser (e.g., Internet Explorer) and enter <https://eiam.wisconsin.gov>.
- b. Click on *I forgot my password*.

A screenshot of the IAM login page. At the top, it says "Sign in with your account". Below that, it asks the user to "Please enter your IAM username (i.e. smithjxyz or domain\smithjxyz):". There are two input fields: the first contains "smithjxyz" and the second is labeled "Password". Below the password field is a checkbox labeled "Keep me signed in". At the bottom right is a blue "Login" button with a right-pointing arrow. At the bottom left, there are two blue links: "I forgot my password" and "My account is locked". The "I forgot my password" link is highlighted with a red rectangular box, and a blue circle with the letter "b" is positioned to its left.



- c. The **Reset your password – Step 1 User Verification** window will appear. Enter your IAM username (i.e. smithxyz).
- d. Click *Next*.

- e. The **Reset your password – Step 2 User Verification** window will appear. You will be presented with three of the questions you selected and answered when you enrolled. Enter the answer to each question. The answers are **NOT** case sensitive.
- f. Click *Next*.



HELPFUL HINT: For security purposes, the answers to your security question will be masked. Click on the “eyeball” to the right of the answer field to unmask your responses and ensure your answers are spelled correctly.

Reset your password

Step 3 – Enter a new password

Enter new password:

Note: Password must meet complexity requirements

Confirm new password:

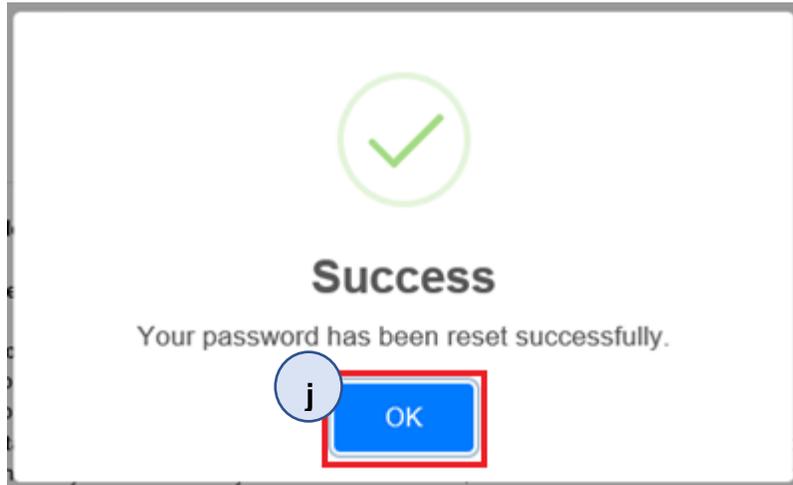
Enter a minimum of 8 characters and no more than 20 characters
(Minimum of 16 characters for administrative accounts)

- Do not use your name, agency abbreviation, or user id in the password
- Do not repeat any of the last 24 passwords used
- The password must contain 3 of these 4 data types:
 - Upper case
 - Lower case
 - Numeric
 - Special
- The valid characters that can be used are:
 - Upper case alphabetic letters (A - Z)
 - lower case alphabetic letters (a - z)
 - Numeric (0 - 9)
 - Special characters

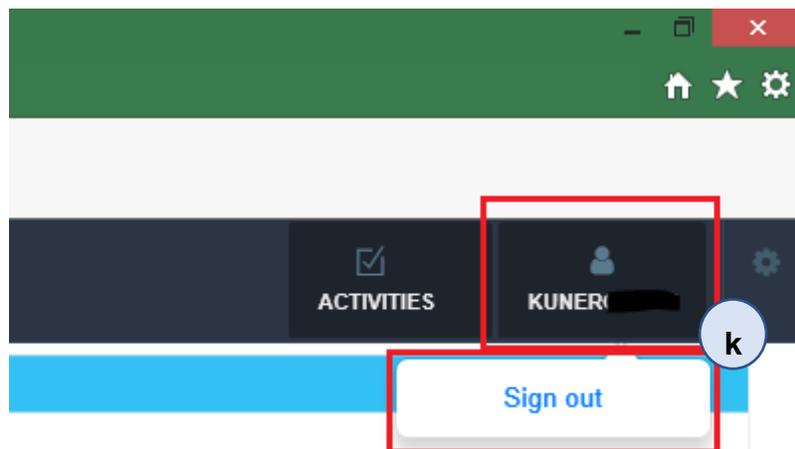
Back OK Cancel

- g. The **Reset your password –Step 3 Enter a new password** window will appear. Choose a new password that meets the password retirements (listed below the *Confirm new password* field) and enter it in the *Enter new password* field.
- h. Re-enter your new password in the *Confirm new password* field.

