

Identity and Access Management (IAM)

End User Guide



August 28, 2018



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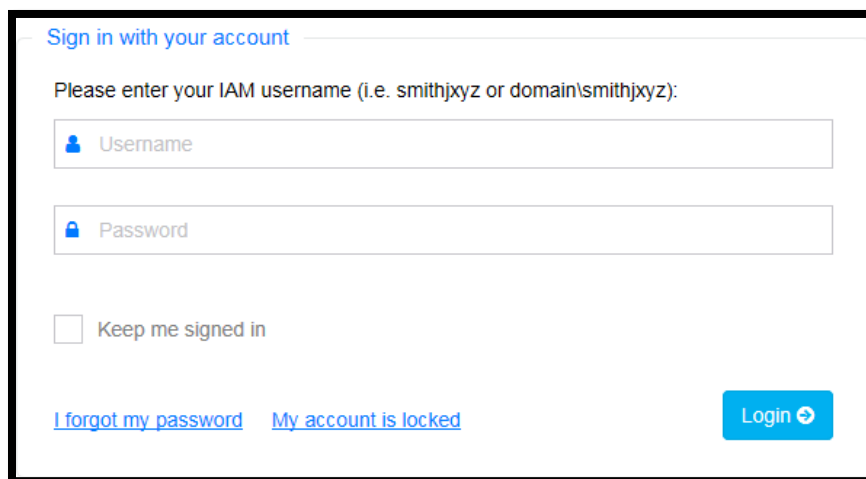
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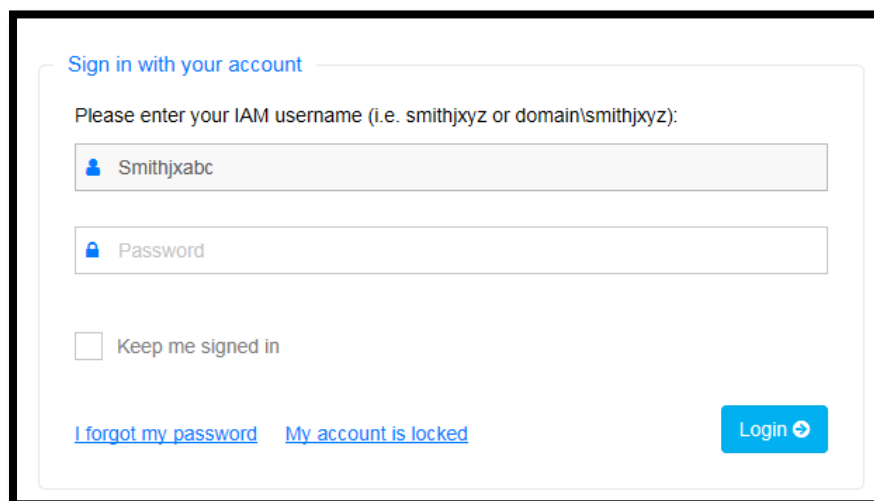
HOW TO ENROLL YOUR ACCOUNT

Enrolling your account requires input from you. It will take a few minutes to complete. IAM screens will walk you through the steps to complete the enrollment process and create your shared secret question and answers.

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

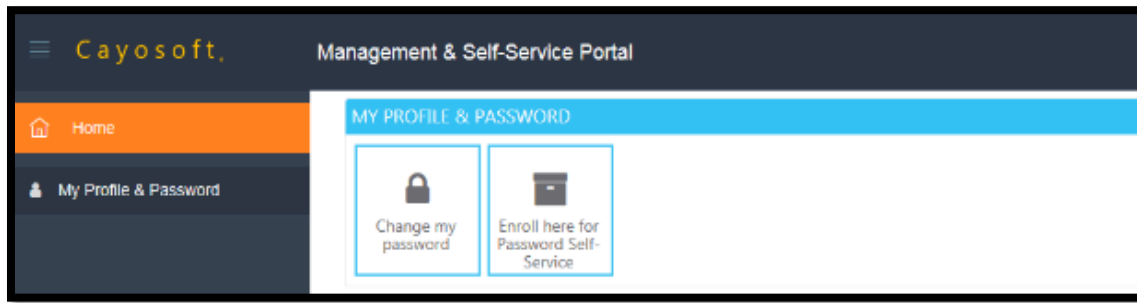
A screenshot of the IAM login page. The page has a white background with a blue header that says "Sign in with your account". Below the header, there is a prompt: "Please enter your IAM username (i.e. smithxyz or domain\smithxyz):". There are two input fields: "Username" with a person icon and "Password" with a lock icon. Below the fields is a checkbox labeled "Keep me signed in". At the bottom left, there are two links: "I forgot my password" and "My account is locked". At the bottom right, there is a blue "Login" button with a right-pointing arrow.

2. Enter the **IAM Account** or **domain\IAM Account** and password, for example, SmithJxabc or accounts\SmithJxuabc. Do not check the box marked *Keep me signed in*. Click *Login*.

A screenshot of the IAM login page, similar to the previous one, but with the "Username" field filled with "Smithjxabc". The "Password" field is empty. The "Keep me signed in" checkbox is still unchecked. The "Login" button is still present at the bottom right.



3. The **Management & Self-Service Portal** window will appear. Click on *Enroll here for Password Self-Service*.





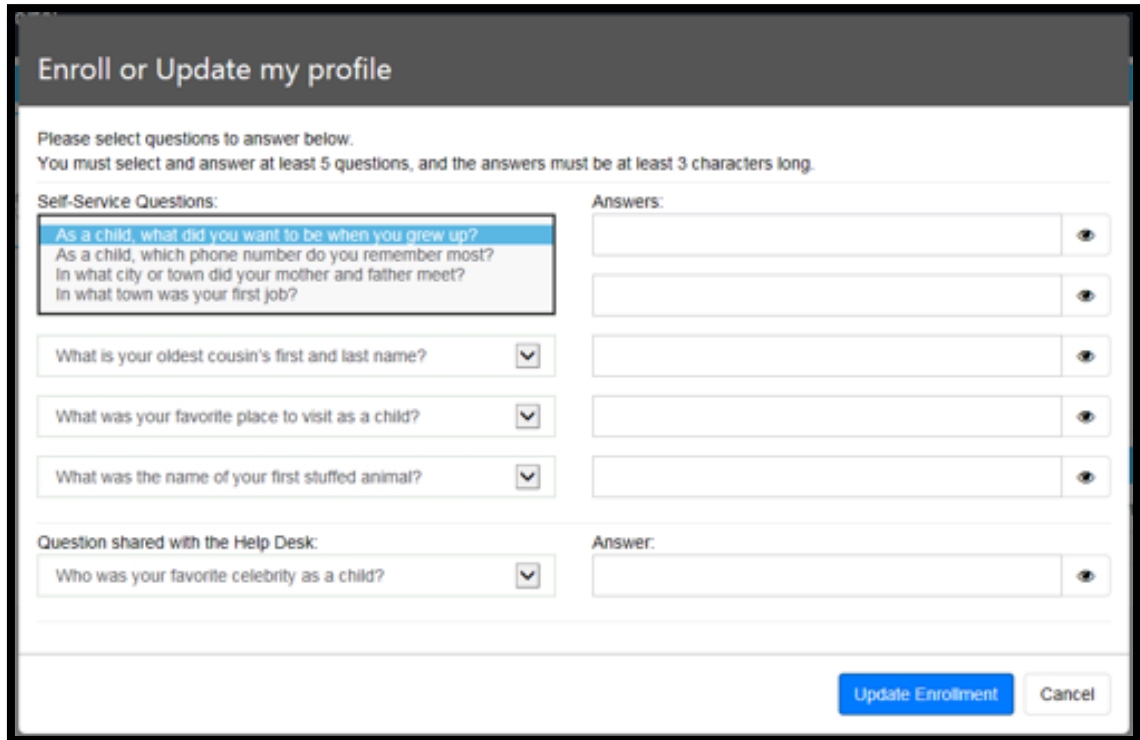
Select and Answer Enrollment Questions

The enrollment process allows you to securely recover your account access 24 hours a day, 7 days a week if you forget your password. 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**.

