

## ACHIEVE Family Portal Account Update

Protecting your data is important to us. Changes have been made to the ACHIEVE Family Portal to increase password security to align with industry standards. This change will emphasize using longer passwords rather than requiring complexity rules.

### What This Means for You

You will be required to reset your password before you can access your ACHIEVE Family Portal account again. Your new password must be a **minimum of 15 characters**. You are no longer required to use mixed-case letters, numbers, and symbols but it is still encouraged.

Strong passwords are:

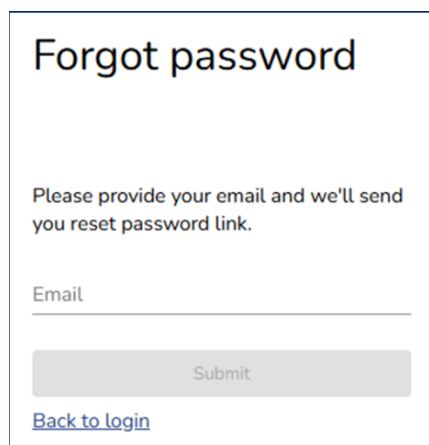
- Long—at least 15 characters long (even longer is better).
- Random—like a string of mixed-case letters, numbers and symbols (the strongest!) or a passphrase of 4 –7 random words.
- Unique—used for one and only one account.

To support you with creating and entering your new password, a new eyeball icon will be displayed next to password fields. Selecting this icon will display the text you have entered.

A screenshot of a password input field. The field is a rectangular box with a thin blue border. Inside the box, the word "Password" is written in a light gray font. To the right of the text, there is a blue circular icon containing a white eye, which is used to toggle password visibility.

### Steps to Reset Your Password

- Return to the [ACHIEVE Family Portal sign in page](#).
- Select the *Forgot Password?* link. This will display a prompt to enter your email address.

A screenshot of a web form titled "Forgot password" in a large, bold, black font. Below the title, there is a message: "Please provide your email and we'll send you reset password link." in a smaller, gray font. Underneath this message is a text input field with the placeholder text "Email" in gray. Below the input field is a gray rectangular button with the word "Submit" in a lighter gray font. At the bottom left of the form, there is a blue hyperlink that says "Back to login".

- Enter your email address and select *Submit*. An email will be sent to you with a link to reset your password.

Questions about this new requirement may be directed to [achievesupport@iowa.gov](mailto:achievesupport@iowa.gov).