

ServiceDesk Plus

How To: Login

1

Go to Login.iowa.gov

Sign in using your state-issued credentials.



2

Okta Authentication

Okta may prompt you to complete multi-factor authentication.



3

Locate the Zoho Directory Card

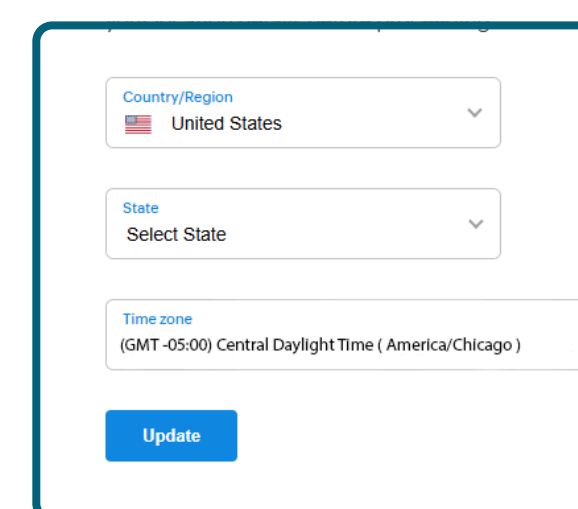
Click the Iowa Zoho Directory card to launch the application.



4

Set your Time Zone

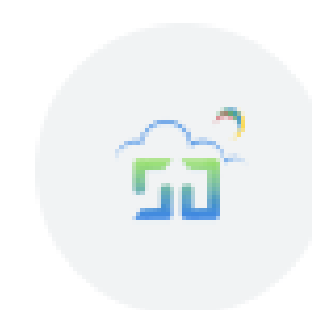
First time users will be prompted to set your time zone.
Choose your time zone and click **Update** when you're done.



5

Click the ServiceDesk Plus Icon

Within the Zoho Directory dashboard,
click the **ServiceDesk Plus** icon to launch the platform.



ServiceDesk Plus

Don't See the Zoho Directory Icon?

- Open the App catalog: <https://login.iowa.gov/enduser/catalog>.
- In the search bar, type **Zoho Directory** & Click **Add**.
- **Is Zoho Directory still not appearing?** email us at Support@DOM.Iowa.Gov .