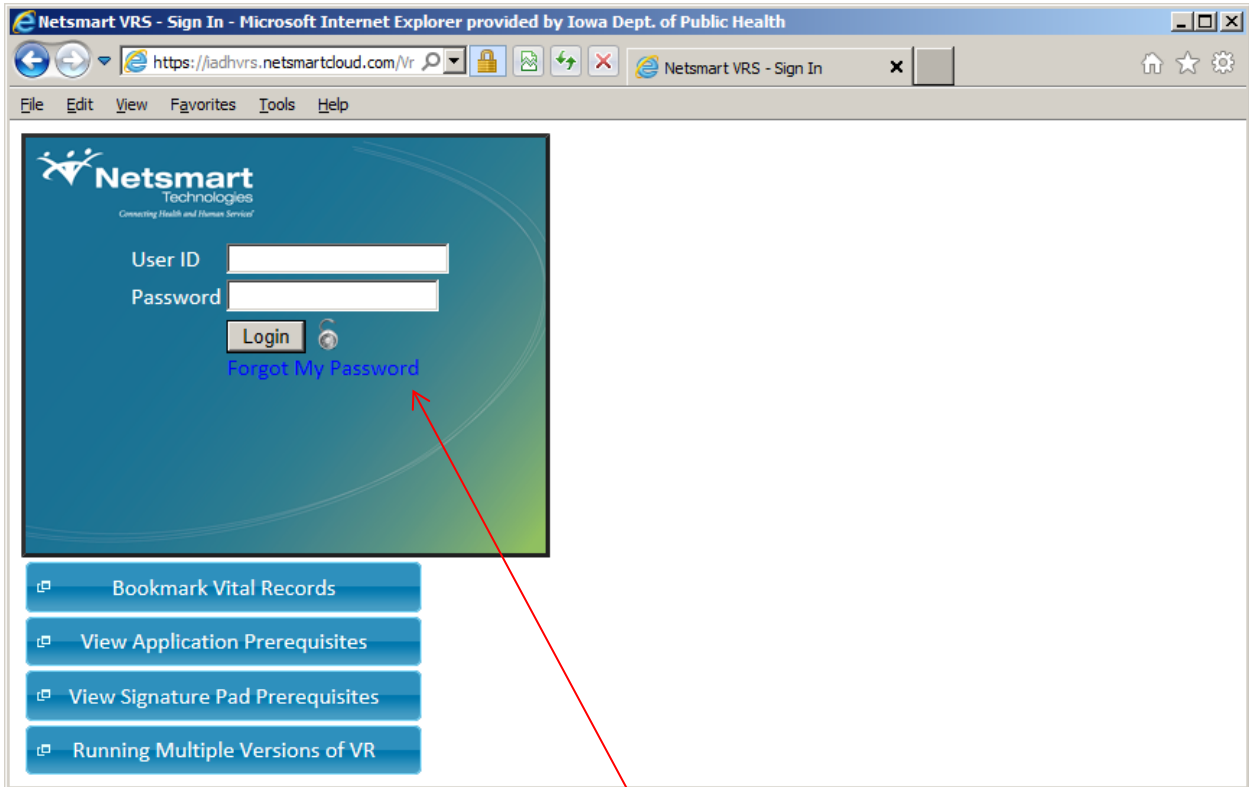


Initial Login

1. Either type in this website, or launch it from your bookmarked favorite:
<https://iadhvrs.netSMARTcloud.com/VRWebIAPROD>