CAUTION No one else can view your questions and answers, so 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 and will need to contact someone in your agency as defined by your agency support procedures.

4. The **Enroll or Update my profile** window will appear.

5. Click the dropdown arrow to the right of each question set. Select a question and click on it.



The screenshot shows a web form titled "Enroll or Update my profile". The form contains instructions: "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." It is divided into two columns: "Self-Service Questions" and "Answers".

Self-Service Questions:

- As a child, what did you want to be when you grew up? (Selected)
- As a child, which phone number do you remember most?
- In what city or town did your mother and father meet?
- In what town was your first job?
- What is your oldest cousin's first and last name? (Dropdown arrow)
- What was your favorite place to visit as a child? (Dropdown arrow)
- What was the name of your first stuffed animal? (Dropdown arrow)

Question shared with the Help Desk:

- Who was your favorite celebrity as a child? (Dropdown arrow)

Answers:

There are five empty text input fields corresponding to the questions above, each with a small eye icon to its right. At the bottom right of the form are two buttons: "Update Enrollment" (blue) and "Cancel" (white).

6. The question will now appear in the *Question* box. Enter your response in the *Answer* box.



Create a Shared Secret Question and Answer for the Help Desk

- 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.

Question shared with the Help Desk: Answer:

NOTE The shared secret question-and-answer can be seen by your agency security administrator or help desk technician. You will be asked to answer your shared security question to confirm your identity as owner of the account.

- Click on *Update Enrollment*.

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:

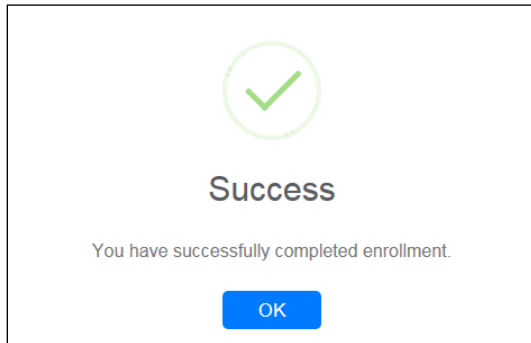
Self-Service Questions:	Answers:
As a child, what did you want to be when you grew up?
What college did you apply to but did not attend?
What school did you attend for sixth grade?
What was your favorite place to visit as a child?
What was your favorite subject in high school?

Question shared with the Help Desk:

Question shared with the Help Desk:	Answer:
Where did you meet your partner/significant other?

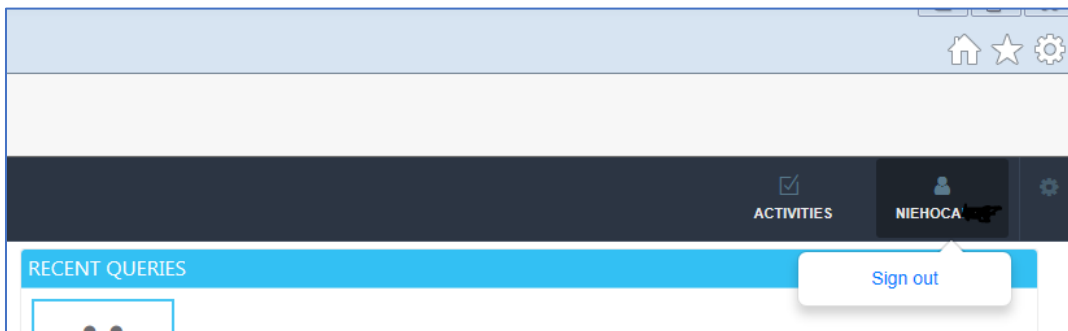
Update Enrollment **Cancel**

9. The **Success** window will appear. Click OK.



Click the OK button.

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



11. You have now successfully completed the IAM Account enrollment process. You may close the browser window.



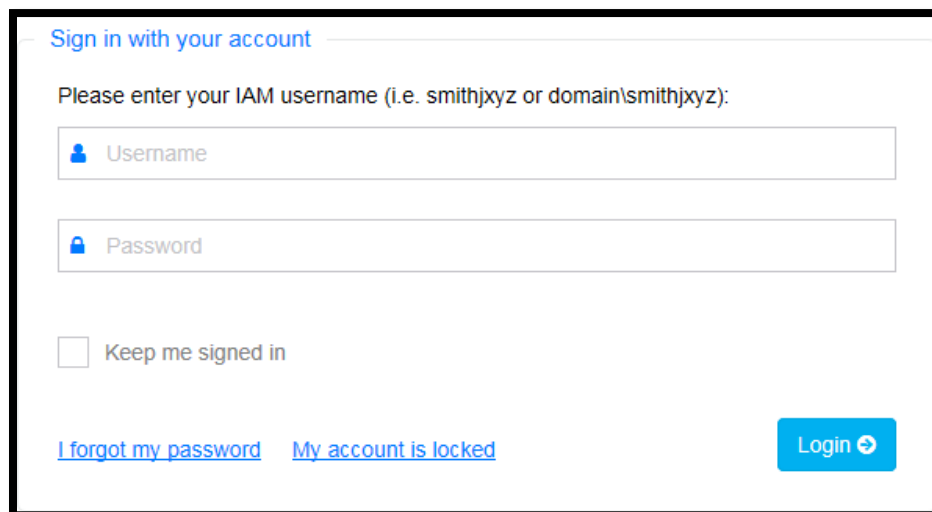
HOW TO RECOVER YOUR ACCOUNT

Reasons You Might Need to Recover Your Account

You may need to recover your account in the event you have enrolled your account and you can't remember your password.

Where to Go

1. To use Account Recovery, open a browser (e.g., Internet Explorer) and enter <https://iam.wisconsin.gov>.

A screenshot of the IAM login page. At the top, it says "Sign in with your account". Below that, it prompts the user to "Please enter your IAM username (i.e. smithjxyz or domain\smithjxyz):". There are two input fields: "Username" with a person icon and "Password" with a lock icon. Below the password field is a checkbox labeled "Keep me signed in". At the bottom left, there are two links: "I forgot my password" and "My account is locked". At the bottom right is a blue "Login" button with a right-pointing arrow.