- i. Click the *OK* button.
- j. Once the password is accepted, the **Success** window will appear. Click *OK*.



- k. In the upper right corner where your account name appears, click on your account name, and then click *Sign out*.

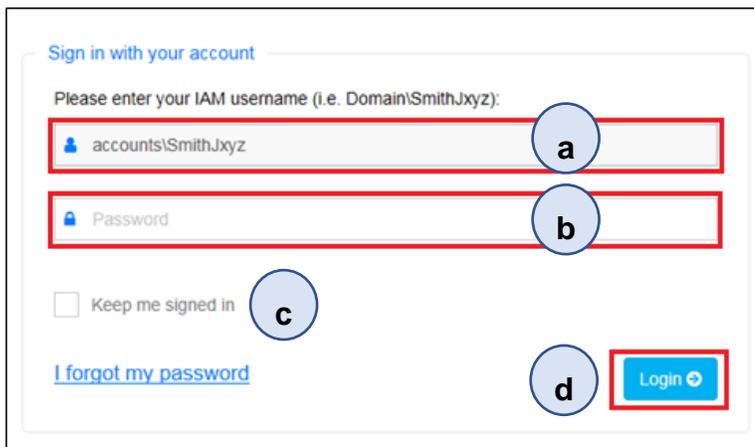


You have successfully completed the IAM Account Recovery process. You may close the browser window.

HOW TO MANAGE YOUR ACCOUNT

Under this option, you can change your password or select new enrollment questions.

1. To manage your account, open a browser (e.g., Internet Explorer) and enter <https://eiam.wisconsin.gov> in the address bar. The following window will appear:



Sign in with your account

Please enter your IAM username (i.e. Domain\SmithJxyz):

a

b

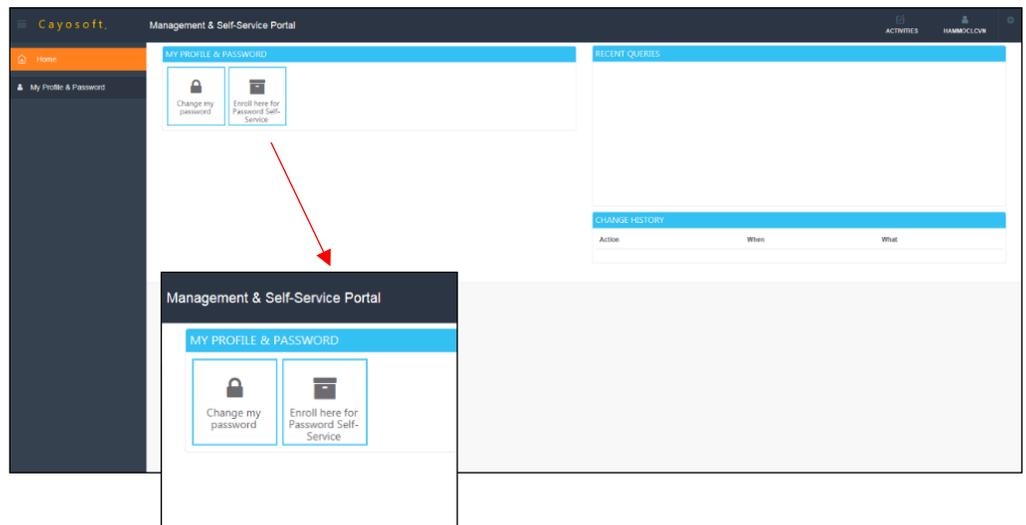
Keep me signed in **c**

[I forgot my password](#)

d

- a. Enter IAM username (i.e. SmithJxyz)
- b. Enter your Temporary Password
- c. Leave *Keep me signed in* unchecked
- d. Click *Login*

