Managing your MS Entra Account

This guide is for internal users of these applications who need unlock their account, reset their password, or complete other account management activities for: **CARES Worker Web (CWW) – ImageTrust, Electronic Case File (ECF) – View (Navigator), Electronic Case File (ECF) – Capture (KTA), Control D, Mainframe**

Inside:

- Unlock Account—page 2-3

WISCONSIN DEPARTMENT *of* **HEALTH SERVICES**

April 2026

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

☐ Keep me signed in

Sign In

or

I forgot my password   My account is locked

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.

‹ 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 school did you attend for sixth grade?		👁
What was the name of your favorite pet as a child?		👁

‹ Back   OK   Cancel

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