2. Click on *I forgot my password*.



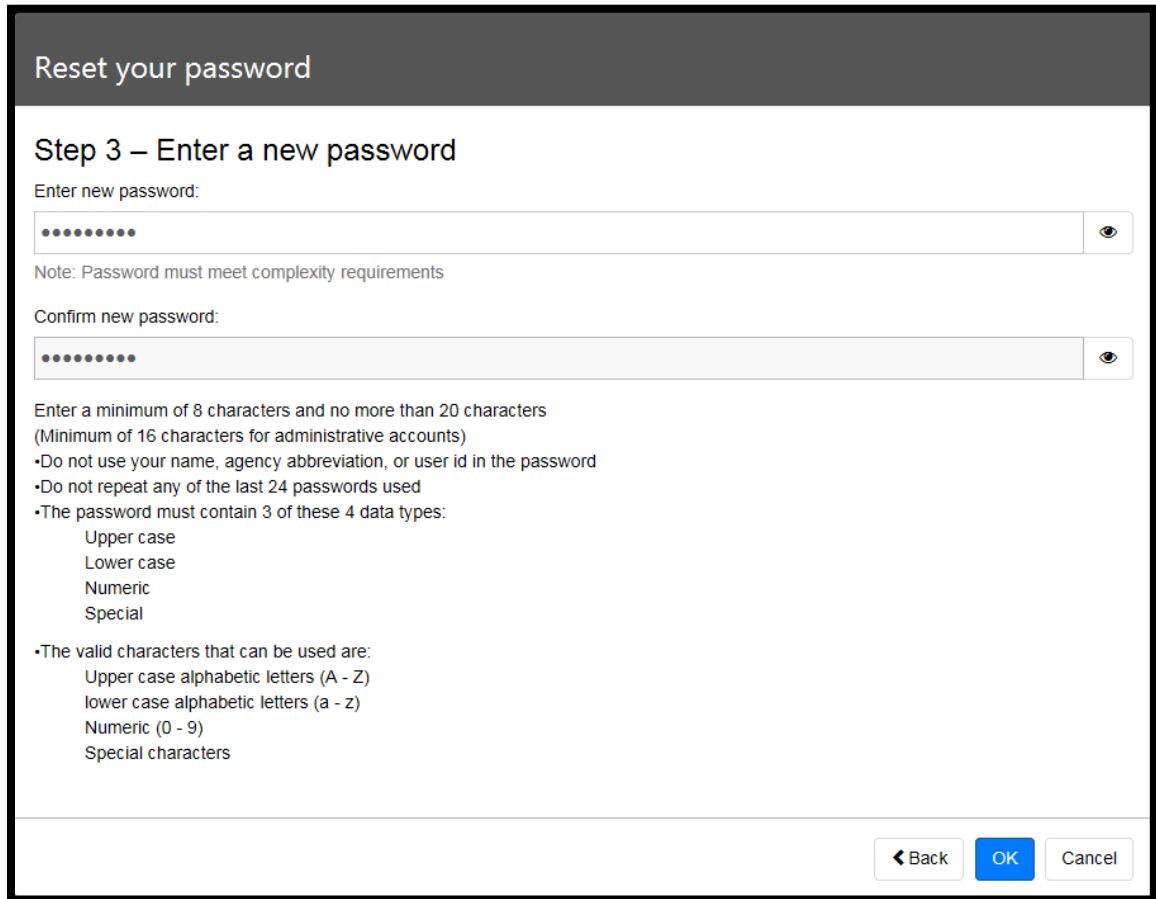
3. Collect your account information. Enter the **IAM account**. Example: SmithJxabc. Click *Next*.

The screenshot shows a web interface titled "Reset your password" with a sub-header "Step 1 – User Verification". Below the sub-header, it says "To reset your password, begin by entering your user name." There is a "Username" label above a text input field containing "smithjxabc". Below the input field, a note reads "Enter your user name in using the username@domain.com or the domain\username format." At the bottom right, there are three buttons: "Back", "Next", and "Cancel".

4. Validate your identity. You will be presented with three of the questions you answered when you enrolled. Enter the answer to each question. The answers are **NOT** case sensitive. Click *Next*.

The screenshot shows a web interface titled "Reset your password" with a sub-header "Step 2 – User Verification". Below the sub-header, it says "Please answer the question using the same answer provided during self-service enrollment." There are three rows of questions, each with a text input field and a visibility toggle (eye icon):
1. "What college did you apply to but did not attend?" with a field containing six dots.
2. "What was your favorite place to visit as a child?" with a field containing six dots.
3. "What was your favorite subject in high school?" with a field containing four dots.
At the bottom right, there are three buttons: "Back", "Next", and "Cancel".

5. Change your password. Choose a new password that conforms to the requirements. Enter the new password in the *Enter new password* and *Confirm new password* fields. Click OK.



Reset your password

Step 3 – Enter a new password

Enter new password:

Note: Password must meet complexity requirements

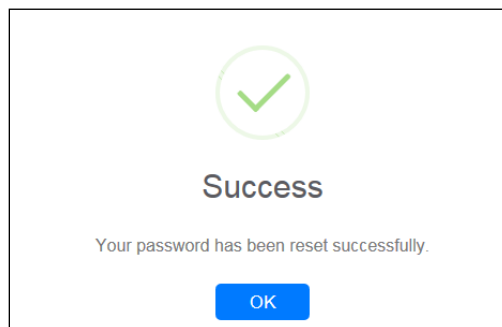
Confirm new password:

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

6. Once the password is accepted, the **Success** window will appear. Click OK.





7. You have now successfully completed the IAM Account recovery process. You may close the browser window.



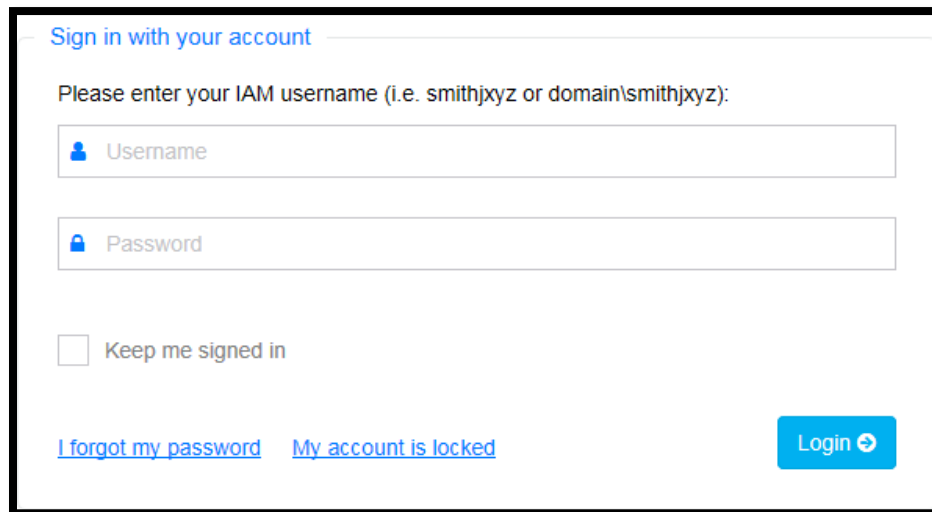
HOW TO UNLOCK YOUR ACCOUNT

Reasons You Might Need to Unlock Your Account

You may need to unlock your account in the event you have enrolled your account and you incorrectly keyed your password four consecutive times.

