What is an IIS User Account?
A user account is the unique username and password needed to log in to the IIS. All users should have their own account and must have an email address associated with the account. The IIS contains confidential information and organizations participating in the IIS are responsible for authorizing their employees’ access. Authorized users must accept a confidentiality agreement on initial login, along with an annual renewal. Sharing IIS usernames and passwords is a violation of this agreement.

How Can I Get A User Account?
- If your organization participates in the IIS, you can contact the Help Desk at 1-800-325-5599 or WALIISHelpDesk@doh.wa.gov for assistance setting up a new user account. Please provide the Help Desk with the following information:
  o Organization name and address (e.g. School district or parent company)
  o Facility name and address (e.g. school or clinic where you work)
- If your organization does not participate in the IIS or you are unsure:
  o Ask someone in your organization (e.g. Human Resources or Management) or view the participating organizations list.
  o Visit the IIS web page to view the steps organizations must complete to get access to the IIS.

What are the Requirements for IIS Passwords?
- Passwords must contain:
  o At least 8 characters
  o A combination of upper and lowercase letters and numbers
- Passwords must be updated every 120 days
- Passwords should not be shared with anyone

What Can I Do if I Forget My Password?
If you forget your password, follow the steps below to reset it. You must have an email address associated with your IIS user account in order to reset your password.
1. Click the Forgot Password link on the IIS login screen.
2. Enter your **User Name** and **Email**. Then click **Send**.

   ![WA IIS-Forgot Password Form]

3. You will receive an email from **WA IIS Scheduler <DoNotReply@doh.wa.gov>** containing a temporary password. Please check your spam, junk and other email folders if you do not see this email in your inbox within a few minutes.

4. Return to the IIS login screen. Enter your user name and temporary password.

5. Change your password by entering a new password twice. Then click **Submit**.

   ![Password Change Form]

6. After successfully changing your password, the system will show the message below. Select **Logout** in the left navigation menu and then log back in with your new password.

   ![Logout Message]

**What Can I Do if I Forget My User Name?**

If you forget your user name, please contact the IIS Help Desk for assistance. They will ask questions to verify that user account information matches the details supplied by the individual contacting the Help Desk. They will provide your user name and direct you to reset your password if they are able to verify account details successfully.

**Questions?** Contact the IIS Help Desk at 1-800-325-5599 or **WAIISHelpDesk@doh.wa.gov**