

IIS User Accounts & Passwords

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 WAIIHelpDesk@doh.wa.gov for assistance setting up a new user account.

Please provide the Help Desk with the following information:

- Organization name and address (e.g. School district or parent company)
- Facility name and address (e.g. school or clinic where you work)



Tip: View the [Organization & Facility Structure in the IIS](#) guide for more information about organizations and facilities.

- If your organization **does not participate in the IIS** or you are unsure:
 - Ask someone in your organization (e.g. Human Resources or Management) or view the [participating organizations list](#).
 - Visit the [IIS web page](#) to view the steps organizations must complete to get access to the IIS.

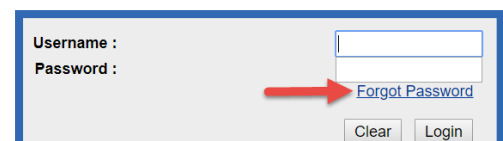
What are the Requirements for IIS Passwords?

- Passwords must contain:
 - At least 8 characters
 - 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.



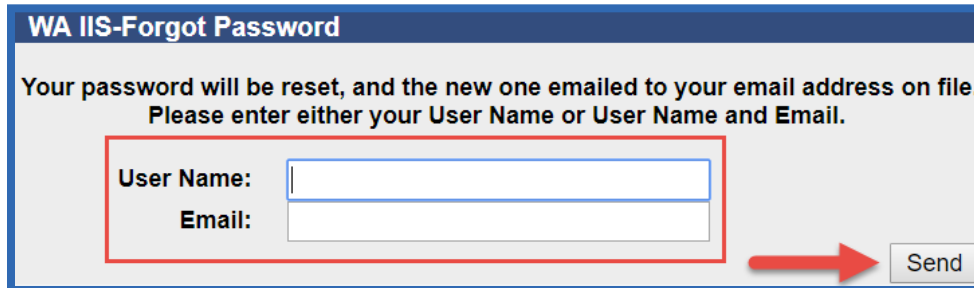
Username :
Password :

[Forgot Password](#)

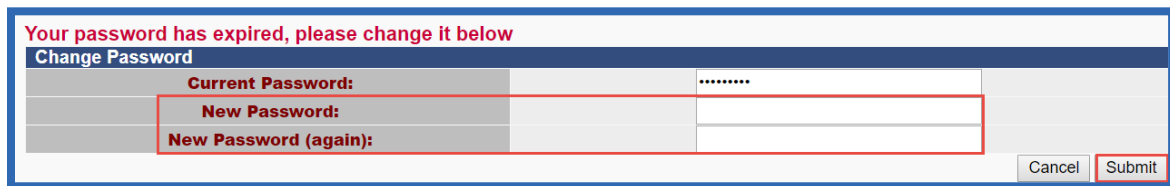
To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email civil.rights@doh.wa.gov.

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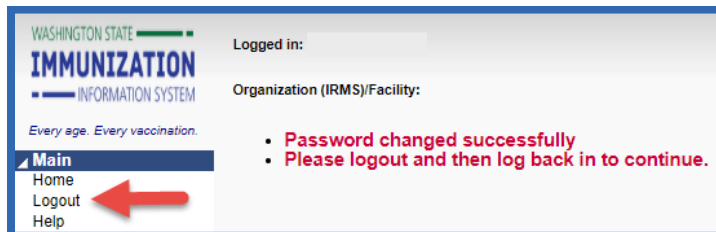
2. Enter your **User Name** and **Email**. Then click **Send**.



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**.



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.



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.



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