Where to Go

1. To use Account Recovery, open a browser (e.g., Internet Explorer) and enter <https://eam.wisconsin.gov>.

A screenshot of the IAM login page. At the top, it says "Sign in with your account". Below that, it prompts the user to "Please enter your IAM username (i.e. smithxyz or domain\smithxyz):". There are two input fields: "Username" with a person icon and "Password" with a lock icon. Below the password field is a checkbox labeled "Keep me signed in". At the bottom left, there are two links: "I forgot my password" and "My account is locked". At the bottom right is a blue "Login" button with a right-pointing arrow.

2. Click on *My account is locked*.



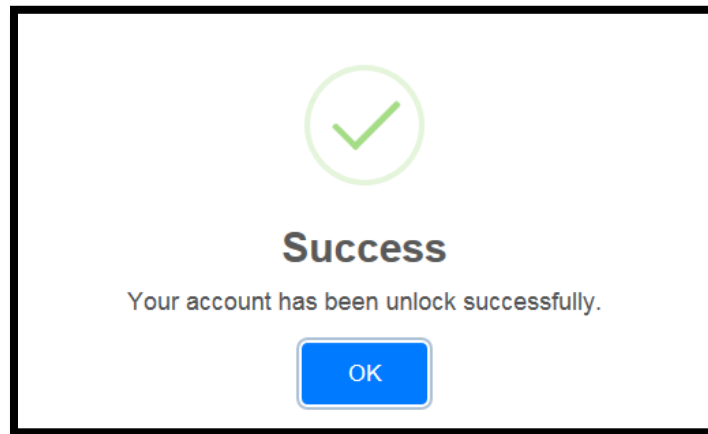
3. Collect your account information. Enter the **IAM account**. Example: SmithJxabc. Click *Next*.

A screenshot of a web interface titled "Unlock my Account". The main heading is "Step 1 – User Verification". Below the heading is the instruction: "To unlock your account, begin by entering your user name." There is a label "Username" above a text input field containing "smithjxabc". Below the input field is a note: "Enter your user name in using the username@domain.com or the domain/username format." At the bottom right, there are three buttons: "Back", "Next", and "Cancel".

4. Validate your identity. You will be presented with three of the questions you answered when you enrolled. Enter the answer to each question. The answers are **NOT** case sensitive. Click *Next*.

A screenshot of a web interface titled "Unlock my Account". The main heading is "Step 2 – User Verification". Below the heading is the instruction: "Please answer the question using the same answer provided during self-service enrollment." There are three rows of questions, each with a text input field and a toggle icon (an eye). The questions are: "What school did you attend for sixth grade?", "What was your favorite place to visit as a child?", and "What was your favorite subject in high school?". At the bottom right, there are three buttons: "Back", "OK", and "Cancel".

5. Once the unlock is complete, the **Success** window will appear. Click OK.



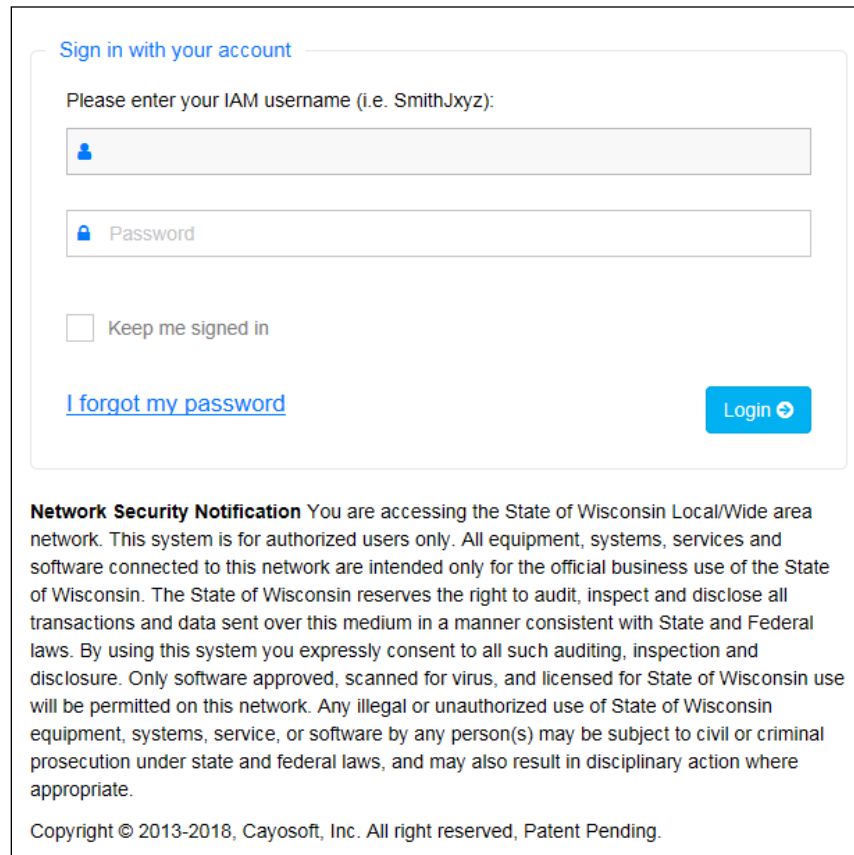
6. You have now successfully completed the IAM Account unlock process. You may close the browser window.



HOW TO MANAGE YOUR ACCOUNT

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

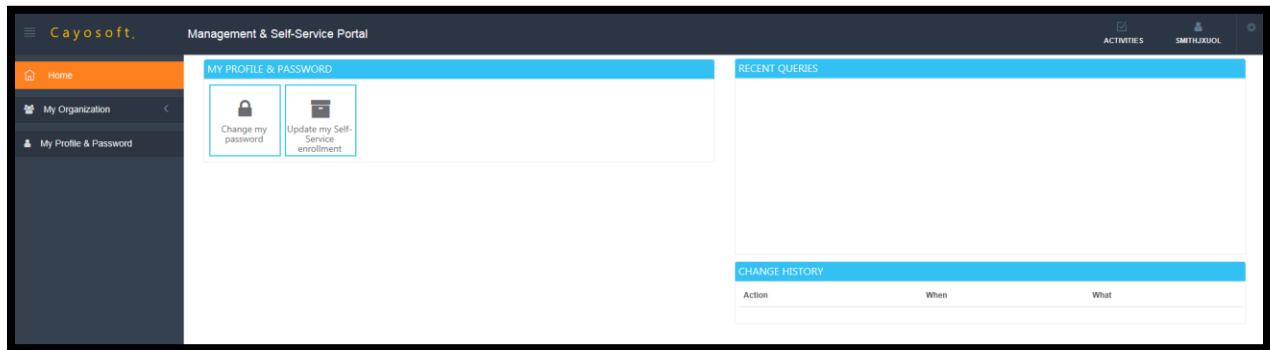
1. To manage your account, open a browser (e.g., Internet Explorer) and enter <https://eiam.wisconsin.gov> in the address bar.

A screenshot of the IAM login interface. At the top, it says "Sign in with your account". Below that, it prompts the user to "Please enter your IAM username (i.e. SmithJxyz):" with a text input field containing a person icon. The next field is for the "Password" with a lock icon. There is a checkbox for "Keep me signed in" which is currently unchecked. A link for "I forgot my password" is on the left, and a blue "Login" button with a right arrow is on the right. Below the login fields is a "Network Security Notification" paragraph and a copyright notice at the bottom: "Copyright © 2013-2018, Cayosoft, Inc. All right reserved, Patent Pending."

