INSTRUCTIONS TO CREATE AN ACCOUNT

Use the following link to access the online licensing system:
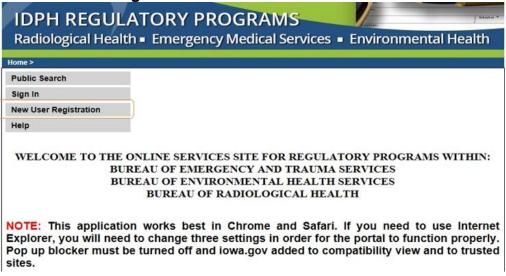**https://dphregprograms.iowa.gov/PublicPortal/Iowa/IDPH/common/index.jsp**

For assistance with creating an account, finding a username, or resetting a password, call the OICO Help Desk: 515-281-5703 or 1-800-532-1174.

If you need assistance navigating the licensing portal after reviewing these instructions, contact the AMANDA Support Team: 1-855-824-4357.

STEP 1: NEW USER REGISTRATION

To start the application process, you will need to create an account. From the licensing portal home page, click **New User Registration.**

STEP 2: ENTER REGISTRATION DETAILS

Enter your First and Last name in the appropriate boxes, then click **Register**. (Note: You must have a valid personal email address to complete the following steps to create an account.)

The following screen requires you to enter your email twice.

Your Account ID, First, and Last names will be filled in automatically.

If the Account ID field is blank, enter a unique username in empty box provided.

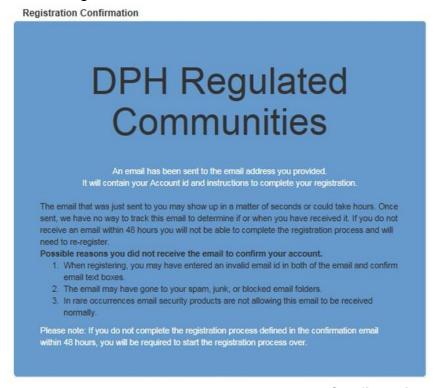When you have completed all the required fields, click **Save Account Details**.

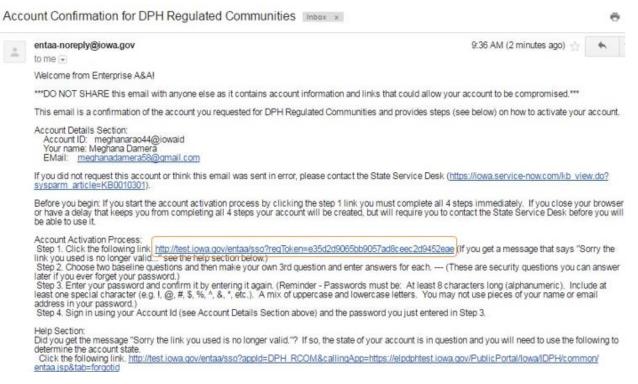A pop-up will appear. Click **OK** to continue.

The next page will direct you to check your email (the email you entered on the previous screen) to complete the process of creating an account.
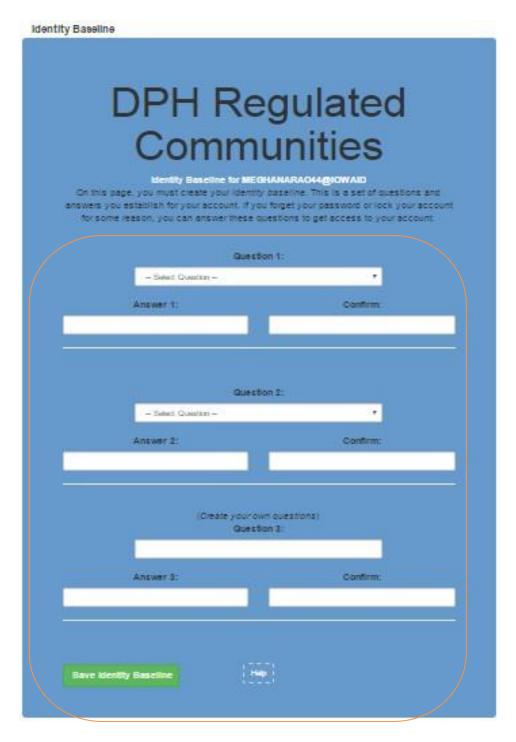
Registration Confirmation

DPH Regulated Communities

An email has been sent to the email address you provided.
It will contain your Account id and instructions to complete your registration.

The email that was just sent to you may show up in a matter of seconds or could take hours. Once sent, we have no way to track this email to determine if or when you have received it. If you do not receive an email within 48 hours you will not be able to complete the registration process and will need to re-register.

Possible reasons you did not receive the email to confirm your account.
1. When registering, you may have entered an invalid email id in both of the email and confirm email text boxes.
2. The email may have gone to your spam, junk, or blocked email folders.
3. In rare occurrences email security products are not allowing this email to be received normally.

Please note: If you do not complete the registration process defined in the confirmation email within 48 hours, you will be required to start the registration process over.

Open the email that was sent to you with the subject **"Account Confirmation".** Click the link in the body of the email to complete the activation process.

Account Confirmation for DPH Regulated Communities Inbox x

entaa-noreply@iowa.gov   9:36 AM (2 minutes ago)
to me

Welcome from Enterprise A&A!

