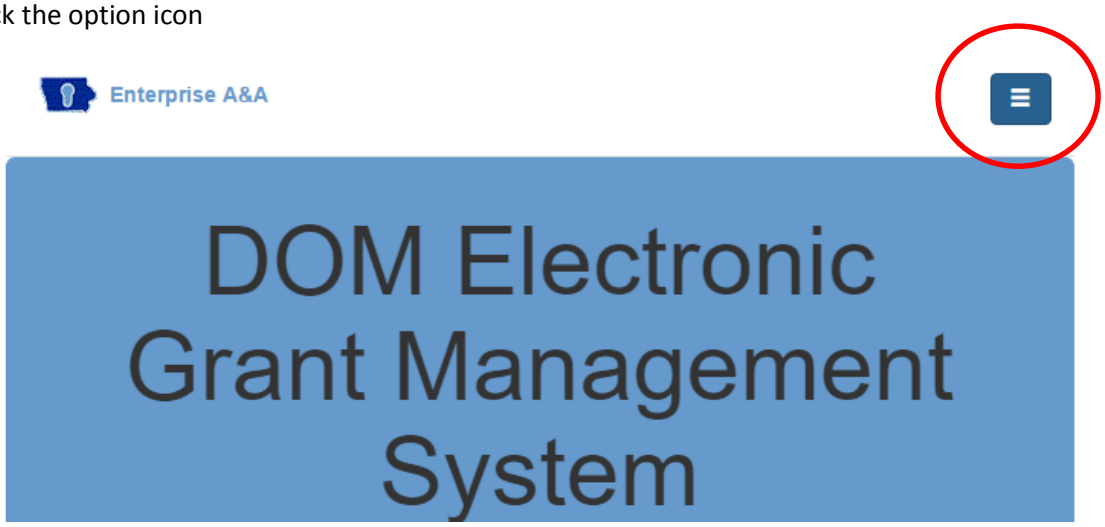
IOWAGRANTS: REGISTRATION INSTRUCTIONS

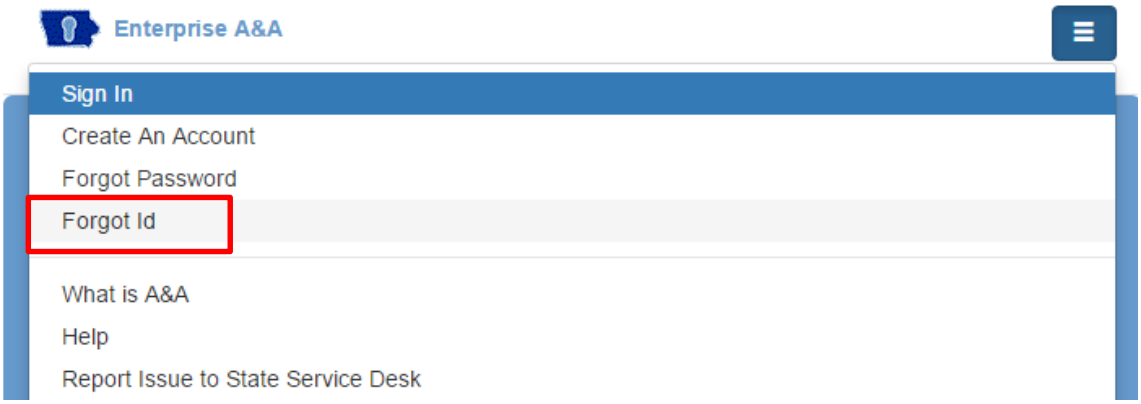
Registration is a two-phase process.
Phase I is *Account Activation* with the state's A&A system.
Phase II is *Registration* within the IowaGrants system. To minimize problems with the process, we ask all users to follow these instructions.

1. Go to www.iowagrants.gov. Click on 'Returning Users Sign in Here'

2. Click the option icon



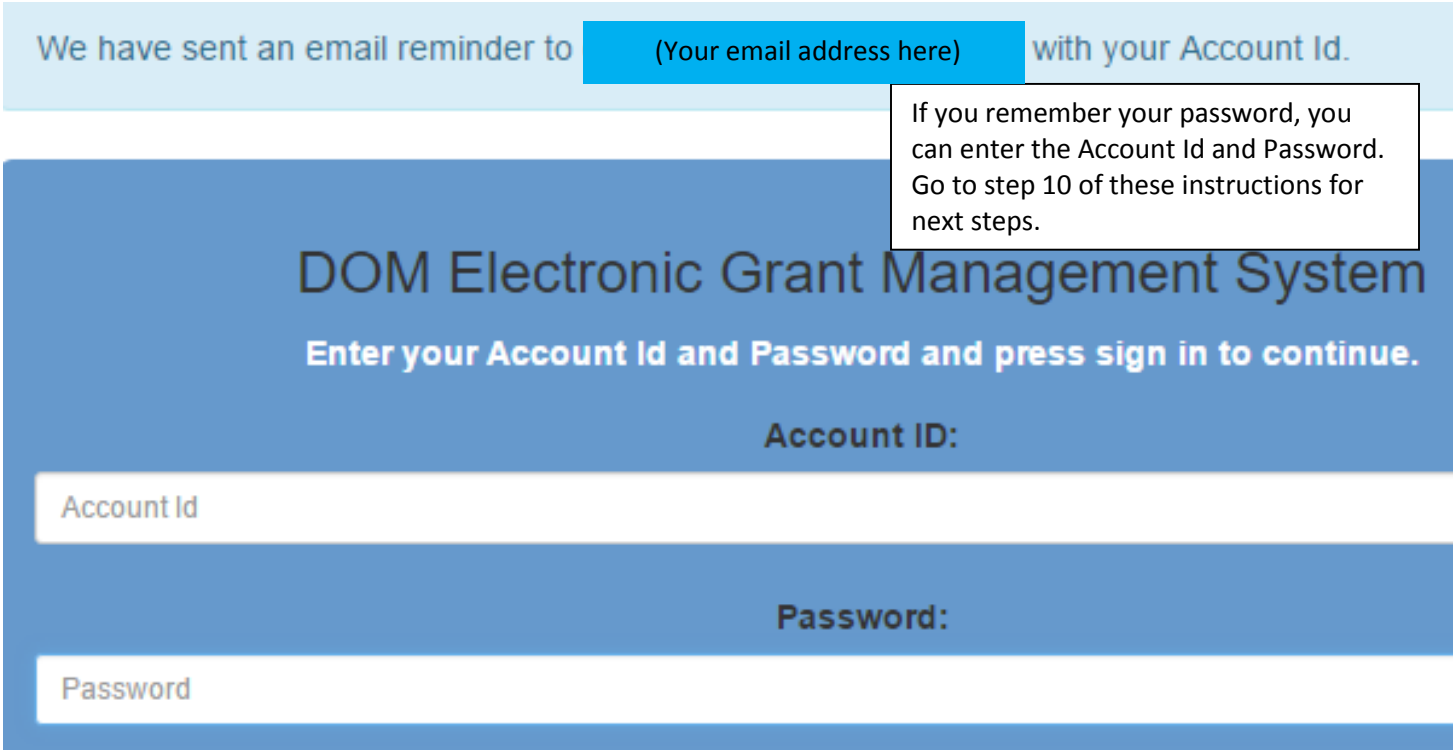
3. Click 'Forgot ID' from the drop-down options