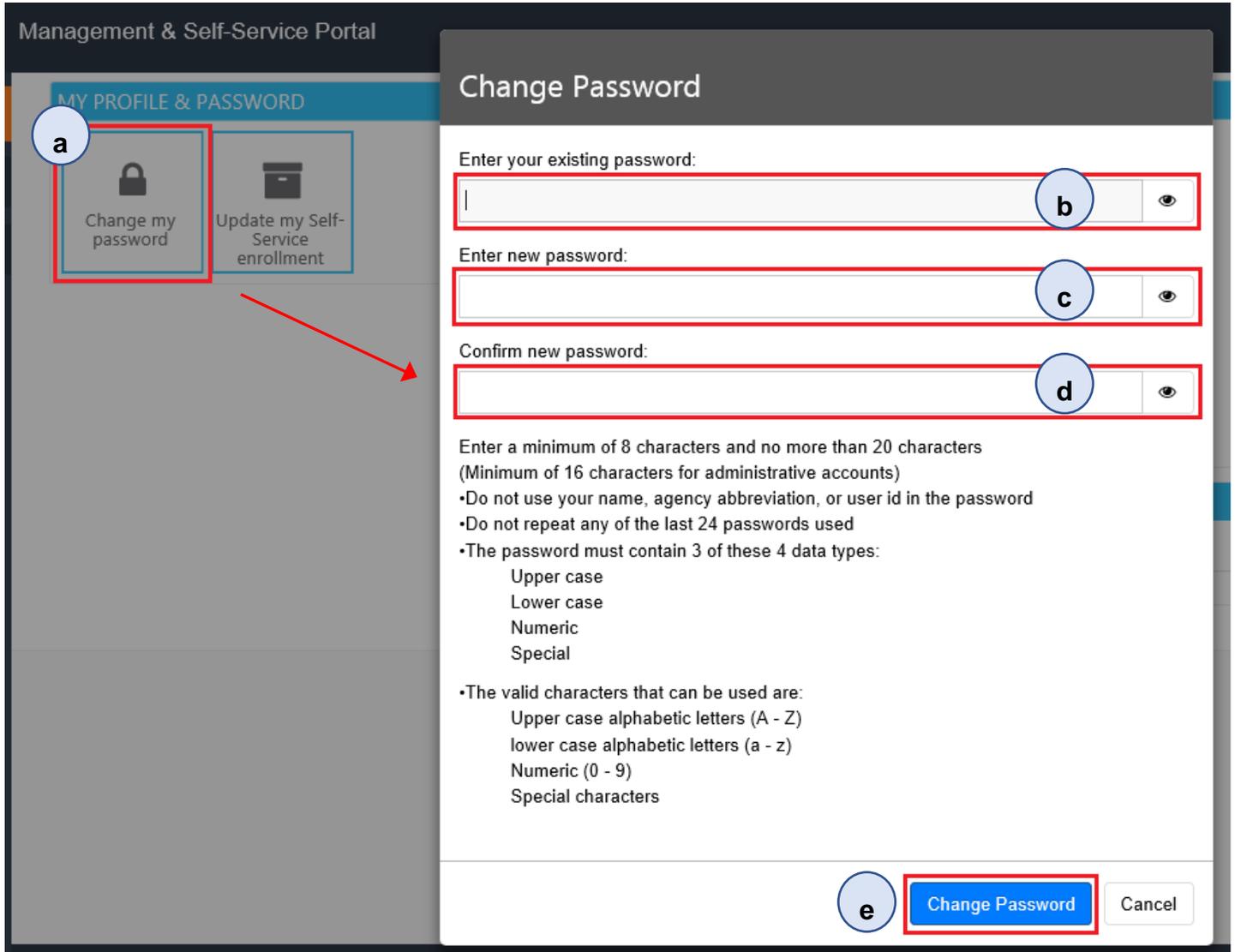
The **Management & Self-Service Portal** screen will appear.



Go to Step One to change your password. Go to Step Two to update of change your password self-service questions and answers.

STEP ONE: PASSWORD CHANGE

- From the **Management & Self-Service Portal** screen, click on the *Change my password* button. The **Change Password** window will appear.



