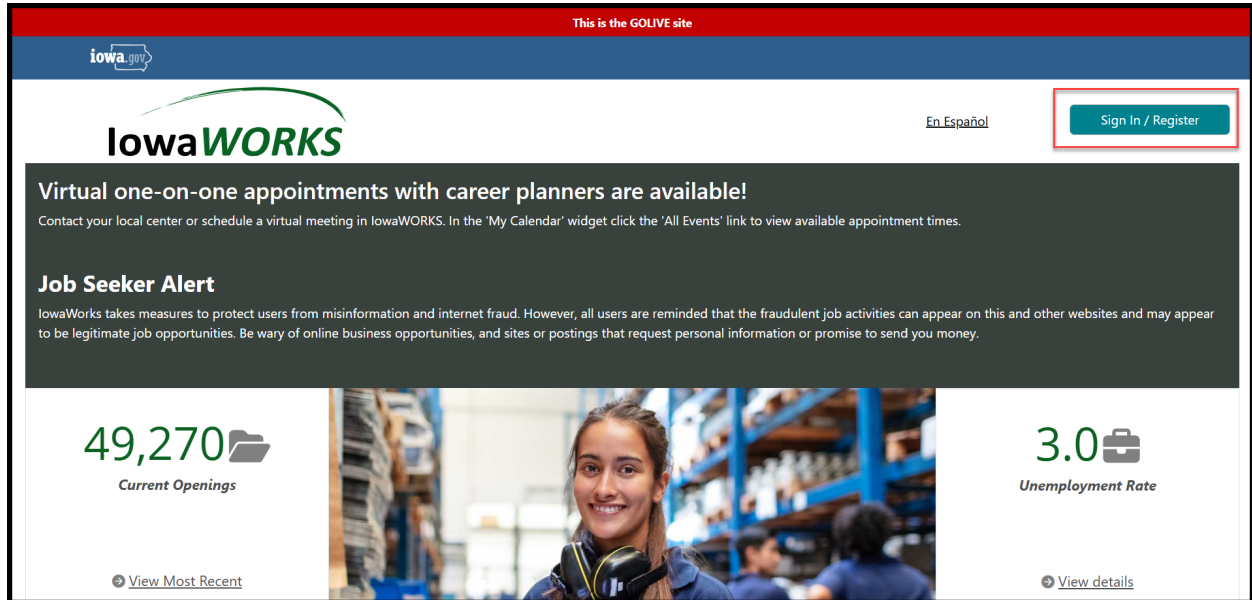


IowaWORKS Multi-Factor Authentication Instructions

1. Click Sign In / Register



2. Enter your username and password
3. Click Sign In

If you have not previously registered, please click one of the links under *Create a User Account* to create a new User ID. To view IowaWORKS with limited access, click the *Guest Access* link. *In the Already Registered* section, the username and password are required for login.

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User Name: christine.nilles@iwd.iowa.gov

Language: English

Password:

If you have forgotten your user name and/or password, please click [Retrieve User Name or Password](#).

Sign In

If you would like to become a fully registered user with IowaWORKS and have access to all of our online services, select one of the following account types. If you are not sure if you need to register on the system, learn more about the benefits of registering on page: [Why Register?](#).

4. Select how to receive the verification code
5. Click Next

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Two Factor Authentication

Account Verification

For your security and protection, this website requires a two step verification. You have the option to receive your 6 digit verification code either from your cell phone message, or from your email address. Once you have made your selection you will be taken to the account verification page where you will be able to request your code. The system can change your selection if it deems the selected method is undeliverable.

Please select from the following options of how you would like to receive your 6 digit verification code.

*** Where should we send your verification code?**

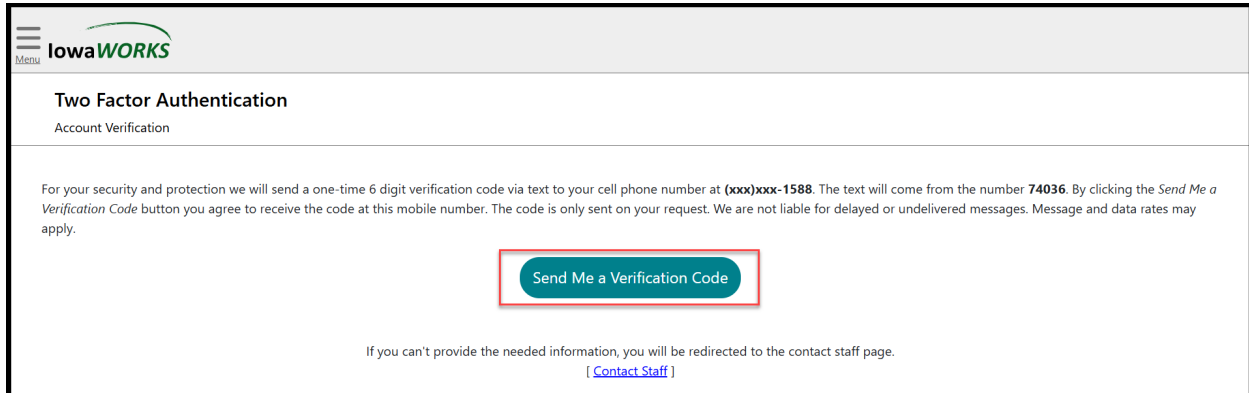
☒ Cell phone text message to (xxx)xxx-1588