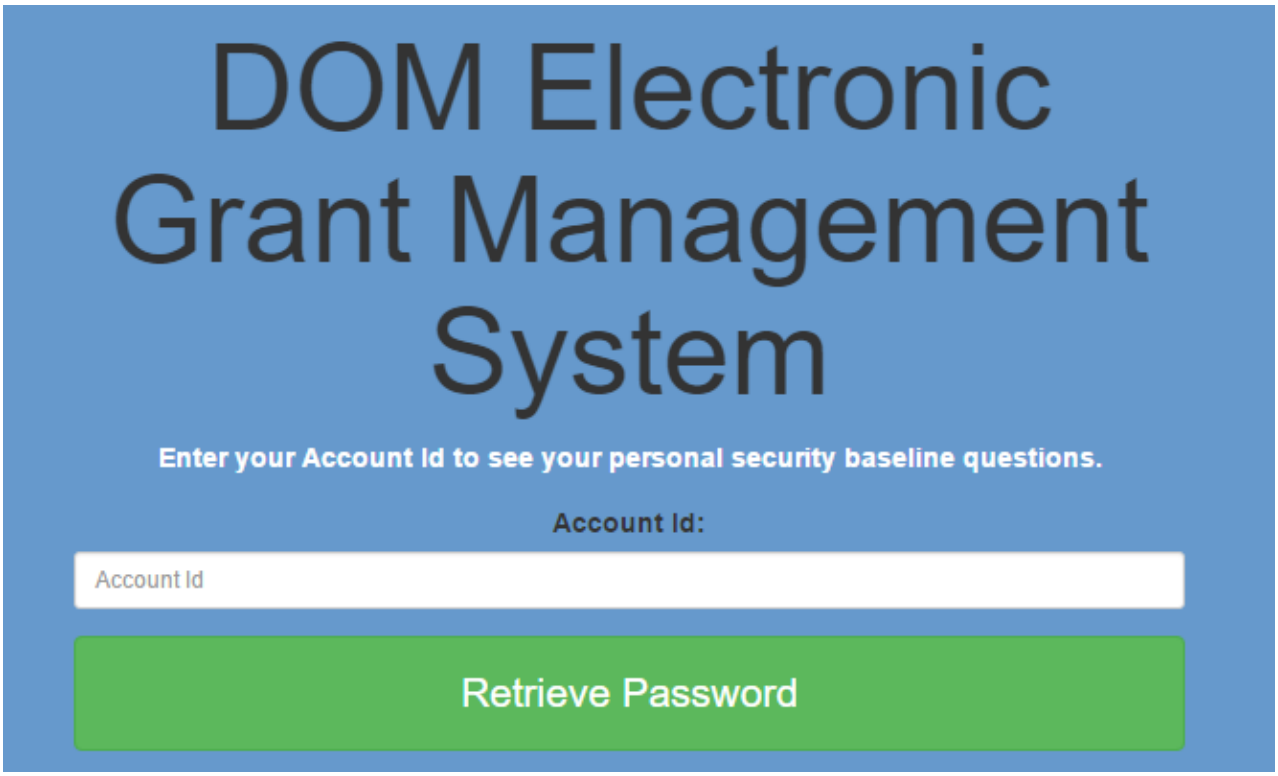
4. Enter your email address. Click on 'Retrieve Id'. (You may try this with as many email addresses as you like.)

5. If the system "confirms" that you have an account and you get a message that an email was sent to you, go to step 6. If the system does not recognize the email as associated with an account, go to step 11.

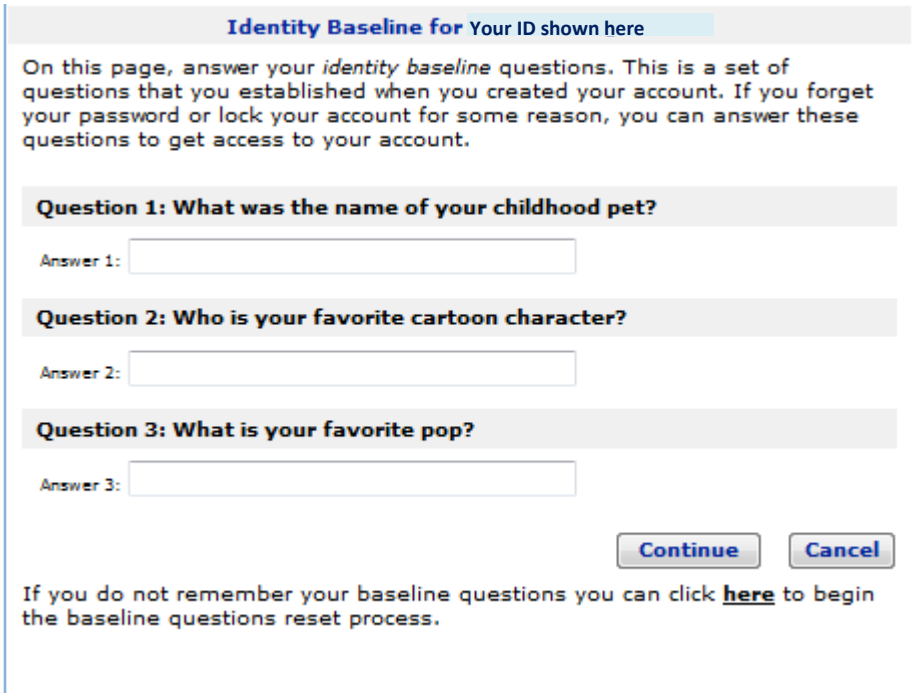
6. **If this email is already associated with an account**, the system will send a message to the associated email address confirming your account id (username). If you remember your password, (go to step #10 to complete the account activation process). If you do not remember your password, click on "forgot password", in the option icon.