Management & Self-Service Portal

MY PROFILE & PASSWORD

Change my password

Update my Self-Service enrollment

Change Password

Enter your existing password:

Enter new password:

Confirm new password:

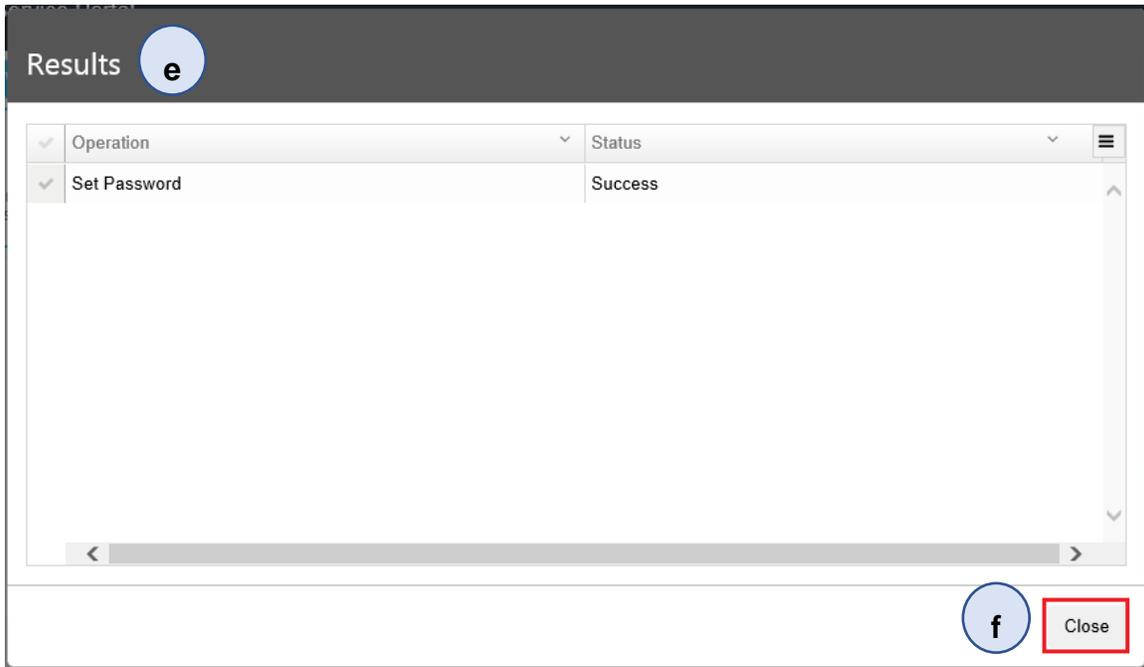
Enter a minimum of 8 characters and no more than 20 characters
(Minimum of 16 characters for administrative accounts)

- Do not use your name, agency abbreviation, or user id in the password
- Do not repeat any of the last 24 passwords used
- The password must contain 3 of these 4 data types:
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- The valid characters that can be used are:
 - Upper case alphabetic letters (A - Z)
 - lower case alphabetic letters (a - z)
 - Numeric (0 - 9)
 - Special characters

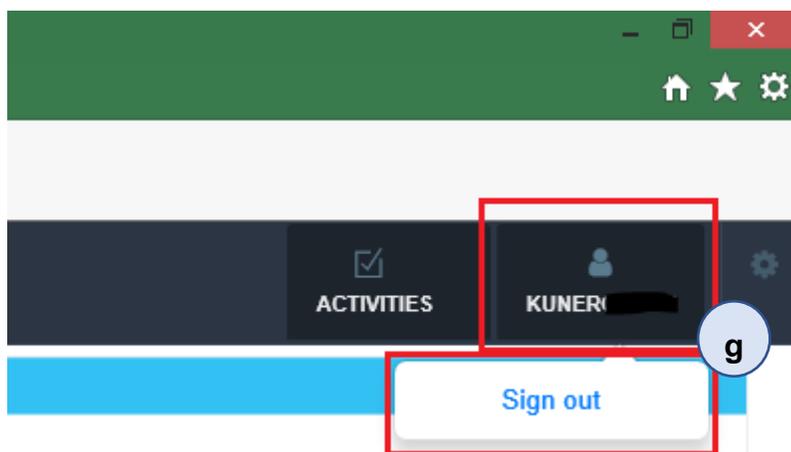
Change Password Cancel

- Enter your current non-expired password in the *Enter your existing password* field.
- Choose a new password that meets the password requirements (listed below the *Confirm new password* field) and enter it in the *Enter new password* field.
- Re-enter your new password in the *Confirm new password* field.
- Click the *Change Password* button. When the password is successfully changed, the **Results** window will appear.

