If you know your login information to The IIA’s website, you can easily obtain your Customer/Candidate ID number.

Click here to access the login screen.

In order to log in to The IIA’s website, you must have an active user account on the site.

Enter your email address and password. Once you have logged in, you will then need to click on the “Profile” link on the top right of the screen and select “My Profile,” which will then display your profile information, including your Customer/Member ID number.
If you have not logged into the website, you will need to activate your account. In order to complete the activation process, you need the following information:

- IIA Customer/Member number
- Current password associated with your IIA Customer/Member number
- A unique primary email address
  
  *(A single email address may not be associated with more than one IIA account.)*

Once you have completed the activation process, you may use the “Forgot Password” link to reset your password at any time.

Please note: The process for both account activation and password updates may take up to 30 minutes to process through our system.

The following table explains what actions customers/members should take based on their individual situation:

<table>
<thead>
<tr>
<th>Do you know your IIA Customer/Member number?</th>
<th>Do you know the existing password for your IIA account?</th>
<th>Have you logged into The IIA’s website before?</th>
<th>Do you have a unique email address on record with The IIA?</th>
<th>Action Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>None</td>
</tr>
</tbody>
</table>
| Yes                                         | No                                                    | Yes                                           | Yes                                                      | Password Reset  
  Click here to reset your password |
| Yes                                         | Yes                                                   | No                                            | No/Don’t know                                             | Account Activation  
  Click here to activate your account  
  and enter a unique email address. |
| Yes                                         | No                                                    | No                                            | Yes                                                      | Password Reset and Account Activation  
  Click here to reset your password.  
  Resetting your password will also  
  activate your account if you have a  
  unique email address on record. |
| Yes                                         | No                                                    | No                                            | No/Don’t know                                             | Contact Customer Relations for direction at  
  CustomerRelations@theiia.org.  
  Once you have obtained your password,  
  click here to activate your account. |
| No                                          | No                                                    | No                                            | No/Don’t know                                             | Contact Customer Relations for direction at  
  CustomerRelations@theiia.org.  
  Once you have obtained your login  
  credentials, click here to activate your account. |
Password Reset Process:

If you are unable to remember your password, click here to reset your password.

You may also click the “Forgot Password” link on the sign in/login screen.

On the “Forgot Password” screen, enter your email address of record.

Once you have entered a valid email address, you will see the following message in red: “Thank you for your request. An email was sent to (your email address) with instructions to change your password.”
You will then receive an email from Customer Relations with the subject line, “Your Request”. This email includes a link to the edit password screen.

From: Customer Relations  
Subject: Your Request

We have received your password request. Click the link below to reset your password. Please allow up to 30 minutes for your password to be reset in our system.

Click here

If you did not initiate this request, please contact us immediately.

Please update your password and then click the “Change Password” submission button.

Please note: Password changes may take up to 30 minutes to process.

If you continue to experience challenges, please contact CustomerRelations@theiia.org.
Account Activation:

[Click here](#) to initiate the account activation process.

Enter and confirm your unique email address, IIA Customer/Member ID number, and password, and then click the “Activate” button.

Your will receive an account verification link sent to your submitted e-mail account.

**Sample e-mail from EXT_Prod@theiia.org:**

Thank you for initiating the creation/update of your account with The Institute of Internal Auditors (The IIA). You are receiving this e-mail as the next step in account activation. In order to complete the activation process for your account, the verification of a valid e-mail address is required.

Please validate your e-mail address using the following link <member specific link here>.

Once you have completed the e-mail verification, you will receive another e-mail indicating that your account activation has been completed. Upon receiving notification of account activation you will be able to log into the website using your e-mail address and established password.

Thank you,
The Institute of Internal Auditors

Verify the e-mail address by clicking on the provided link within 48 hours of receipt.

The account is activated within 30 minutes of e-mail verification.
You will receive e-mail notification of login access.

Sample e-mail from: iia-noreply@theiia.org

<Member Name>,

Thank you for creating/updating your account with The Institute of Internal Auditors (The IIA). Your account has been activated and you are now able to login to www.globaliia.org using your designated e-mail address and password.

Your designated e-mail and login ID is: <member e-mail address>

If you are unable to remember the password you established during account activation, please use the “Forgot Password” link on the login screen.

For reference, your membership number associated with this account is: <member ID number>.

Thank you,
The Institute of Internal Auditors