7. Click on 'Forgot Password' using the option icon, then enter your account id (the one that was just sent to you), then click on "retrieve password."

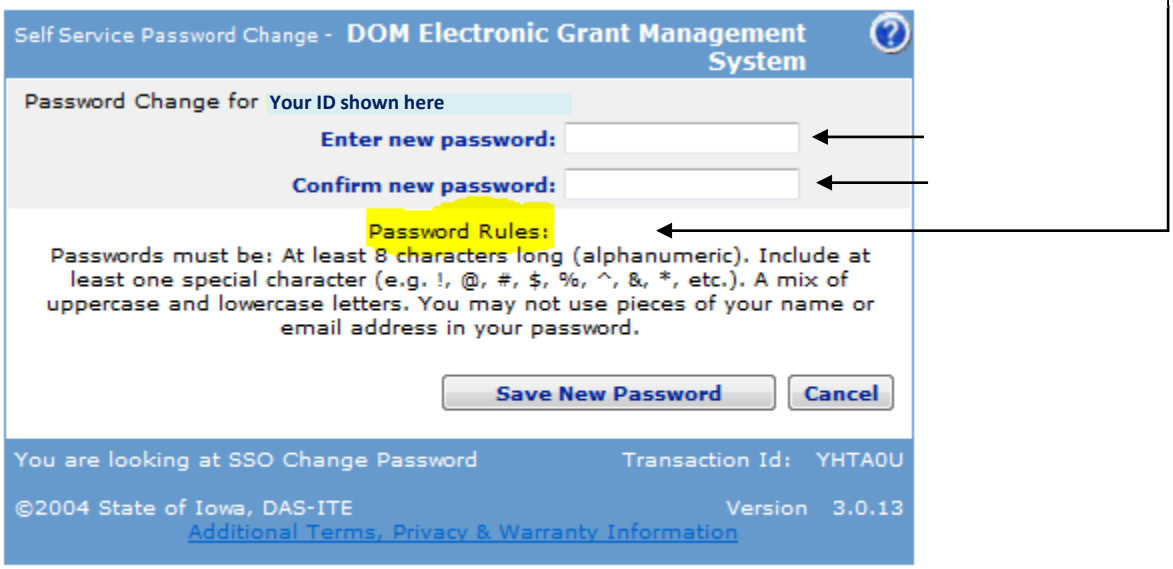


8. You will then be prompted to respond to the baseline identity questions that you set up when the account was first established. Enter the answers and then click "continue". If you don't remember the answers, go to step 10.

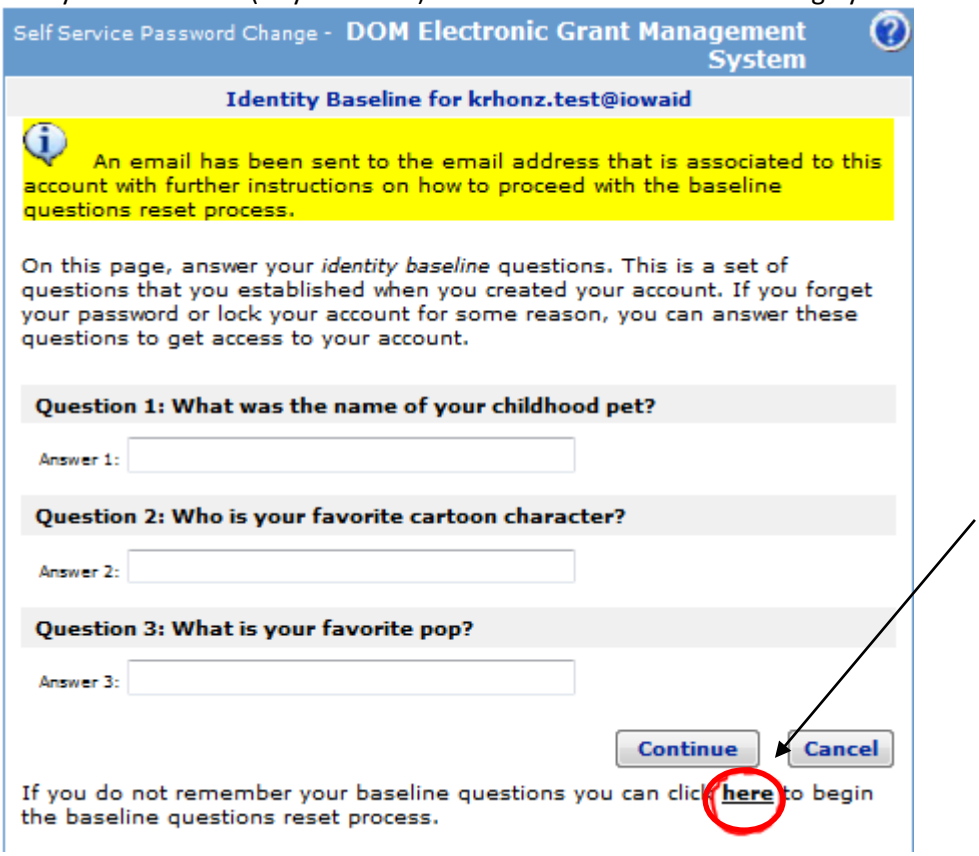


The system will let you know which questions are correct and which aren't, so that you can revise your responses. Once you answer correctly, you'll be prompted to reset your password.