2. Enter the **IAM Account** or **domain\IAM Account** and password, for example, **SmithJxabc** or **accounts\SmithJxabc**. Do not check the box marked *Keep me signed in*. Click *Login*.



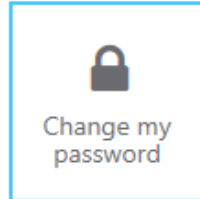
3. The **Management & Self-Service Portal** screen will appear.



Go to Step 4 to change your password. Go to Step 9 to select and answer new enrollment questions.

Create a New Password

4. Click on *Change my password*.



5. The *Change Password* window will appear.

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)

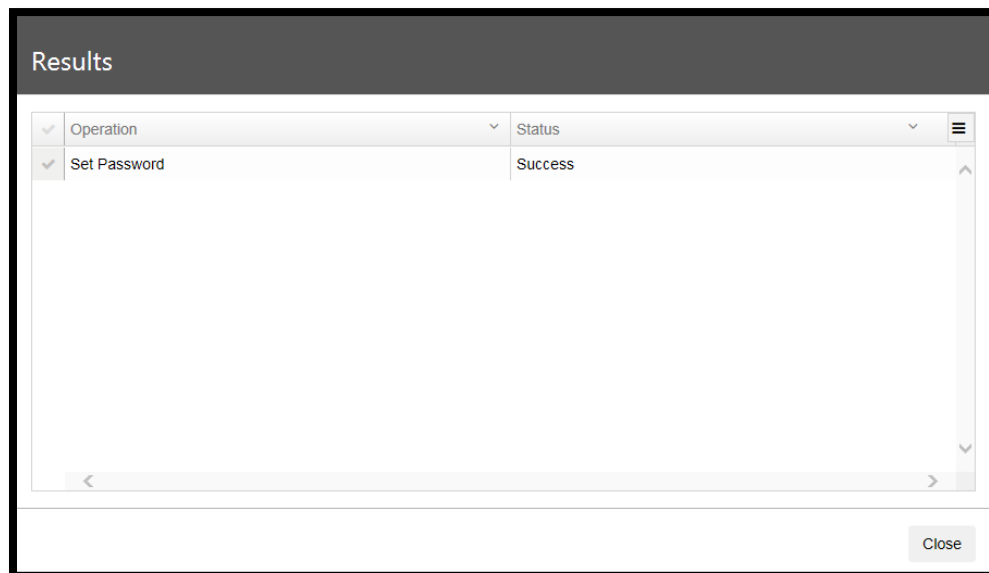
- Do not use your name, agency abbreviation, or user id in the password
- Do not repeat any of the last 24 passwords used
- The password must contain 3 of these 4 data types:
 - Upper case
 - Lower case
 - Numeric
 - Special
- The valid characters that can be used are:
 - Upper case alphabetic letters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

Choose a new password that meets the password requirements noted on the screen.

Enter your existing password in the field of that name.

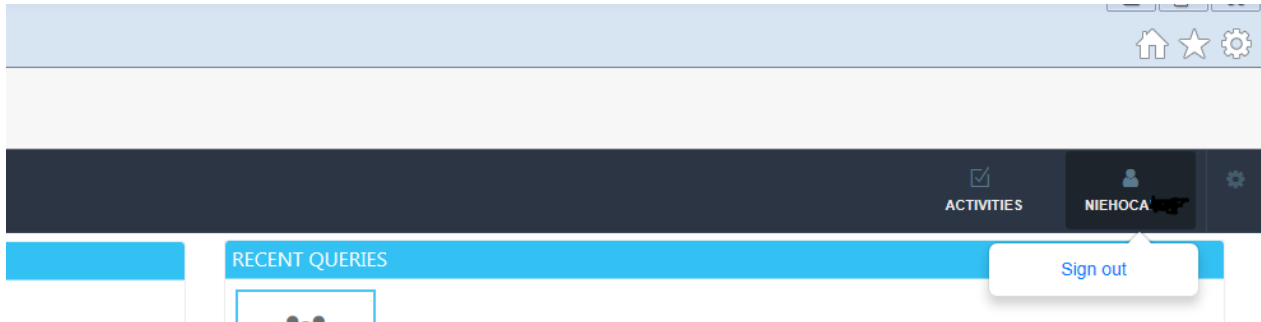
Enter your new password in the *Enter new password* and *Confirm new password* fields. Click *Change Password*.

6. When the password is successfully changed, the *Results* screen will appear.



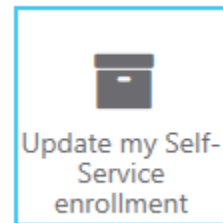
Click the Close button to close the Results screen.

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



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

Select and Answer New Enrollment Questions



9. Click on *Update my Self-Service enrollment*.
10. The *Enroll or Update my profile* window will appear.

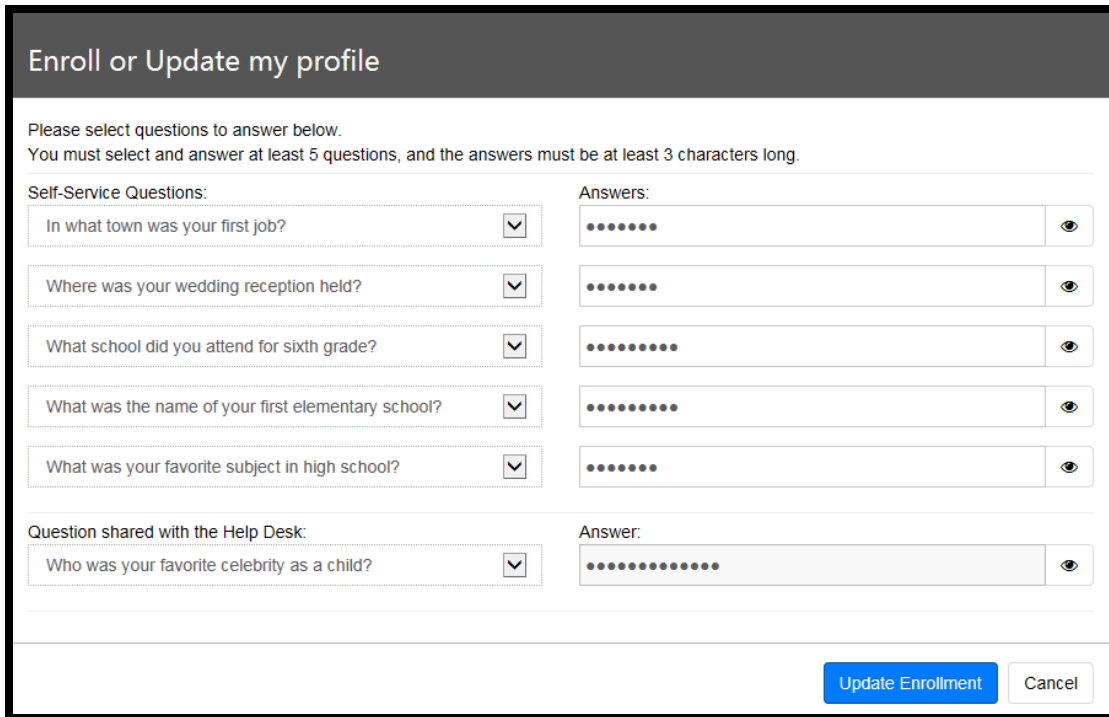


Enroll or Update my profile

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.

