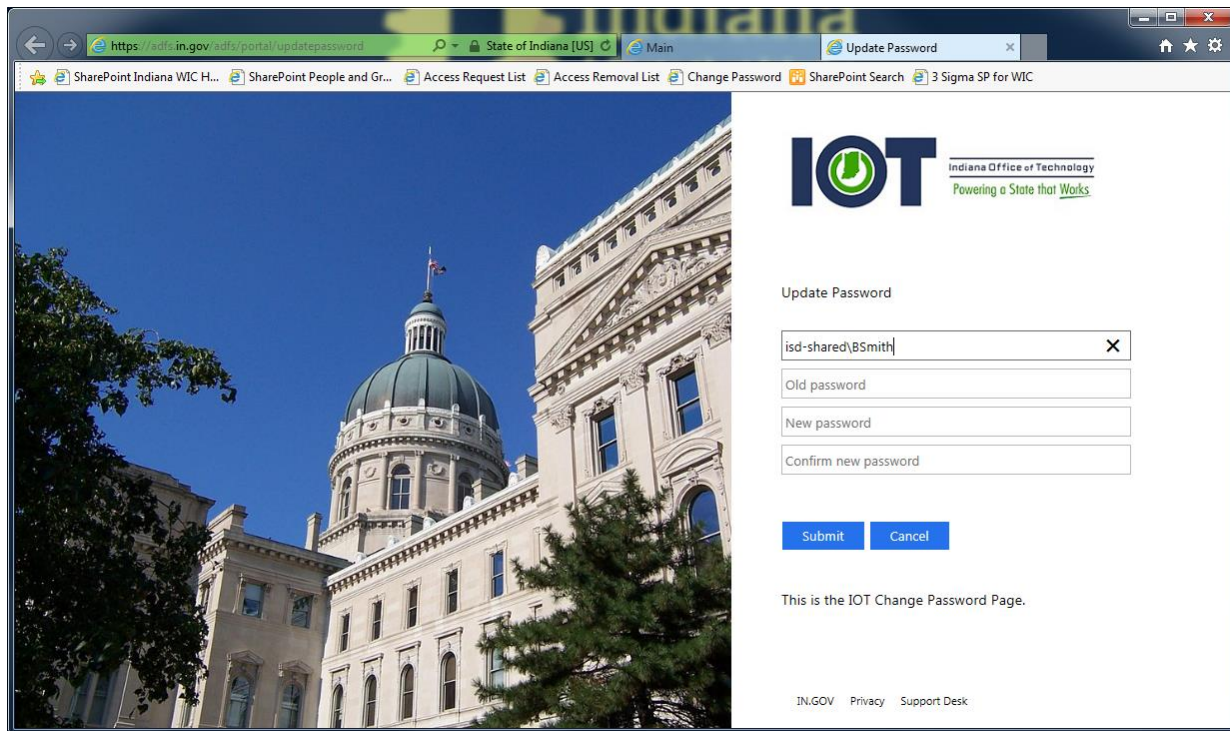


If your password is not working – you cannot get logged in to SharePoint or INWIC

1. Try to change your password

- Click on this link: <https://adfs.in.gov/adfs/portal/updatepassword>
- The IOT Change Password Page will be displayed (pictured below).
- In the empty box: Enter your login ID (the same one you use to login to INWIC – For example: isd-shared\BSmith).
- In the box marked Old password: Enter your current password
- In the box marked New password: Enter a new password
- In the box marked Confirm new password: Enter the new password again
- Click 'Submit'



Password requirements (http://www.in.gov/iot/2328.htm#Complex_Password):

- Contains at least eight characters
- Contains characters from 3 of the following categories:
 1. English uppercase characters (A - Z)
 2. English lowercase characters (a - z)
 3. Base 10 digits (0 - 9)
 4. Non-alphanumeric (\$, #, or %)

2. If the password change was not successful:

- Contact Rachel Spradlin:
Phone: 800-522-0874 (Option 4) or 317-233-5603
Email: rspradlin@isdh.in.gov
- If Rachel is unavailable, contact Annalea Robeson:
Phone: 317-233-1317
Email: arobeson@isdh.in.gov

NOTE: WIC has liaisons who put in our requests to IOT, so please do not contact IOT directly. Since the IOT help desk staff do not always know our setup with computers and accounts, it can be very confusing for everyone.