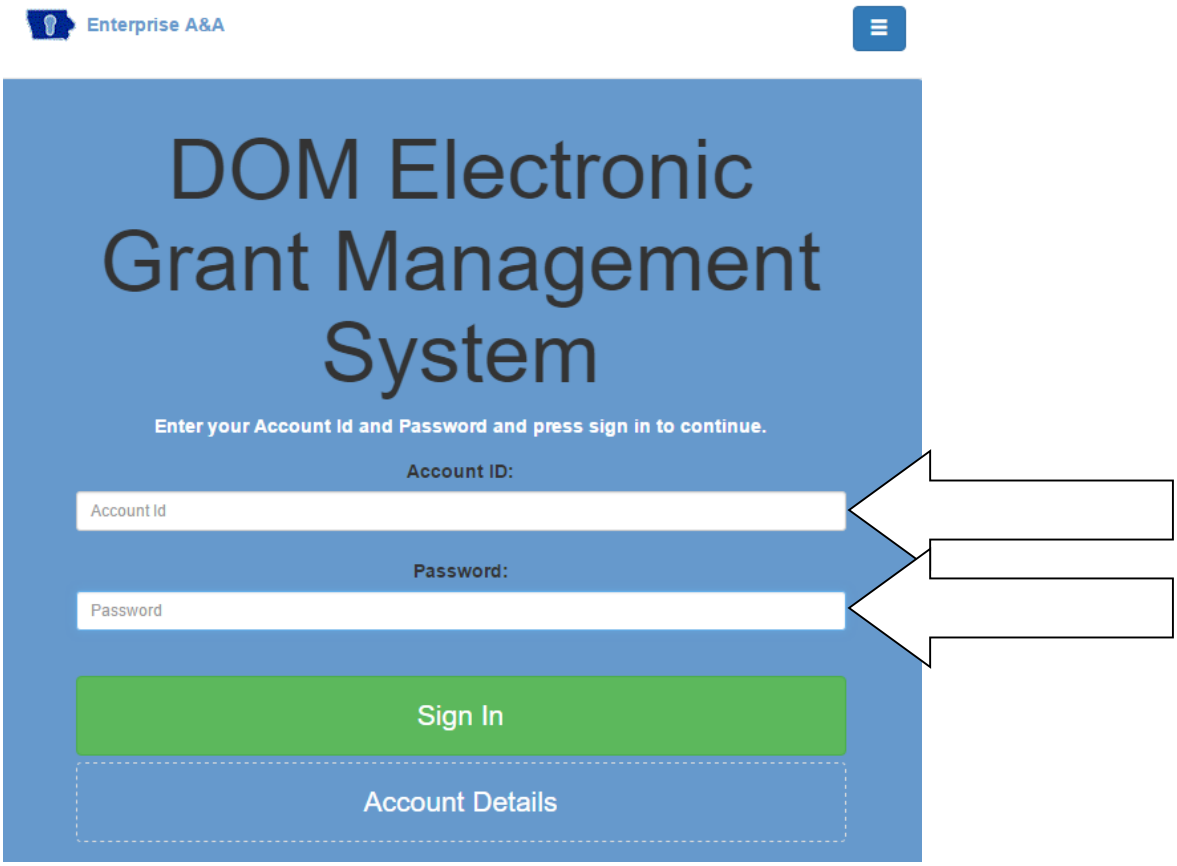
9. Enter your new password and confirm it. Click on “save new password”. Please make note of the system rules for passwords.



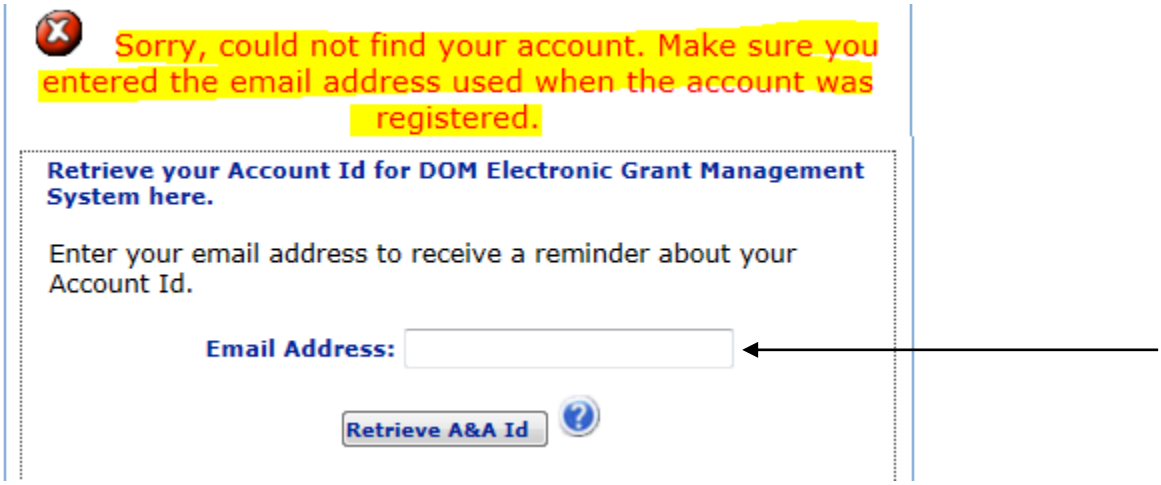
10. If you can’t remember the answers to your baseline questions, click on the “here” at the bottom of the page to reset. The system will send (to your email) the instructions on how to change your baseline questions.



