1. Either type in this website, or launch it from your bookmarked favorite:
   https://iadhrs.netsmartcloud.com/VRWebIAPROD

2. The State Vital Records office has provided you with a User ID and Initial Enrollment PIN. If you have not received that, first check your junk or spam email folder. Otherwise, call 1-866-309-0831 or send an email to IVESHelpDesk@idph.iowa.gov

3. A separate email has been sent with your initial password. If you have not received that, first check your junk or spam email folder. Otherwise call (866) 309-0831 or send an email to IVESHelpDesk@idph.iowa.gov

4. If at any time you have forgotten your password, click on ‘Forgot My Password’. Enter your User ID and select Reset Password. The system will send an email with a link to reset your password to the email account provided at enrollment. If you do not see the email, check your “Junk” or “Spam” email folder.
5. The Initial Enrollment PIN security question appears next. The State Vital Records office has provided you with the Initial Enrollment PIN answer (which is typically a 10 character combination of uppercase and lowercase letters and numbers). If you have any issues with it, call (866) 309-0831 or send an email to IVESHelpDesk@idph.iowa.gov

6. If you are enrolled in multiple locations or have multiple roles in one location, a list will appear next for you to choose which role you would like to login as (just click on the role you want).

<table>
<thead>
<tr>
<th>Role Name</th>
<th>Function Group</th>
<th>GUI Group</th>
<th>Location</th>
<th>Loc Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>John H.</td>
<td>Death Medical Certifier</td>
<td>Death Medical Certifier (GUIGroup)</td>
<td>Mercy Medical Center-Des Moines</td>
<td>770158H</td>
</tr>
<tr>
<td>John H.</td>
<td>Medical Examiner - County</td>
<td>Death Medical Examiner - County (GUIGroup)</td>
<td>Polk-</td>
<td>CNYT-077</td>
</tr>
</tbody>
</table>

7. Once logged in, the first thing you should do is change your security question and answer. Select from the menu Tools > Search > Security Question...leave the first box blank and type in your User Login...select Search
8. Double-click on the highlighted line or select

9. Change the ‘Initial Enrollment PIN’ wording to a Question you would remember the answer to. Also change the Answer to something you will remember.

   *Tip – try to use a one-word answer (there is a 15 character limit)*

Select , then and again to get back to the main screen.

   *Caution: Don’t make the question too easy…you don’t want someone guessing the answer. This should be something that only you know the answer to.*

10. We **highly recommend** having at least 2 security questions/answers to protect your account. To add more questions….select **Tools > New > Security Question** from the menu. Only one question will display each time you login, but the question that appears will be randomly chosen from the list of questions you setup (the more, the better).
11. Fill in the Question and the Answer...and select save, then close and close again to get back to the main screen.