

If you know your login information to The IIA's website, you can easily obtain your Customer/Candidate/Member ID Number (customer, candidate, and member ID are all the same).

[Click here](#) to access the login screen.

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

Welcome to The IIA's Website!

Login to your portal to the premier association and standard-setting body for internal audit professionals. Access includes exclusive members-only guidance, services, discounts, publications, training, and resources. Once you login, your member profile will be displayed at the top of the site.

**Login**

Please login using your e-mail address or member number.

E-mail Address or Member Number:

Password:

[Forgot your password?](#)

Login

**For Members Only**

Members Only

To make the most of what The IIA has to offer, you must be a member. When you see the "Members Only" icon alongside certain website content, you will be prompted to login to access it. If you are in North America, [click here](#) to become a member. If you reside outside of North America, [click here](#) to find your local Institute for membership information.

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.

Access Self Study | IIA Global | Find Your Local IIA | Contact Us | Join The IIA | Profile

The Institute of Internal Auditors

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Certification | New to Certification | Why Become Certified?

**NEW TO CERTIFICATION?**

**Why Become Certified?**

There are many reasons to obtain an official IIA certification designation. Whether it's the hallmark designation of internal audit — the Certified Internal Auditor® (CIA®) designation — or one of our four specialty industry certifications, obtaining a certification is professionalism defined.

IIA certification elevates your standing in the audit community, boosting your career opportunities and earning you increased credibility and respect within the profession and your organization.

Ultimately, becoming certified will:

- Help you earn credibility and respect in your field.
- Open more opportunities for advancement.
- Increase your earning potential by as much as 40%.\*
- Prove your willingness to invest in your own development.
- Demonstrate your commitment to your profession.
- Improve your internal audit skills and knowledge.
- Enhance the profession's image by promoting competent, confident internal auditors.
- Represent your personal achievement.
- Build confidence in your knowledge of the profession.

**Are You in One of These Locations?**

Candidates from the following countries must refer to their local IIA Institute web-site or contact their local representative for more information about local certification processes:

Argentina	Korea
Australia	Malaysia
Austria	Mexico
Bahamas	Morocco
Bahrain	Netherlands
Bulgaria	New Zealand
China	Norway
Chinese Taiwan	Philippines
Czech Republic	Singapore
France	South Africa
Germany	Spain
Greece	Sweden
Indonesia	Switzerland
Italy	Taiwan
Japan	Turkey

The information contained on this website pertains to all other countries.

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 ID number
- Current password associated with your IIA Customer/Member ID 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:

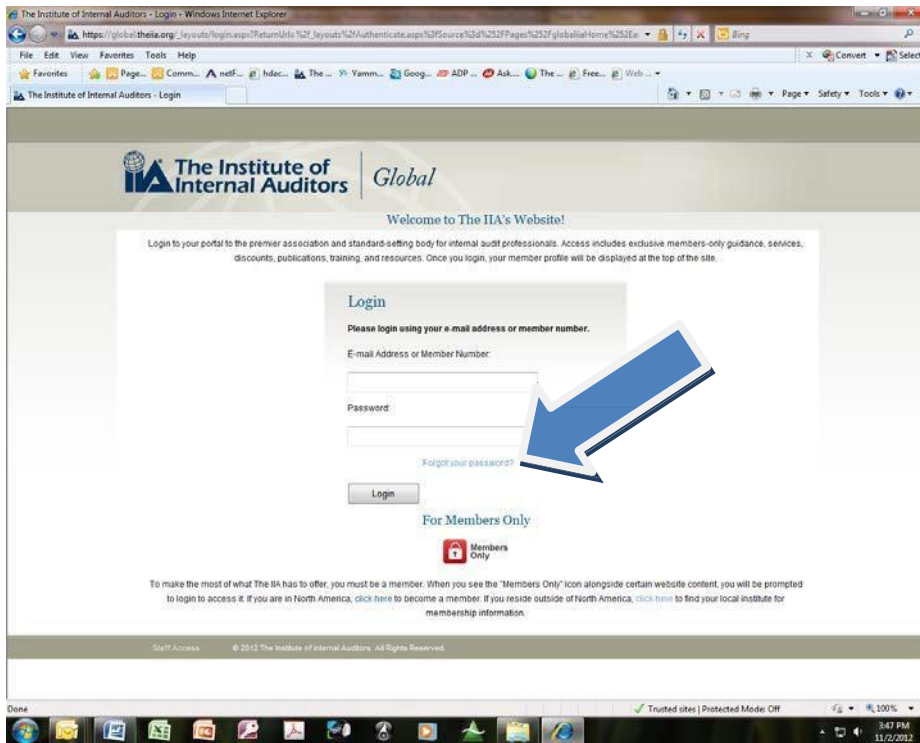
Do you know your IIA Customer/Member number?	Do you know the existing password for your IIA account?	Have you logged into The IIA’s website before?	Do you know the unique email address on record with The IIA?	Action Needed
Yes	Yes	Yes	Yes	None
Yes	No	Yes	Yes	<b>Password Reset</b> <a href="#">Click here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



