Trouble Logging In?

PENDING INVITATION NOTIFICATION

If you receive the notification below when attempting to log in, it is an indication that either 1) your organization's Responsible Data Use Agreement has not been signed or 2) you have not accepted the invitation to set up your account.

If your organization's Responsible Data Use Agreement has been signed, then you should have received an email titled **Invitation Instructions** from **i**risadmin@ku.edu with an activation link to set up your account.

Depending on your organization's email security settings, these emails can end up in a spam folder. Your first step should be to check your spam or junk mail folders for your invitation email. We strongly recommend adding irisadmin@ku.edu to your email's safe sender list to ensure that you are receiving communication from IRIS regarding your account and your organization's referrals.

If you are unable to locate the **Invitation Instructions** email, use the steps below to activate your account.

1. Navigate to the login page here: **https://community.connectwithiris.org**

2. Click the **Forgot your password?** link located beneath the purple login button.
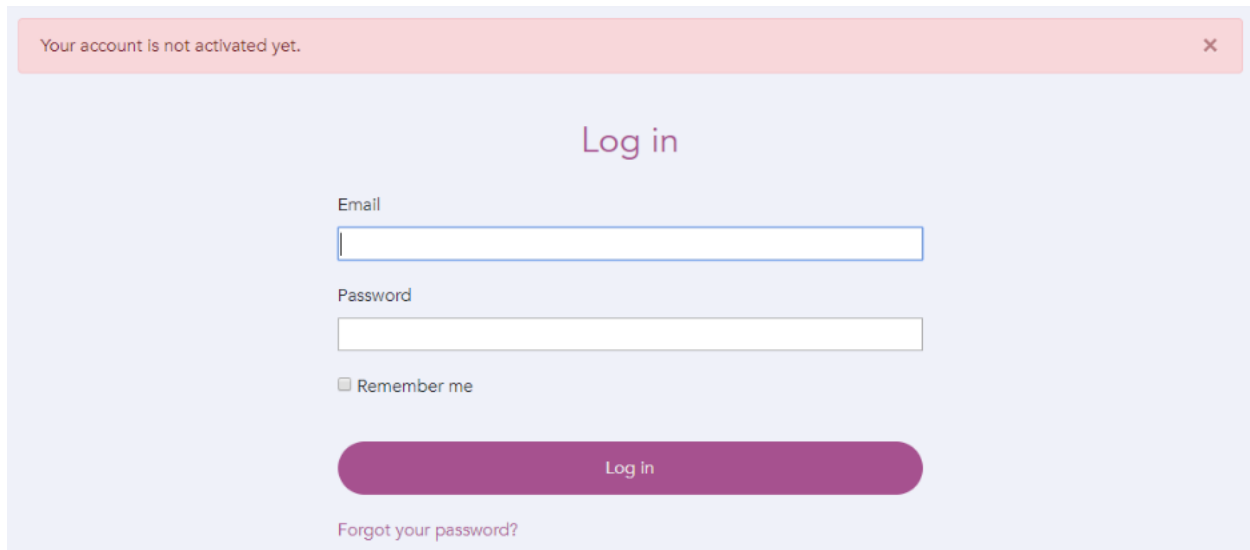
    It will not matter that you haven't set a password yet, you will still be able to use the reset password feature.

3. Enter your email and click the **Send me reset password instructions** button.

4. Open the email and click the **Change my password** link.

5. Type in a password.

6. Click the **Change my password** button.

7. Log in using your email and password.

ACCOUNT NOT ACTIVATED NOTIFICATION

If you receive this notification when attempting to log in, your account may have become inactive. Accounts become inactive when users don't log in for four consecutive months.

Please email your IRIS Community's System Manager requesting your account be reactivated or reach out to IRIS Support at irisadmin@ku.edu for assistance.

MULTIFACTOR AUTHENTICATION (MFA) LOGIN ISSUES

If you do not have access to the mobile device (i.e. phone or tablet) registered for MFA, you will be unable to access your IRIS account. If you have a new mobile device, you will need to set up your MFA connection again using the instructions in the **Setting Up Multifactor Authentication** guide.

Setting Up Your MFA Account

If you experience any issues setting up your MFA connection, please reach out to IRIS Support (irisadmin@ku.edu) to reset the connection point between your application and IRIS.

Authenticator Application Issues

If you are unable to log in due to issues with your authenticator app, please contact your IT Department for assistance.