Logging in

Overview

Use this page to:

- Sign in to IRIS10 with your **Username (email)** and **Password**.
- Reset a forgotten password from the sign-in page.
- Understand the sign-in messages and what to do when a sign-in is refused.
- Extend your session when the **Stay Logged In?** window appears.

Before you begin

You need:

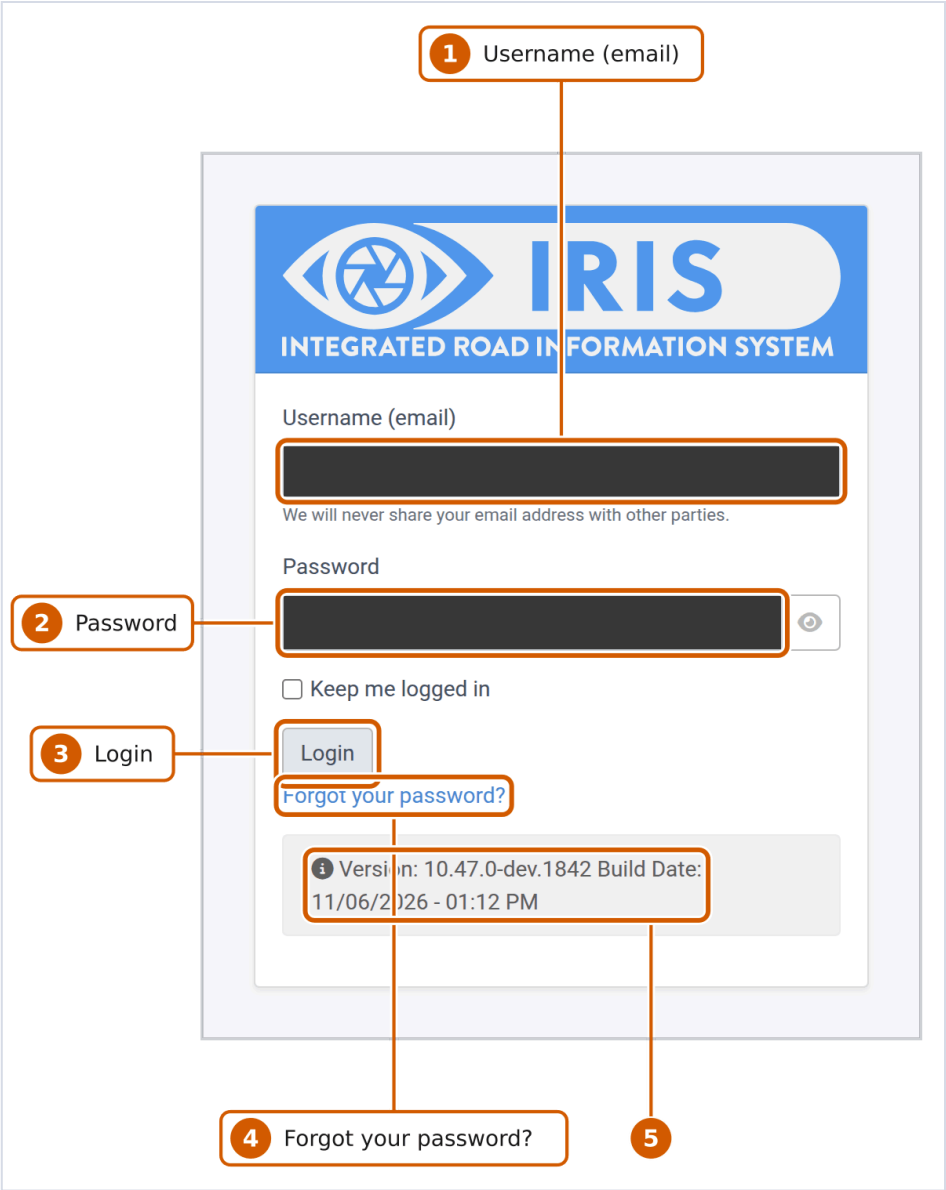
- An IRIS10 user account. Your username is your email address.
- The address of your county's IRIS10 site, open in a web browser.

