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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:

   ![Sign in with your account](image)

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.

   ![Sign in with your account](image)
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.

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

7. 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.

**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.

8. Click on Update Enrollment.
9. The **Success** window will appear. Click OK.

![Success Window](image)

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*.

![Sign out](image)

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://eiam.wisconsin.gov](https://eiam.wisconsin.gov).

2. Click on *I forgot my password*. 
3. Collect your account information. Enter the IAM account. Example: SmithJxabc. Click Next.

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.
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.

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://eiam.wisconsin.gov.

2. Click on *My account is locked*.
3. Collect your account information. Enter the **IAM account**. Example: SmithJxabc. Click *Next*.

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*.
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.

   ![Image of login page]

   **Network Security Notification** You are accessing the State of Wisconsin Local/Wide area network. This system is for authorized users only. All equipment, systems, services and software connected to this network are intended only for the official business use of the State of Wisconsin. The State of Wisconsin reserves the right to audit, inspect and disclose all transactions and data sent over this medium in a manner consistent with State and Federal laws. By using this system you expressly consent to all such auditing, inspection and disclosure. Only software approved, scanned for virus, and licensed for State of Wisconsin use will be permitted on this network. Any illegal or unauthorized use of State of Wisconsin equipment, systems, service, or software by any person(s) may be subject to civil or criminal prosecution under state and federal laws, and may also result in disciplinary action where appropriate.

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

![Management & Self-Service Portal](image)

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*.  
   ![Change my password button]

5. The *Change Password* window will appear.

   ![Change Password window]
   - **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 button]  ![Cancel button]
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*.

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:
1. In what town was your first job? 
   Answer: ********
2. Where was your wedding reception held? 
   Answer: ********
3. What school did you attend for sixth grade? 
   Answer: ********
4. What was the name of your first elementary school? 
   Answer: ********
5. What was your favorite subject in high school? 
   Answer: ********

Question shared with the Help Desk:
6. Who was your favorite celebrity as a child? 
   Answer: **********

[Update Enrollment] [Cancel]
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.

![Enroll or Update my profile](image)

13. When complete, the Success window appears.

![Success](image)

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:

   ![Sign in with your account window](image)

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.

   ![Sign in with your account window](image)
3. Click on *My Organization*, then *My AD Groups*. Click *Search* to see all Distribution Lists where you are listed as owner.

4. 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*. 
5. To remove a member, click on the checkmark next to the name, and then click *Remove member(s)*. Click *Update* to update the list.

6. 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.
7. If multiple names appear, click the checkbox to the left of the mailbox and click *Select* to add. Click *Update*.

![Multiple Names Found](image)

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

![Sign out](image)

9. 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.