

MS Entra Account Management

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

- Internal ClockIt Users

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- Unlock Account—page 3
- Reset Your Password—page 4
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WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

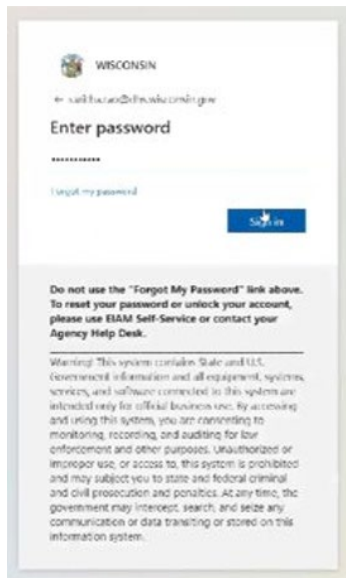
June 2025

Log In

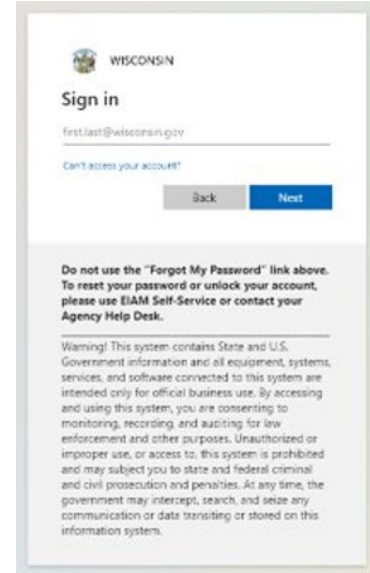
A Note: Any Deloitte users who do not currently have a state email will need to acquire one to properly login.

1 Navigate to <https://prd.clockit.wisconsin.gov/>

2 Enter your MS Entra ID email (same as your State email) and select next. You will then enter your MS Entra ID password

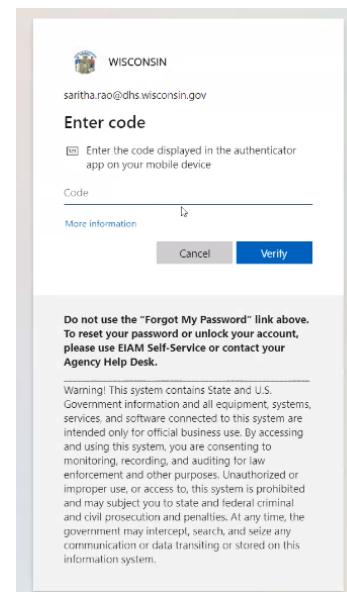


The screenshot shows the Wisconsin login interface. At the top, it says 'WISCONSIN' with a logo. Below that, the email 'sartharao@dhs.wisconsin.gov' is entered. The main heading is 'Enter password' followed by a masked password field. There is a 'Forgot my password' link and a 'Sign in' button. A warning message at the bottom states: 'Do not use the "Forgot My Password" link above. To reset your password or unlock your account, please use EIAM Self-Service or contact your Agency Help Desk. Warning! This system contains State and U.S. Government information and all equipment, systems, services, and software connected to this system are intended only for official business use. By accessing and using this system, you are consenting to monitoring, recording, and auditing for law enforcement and other purposes. Unauthorized or improper use, or access to, this system is prohibited and may subject you to state and federal criminal and civil prosecution and penalties. At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system.'



The screenshot shows the Wisconsin login interface. At the top, it says 'WISCONSIN' with a logo. Below that, the heading is 'Sign in'. The email 'firstlast@wisconsin.gov' is entered. There is a 'Can't access your account?' link and 'Back' and 'Next' buttons. A warning message at the bottom states: 'Do not use the "Forgot My Password" link above. To reset your password or unlock your account, please use EIAM Self-Service or contact your Agency Help Desk. Warning! This system contains State and U.S. Government information and all equipment, systems, services, and software connected to this system are intended only for official business use. By accessing and using this system, you are consenting to monitoring, recording, and auditing for law enforcement and other purposes. Unauthorized or improper use, or access to, this system is prohibited and may subject you to state and federal criminal and civil prosecution and penalties. At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system.'

