

MS Entra Account Management

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

- Internal JIRA users

Inside:

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WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

June 2025

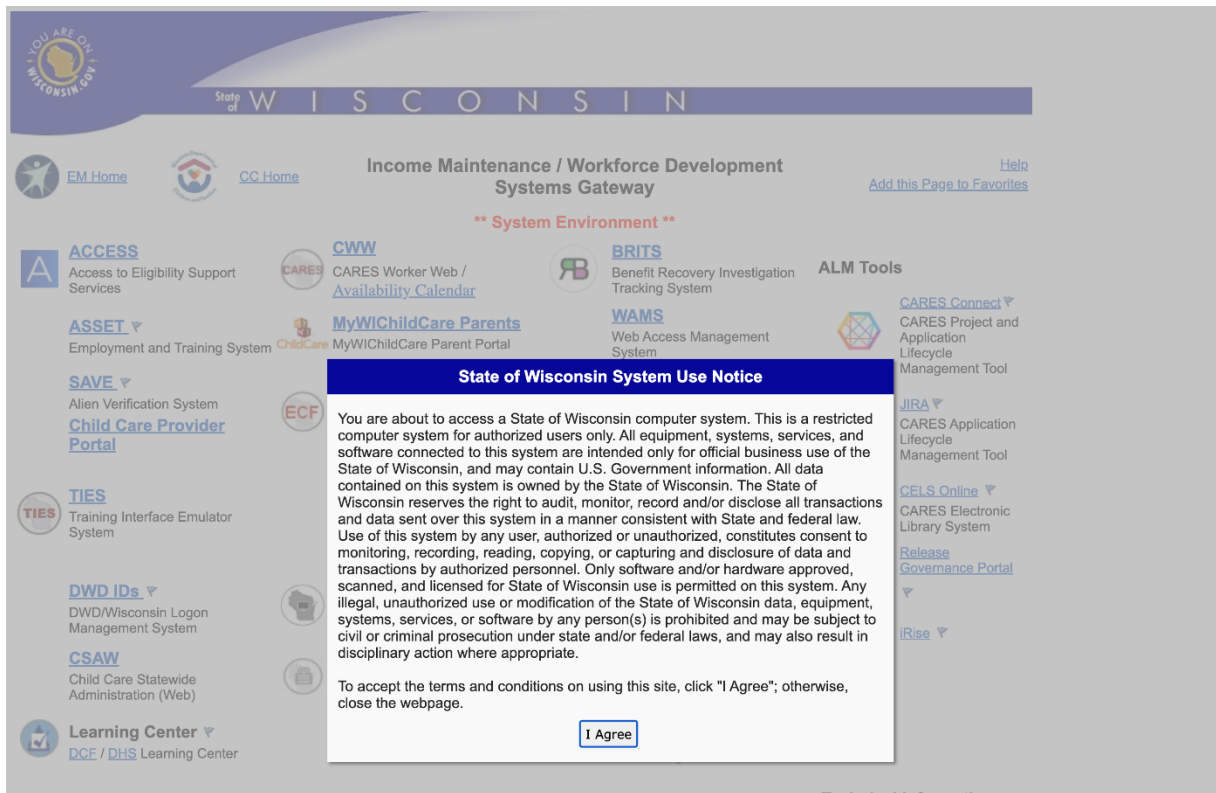
Log In

1 There is 4 ways to access the JIRA application:

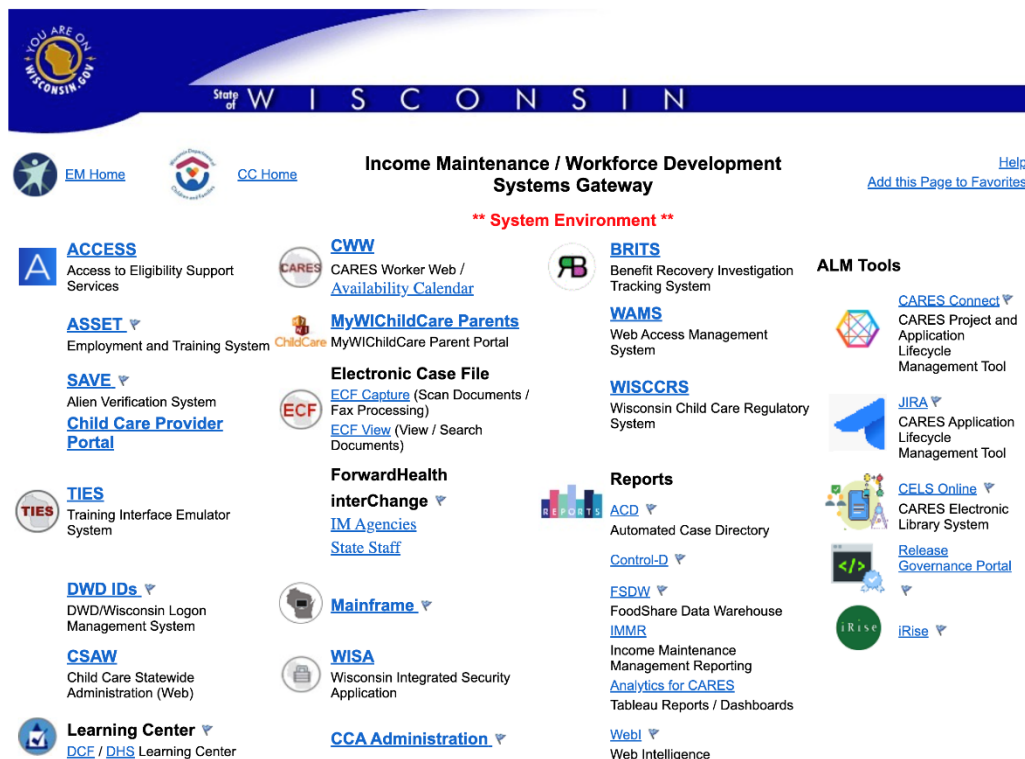
1. Navigate to jira.Wisconsin.gov
2. Navigate to Cares Connect wigov.sharepoint.com/sites/dhs-cares and select “application shortcuts” and selects JIRA.

The screenshot shows the Cares Connect SharePoint site. The top navigation bar includes links for CARES Connect Home, CARES Portfolio and Projects, Project Sites, Large Maintenance Items, Completed Projects, and Processes. The main content area is titled "CARES Connect" and features a "CARES Portfolio" section on the left with links to DMS Projects Portfolio, DCF - CC Projects Portfolio, DCF - W-2 Projects Portfolio, BEPS Management Project Status Report, All Projects, and All Completed Projects. The "Projects" section on the right lists several projects, including CIR: VCL Modernization, Lottery and Gambling, Disability Re-determination Automation, Kofax Upgrade 2023, and 12-Month Continuous Health Care Eligibility for... A search bar at the top right contains the text "jira". A dropdown menu is open, showing a list of application shortcuts, with "JIRA" at the top. Other shortcuts include CELS Online, CARES Tools & Processes, CARES Release Governance Portal, CLOCKIT, CARES Deloitte CASA, CARES Client CASA, Testing Center of Excellence, DevOps, Worker Publications Site, CARES Staff Management Portal, BEPS Distribution Lists Tool, CARES Innovation HUB, and Archived Projects. The URL bar at the bottom shows the address: <https://jira.wisconsin.gov/jira/login.jsp>.

3. Navigate to Cares Connect
<https://carescasa.wisconsin.gov/casa/state/default.aspx> and select JIRA to launch the application in a new window.



4. Navigate to cares.wisconsin.gov and agree to Terms of Use. Click JIRA to launch the application in a new window.



2

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

WISCONSIN

saritha.rao@dhs.wisconsin.gov

Enter password

[Forgot my password](#)

Sign in

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.

WISCONSIN

Sign in

first.last@wisconsin.gov

[Can't access your account?](#)

Back **Next**

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3

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

WISCONSIN

saritha.rao@dhs.wisconsin.gov

Enter code

Enter the code displayed in the authenticator app on your mobile device

Code

[More information](#)

Cancel **Verify**

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 [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

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 [Close]

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 [Close]

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](https://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. smithjtxyz or domain\smithjtxyz):

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?