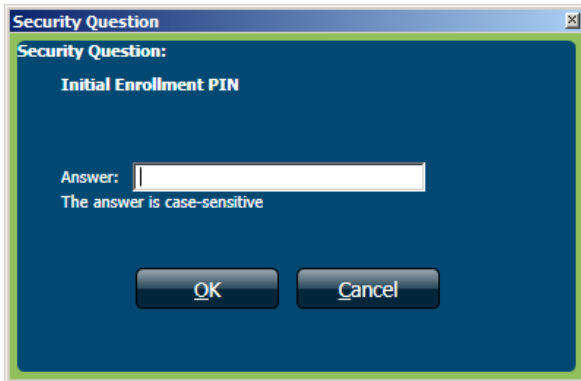


2. The State Vital Records office has provided you with a User ID and Initial Enrollment PIN. If you have not received that, first check your junk or spam email folder. Otherwise, call 1-866-309-0831 or send an email to IVESHelpDesk@idph.iowa.gov
3. A separate email has been sent with your initial password. If you have not received that, first check your junk or spam email folder. Otherwise call (866) 309-0831 or send an email to IVESHelpDesk@idph.iowa.gov
4. If at any time you have forgotten your password, click on 'Forgot My Password'. Enter your User ID and select Reset Password. The system will send an email with a link to reset your password to the email account provided at enrollment. *If you do not see the email, check your "Junk" or "Spam" email folder.*



Initial Login

- The Initial Enrollment PIN security question appears next. The State Vital Records office has provided you with the Initial Enrollment PIN answer (which is typically a 10 character combination of uppercase and lowercase letters and numbers). If you have any issues with it, call (866) 309-0831 or send an email to IVESHelpDesk@idph.iowa.gov



Security Question

Security Question:

Initial Enrollment PIN

Answer:

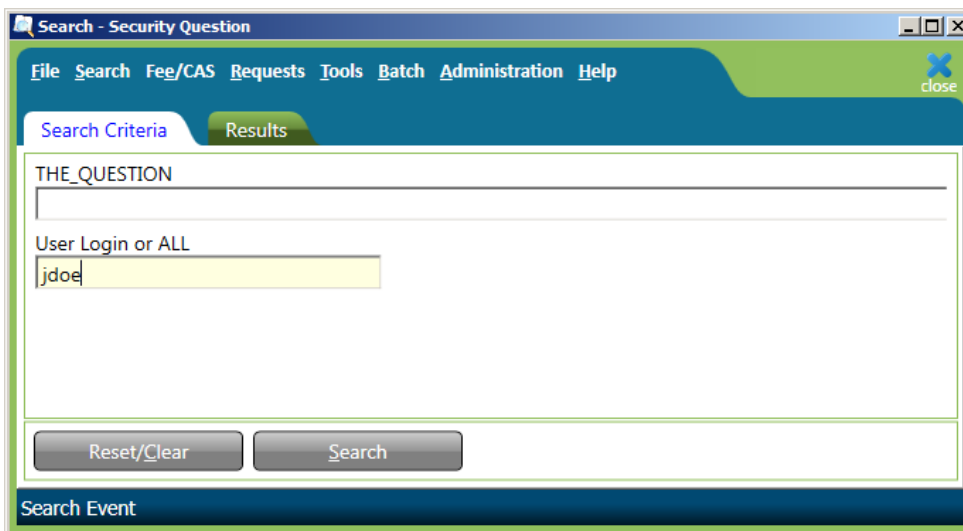
The answer is case-sensitive

OK Cancel

- If you are enrolled in multiple locations or have multiple roles in one location, a list will appear next for you to choose which role you would like to login as (just click on the role you want).

e	Function Group	GUI Group	Location	Loc Code
John H.	Death Medical Certifier (FunctionGroup)	Death Medical Certifier (GUIGroup)	Mercy Medical Center-Des Moines	770158H
John H.	Medical Examiner - County (FunctionGroup)	Death Medical Examiner - County (GUIGroup)	Polk	CNTY-077

- Once logged in, the first thing you should do is change your security question and answer. Select from the menu **Tools > Search > Security Question...**leave the first box blank and type in your User Login...select **Search**