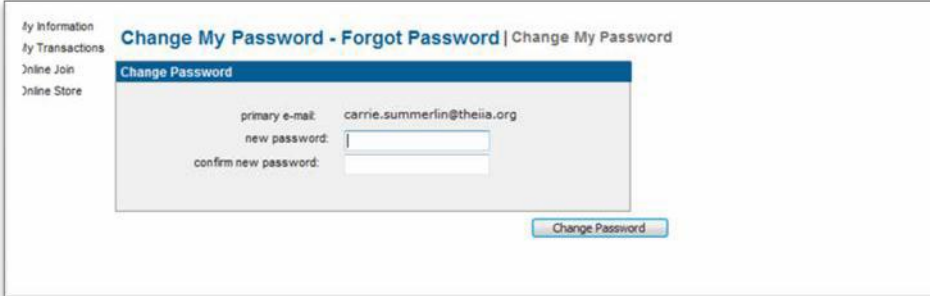
Once you have entered a valid email address, you will see the following message in red: “Thank you for your request. An email was sent to (your email address) with instructions to change your password.”



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.	
<a href="#">Click here</a>	
If you did not initiate this request, please <a href="#">contact us</a> immediately.	

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



The screenshot shows a web form titled "Change My Password - Forgot Password | Change My Password". On the left side, there is a navigation menu with links for "My Information", "My Transactions", "Online Join", and "Online Store". The main content area has a blue header "Change Password". Below the header, the form displays the "primary e-mail" as "carrie.summerlin@theia.org". There are two input fields: "new password:" and "confirm new password:". A "Change Password" button is located at the bottom right of the form.

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

If you continue to experience challenges, please contact [CustomerRelations@theia.org](mailto:CustomerRelations@theia.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, then click the “Activate” button.

The screenshot shows the 'IIA Website Account Activation' page. At the top, there is the IIA logo and the word 'Global'. Below that, the title 'IIA Website Account Activation' is centered. The page contains several lines of instructional text: 'To begin the activation process, please provide your member number, password, and enter and confirm your preferred email address.', 'To complete the activation process, you will receive an email containing a verification link.', and three bullet points: '- Click the verification link to confirm your account activation request.', '- Account activation is completed within 30 minutes of email verification.', and '- After receiving an email confirming your account activation you may log into the IIA website.' Below the text is a grey box with the heading 'Activate' and the instruction 'If you have not activated your account, please do so now.' Underneath this box is a link 'Read FAQ's'. The form consists of four input fields: 'E-mail Address:', 'Confirm E-mail Address:', 'Member ID:', and 'Password:'. Below the fields is an 'Activate' button. At the bottom of the form area, there is a link 'Go back to login page.' and the text 'For Members Only' with a small red lock icon and 'Members Only' text. The footer of the page includes the text 'Trusted since 1982'.

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

### Sample e-mail from EXT\_Prod@theiaa.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@theiaa.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](http://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