10. You may now log in using the Account Id and Password. Click on “sign in”. Then go to step 16 of the instructions.



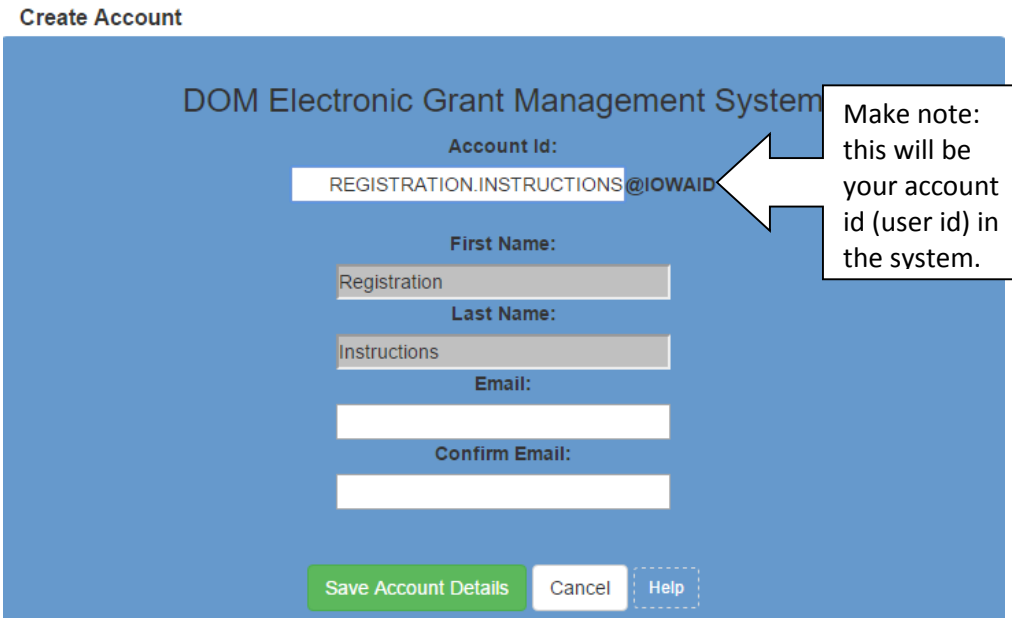
11. (*continued from step 5*) If this email is not associated with an account, you will receive this error message. Go to Step 12 to activate your account. Or you can enter another email to see if that email is associated with an account in the system.



ACCOUNT ACTIVATION IN THE STATE'S A&A SYSTEM

12. Click on 'New Users Register Here'. Enter your first and last name, the click 'Register'.

13. Enter and confirm email address. Click on Save Account Details



Make note: this will be your account id (user id) in the system.

Please keep the following in mind as you start your account activation:

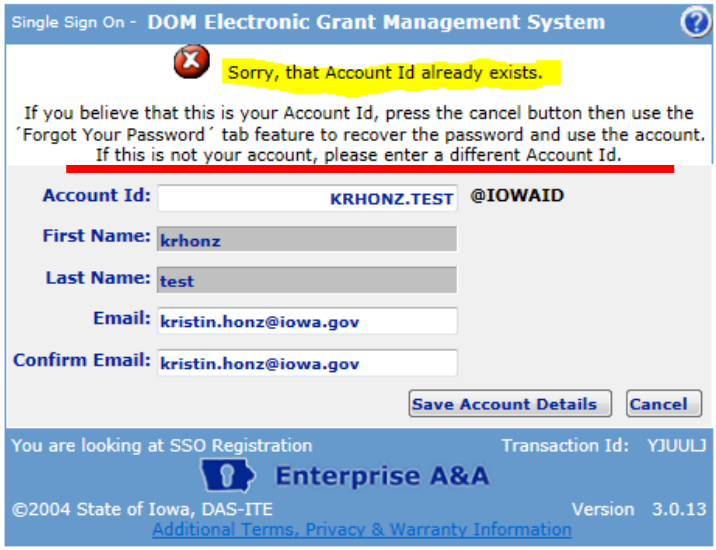
- You must have a valid email address.
- The same PC and browser must be used for your entire registration. Including steps 14-15.
- Make sure your browser has Cookies and JavaScript enabled.
- Your A&A Account ID (FIRST OR LAST NAME) may not contain profanity or special characters. (see step #7 for the password rules)
- You will be required to complete some Security Baseline Questions.

14. You may receive this pop-up message. Click OK to continue.

15. This will generate an automated message to your email to confirm your account (14c). Or you may receive one of the error messages below (14a or 14b).

a. If this account already exits, you will receive this error message.

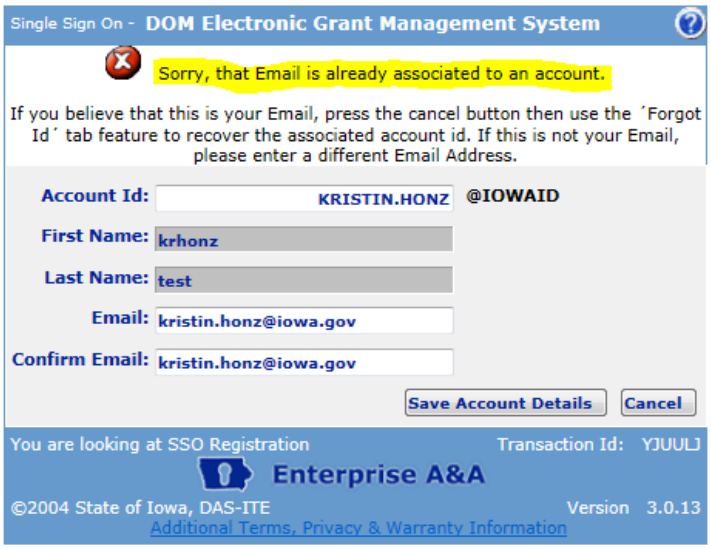
DOM Electronic Grant Management System



If you have followed the instructions, the ONLY reason you should receive an error message is because someone else (with the same name or using the same name) already has an account in the system. [Note: More than 20,000 people have accounts, so it would not necessarily be that unusual to have a duplicate account.] To work around it, use your nickname, add your middle name or middle initial to the first name or last name field.

b. If, however, you have not followed the instructions, you may receive this error message. This message tells you that someone with your same email address already has an account.

DOM Electronic Grant Management System



If this email is not your email, you should enter a different email address. However, we do not encourage you to create multiple accounts in the system. So, if you get this message, we prefer that you follow these instructions to obtain the username and password associated with your account in the system. Go to step 1 to complete this process.

c. If you have completed the process properly, you'll receive this confirmation.

DOM Electronic Grant Management System

Single Sign On - **DOM Electronic Grant Management System**

An email has been sent to the email address you provided. It will contain your Account id and instructions to complete your registration.

