DIRECTIONS FOR ACCESSING THE IOWA DIRECT CARE WORKER REGISTRY

1) *One business week* after you have tested, go to the following website www.dia-hfd.state.ia.us.

2) In the upper left of your screen, you will see a menu bar with some navigational tabs in it. Click on the *Login* tab, which is the second button from the top of the menu bar.

3) This will bring up 2 boxes in the middle of your screen requesting an Account ID and password.

Do not try to create your own ID and temporary password, they have already been set.

The userID is the *last 4* digits of your Social Security Number, an underscore, and the first initial of your first and last name, in capital letters. It will look like the following: example: 6789_FL.

The temporary password will be the *first 5* digits of your Social Security Number, an underscore, and the first initial of your first and last name, in capital letters. It will look like the following example: 12345_FL.

If the message "Invalid User Credentials" appears on your first and second tries, please contact the registry at the number listed below. You may have the same last four digits and initials as another person on the registry and will have a different special character in your userID and password.

4) You will be requested to set up 5 "baseline" security questions.

5) You should then be asked to create a new password that only you will know. The password must be at least 8 characters long with at least one capital letter, one lower case letter, a special character and a number. Make it something easily remember such as DMLincoln_1. Additionally, the system will have you reset your password every two or three months for security purposes. Just switch the special character or number to update your password.

Occasionally the system will bypass the creation of the password and take you directly to your homepage in the system. If this happens, log off and then choose *Forgot Password* and answer your baseline questions.

6) Once you log back in with your new password, you will be taken to your own homepage within our database. You can navigate anywhere within your record from here, and you can also print your card from this page as well.

7) To find out your current status and check to see if your employers have reported your employment click on the *Demographics* tab, which is the second to the last button on the menu bar.

The *first section* on this page will have editable fields where you can correct personal information and update the system.

The *second section* lists the status of your state CNA certificate based on your passing test scores. *In order to work in a nursing home, skilled care facility or larger hospitals, your certificate must show active.* You can be in No Test or No Employment and work as a CNA in Home Health, Assisted Living Programs, Hospice, Intermediate or Residential Care facilities, Elder Group Homes, CDAC, etc. on your course completion certificate received at the end of your class.

Your course completion certificate never expires and you should keep it somewhere safe so you can provide copies of it to employers at their request. Only your ability to work in a Long Term Care Facility (LTC) expires after 24 months of no reportable CNA employment.

The *third section* lists all the reportable employment for your certificate that is either Long-Term Care, non-LTC hospital units, hospice, ambulatory surgery centers or home health. If there is a gap of more than two years between any reportable employment you have had, you are ineligible to work in LTC facilities until the gap has been filled with additional reportable employment or you retake and pass both the written and skills state competency exams.

8) To print your card, do the following: Turn off the popup blocker feature on your internet browser. Click on the tab that says *Print DCW Card*, which is the last button on the menu bar. A picture of your card will come up and you can print it. If the printer icon does not appear for the window, do Ctrl+P from your keyboard to access the print screen.

Questions: Please e-mail DCW@dia.iowa.gov or call the Iowa DCW Registry at 1-515-281-4077.
Registry hours are 8:00-4:30 Monday through Friday and closed all state and federal holidays.
Information Technology issues: contact the OCIO help desk at 515-281-5709 or toll free 800-532-1174.

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