DO NOT SHARE this email with anyone else as it contains account information and links that could allow your account to be compromised.

This email is a confirmation of the account you requested for DPH Regulated Communities and provides steps (see below) on how to activate your account.

Account Details Section:
  Account ID: meghanarao44@iowaid
  Your name: Meghana Damera
  EMail: meghanadamera58@gmail.com

If you did not request this account or think this email was sent in error, please contact the State Service Desk (https://iowa.service-now.com/kb_view.do?sysparm_article=KB0010301).

Before you begin: If you start the account activation process by clicking the step 1 link you must complete all 4 steps immediately. If you close your browser or have a delay that keeps you from completing all 4 steps your account will be created, but will require you to contact the State Service Desk before you will be able to use it.

Account Activation Process:
  Step 1. Click the following link: http://test.iowa.gov/entaa/sso?regToken=e35d2d9065bb9057ad8ceec2d9452eae (If you get a message that says "Sorry the link you used is no longer valid..." see the help section below.)
  Step 2. Choose two baseline questions and then make your own 3rd question and enter answers for each. --- (These are security questions you can answer later if you ever forget your password.)
  Step 3. Enter your password and confirm it by entering it again. (Reminder - Passwords must be: At least 8 characters long (alphanumeric). Include at least one special character (e.g. !, @, #, $, %, ^, &, *, etc.). A mix of uppercase and lowercase letters. You may not use pieces of your name or email address in your password.)
  Step 4. Sign in using your Account Id (see Account Details Section above) and the password you just entered in Step 3.

Help Section:
Did you get the message "Sorry the link you used is no longer valid."? If so, the state of your account is in question and you will need to use the following to determine the account state.
  Click the following link. http://test.iowa.gov/entaa/sso?appId=DPH_RCOM&callingApp=https://elpdphtest.iowa.gov/PublicPortal/Iowa/IDPH/common/entaa.jsp&tab=forgotid
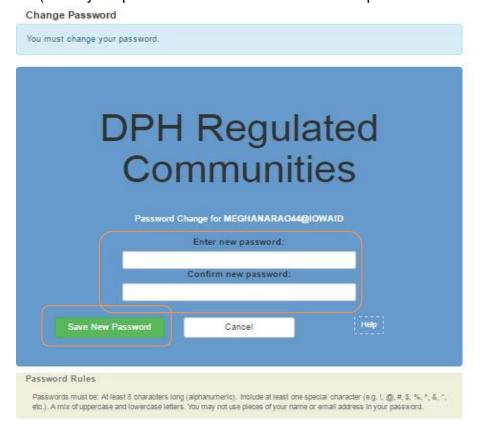
STEP 4: ENTER SECURITY QUESTIONS

Clicking on the link provided in your email will take you to the page to set up your account security details.

Select your security questions and provide the answers. For Question 3, write your own security question and provide your answer. When you have filled out all the security question details, click **Save Identity Baseline.**
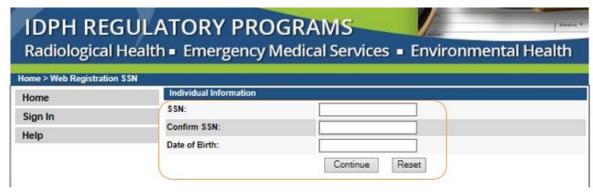
STEP 5: SET PASSWORD

Next, you will need to **create a password** for your account. Type in your password twice and click **Save New Password**. (Note: your password will need to meet all the password rules listed below.)

STEP 6: ENTER INDIVIDUAL ACCOUNT INFORMATION

After creating your Password, you will be taken to the sign in page. Sign in using your new Account ID and Password.

Once you have signed in, the next screen will ask you to enter your SS# and Date of Birth in the corresponding box. (Note: SS# must be entered without dashes or spaces and DOB must be entered using the calendar or in the following format: 01/01/2001.) This information is encrypted and used to either verify the user is authorized to create a profile, or verify the user is authorized to be linked to an existing RADON license. Click **Continue** after completing the required fields.
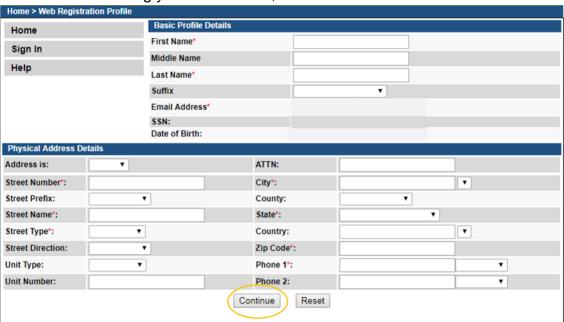
STEP 7: PROVIDE PROFILE DETAILS

On the following page, your Email Address, SSN and Date of Birth fields will be filled in.
Complete the remaining **Basic Profile Details** and **Physical Address Details**. (Fields with red asterisks are required.)
If you have been linked to an existing profile to renew a license, the information IDPH has on file will appear here. Please edit and update your profile information.
When you have finished entering your information, click **Continue.**

Next, you will be taken to your **Profile** page. The Basic Profile Details and Physical Address Details you entered will appear here, and your account PIN number in the upper right corner. You may click **Continue** to be taken to your programs, where you can Renew a license or Apply for a new one.