The email that was just sent to you may show up in a matter of seconds or could take hours. Once sent, we have no way to track this email to determine if or when you have received it. If you do not receive an email within 48 hours you will not be able to complete the registration process and will need to re-register.

Possible reasons you did not receive the email to confirm your account.

1. When registering, you may have entered an invalid email id in both of the email and confirm email text boxes.
2. The email may have gone to your spam, junk, or blocked email folders.
3. In rare occurrences email security products are not allowing this email to be received normally.

Please note: If you do not complete the registration process defined in the confirmation email within 48 hours, you will be required to start the registration process over.

You are looking at SSO Reg Confirmation Transaction Id: IV27FD

Enterprise A&A

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Additional Terms, Privacy & Warranty Information

Please note: you must complete the process within 48 hours. If you do not, you will need to start the process over.

16. You will get an email from the system to complete the account activation. Click on the link and use the registration confirmation token. This email will come from entaa.noreply@iowa.gov (see below). If you receive an error message after clicking on the link, please see the "help section" of this message to determine how to proceed.

> This email is a confirmation of the account you requested for DOM Electronic Grant Management System and provides steps (see below) on how to activate your account.
>
> Account Details Section:
> Account ID: [redacted]
> Your name: [redacted]
> EMail: [redacted]
>
> If you did not request this account or think this email was sent in error, please contact the DAS-ITE Service Desk (ITE.Servicedesk@iowa.gov).
>
> Account Activation Process:
> Before you begin: If you start the activation process by clicking the step 1 link you must complete all 4 steps immediately. If you close your browser or have a delay that keeps you from completing all 4 steps your account will be created, but will require you to contact the DAS-ITE Service Desk (ITE.Servicedesk@iowa.gov) before you will be able to use it.
> Step 1. Click the following link. https://entaa.iowa.gov/entaa/sso?regToken=1083919ffb19832ea72aec853f02449a (If you get a message that says "Sorry the link you used is no longer valid..." see Help section below.)
> Step 2. Choose two baseline questions and then make your own 3rd question and enter answers for each. --- (These are security questions you can answer later if you ever forget your password.)
> Step 3. Enter your password and confirm it by entering it again. (Reminder - Passwords must be: At least 8 characters long (alphanumeric). Include at least one special character (e.g. !, @, #, $, %, ^, &, *, etc.). A mix of uppercase and lowercase letters. You may not use pieces of your name or email address in your password.)
> Step 4. Sign in using your Account Id (see Account Details Section above) and the password you just entered in Step 3.
>
> Help Section:
> Did you get the message "Sorry the link you used is no longer valid."? If so, the state of your account is in question and you will need to use the following steps to determine the account state.
> Step 1. Click the following link. https://entaa.iowa.gov/entaa/sso?appId=DOM_GMS&callingApp=https://www.iowagrants.gov/login.do&tab=forgotid
> Step 2. Enter your email address and then press the "Retrieve A&A Id" button.
> *If you get the message "Sorry, could not find your account..." and you are sure you entered your email correctly then your account did not get created and you will need to press the "Create An Account" tab and start the registration process over.
> *If you get the message "We have sent an email reminder to (YourEmail.Address@Domain) with your Account Id." then your account was created and you need to go back to your email and check for a new message from this system.
>
> Thanks!
> State of Iowa, DAS IT Enterprise

Remember: You must be on the same computer and using the same browser as when you started the account activation process.

You must complete this process (all four steps) within 72 hours of when you start, otherwise the system will purge your registration.

Your account activation is NOT complete until you re-log into the system and complete the registration process.

HELP SECTION

17. You will then be forced to enter your identity baseline questions and responses. Click continue.

Self Service Password Change - **DOM Electronic Grant Management System**

Identity Baseline for [redacted]

On this page, you must create your *identity baseline*. This is a set of questions and answers you establish for your account. If you forget your password or lock your account for some reason, you can answer these questions to get access to your account.

Question 1:

– Select Question –

Answer 1: Confirm:

Question 2:

– Select Question –

Answer 2: Confirm:

Question 3 (Create your own question.):

Answer 3: Confirm:

Save Identity Baseline

Some guidelines for setting your baseline:

1. Choose questions and answers that you know well, but that others don't.
2. Avoid special characters like commas or quotes that you may not enter the same way later.
3. Keep your answers simple - for example, use "paperboy" instead of "The Des Moines Register paper delivery" for your first job.
4. You must create your own question when a drop down list is not provided. Usually this is the case for the last one or two questions shown above.

Note these helpful hints for establishing your baseline

18. You will then be forced to change the password. Enter new password and confirm new password. Click on "Save New Password".

State of Iowa Common Logon

Self Service Password Change - **State of Iowa Common Logon**

You must change your password.

Password Change for

Enter new password:

Confirm new password:

Password Rules:
Passwords should contain a minimum of 8 alphanumeric characters (a mix of upper and lower case) including at least one special character. Note: You may not use pieces of your name or e-mail address in your password.