☐ Email message to Ch*****@iwd.iowa.gov

Next

If you can't provide the needed information, you will be redirected to the contact staff page. [\[Contact Staff \]](#)

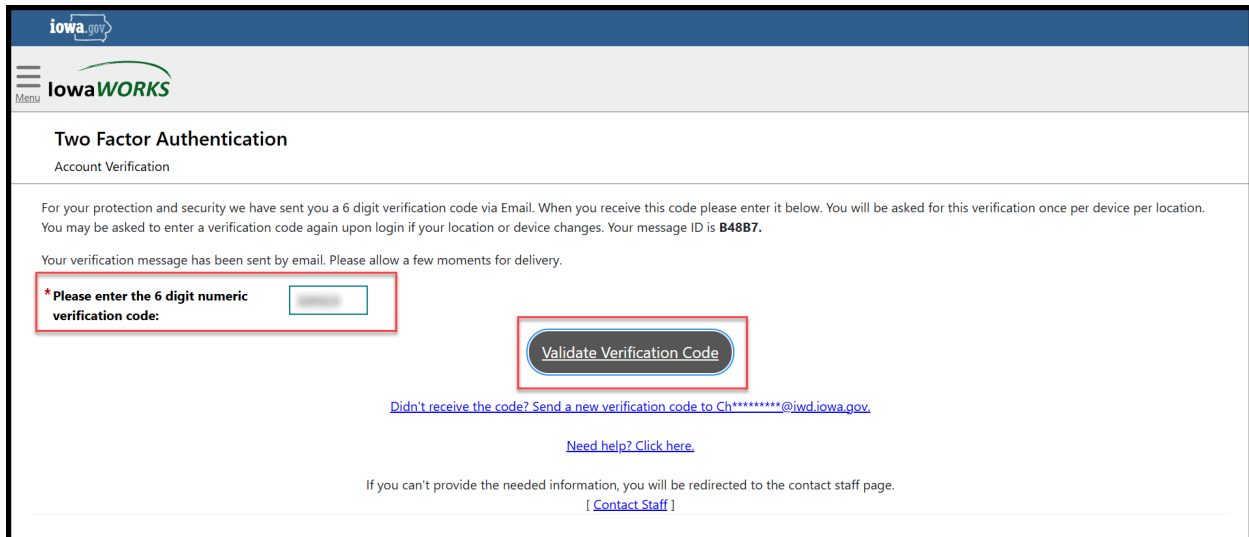
6. Click Send Me a Verification Code



The screenshot shows the 'Two Factor Authentication' page on the IowaWORKS portal. The page header includes the IowaWORKS logo and a 'Menu' link. The main heading is 'Two Factor Authentication' with a subheading 'Account Verification'. A paragraph explains that a one-time 6-digit verification code will be sent via text to the user's cell phone number at (xxx)xxx-1588, from the number 74036. A green button labeled 'Send Me a Verification Code' is highlighted with a red rectangle. Below the button, a note states that if the user cannot provide the needed information, they will be redirected to the contact staff page, with a link to '[Contact Staff]'.

7. Enter the 6-digit numeric verification code

8. Click Validate Verification Code



The screenshot shows the 'Two Factor Authentication' page on the IowaWORKS portal, specifically the step where the user enters the verification code. The page header includes the IowaWORKS logo and a 'Menu' link. The main heading is 'Two Factor Authentication' with a subheading 'Account Verification'. A paragraph explains that a 6-digit verification code was sent via email and that the user will be asked for this verification once per device per location. The user's message ID is B48B7. A note states that the verification message has been sent by email and that the user should allow a few moments for delivery. A red rectangle highlights the input field for the 6-digit numeric verification code, with a label '* Please enter the 6 digit numeric verification code:'. Another red rectangle highlights the 'Validate Verification Code' button. Below the button, a link provides instructions for users who didn't receive the code: 'Didn't receive the code? Send a new verification code to Ch*****@jwd.iowa.gov'. A link for 'Need help? Click here.' is also present. At the bottom, a note states that if the user cannot provide the needed information, they will be redirected to the contact staff page, with a link to '[Contact Staff]'.

9. Check the email address associated with your account if a text message is not received within 2 minutes.