Procedure

Sign in to IRIS10

1. Open your county's IRIS10 site in your web browser.

   The sign-in page shows the **Username (email)** and **Password** fields, the **Login** button and the **Forgot your password?** link.

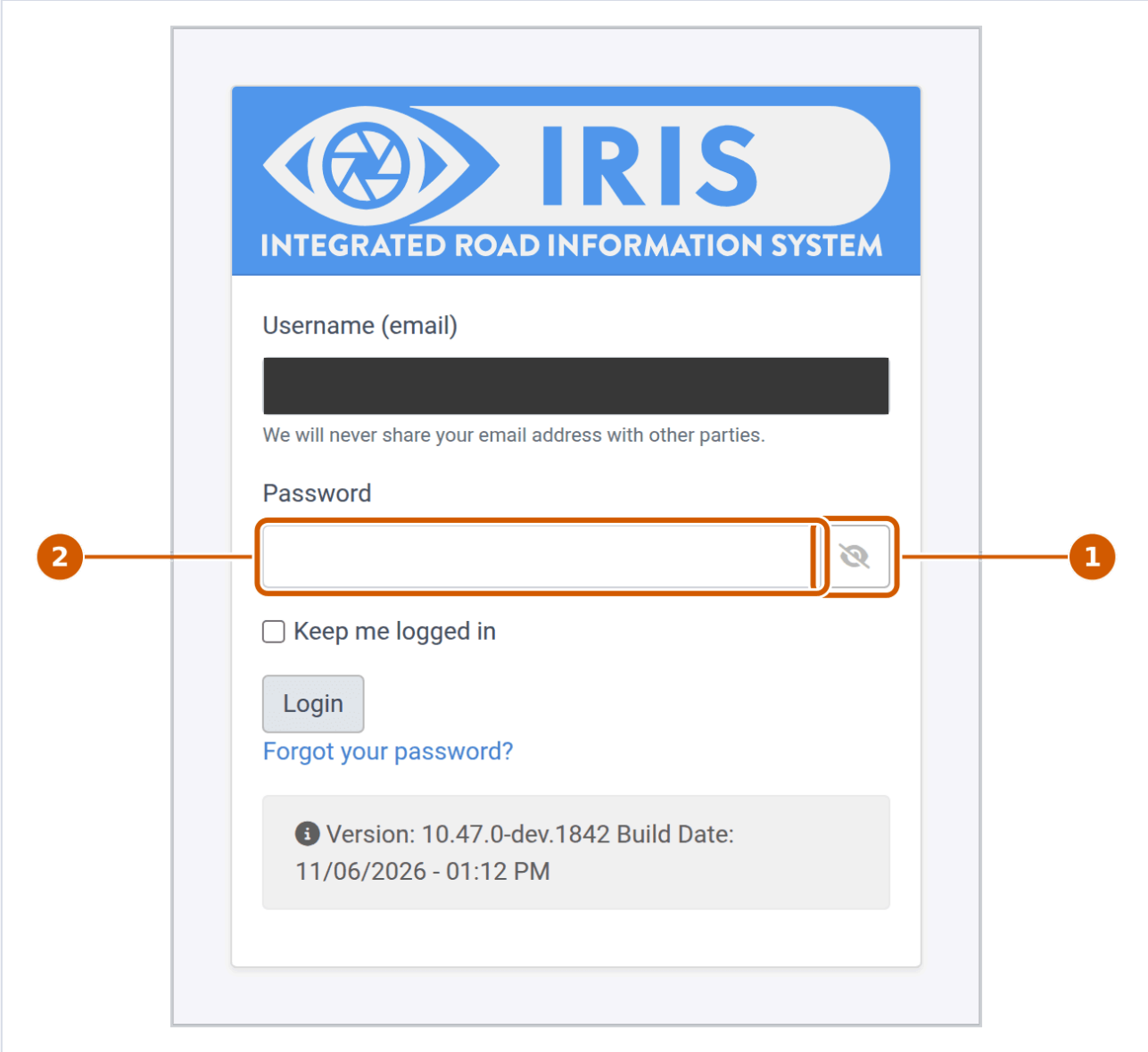


The IRIS10 sign-in page.