Click Save

Save New Password **Cancel**

You are looking at SSO Initialize Account Transaction Id: 7X5EX0

Enterprise A&A

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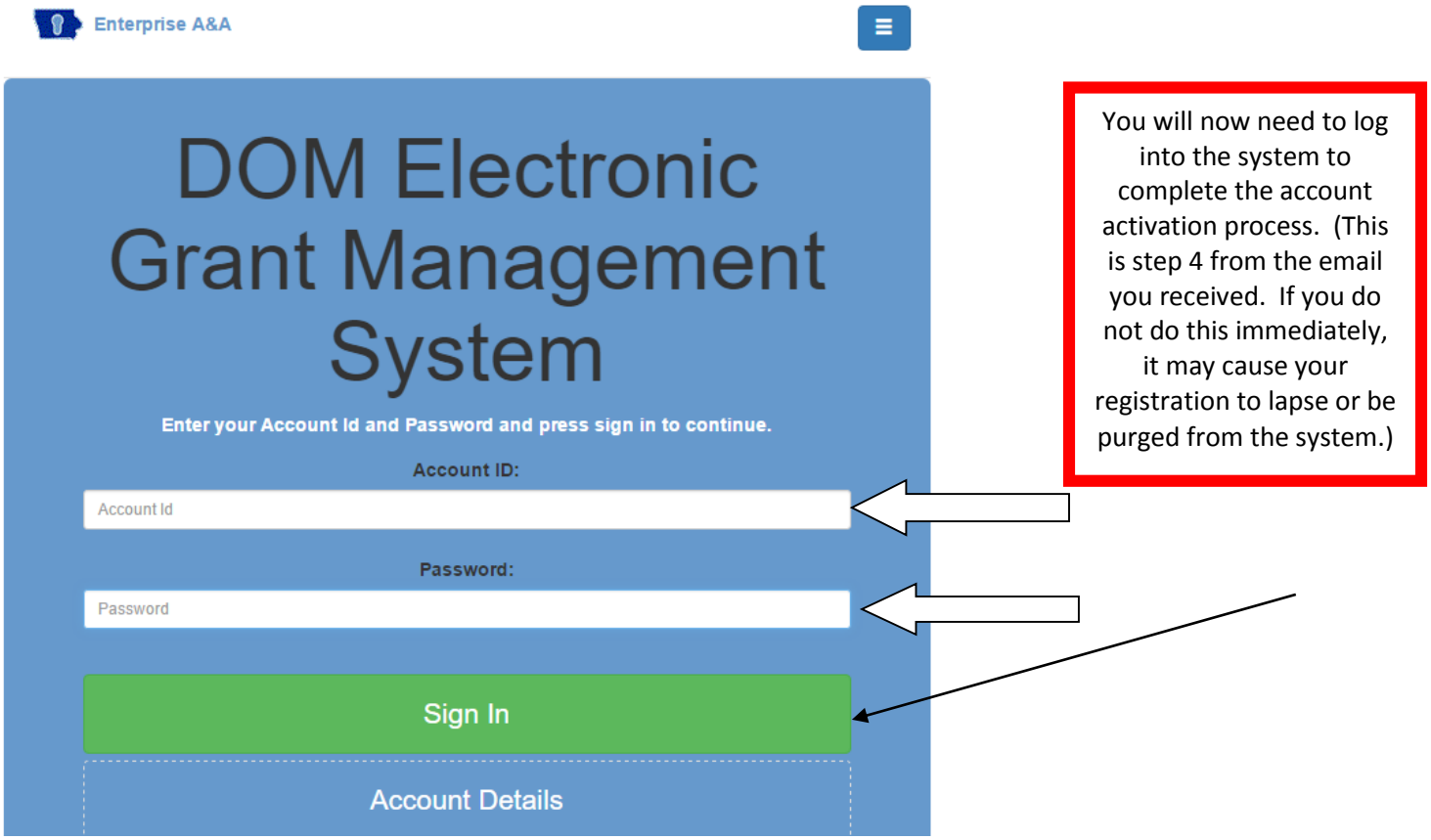
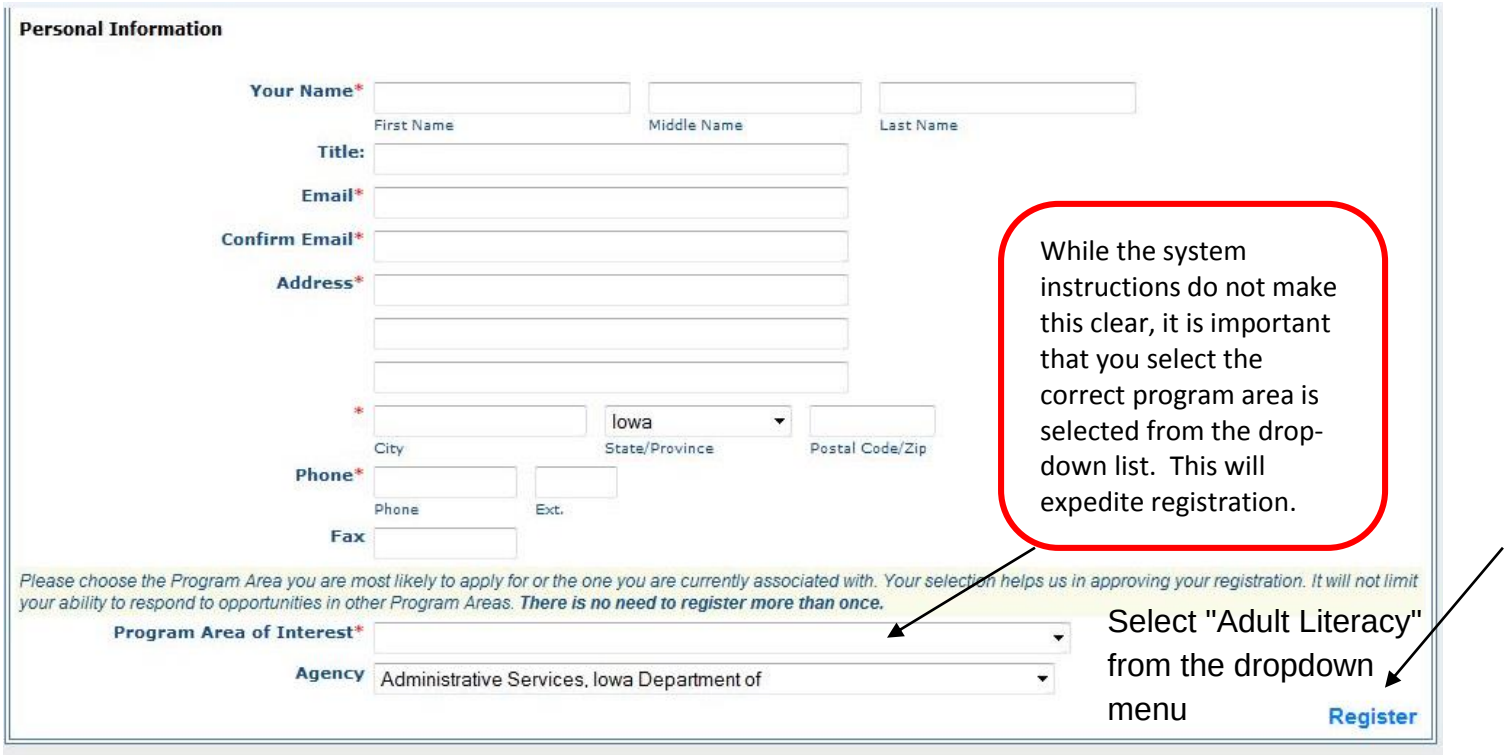
19. Go to www.iowagrants.gov. Log into the system using your Account ID and password. Click on sign in.

