Forgot Password?

IRIS now allows users to reset their own password without the assistance of the IRIS Help Desk. In order to reset your own password, you will need to have an email address and established security questions on your user account.   New users will be prompted to establish security questions and update email address upon logging in the first time. Established users will be prompted for this information after this functionality has been implemented the first time they log in.
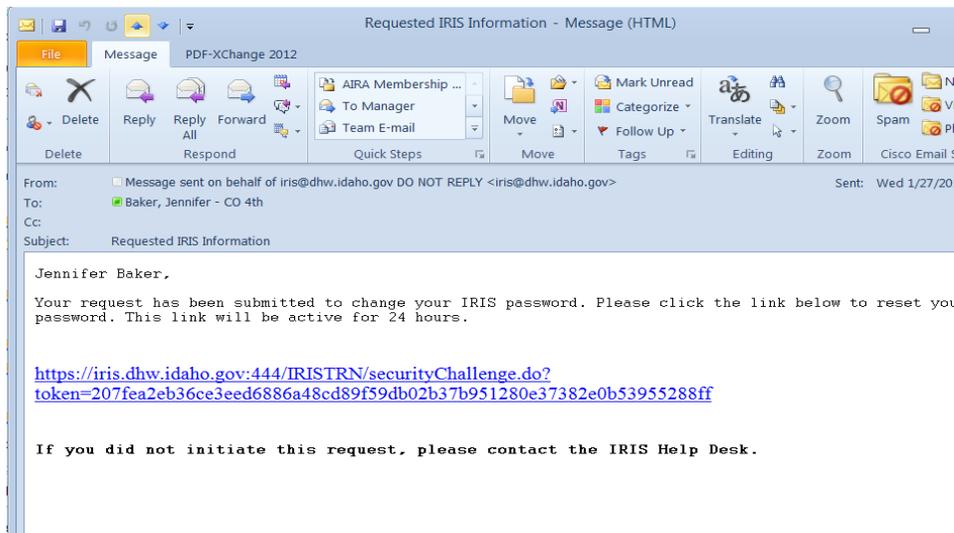
1. If you need to reset your password, click the **'Forgot Password**?' button on the IRIS login page.

2. Enter your Username, and Email Address associated with your user account.

3. Click the 'Submit' button.

4. A message, '**A password reset link has been sent to the email address associated with this account and will be active for 24 hours**.' will display when the request has been submitted.

5. Open the email associated with the user account. The email will include a link to reset your password. The link will be active for 24 hours. To reset your password, click the link in the email.

6. The link will take you to a screen in IRIS where one of your security questions will be displayed.

7. Enter the answer to the security question. Answers are not case-sensitive.
8. Click the 'Submit' button.

NOTE: **You will have three attempts to correctly answer security questions. Your account and password reset will be locked after the third invalid attempt.**

9. After correctly answering your security question, the Change My Password screen will display. Type your new password, then confirm your new password.

10. Click the 'Save' button. To login to IRIS, click the IRIS link under Applications menu group o on the left menu

11. The page that will show next is determined by how your account is set up.

    a. User accounts set up with access to a single organization will be taken to the IRIS Home page for that organization, shown below.

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b. User accounts set up with access to more than one organization will be taken to the Select Organization screen in the portal shown below.   To Login to IRIS, select an organization name from the list.

Editing My User Account

You can update your user contact information including address, email and phone number using the Edit My User Account link. The first time an established user logs into IRIS after the "forgotten password" functionality is deployed, they will be prompted to add email address if there isn't already one associated with the user's account.

1. Under the **Manage My Account** section of the menu panel, click on **Edit My User Account**. This will invoke the Edit User screen as shown on the next page.

2. Edit your first name, last name and email address in the appropriate fields. Administrators must enter street address, city, state, zip and phone number.

3. Press **Save**. You will be routed to the Select Organization page of the portal.

Note: Required fields are displayed in *blue. The first name, last name and email fields are required fields for all users on the Edit User screen. If you are an Administrative User, Address and Phone Number fields are also required. You may edit these fields, but do not remove the information from them.

Security Questions

Each IRIS user is required to establish three security questions and answers which are used when requesting an automated password reset using the **Forgot Password** button on the IRIS Login page. New users will be required to establish their questions after their initial login to the system. Existing users will be prompted to establish their questions when they log in to IRIS after the forgotten password functionality has been implemented.

1. Under the **Manage My Account** section of the menu panel, click on **Security Questions**. This will invoke the Establish Security Questions and Responses screen.

2. To establish security questions, select a question from the drop down list.

3. Enter your answer and confirm your answer for each question.

4. Repeat steps to create three security question and answers for your account.

5. Select the 'Submit' button when you have finished.

6. If your user account does not contain an email address, a popup message will display: 'Your email address has not been entered, please add your email address on the Edit My User Account screen.'   You will be routed to Edit My User Account screen.   Refer to the Edit My User Account section of this chapter on how to update your email address.

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Note: The answers are NOT case sensitive (i.e., it does not matter if you use upper or lower case characters).

The security questions MUST meet the following criteria:
- All Question, Answer and Confirmation Answer fields are required.
- Answers must be five or more characters
- Answers cannot be your IRIS Username
- Answers cannot match the other chosen answers
- Confirmation Answer must match Answer
- Be something that you will easily remember