1. Username (email)
2. Password
3. Login
4. Forgot your password?
5. Version and build date

2. In **Username (email)**, type the email address your account uses.
3. In **Password**, type your password.
4. Optional: click the password toggle button beside the **Password** field.

   The **Password** field and the toggle button are still shown.



The password toggle button beside the Password field.

1. Password toggle
2. Password

5. Click **Login**.

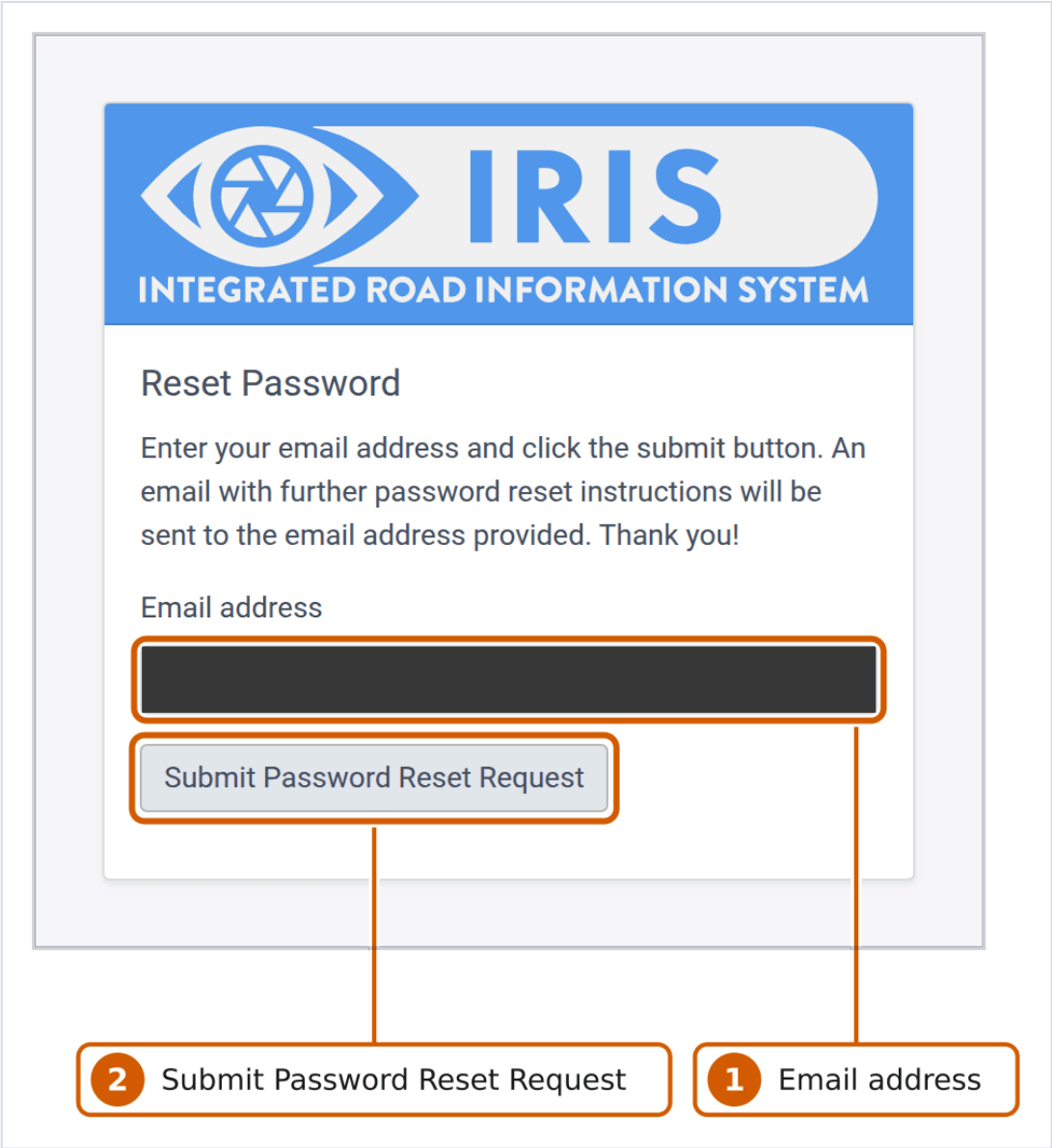
   If the sign-in is refused, a message explains why. See Sign-in messages.