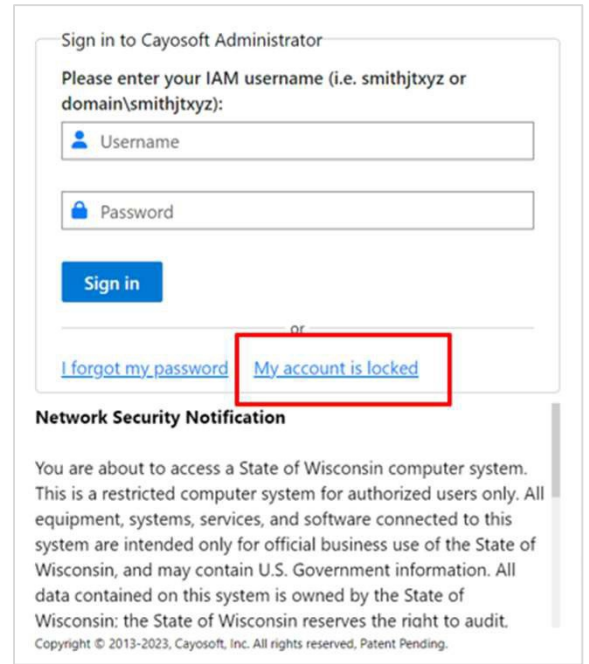
3 Finally, you will verify your login with your chosen authentication method (yubikey, MFA authenticator, etc.). You will then be directed to your application.



The screenshot shows the Wisconsin login interface. At the top, it says 'WISCONSIN' with a logo. Below that, the email 'sartharao@dhs.wisconsin.gov' is entered. The heading is 'Enter code'. There is a checkbox and text: 'Enter the code displayed in the authenticator app on your mobile device'. Below that is a 'Code' input field, a 'More information' link, and 'Cancel' and 'Verify' buttons. A warning message at the bottom states: 'Do not use the "Forgot My Password" link above. To reset your password or unlock your account, please use EIAM Self-Service or contact your Agency Help Desk. Warning! This system contains State and U.S. Government information and all equipment, systems, services, and software connected to this system are intended only for official business use. By accessing and using this system, you are consenting to monitoring, recording, and auditing for law enforcement and other purposes. Unauthorized or improper use, or access to, this system is prohibited and may subject you to state and federal criminal and civil prosecution and penalties. At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system.'

Unlock Account

- 1 Navigate to eiam.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

or

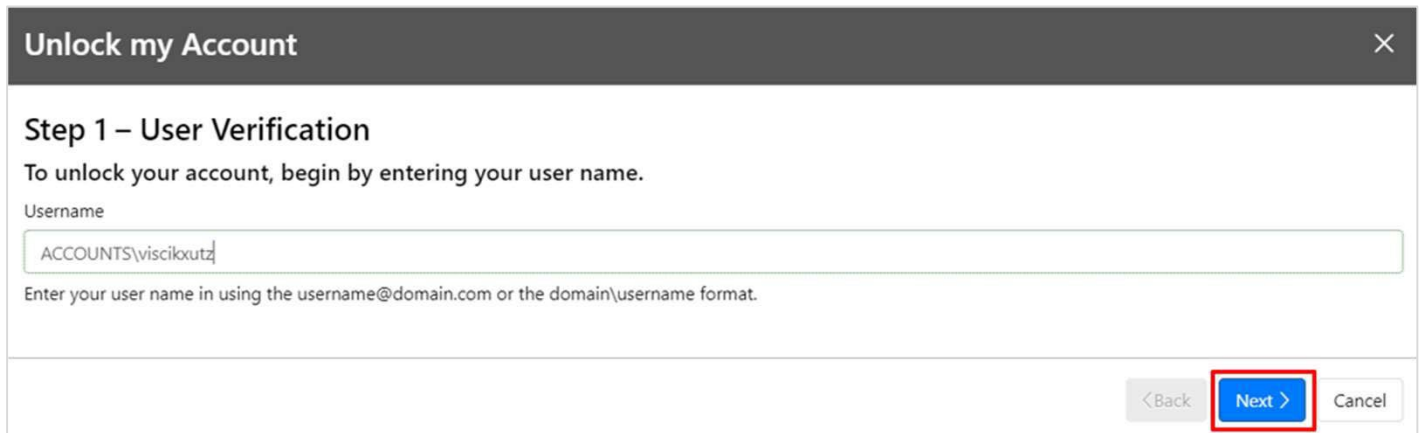
[I forgot my password](#) [My account is locked](#)

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.