Search - Security Question

File Search Fee/CAS Requests Tools Batch Administration Help

close

Search Criteria Results

THE_QUESTION

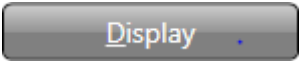
User Login or ALL

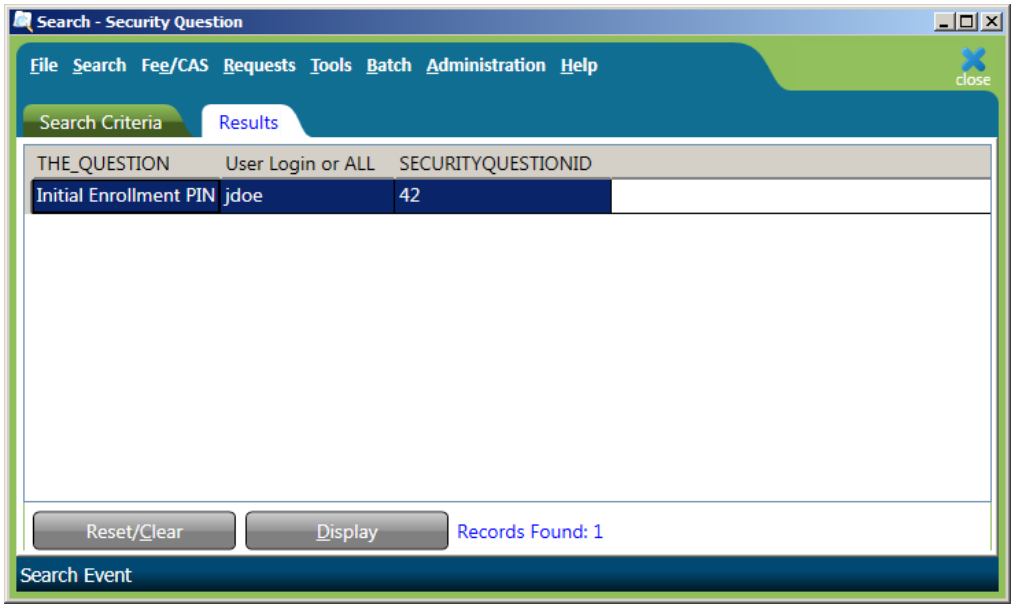
jdoe

Reset/Clear Search

Search Event

Initial Login

8. Double-click on the highlighted line or select 

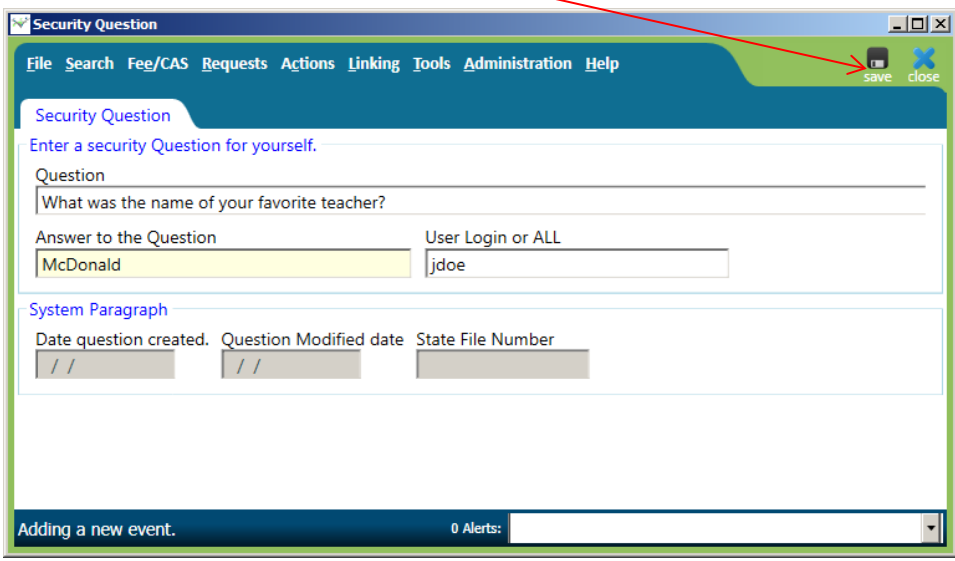


9. Change the 'Initial Enrollment PIN' wording to a Question you would remember the answer to. Also change the Answer to something you will remember.

Tip – try to use a one-word answer (there is a 15 character limit)




Select , then  and  again to get back to the main screen.