> **Note:** For what you see and how you move around IRIS10 after you sign in, see Navigating portals and pages.

Reset a forgotten password

1. On the sign-in page, click **Forgot your password?**.

   The password reset page opens. It has an **Email address** field and a **Submit Password Reset Request** button.



The password reset page. Enter your email address and click Submit Password Reset Request.

1. Email address
2. Submit Password Reset Request

2. In **Email address**, type the email address your account uses.
3. Click **Submit Password Reset Request**.

   The page says that an email with password reset instructions will be sent to the address you entered.
4. Open the email and follow its instructions.
5. Sign in with the temporary password the email provides.

   The **Change Password** screen opens.
6. On **Change Password**, set a new password.

   Your new password is saved. If repeated failed attempts blocked your sign-in, changing your password clears the block.

Stay signed in when the Stay Logged In? window appears

1. When the **Stay Logged In?** window appears, read the message "Your session is about to expire, sign in to extend the session?".
2. In the window, type the email address your account uses.
3. In the window, type your password.
4. Click **Login**.

   You are signed in again and your session is extended, as the window's message describes.

Reference

Sign-in page elements

ON SCREEN	WHAT IT IS FOR
Username (email)	The email address your IRIS10 account uses. The text under it reads "We will never share your email address with other parties."
Password	Your IRIS10 password.
Password toggle button (no text)	A button beside the **Password** field.
Login	Submits your username and password.
Forgot your password?	Opens the password reset page.
Version: … Build Date: …	Shows the IRIS10 version and build date of the site you are using.

Password reset page elements

ON SCREEN	WHAT IT IS FOR
Email address	The email address your IRIS10 account uses.
Submit Password Reset Request	Asks IRIS10 to email you password reset instructions.

Sign-in messages

MESSAGE	WHAT IT MEANS	WHAT TO DO
`Invalid login and/or password.`	The username or password is wrong.	Check both fields and try again. If you have forgotten your password, use **Forgot your password?**.
`Too many failed sign-in attempts. Please wait and try again later, or use Forgot Password.`	Sign-in from your location is blocked for a while after repeated failed attempts. The message does not say how long the block lasts.	Wait and try again later, or reset your password with **Forgot your password?** and sign in with the temporary password from the email.

Tips and notes

Important: If you see "Too many failed sign-in attempts. Please wait and try again later, or use Forgot Password.", don't keep retrying. Either wait, or click **Forgot your password?** and sign in with the temporary password from the email. That takes you to **Change Password**, and changing your password clears the block.

Note: Clicking **Login** ends any session already open in that browser before it checks your password. A failed attempt therefore also signs that browser out.

Note: The password reset page has no link back to the sign-in page.

Note: IRIS10 signs you out when your session ends. Save your work before you step away.

Tip: The bottom of the sign-in page shows the version and build date, for example `Version: 10.47.0-dev.1840 Build Date: 11/05/2026 - 04:31 PM`. Include this when you report a problem.

Related topics

- Navigating portals and pages