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



Unlock my Account ×

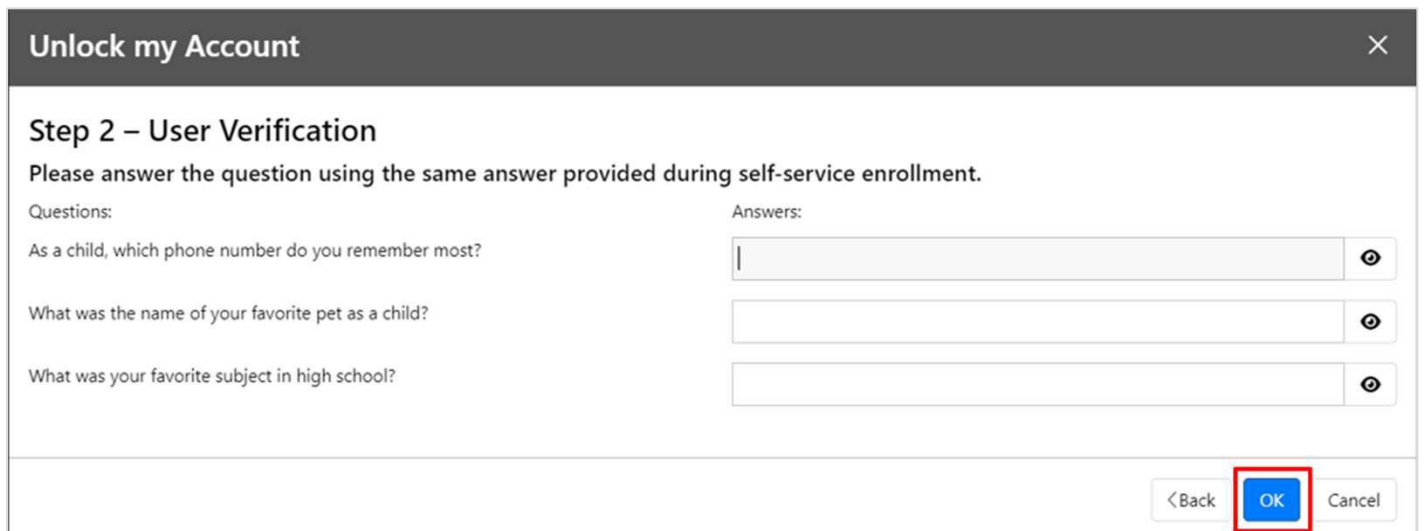
Step 1 – User Verification

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

Username

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

- 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?	

Reset Password

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

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

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

4

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):

Username

Password

Sign in

or

[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:

As a child, what did you want to be when you grew up? Answers:

Where was your wedding reception held?

What street did you live on in third grade?

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

What was the house number of the first house you lived in?

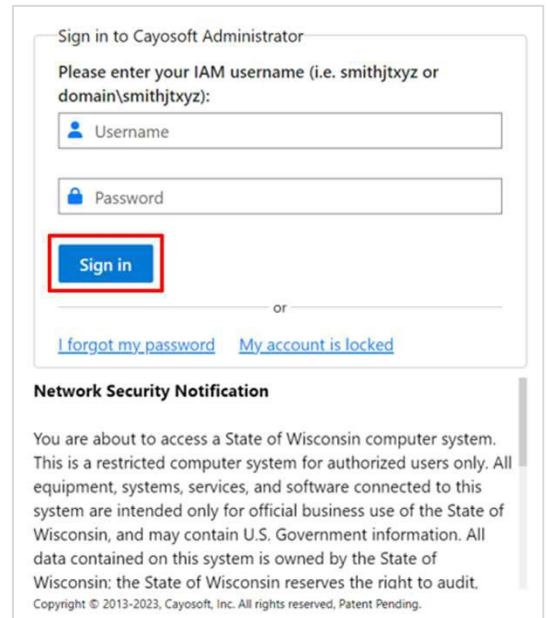
Question shared with the Help Desk:

Who was your best childhood friend? Answer:

Update Enrollment Cancel

Change Password

- 1 Navigate to iam.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):

Username

Password

Sign in

or

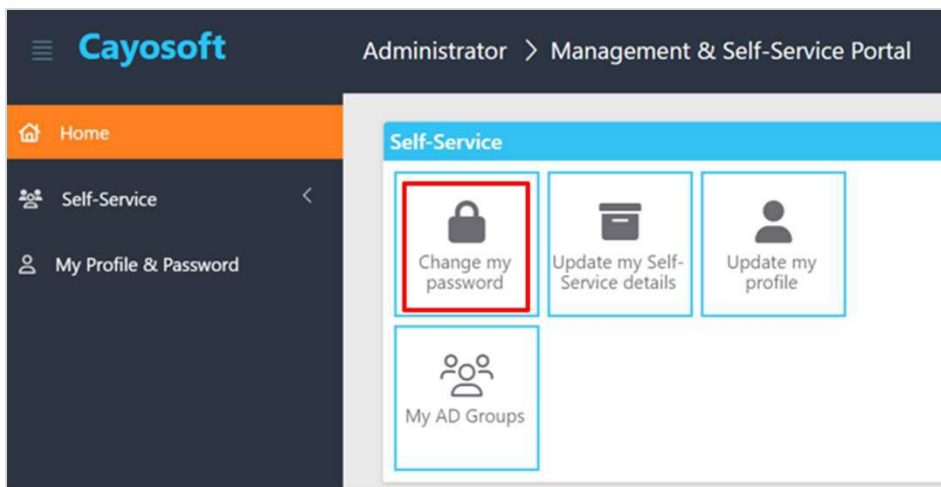
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- 2 Select **Change my password**.



Cayosoft Administrator > Management & Self-Service Portal

Home

Self-Service

My Profile & Password

Self-Service

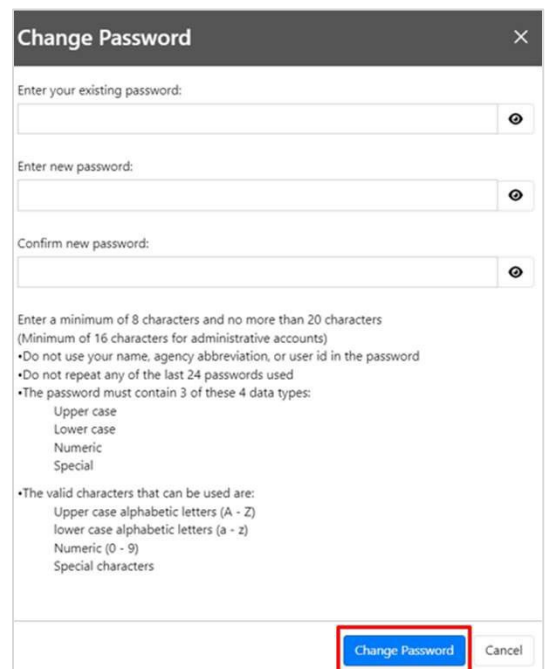
Change my password

Update my Self-Service details

Update my profile

My AD Groups

- 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:

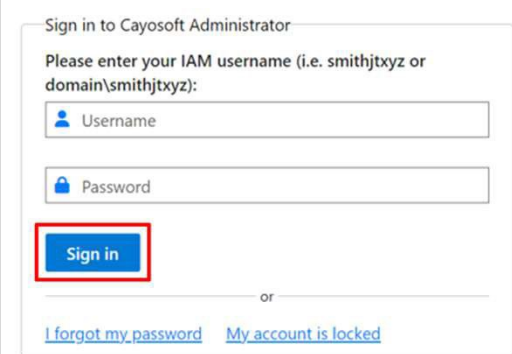
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(Minimum of 16 characters for administrative accounts)

