

# Health Facilities Division Web Application

Direct Care Worker  
User Guide



Author: OCIO  
Version 1.0

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## Introduction

Welcome to the DCW user guide. This guide will help direct you through the steps needed to access your account on the new Health Facilities Division Web Application. The Direct Care Worker user account was designed to give you an easy way to keep your information updated.

## Registering

You will be registering a new account on the new DIA-HFD web application. Please use the link provided to access the new login page.

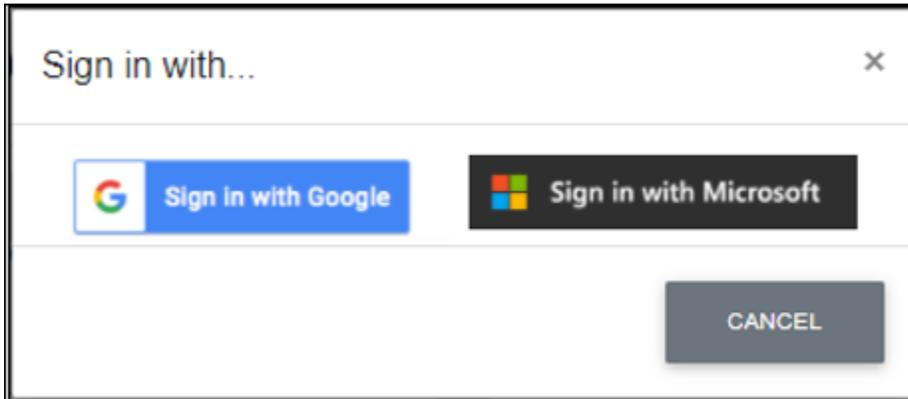
- <https://dia-hfd.iowa.gov>

## Registering User

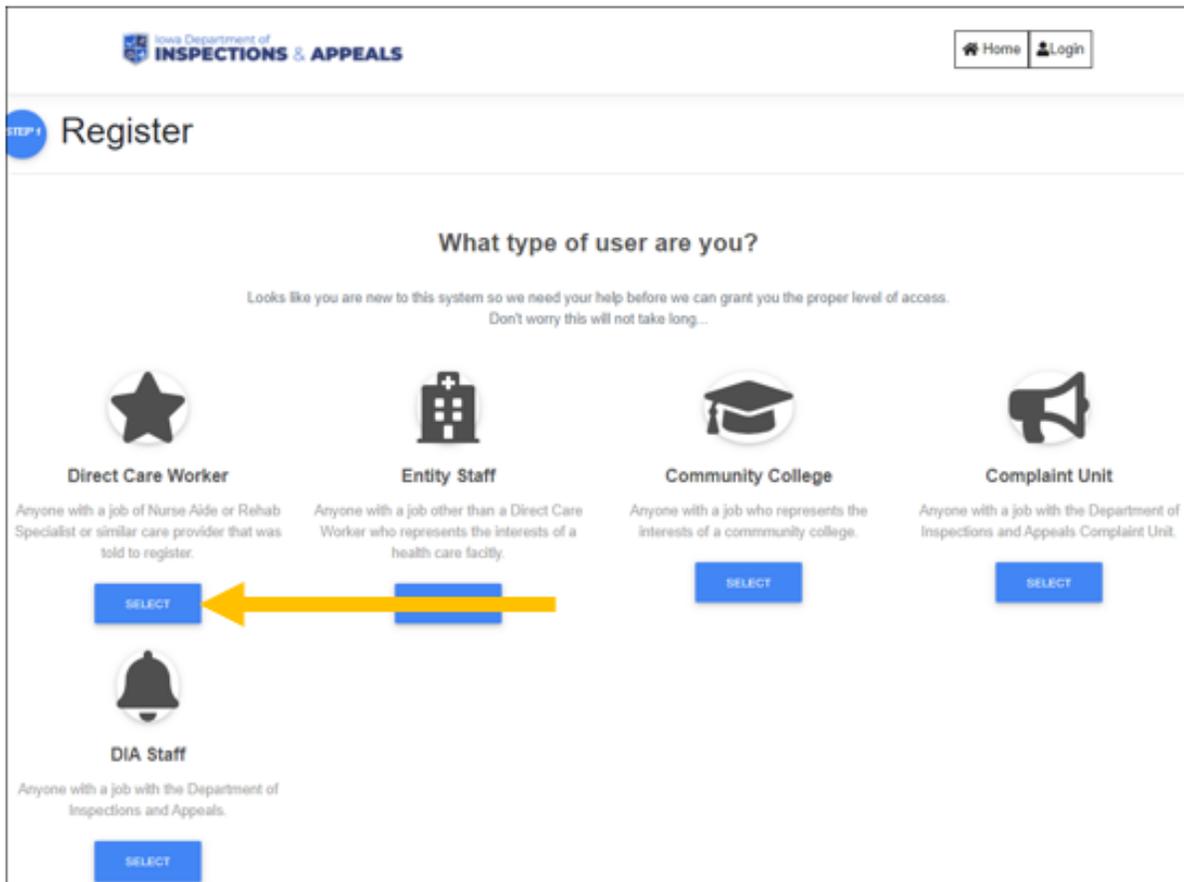
- Select the Login Button on the upper right corner of the page