You've completed the account activation process for A&A!
After you log-in, you will automatically be directed to the IowaGrants registration.

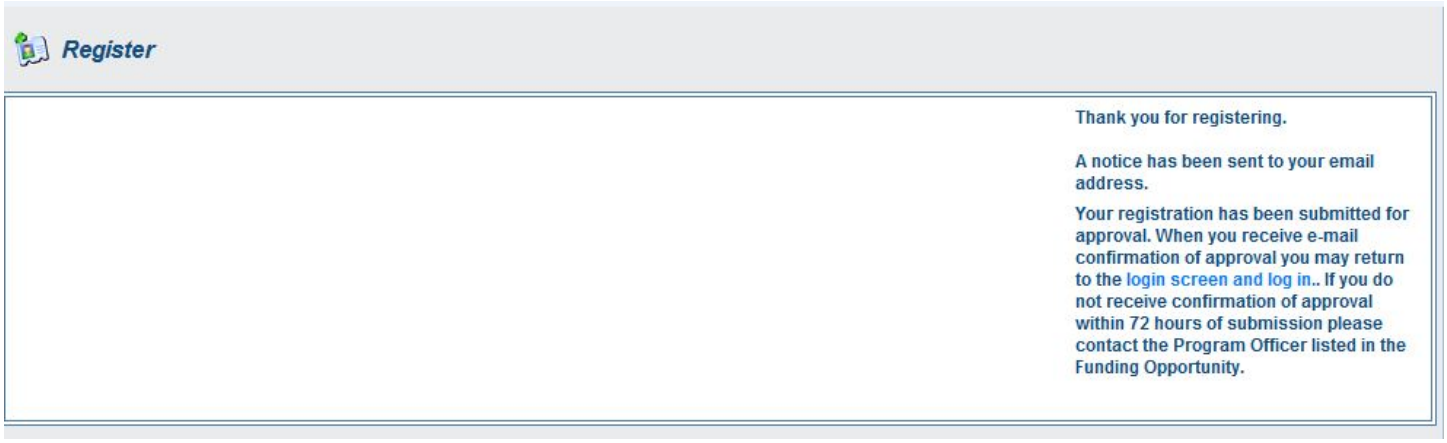


REGISTRATION IN IOWAGRANTS

20. Enter information [note: fields indicated by an asterisk (*) are required]. Make sure you select the correct program area of interest to expedite the approval process. Click Register at the bottom of the page.



21. You will receive a confirmation pop-up and an email will be generated to you from the system. This indicates your registration has been submitted for approval. Approvals can be expected within 24 hours. If there is a delay, please contact alex.harris@iowa.gov to follow-up.



Here's what the registration confirmation email looks like. Please note it comes from iowagrants@dullestech.com so check your spam!

Date: Fri, 30 Aug 2013 01:14:12 -0400
From: iowagrants@dullestech.com
To: jamienagel@hotmail.com
Subject: IowaGrants.gov Registration

Dear [redacted]

Thank you very much for registering with IowaGrants.gov. You will be notified via email when your registration is confirmed.

If you have any questions or concerns please contact the Program Manager for the grant program you are interested in. You can find the Program Manager listed in the grant announcement in the Storefront https://www.iowagrants.gov/outsideStorefrontList.jsp.

Do not reply to this email.

22. When you account is approved, you will receive an account approval confirmation email message from the system. Click on link to log in to IowaGrants and get started!

Date: Fri, 30 Aug 2013 10:43:46 -0400
From: iowagrants@dullestech.com
To: jamienagel@hotmail.com
Subject: IowaGrants.gov Registration

Note the email address..check

Dear [redacted]

Thank you very much for registering with IowaGrants.gov.
Your registration has been confirmed and you are now able to access the IowaGrants.gov at http//www.iowagrants.gov.

If you have any questions or concerns please contact the Program Manager for the grant program you are interested in. You can find the Program Manager listed in the grant announcement in the Storefront https://www.iowagrants.gov/outsideStorefrontList.jsp.

Do not reply to this email.

23. From now on, every time you access the system, you will go to www.iowagrants.gov and click on "returning users sign in here."

TIPS FOR ACCOUNT ACTIVATION & IOWAGRANTS REGISTRATION

1. Make sure the individual completes the entire registration process. There are two phases:
    I. Account Activation for A&A (create username, password, etc.). See below for tips on creating a username and password that meet the system criteria.
    II. Registration for IowaGrants. If they don't do both parts, ICVS staff will not have the ability to approve them in the IowaGrants system.

ACCOUNT ACTIVATION ERROR MESSAGES:

1. **INCOMPLETE A&A REGISTRATION**: If the member did not complete the registration process, for example, if they created the username and password, but did not use the confirmation email to complete the process, the system will say that they are already in the system. If this happens, they should use the confirmation email they received to complete the process. It is important to note that the individual must be using the SAME computer AND browser they used when they started the registration process to complete it. You must also ensure that your browser has Cookies and JavaScript enabled. NOTE: The individual only has 48 hours from the start of the application process to finish it. They should check their SPAM folders for the confirmation messages.
2. **SORRY THE LINK YOU USED IS NO LONGER VALID:** Your account is in limbo. Do the following: a) click on: https://entaa.iowa.gov/entaa/sso?appId=DOM_GMS&callingApp=https://www.iowagrants.gov/login.do&tab=forgotid, b) enter your email address and then press the "Retrieve A&A ID" button. If you get the message:
    a. ***Sorry, could not find your account*** and you are sure you entered your email correctly, then your account did not get activated and you will need to press the "Create An Account" tab and start the activation process over (go to step 11).
    b. ***We have sent an email reminder to {YourEmail.Address@Domain]*** then your account was created and you need to go back to your email and check for a new message from this system. Remember, these messages come from entaa.noreply@iowa.gov, so check your spam and filter folders! Remember, you only have 48 hours to complete the process, so you should locate the message and complete the process as soon as possible.