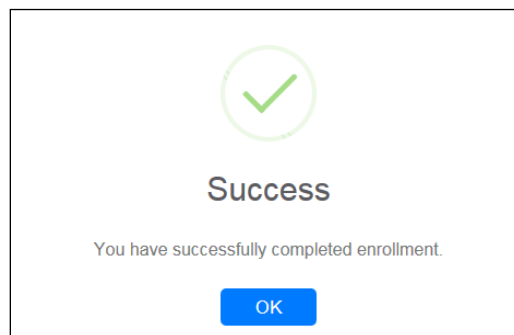
Self-Service Questions:	Answers:
<input type="checkbox"/> In what town was your first job?	<input type="text" value="....."/>
<input type="checkbox"/> Where was your wedding reception held?	<input type="text" value="....."/>
<input type="checkbox"/> What school did you attend for sixth grade?	<input type="text" value="....."/>
<input type="checkbox"/> What was the name of your first elementary school?	<input type="text" value="....."/>
<input type="checkbox"/> What was your favorite subject in high school?	<input type="text" value="....."/>
Question shared with the Help Desk:	Answer:
<input type="checkbox"/> Who was your favorite celebrity as a child?	<input type="text" value="....."/>

11. Click the dropdown arrow to the right of each question set. Select a question and click on it.
12. 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. When you have selected and answered all of your enrollment questions, click on *Update Enrollment*.



The screenshot shows a web form titled "Enroll or Update my profile". Below the title, there is a instruction: "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." The form is divided into two columns: "Self-Service Questions:" and "Answers:". Under "Self-Service Questions:", there are five dropdown menus with the following questions: "In what town was your first job?", "Where was your wedding reception held?", "What school did you attend for sixth grade?", "What was the name of your first elementary school?", and "What was your favorite subject in high school?". Under "Answers:", there are five corresponding text input fields, each with a password mask (dots) and a visibility toggle (eye icon). Below these, there is a section for "Question shared with the Help Desk:" with one dropdown menu: "Who was your favorite celebrity as a child?". At the bottom right of the form, there are two buttons: "Update Enrollment" (in blue) and "Cancel" (in white).

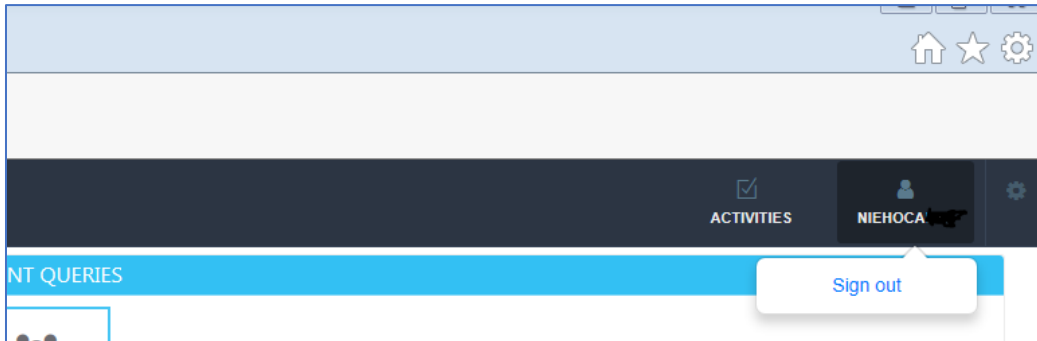
13. When complete, the **Success** window appears.



Click the OK button.



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

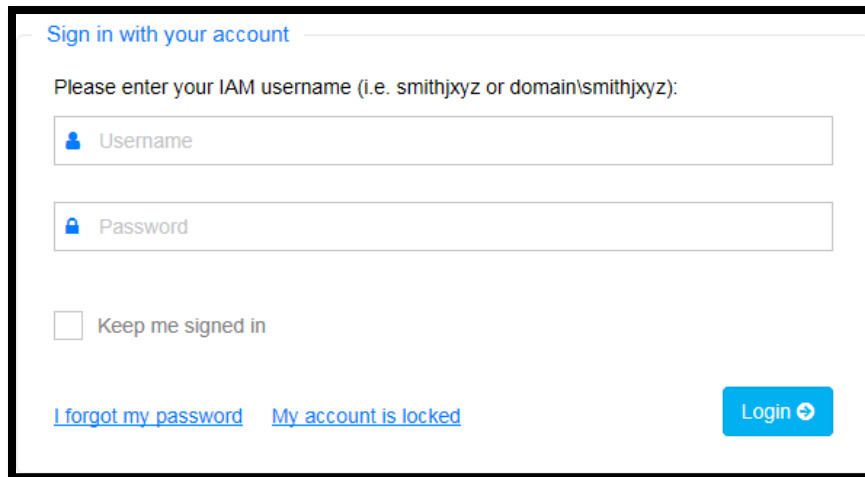


15. You have now completed the re-enrollment process. You may close your browser window.

HOW TO MANAGE EXCHANGE DISTRIBUTION LISTS

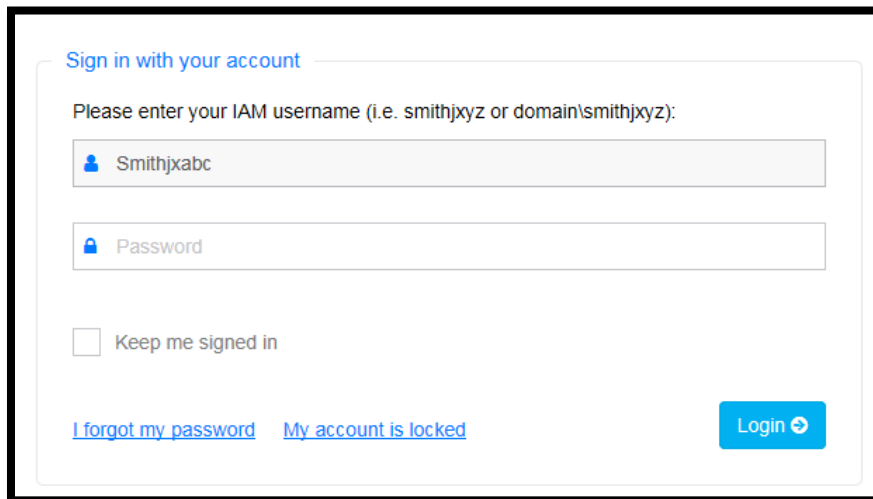
Steps

1. Owners of Exchange Distribution Lists can use Cayosoft to manage the membership of their lists. To do this, open a browser (e.g., Internet Explorer) and enter <https://eiam.wisconsin.gov>. The following window will appear:



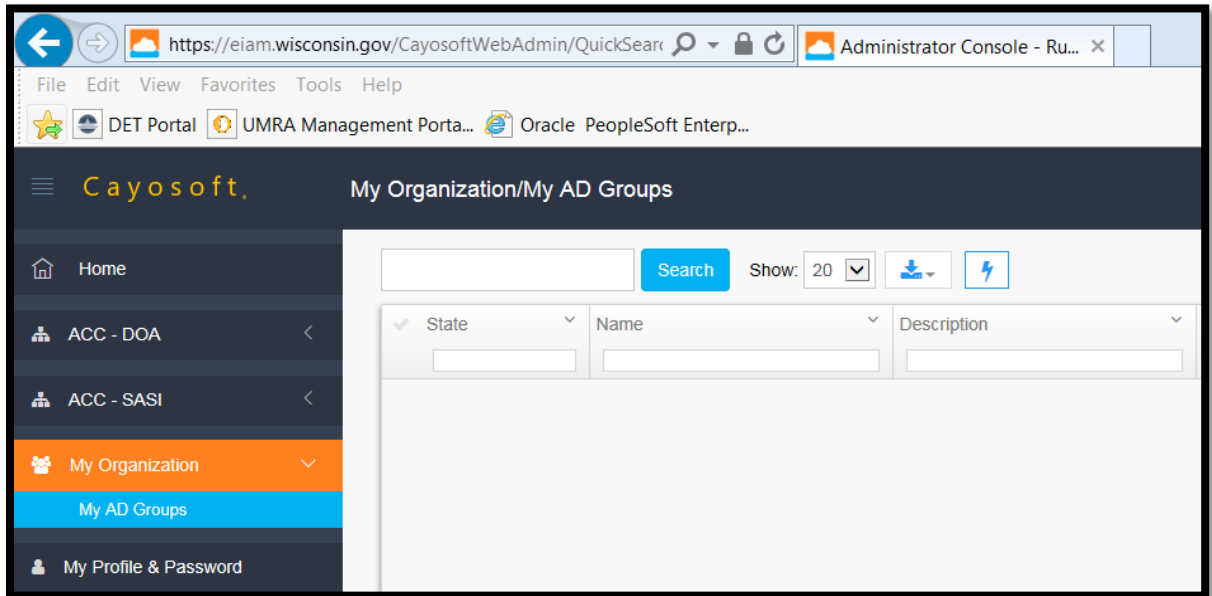
The screenshot shows a login form titled "Sign in with your account". Below the title, it says "Please enter your IAM username (i.e. smithxyz or domain\smithxyz):". There are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Keep me signed in". At the bottom left, there are two links: "I forgot my password" and "My account is locked". At the bottom right, there is a blue "Login" button with a right-pointing arrow.

2. Enter the **IAM Account** or **domain\IAM Account** and password, for example, accounts\SmithJabc. Do not check the box marked *Keep me signed in*. Click *Login*.

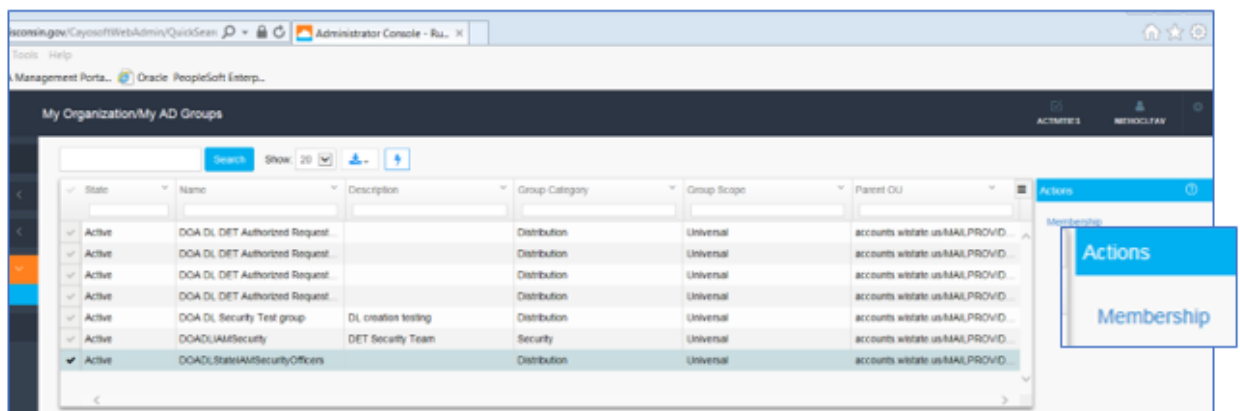


This screenshot is identical to the previous one, but the "Username" field now contains the text "Smithjabc". The "Password" field is empty. The "Keep me signed in" checkbox remains unchecked. The "Login" button is still present at the bottom right.

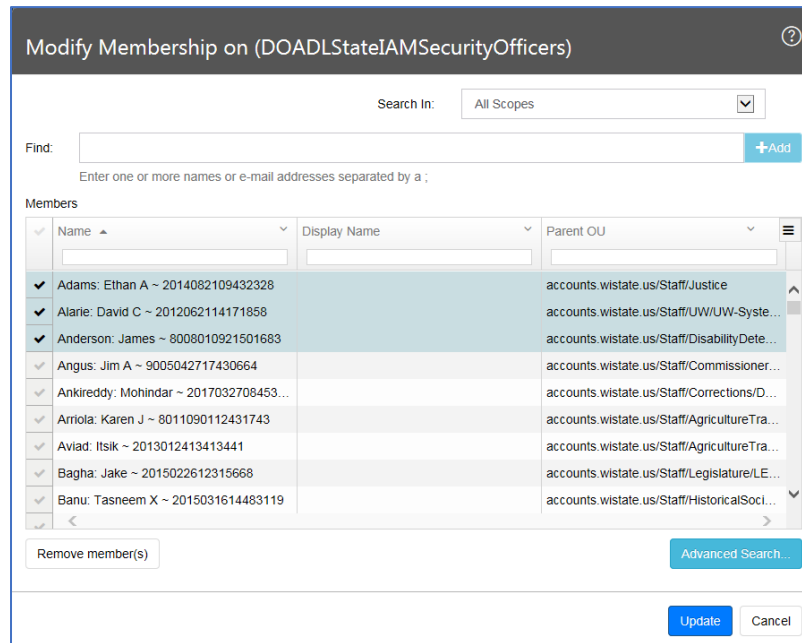
- Click on *My Organization*, then *My AD Groups*. Click *Search* to see all Distribution Lists where you are listed as owner.



- Select the list to work with by clicking the checkmark to the left of the list. On the right side of the screen, click *Membership*.



- To remove a member, click on the checkmark next to the name, and then click *Remove member(s)*. Click *Update* to update the list.



Modify Membership on (DOADLStateIAMSecurityOfficers)

Search In: All Scopes

Find: +Add

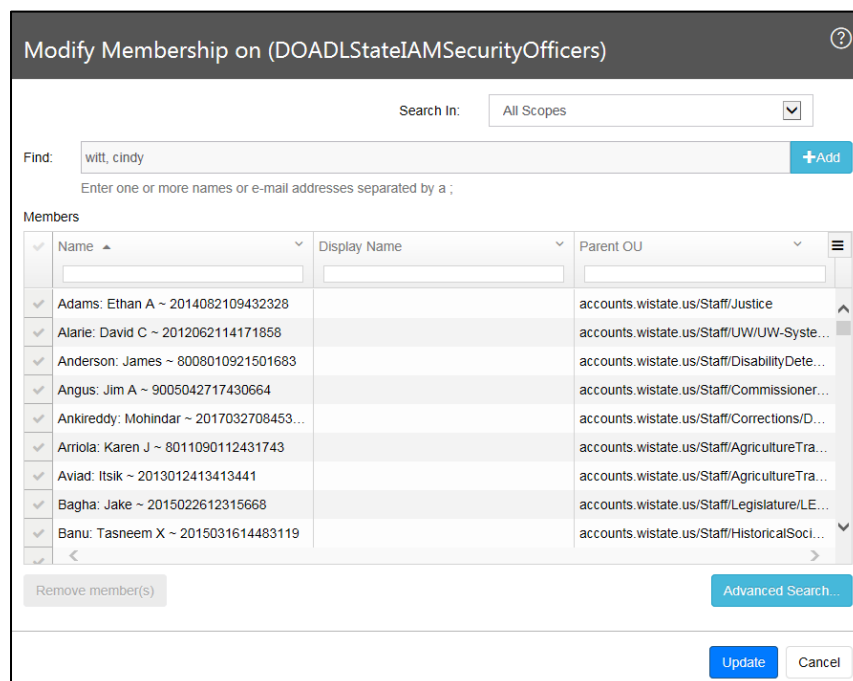
Enter one or more names or e-mail addresses separated by a ;