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- 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):

Sign in

or

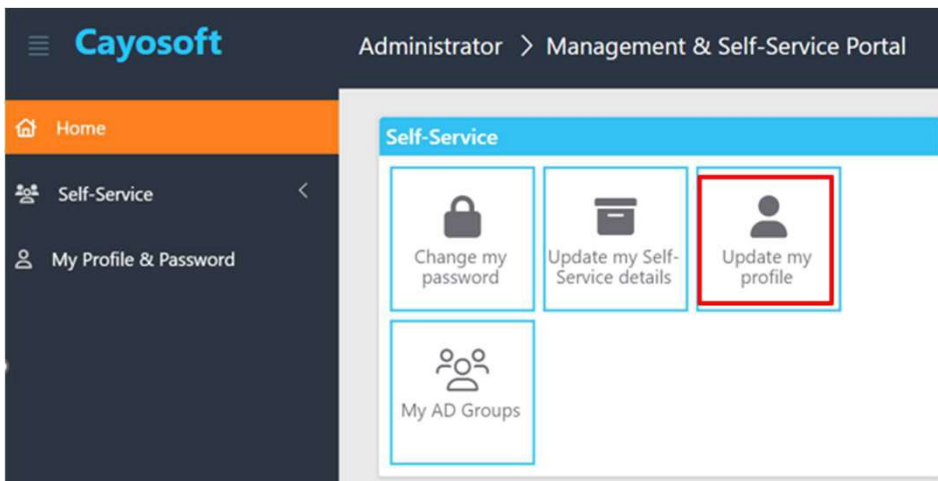
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- 2 Select **Update my profile**.



Cayosoft Administrator > Management & Self-Service Portal

Home

Self-Service

My Profile & Password

Self-Service

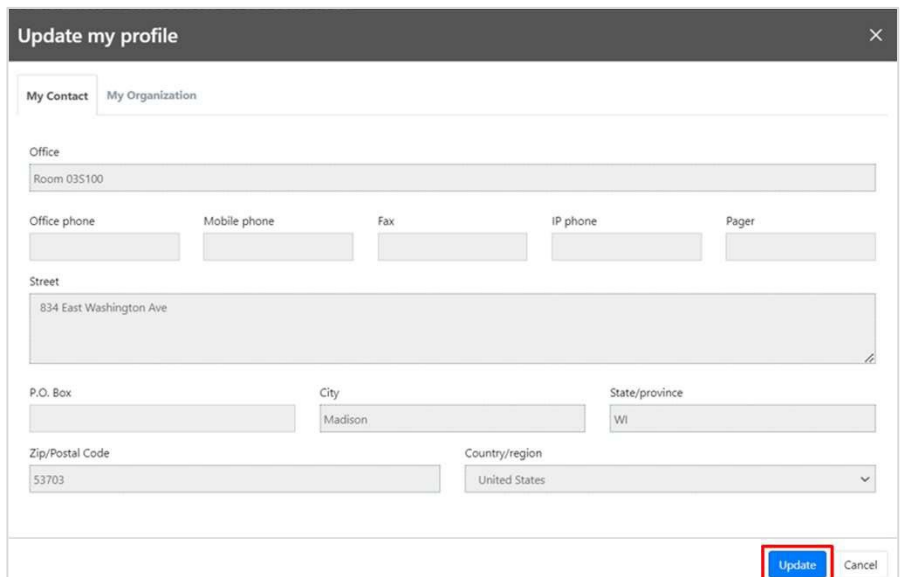
Change my password

Update my Self-Service details

Update my profile

My AD Groups

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



Update my profile

My Contact My Organization

Office

Room 035100

Office phone Mobile phone Fax IP phone Pager

Street

834 East Washington Ave

P.O. Box City State/province

Madison WI

Zip/Postal Code Country/region

53703 United States

Update Cancel