- f. Click the “Close” button at the bottom of the **Results** window.



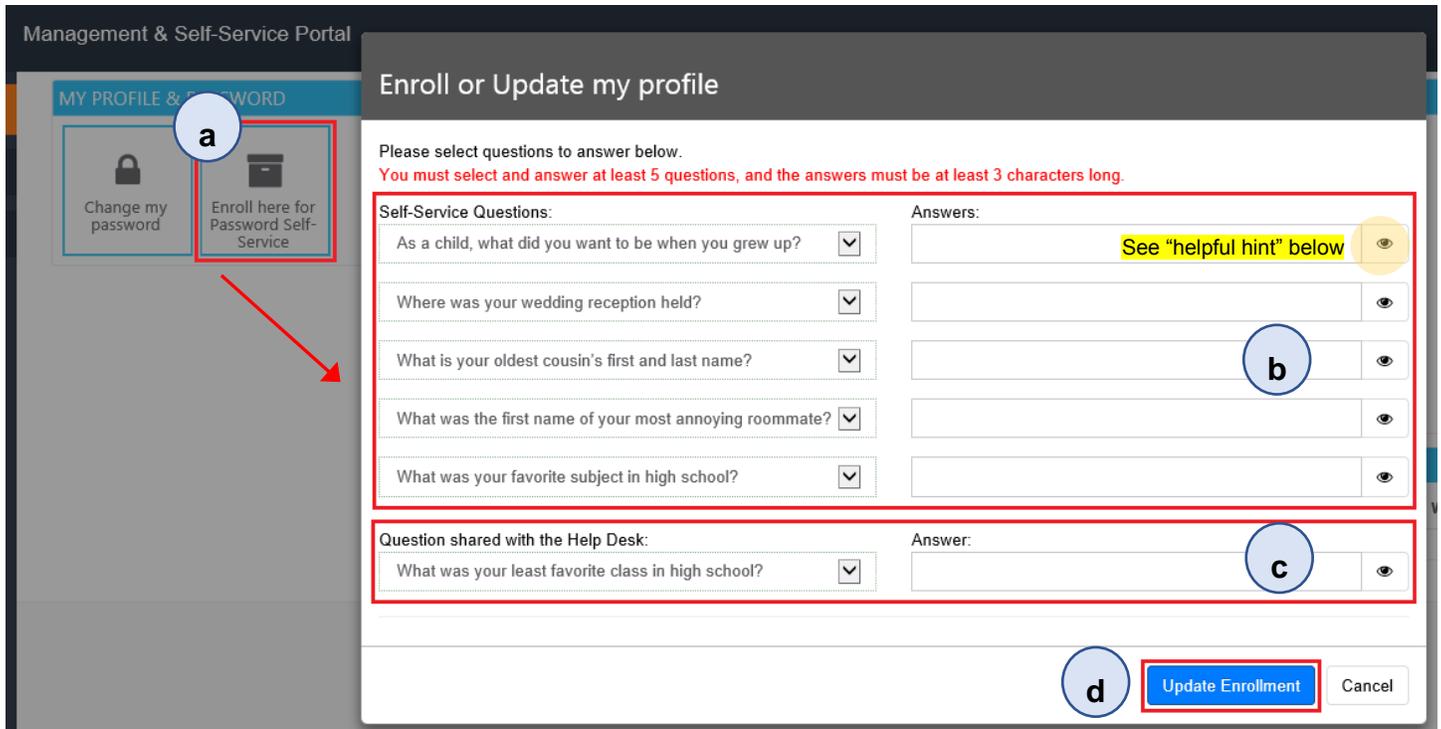
- g. In the upper right corner where your account name appears, click on your account name, and then click *Sign out*.



You have successfully changed your password. You may close the browser window.

STEP TWO: UPDATE OR CHANGE SELF-SERVICE QUESTIONS

- From the **Management & Self-Service Portal** screen, click on the *Enroll here for Password Self-Service* button. The **Enroll or Update my profile** window will appear.



Management & Self-Service Portal

MY PROFILE & PASSWORD

Change my password

Enroll here for Password Self-Service

Enroll or Update my profile

Please select questions to answer below.
You must select and answer at least 5 questions, and the answers must be at least 3 characters long.