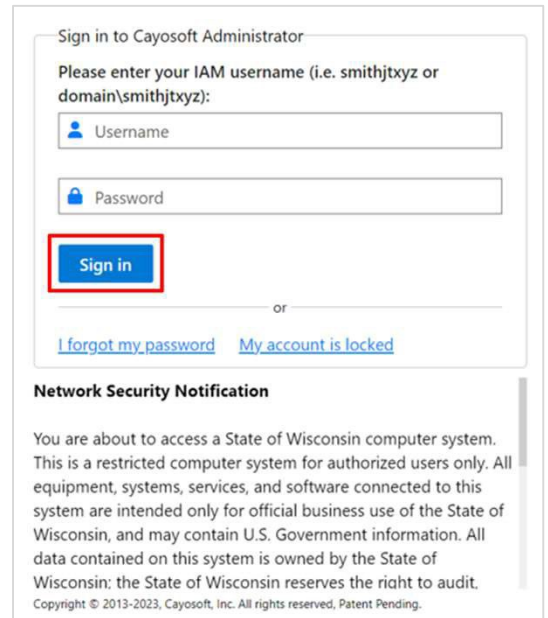
Question shared with the Help Desk:

Who was your best childhood friend? Answer:

Update Enrollment Cancel

Change Password

- 1 Navigate to [iam.Wisconsin.gov](https://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

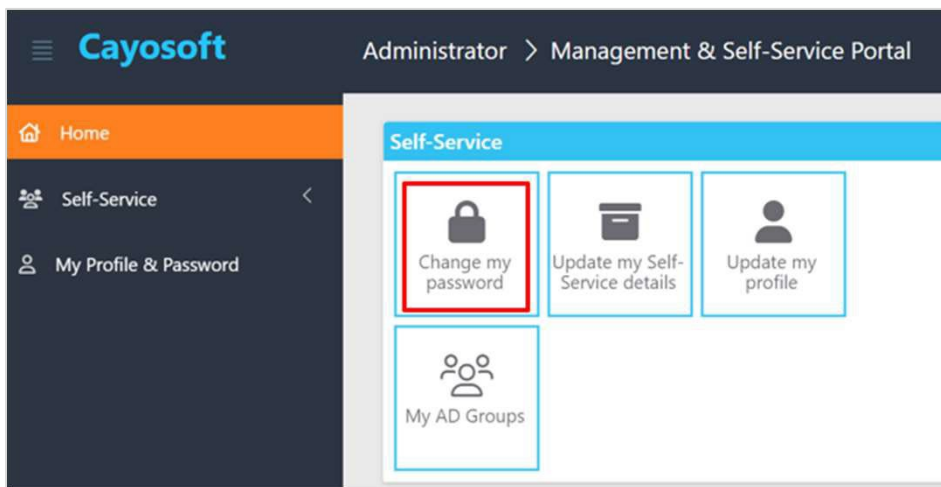
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- 2 Select **Change my password**.



Cayosoft Administrator > Management & Self-Service Portal

Home

Self-Service

My Profile & Password

Self-Service

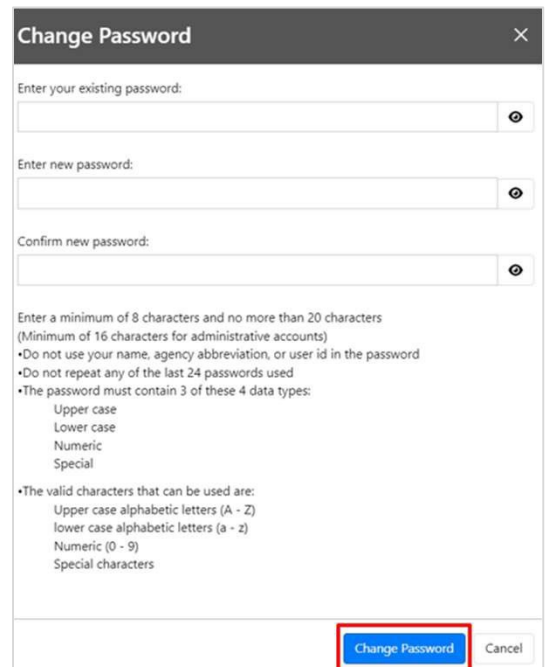
Change my password

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:

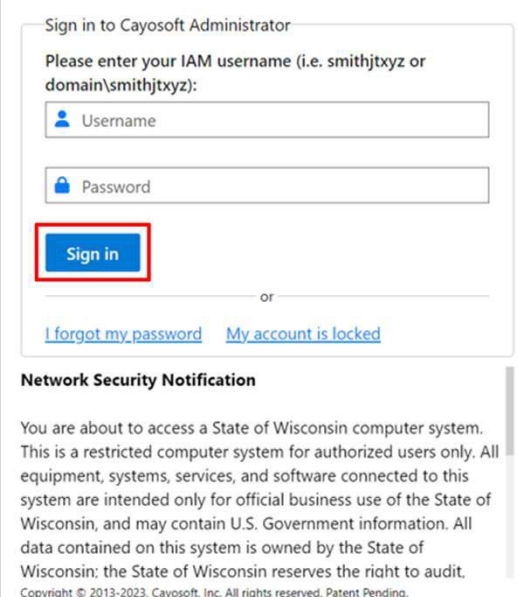
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 - Lower case
 - Numeric
 - Special
- The valid characters that can be used are:
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 - lower case alphabetic letters (a - z)
 - Numeric (0 - 9)
 - Special characters

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

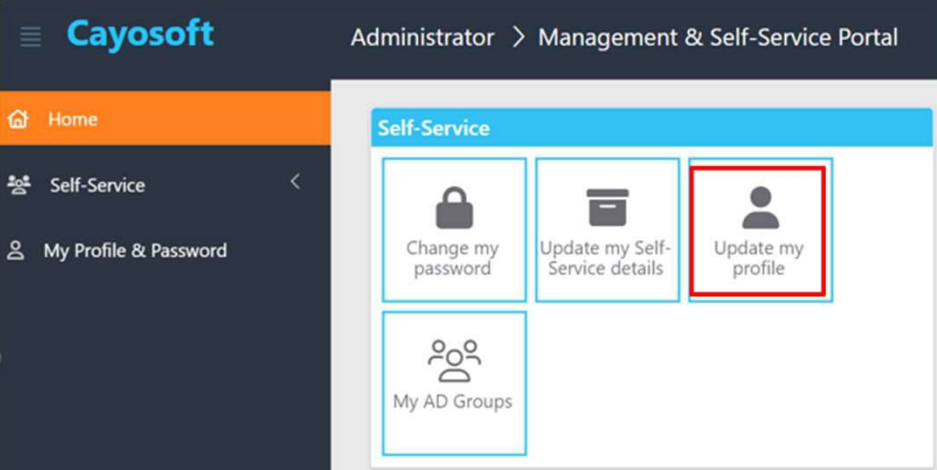
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- 2 Select **Update my profile**.



Cayosoft Administrator > Management & Self-Service Portal

Home

Self-Service

My Profile & Password

Self-Service

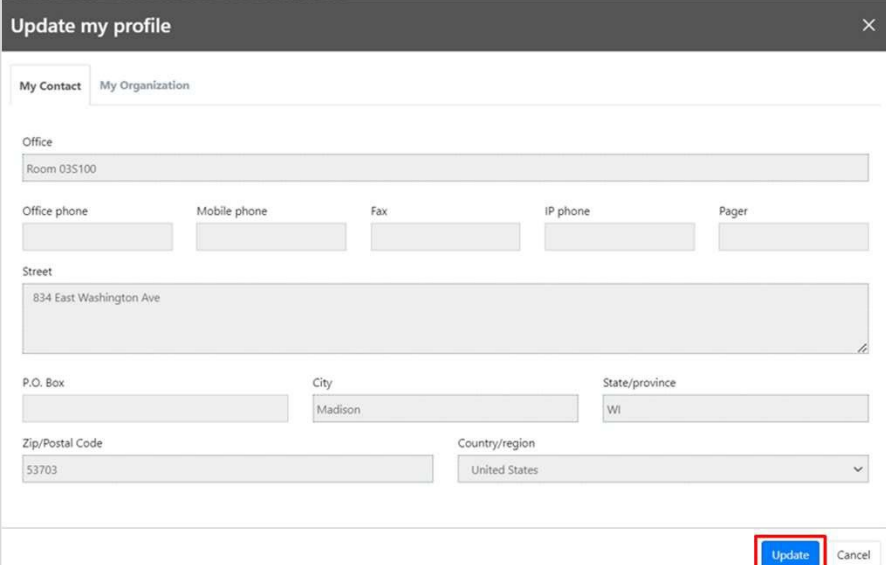
Change my password

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