

MS Entra Account Management

This guide is for these users who need to unlock their account or reset their password:

- EVHI External Worker Portal Users
- CLTS Internal Users
- PRISM DHS and Community Users

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Unlock Account

1 Navigate to **[iam.Wisconsin.gov](https://iam.wisconsin.gov)** and select **My account is locked**.

Sign in to Cayosoft Administrator

Please enter your IAM username (i.e. smithjtxyz or domain\smithjtxyz):

Username

Password

Sign in

[I forgot my password](#) [My account is locked](#)

Network Security Notification

You are about to access a State of Wisconsin computer system. This is a restricted computer system for authorized users only. All equipment, systems, services, and software connected to this system are intended only for official business use of the State of Wisconsin, and may contain U.S. Government information. All data contained on this system is owned by the State of Wisconsin; the State of Wisconsin reserves the right to audit. Copyright © 2013-2023, Cayosoft, Inc. All rights reserved, Patent Pending.

2 Enter your username and select **Next**.

Unlock my Account

Step 1 – User Verification

To unlock your account, begin by entering your user name.

Username

ACCOUNTS\viscixutz

Enter your user name in using the username@domain.com or the domain\username format.

< Back Next > Cancel

3 Answer security questions and select **OK**.

Unlock my Account

Step 2 – User Verification

Please answer the question using the same answer provided during self-service enrollment.

Questions: Answers:

As a child, which phone number do you remember most? |

What was the name of your favorite pet as a child? |

What was your favorite subject in high school? |

< Back OK Cancel

Reset Password

1 Navigate to eiam.Wisconsin.gov and select **I forgot my password**.

Sign in to Cayosoft Administrator

Please enter your IAM username (i.e. smithjxyz or domain\smithjxyz):

Sign in

or

[I forgot my password](#) [My account is locked](#)

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2 Enter your username and select **Next**.

Reset your password

Step 1 – User Verification

To reset your password, begin by entering your user name.

Username

Enter your user name in using the username@domain.com or the domain\username format.

< Back **Next >** Cancel

3 Answer security questions and select **OK**.

Reset your password

Step 2 – User Verification

Please answer the question using the same answer provided during self-service enrollment.

Questions:	Answers:
In what town was your first job?	<input type="text"/>
Where was your wedding reception held?	<input type="text"/>
What was the house number of the first house you lived in?	<input type="text"/>

< Back **Next >** Cancel

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Enter a new password, confirm the new password, and select **OK**.

Reset your password ×

Step 3 – Enter a new password

Enter new password:

Note: Password must meet complexity requirements

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

< Back OK Cancel

Update Security Questions

- 1 Navigate to **eiam.Wisconsin.gov**. Enter your IAM username and password, and select **Sign In**.

Sign in to Cayosoft Administrator

Please enter your IAM username (i.e. smithjxyz or domain\smithjxyz):

Sign in

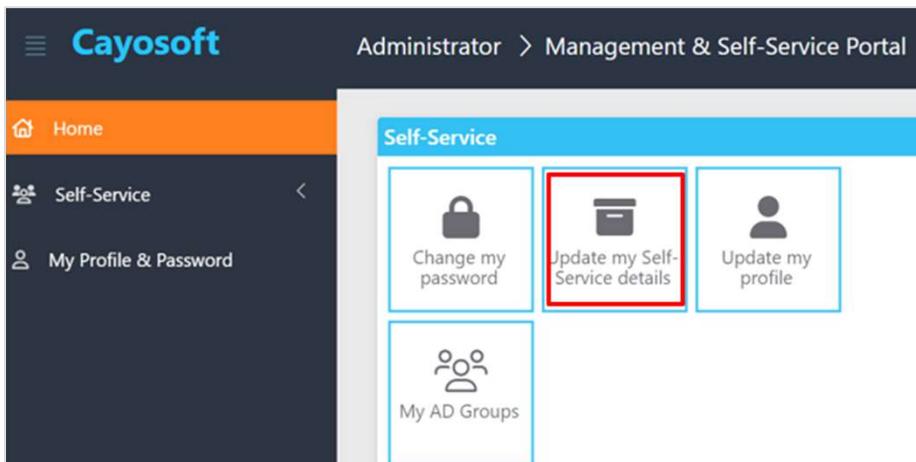
[I forgot my password](#) [My account is locked](#)

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- 2 Select **Update my Self-Service details**.



- 3 Select and answer security questions and select **Update Enrollment**.

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:

Self-Service Questions:	Answers:
As a child, what did you want to be when you grew up?	<input type="text"/>
Where was your wedding reception held?	<input type="text"/>
What street did you live on in third grade?	<input type="text"/>
What was the name of your favorite pet as a child?	<input type="text"/>
What was the house number of the first house you lived in?	<input type="text"/>

Question shared with the Help Desk:

Question shared with the Help Desk:	Answer:
Who was your best childhood friend?	<input type="text"/>

Update Enrollment Cancel

Change Password

- 1 Navigate to **eiam.Wisconsin.gov**. Enter your IAM username and password, and select **Sign In**.

Sign in to Cayosoft Administrator

Please enter your IAM username (i.e. smithjtxyz or domain\smithjtxyz):

Sign in

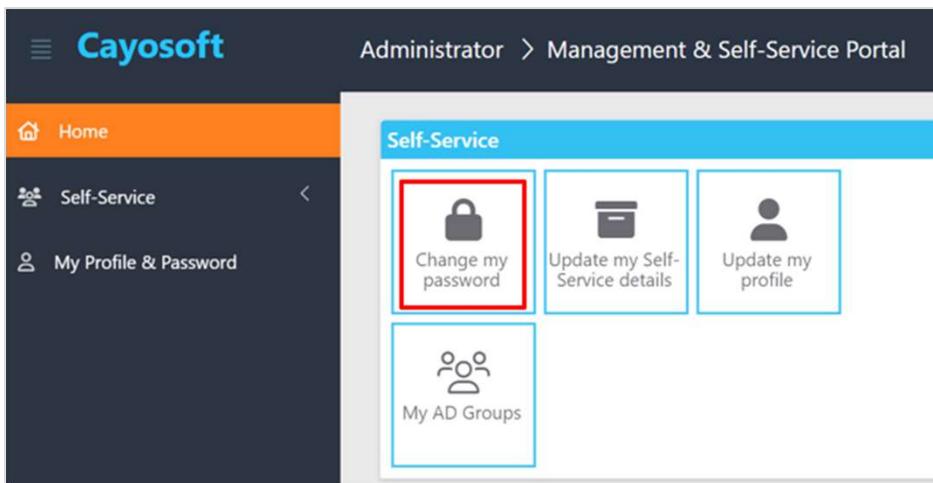
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- 2 Select **Change my password**.



- 3 Enter your existing password, a new password, the new password again, and select **Change Password**.

Change Password

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 Cancel

Update Profile

- 1 Navigate to eiam.Wisconsin.gov. Enter your IAM username and password, and select **Sign In**.

Sign in to Cayosoft Administrator

Please enter your IAM username (i.e. smithjtxyz or domain\smithjtxyz):

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or

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- 2 Select **Update my profile**.

- 3 Fill in current information and select **Update**.