Self-Service Questions:	Answers:
As a child, what did you want to be when you grew up?	<input type="text"/> See "helpful hint" below 
Where was your wedding reception held?	<input type="text"/> 
What is your oldest cousin's first and last name?	<input type="text"/> 
What was the first name of your most annoying roommate?	<input type="text"/> 
What was your favorite subject in high school?	<input type="text"/> 

Question shared with the Help Desk:	Answer:
What was your least favorite class in high school?	<input type="text"/> 

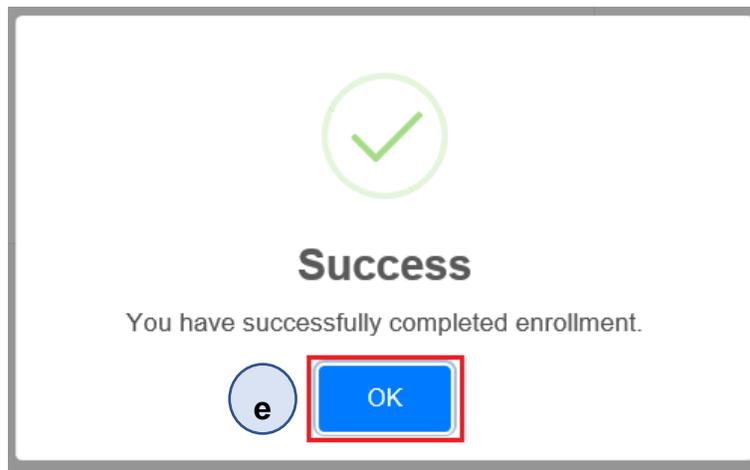


- Click the dropdown arrow to the right of each question set. Select a question and click on it. The question will now appear in the *Question* box. Enter your response in the *Answer* box. You will perform this process five times so that all questions are selected and answered.

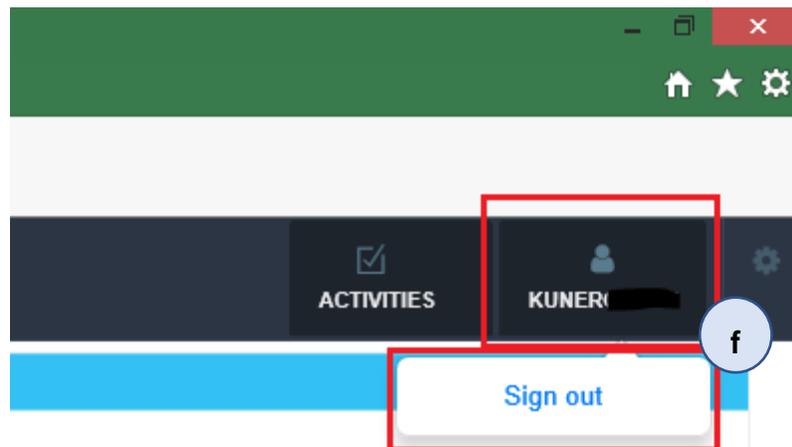
HELPFUL HINT: For security purposes, the answers to your security question will be masked. Click on the “eyeball” to the right of the answer field to unmask your responses and ensure your answers are spelled correctly.

Lastly, you will create a Shared Question and Answer which can be seen by your case manager in the event you are unable to change your password using the Self-Service option. You will be asked to answer your shared security question to confirm your identity as owner of the account.

- c. As with the previous sets of enrollment questions, click the downward arrow to the right of the question to open the dropdown menu. Select and click on the question of your choice. It will appear in the *Question* box. Enter your response in the *Answer* box.
- d. Click on *Update Enrollment* when all questions have been selected and you can remember the answers.
- e. The **Success** window will appear. Click OK.



- f. In the upper right corner where your account name appears, click on your account name, and then click *Sign out*.



You have successfully completed the self-service re-enrollment process. You may close your browser window.



ADDITIONAL HELP

If you experience any issues with your username or password, you may either contact your case manager directly or speak to anyone in the Employer Communication Center by dialing (877) 533-5020 or (608) 266-3285 and selecting Option 2 for Employer Services.

For security purposes, we are unable to troubleshoot, unlock accounts, or provide new passwords via email.