The screenshot shows the web application interface for the Direct Care Worker Registry & Health Facility Database. At the top left is the logo for the Iowa Department of INSPECTIONS & APPEALS. In the top right corner, there is a navigation menu with a yellow arrow pointing to a 'Login' button. The main content area is titled 'Direct Care Worker Registry & Health Facility Database' and contains two search panels. The left panel is titled 'DCW SEARCH' and is used to look up the eligibility status of Direct Care Workers. It includes input fields for 'Identification Number', 'First Name', and 'Last Name', and a blue 'SEARCH' button. The right panel is titled 'ENTITY SEARCH' and is used to look up contact details for care facilities. It includes input fields for 'Name', 'City', and 'Counties' (with a 'Choose Counties' dropdown), and 'Entity Types' (with a 'Choose Types' dropdown), and a blue 'SEARCH' button.

- Choose either Google or Microsoft to login with. This will take new users to the Registration page.
- A user does **not** have to have a Google or Microsoft email, but must have an account with one of the two options.
  - [Google account information](#) (also see [Appendix A](#))
  - [Microsoft account information](#) (also see [Appendix A](#))



- On the Register page select the 'Direct Care Worker' option.



- Next the user will need to use one or all of the following ways to complete their account registration
  - Email Lookup
    - A response will be returned stating either that the user has been given access or will error and the user will need to try the next verification option.
  - User Lookup
    - A response will be returned stating either that the user has been given access or will error and the user will need to try the next verification option.
  - Contact DIA

Iowa Department of  
**INSPECTIONS & APPEALS**

Home Login

**STEP 2 Register**

No Direct Care Worker record found with email address identifiable information. Enter the email address you have on record with DIA or your personally identifiable information. X

Unable to associate the email address with any DCW record.

Please try an option below.

**Email Lookup**

If you are a new or returning user who believes that you have an account that might be using a different email address. Please enter in the alternative email below and select the "Continue" button.

**Email Address:**

**CONTINUE**

**User Lookup**

If you are not able to access your account by "Email Lookup". Please enter the requested information below and select the "Continue" button.

**First Name:**

**Last Name:**

**Social Security or Alternative Number:**

**CONTINUE**

**Contact DIA**

If you are not able to access your account by "Email Lookup" or "User Lookup", please contact the Iowa Direct Care Worker Registry staff at:

**Phone:**  
(515) 281-4077 & (515) 281-0108

**Hours of operation:**  
M-F 8am-4pm

**Email:**  
**DCW@DIA.IOWA.GOV**

**CONTINUE**

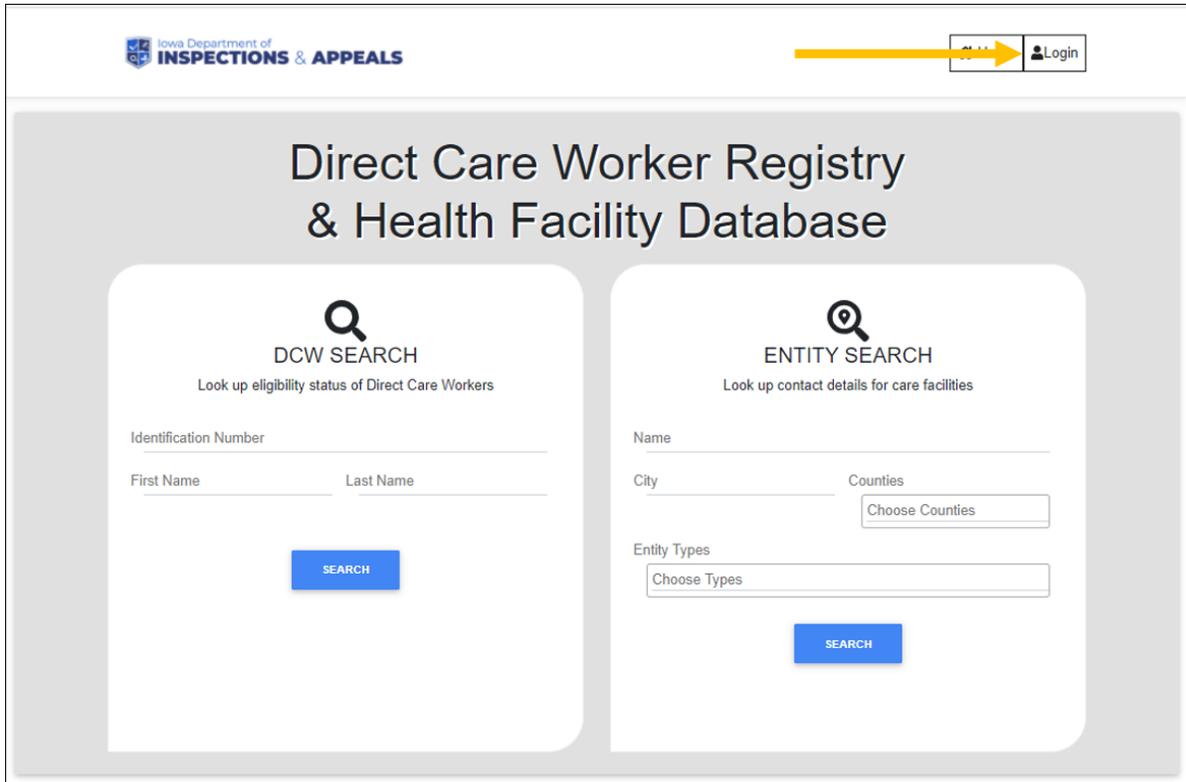
- If the user successfully connects to their account through Email or User lookup, the user will be taken to their account.
- If the user needs to contact DIA for registration then access will be granted once the account is set up.

# User Account

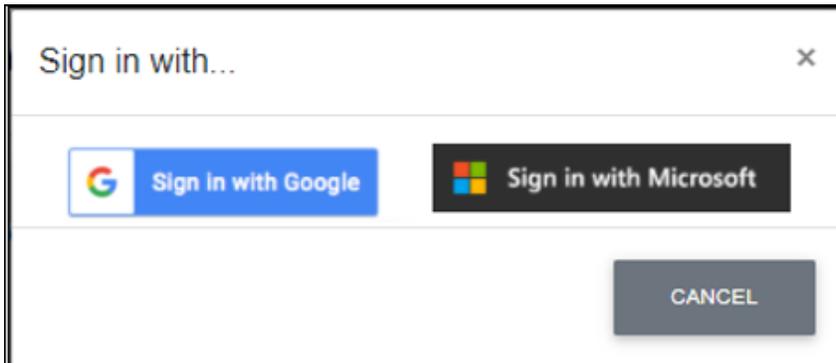
Once a user has an account created and has registered, the user can then login into their account.

## Accessing User Account

- Users can access their Direct Care Worker account by accessing the DIA HFD system at <https://dia-hfd.iowa.gov>.
- Select the Login Button on the upper right corner of the page.



- Choose the Authorization that you registered with, either Google or Microsoft. The user will be recognized by the OAuth providers and will be automatically signed in based on the user's credentials.



## User Account Screens

On the user's home screen the user's basic information details will be viewable and editable.

