



Retrieve Your StateID

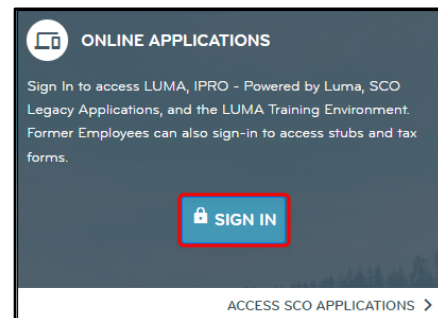
Luma Role: State of Idaho Users

Reason: All State of Idaho users are required to obtain their assigned StateID to access Luma.

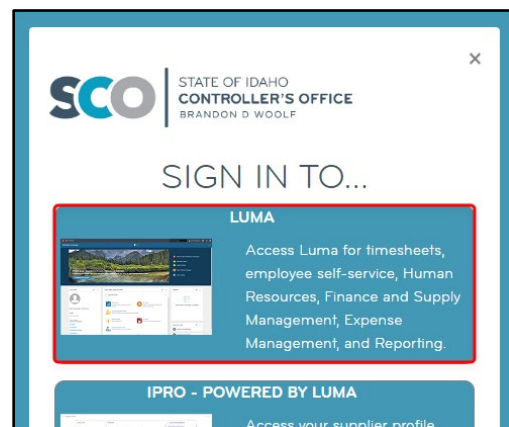
1. Navigate to the [SCO Website](https://www.sco.idaho.gov/LivePages/scohome.aspx).



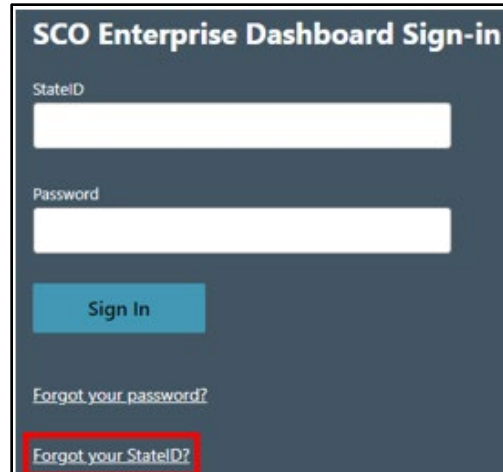
2. Click **SIGN IN** from the ONLINE APPLICATIONS box.



3. Select the **LUMA** tile.



4. Click **Forgot your StateID?**



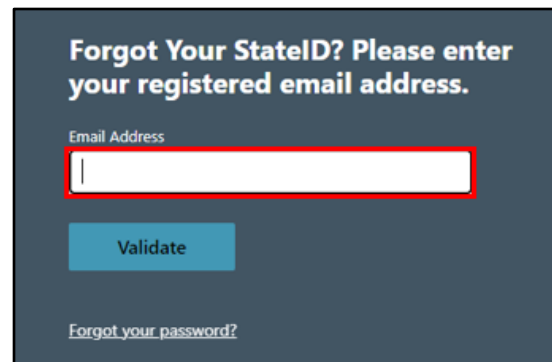
5. Click **Forgot your StateID?** again.



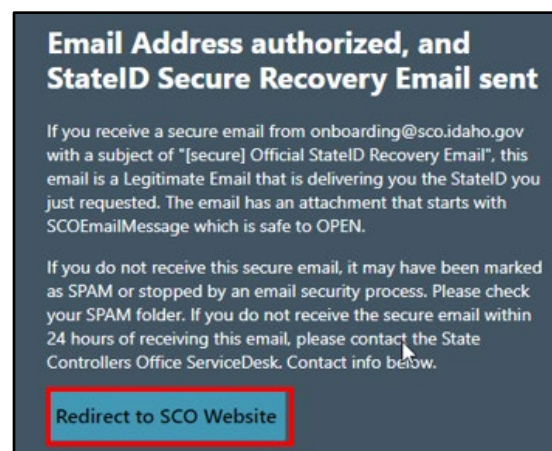
6. Enter your **Email Address**.

Note: Use your primary work email or alternate email.

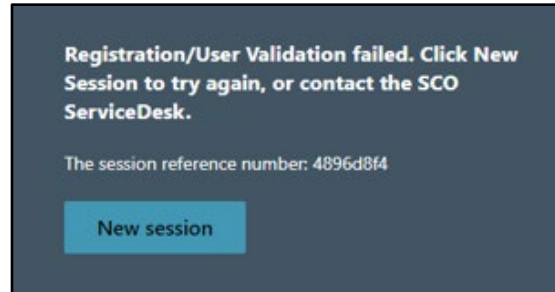
7. Click the **Validate** button.



Note¹: If the email entered matches what HR has on file, the following message displays.



Note²: If the email entered does not match what HR has on file, the following message displays. Click the **New session** button and repeat step 6 above.



8. Check your email inbox for an email from onboarding@sco.idaho.gov with a subject line of [secure] Official StateID Recovery Email.



9. Click the **Read Message** button in the email.

Note: The secure email is valid for three days.



10. Click the **Acknowledge** button to view the message to obtain your StateID.



11. Review and retain your StateID.

Result

You have successfully retrieved your StateID.

Images shown are for illustration purposes only and may not be an exact representation of the product due to the environment in which they were captured. In addition, interfaces (colors, message locations, etc.) may vary based on user preferences.

It is the user's responsibility to understand and follow all applicable statutes, rules, and policies.

Date (12/18/23)

Version 1