Name	Display Name	Parent OU
<input checked="" type="checkbox"/> Adams: Ethan A ~ 2014082109432328		accounts.wistate.us/Staff/Justice
<input checked="" type="checkbox"/> Alarie: David C ~ 2012062114171858		accounts.wistate.us/Staff/UW/UW-Syste...
<input checked="" type="checkbox"/> Anderson: James ~ 8008010921501683		accounts.wistate.us/Staff/DisabilityDete...
<input type="checkbox"/> Angus: Jim A ~ 9005042717430664		accounts.wistate.us/Staff/Commissioner...
<input type="checkbox"/> Ankireddy: Mohindar ~ 2017032708453...		accounts.wistate.us/Staff/Corrections/D...
<input type="checkbox"/> Arriola: Karen J ~ 8011090112431743		accounts.wistate.us/Staff/AgricultureTra...
<input type="checkbox"/> Aviad: Itsik ~ 2013012413413441		accounts.wistate.us/Staff/AgricultureTra...
<input type="checkbox"/> Bagha: Jake ~ 2015022612315668		accounts.wistate.us/Staff/Legislature/LE...
<input type="checkbox"/> Banu: Tasneem X ~ 2015031614483119		accounts.wistate.us/Staff/HistoricalSoci...

Remove member(s) Advanced Search...

Update Cancel

- To add a member, navigate to the *Find* field and key in last name, first name of the person to add. Click *+Add* to the right of the *Find* field.



Modify Membership on (DOADLStateIAMSecurityOfficers)

Search In: All Scopes

Find: witt, cindy +Add

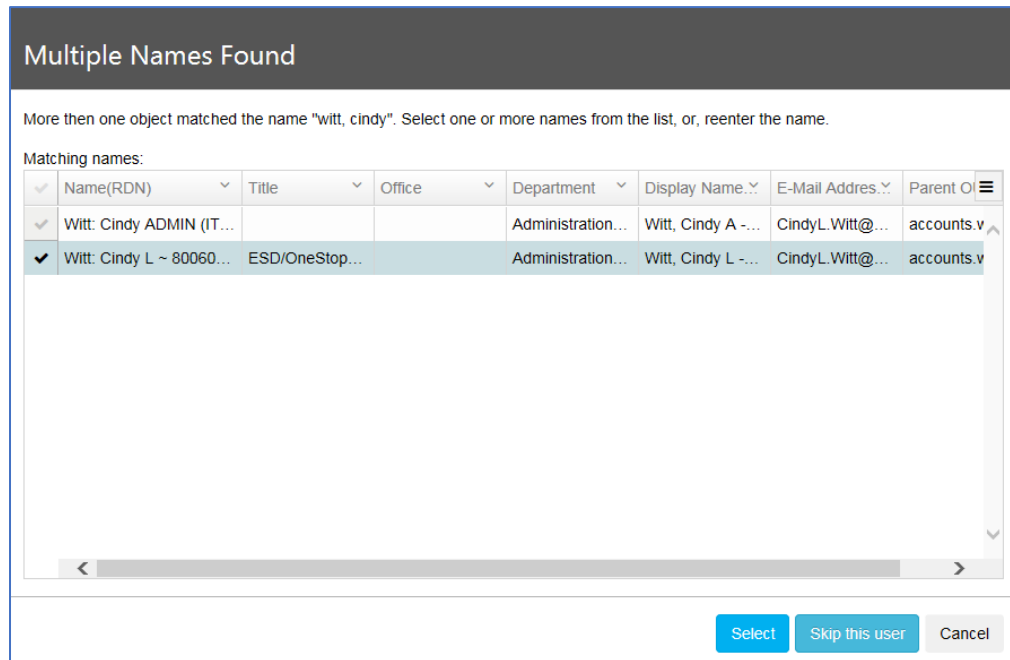
Enter one or more names or e-mail addresses separated by a ;

Name	Display Name	Parent OU
<input type="checkbox"/> Adams: Ethan A ~ 2014082109432328		accounts.wistate.us/Staff/Justice
<input type="checkbox"/> Alarie: David C ~ 2012062114171858		accounts.wistate.us/Staff/UW/UW-Syste...
<input type="checkbox"/> Anderson: James ~ 8008010921501683		accounts.wistate.us/Staff/DisabilityDete...
<input type="checkbox"/> Angus: Jim A ~ 9005042717430664		accounts.wistate.us/Staff/Commissioner...
<input type="checkbox"/> Ankireddy: Mohindar ~ 2017032708453...		accounts.wistate.us/Staff/Corrections/D...
<input type="checkbox"/> Arriola: Karen J ~ 8011090112431743		accounts.wistate.us/Staff/AgricultureTra...
<input type="checkbox"/> Aviad: Itsik ~ 2013012413413441		accounts.wistate.us/Staff/AgricultureTra...
<input type="checkbox"/> Bagha: Jake ~ 2015022612315668		accounts.wistate.us/Staff/Legislature/LE...
<input type="checkbox"/> Banu: Tasneem X ~ 2015031614483119		accounts.wistate.us/Staff/HistoricalSoci...

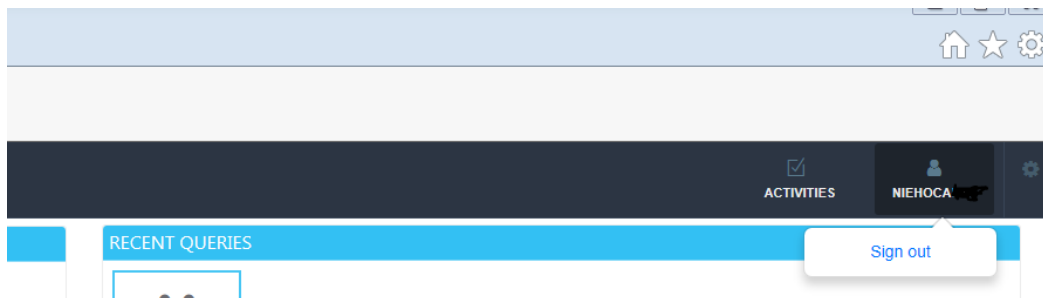
Remove member(s) Advanced Search...

Update Cancel

- If multiple names appear, click the checkbox to the left of the mailbox and click *Select* to add. Click *Update*.



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



- You have now completed the membership update of an Exchange Distribution List. You may close the browser window.

HOW TO GET HELP

For help, please follow your agency's procedures for password assistance. This may include contacting your agency help desk or agency IAM Security Administrator.