- Users can now update their personal and contact information.
- If the user is in an 'Active' status, the user can view and print their 'Registry Card'.

Iowa Department of INSPECTIONS & APPEALS

Hello Home LOGOUT

### Direct Care Worker Details

Personal Information CNA

#### Name/Personal Information

DCW Number REGISTRY CARD

Date of Birth Social Security Number Non SSN Identifier

First Name Middle Name Last Name

Previous Last Name(s)

#### Contact Information

Address 1 Address 2

City State County Zip

Day Phone Night Phone Email

SAVE

- Users can view Certification specific details by clicking on the CNA tab.

Iowa Department of INSPECTIONS & APPEALS

Hello Home holly.seidel@iowa.gov LOGOUT

### Direct Care Worker Details

Personal Information CNA

#### Certification

Certification Type	Status	Cert Date	Currently Employed	Expires
Certified Nurse Aide	Active	04/06/2021	Yes	04/06/2023

#### Work History

Show 10 entries Filter:

Facility	Hire Date	End Date
Bickford Cottage Ames	04/06/2021	

Showing 1 to 2 of 2 entries

Previous 1 Next

# Appendix A: Authentication Accounts

## I. Google signing in with an alternate email address.

☰ Google Account Help

🔍 Describe your issue

[Help Center](#) [Community](#)

Manage your email addresses > [Sign in to your Google Account with another email address](#)

## Sign in to your Google Account with another email address

When you create a Google Account, you automatically get a Gmail address. But if you'd rather use another email address to sign in, you can link a non-Gmail email address to the account and use it to sign in, recover your password, get notifications, and more.

When choosing an alternate email, follow these requirements:

- You can't use a Gmail address.
- You can't use an email address that's already linked to another Google Account.
- Remember to use your Google Account password when signing in using this email address.

**Important:** The steps below apply only to an existing Google Account. [Learn how to create a new Google account with an alternate email address.](#)

[Computer](#) [Android](#) [iPhone & iPad](#)

## II. Microsoft signing in with an alternate email address.

# Using a Microsoft account with a third-party email address

Outlook.com

An advertisement banner for Microsoft 365. On the left, there are several colorful icons representing different Microsoft Office applications like Word, Excel, PowerPoint, and Outlook. To the right of the icons, the text reads "Powerful apps for productivity, connection, and security". Further to the right, there is a blue button with the text "Get Microsoft 365 >".

Powerful apps for productivity, connection, and security

Get Microsoft 365 >

Creating a Microsoft account gives you free access to Office for the web, Skype, OneDrive, Xbox and more, and will also give you an Outlook.com account. Read more about the [benefits of a Microsoft account](#).

## Limitations of creating an Outlook.com account using a third-party email address

You can create an Outlook.com or Microsoft account with a new email address or use an existing email address from a third-party email account, such as Gmail or Yahoo, but there are certain limitations when using a third-party email address as the primary alias for your Microsoft account.

- When creating an Outlook.com account using a third-party email address, the email address must be a valid address to which you have access.
- You can sign in to your Outlook.com mail and calendar with your third-party email address, but to access email from your third-party account, you must set it up as a connected account. See "Connected accounts" below.
- Syncing is a one-way connection that goes from your third-party account to your Outlook.com account. Changes made in your third-party account will be reflected in Outlook.com, but changes made directly in Outlook.com won't appear in your third-party account.
- If you send, reply to, forward, or delete email from your third-party account using Outlook.com, or make changes to your calendar or contacts there, the changes will appear only in Outlook.com.
- To create a new Outlook.com account, [sign out](#) of any existing Outlook.com accounts, then [create a new account](#).

## Connected accounts

After you've created your Outlook.com account, you'll want to connect your third-party account to it. By connecting your third-party account, you'll be able to use Outlook.com to send email from your third-party email address. You'll also be able to sync information from your third-party account to your Outlook.com account.

To add your third-party account as a connected account, see [Add your other email accounts to Outlook.com](#). When adding your third-party account as a connected account in Outlook.com, you must use IMAP.

**Note:** Syncing between your third-party account and Outlook.com is only available for email (not calendar or contacts) and is one-way only. If you delete, move, or read an email from a connected account in Outlook.com, you won't see those changes when you go to your connected account.