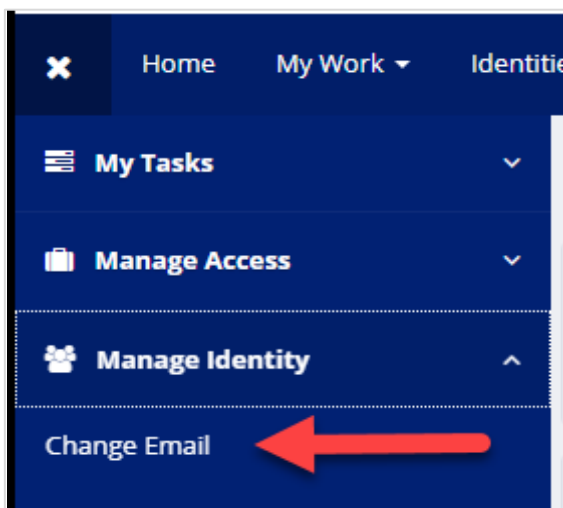


## Verifying and Updating Your Email Address in CAIA

If you are a non-Treasury agency user logging into IPP with PIV, PIV-I, or CAC, please verify that the email address in CAIA is the same email address that is associated with your IPP account (the email address to which you get IPP notifications). If you need to update your email address in CAIA, please follow the steps below:

**Note:** If you do not know the email address associated with your IPP account or need to update your email address in IPP, please contact your agency's IPP administrator.

1. Go to <https://iiq.fiscal.treasury.gov/>
2. Sign into IdentityIQ using your PIV, PIV-I, or CAC credentials.
3. From the menu at the top left, click the drop down for Manage Identity, then select Change Email.



4. On the next screen will be the Email Change Request Form. Review the email address shown. If the email address shown is correct, click **Cancel**.

Otherwise, to update the email address, enter a new email address in the text box (this must be the email address associated with your IPP account, where you receive IPP related notifications) and click **Next**.

A screenshot of the 'Email Change Request' form. The form has a title bar with a back arrow and the word 'Form'. The main content area is titled 'Email Change Request' and contains a section for 'Email Update'. Below this section is a text input field labeled 'Enter New Email'. At the bottom right of the form are two buttons: 'Next' and 'Cancel'.

**Note:** You must have access to this email address to complete the validation process.

5. The next screen is where the email validation will occur. A one-time passcode, or OTP code will be sent to the new email address. Do not close this screen.
6. The form will ask for a one-time passcode, or OTP code to be provided. Enter the OTP code received in your email and click **Submit**.

< Form

Verify Requested Changes

**Validate New Email**

An email has been sent to the address listed below. Please retrieve the OTP code and enter it in the field below. Once you click submit, the email will be changed.

**New Email**

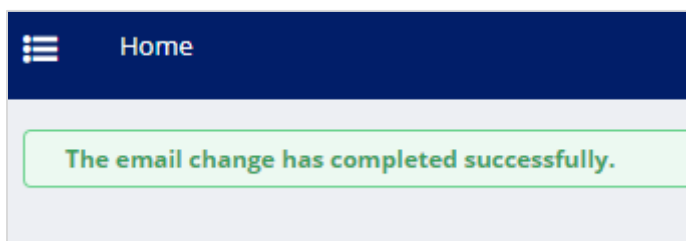
h[redacted]@gmail.com

**One Time Passcode**

Cancel Submit

**Note:** For security purposes, the old email address will also receive a notification that the email address on record for your identity is being changed.

7. Once submitted, the home screen of IdentityIQ will be displayed with a successful email change banner at the top. The new email address will receive a second email stating that the email has been successfully updated. This will now be the email on record for the identity.



8. Try to login to IPP with your PIV or CAC card.