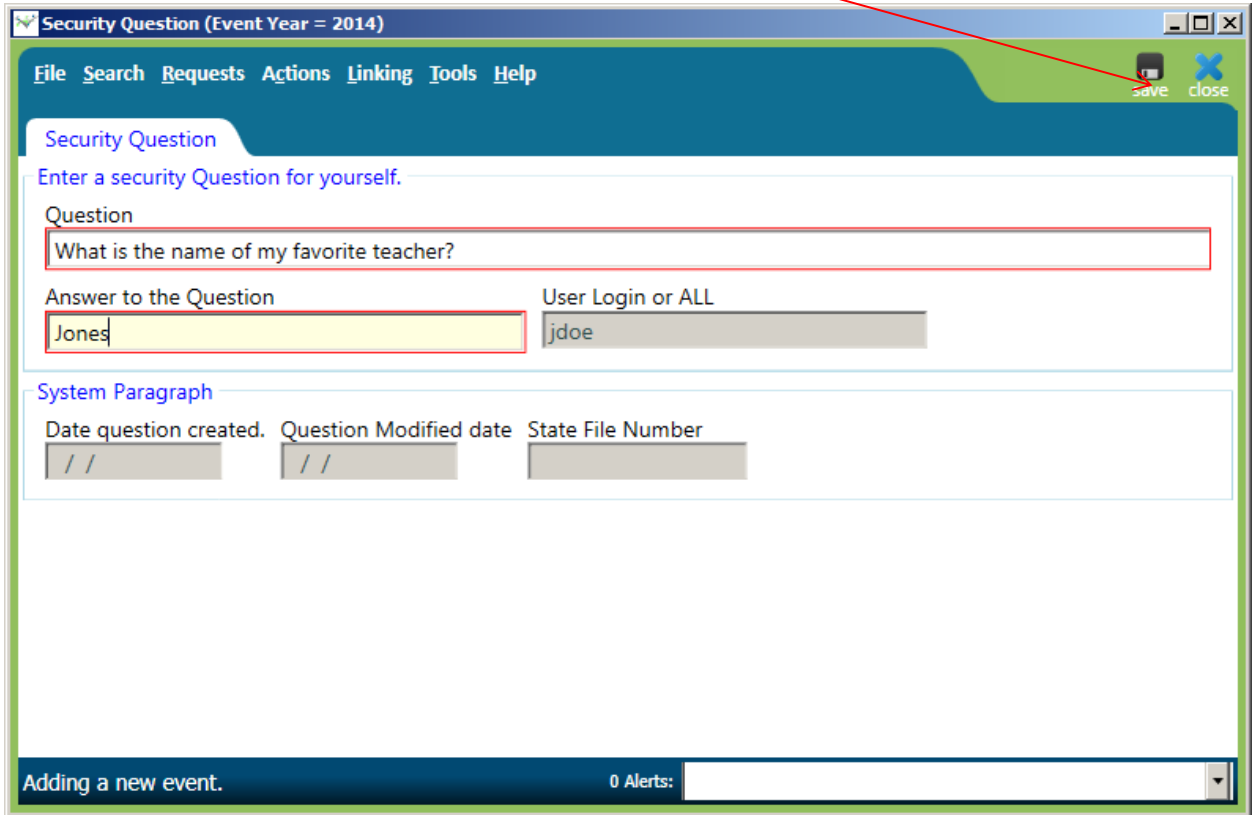
Caution: Don't make the question too easy...you don't want someone guessing the answer. This should be something that only you know the answer to.



10. We **highly recommend** having **at least 2** security questions/answers to protect your account. To add more questions....select **Tools > New > Security Question** from the menu. Only one question will display each time you login, but the question that appears will be randomly chosen from the list of questions you setup (the more, the better).

Initial Login

11. Fill in the Question and the Answer...and select , then  and  again to get back to the main screen.



Security Question (Event Year = 2014)

File Search Requests Actions Linking Tools Help

Security Question

Enter a security Question for yourself.

Question

What is the name of my favorite teacher?

Answer to the Question

Jones

User Login or ALL

jdoe

System Paragraph

Date question created. Question Modified date State File Number

// //

Adding a new event. 0 Alerts: