INSTRUCTIONS TO CREATE AN ACCOUNT

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

If you need assistance navigating the licensing portal after reviewing these instructions, or retrieving a user name or password, contact the Help Desk: 1-855-824-4357.

STEP 1: CREATE AN ACCOUNT

To renew or apply for a new license/registration/permit/certification, you will need to create a personal account. (Even if you are managing a business.)
1) Go to the IDPH Regulatory Programs licensing portal.
2) Click **New User Registration** to start the account activation process.

STEP 2: ENTER THE NEW USER DETAILS

1) Enter your First and Last name in the appropriate boxes.
2) Click **Register**. (You must have a valid email address to complete the next steps.)

3) Your Account ID will automatically fill in the format of "*FIRSTNAME.LASTNAME*"
   NOTE: If the Account ID field is blank, this means that the Account ID in the above format may have already been claimed. You may create your own unique Account ID and enter that instead.
4) When you have completed all the required fields, click **Save Account Details**.
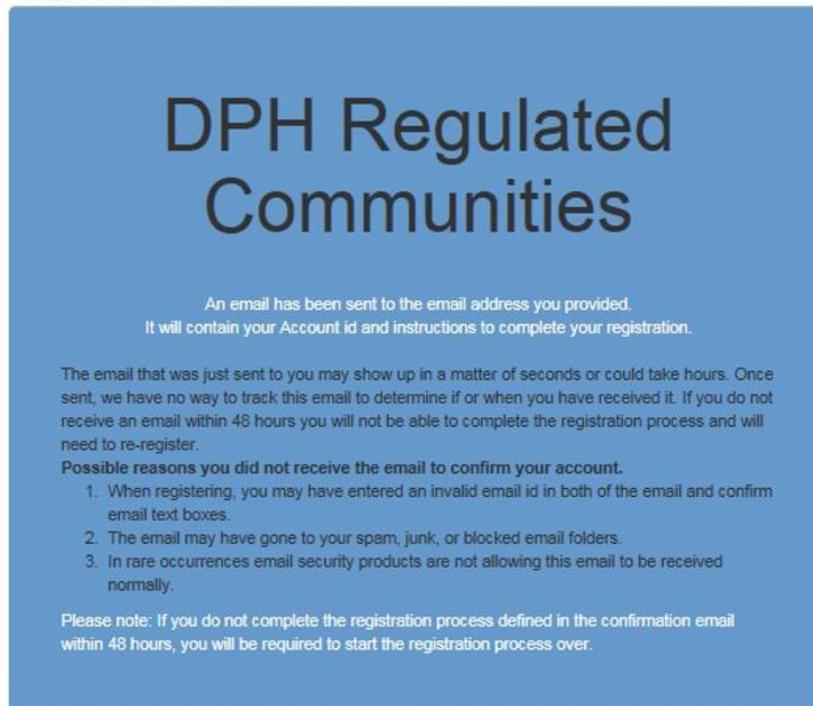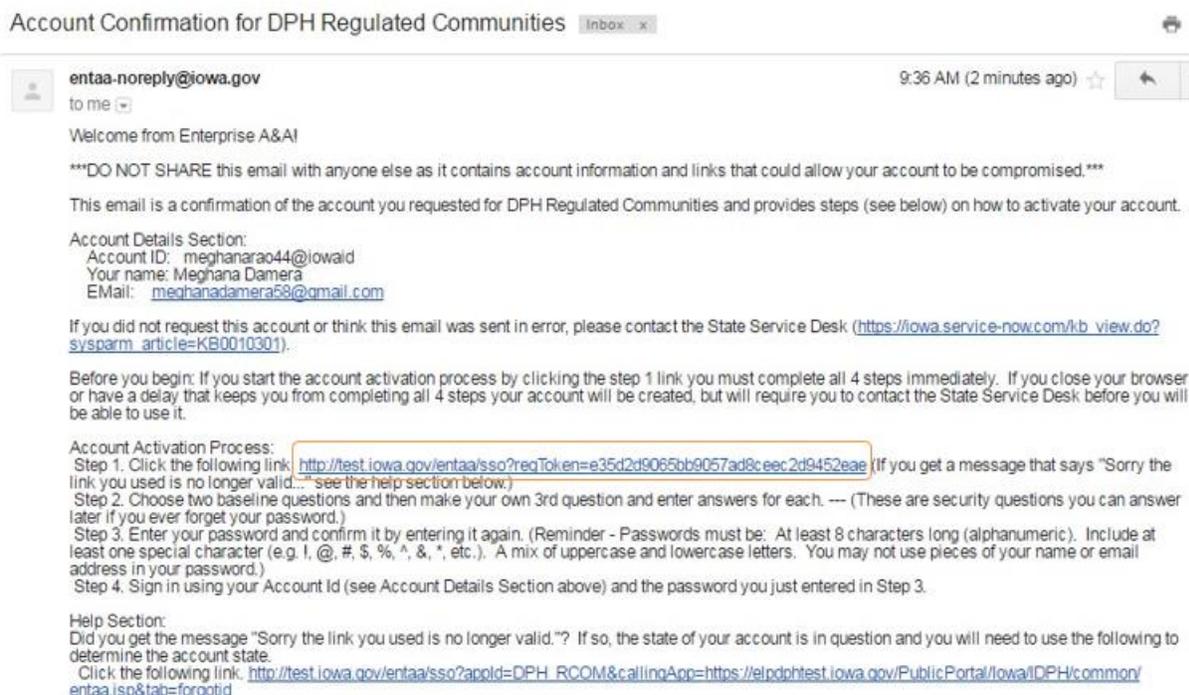

5) A pop-up will appear. Click **OK** to continue.

The next page will direct you to check the email address you provided to complete the process of creating an account.

1) Access your email account and open the email that was sent to you with the subject **"Account Confirmation"**.
2) Click the link in the body of the email to complete the activation process.

STEP 4: ENTER SECURITY QUESTIONS

Clicking on the link provided in the activation email will take you to a page to set up your account security details. (**NOTE**: You can only click this link once.)

1) Select your security questions and provide the answers.
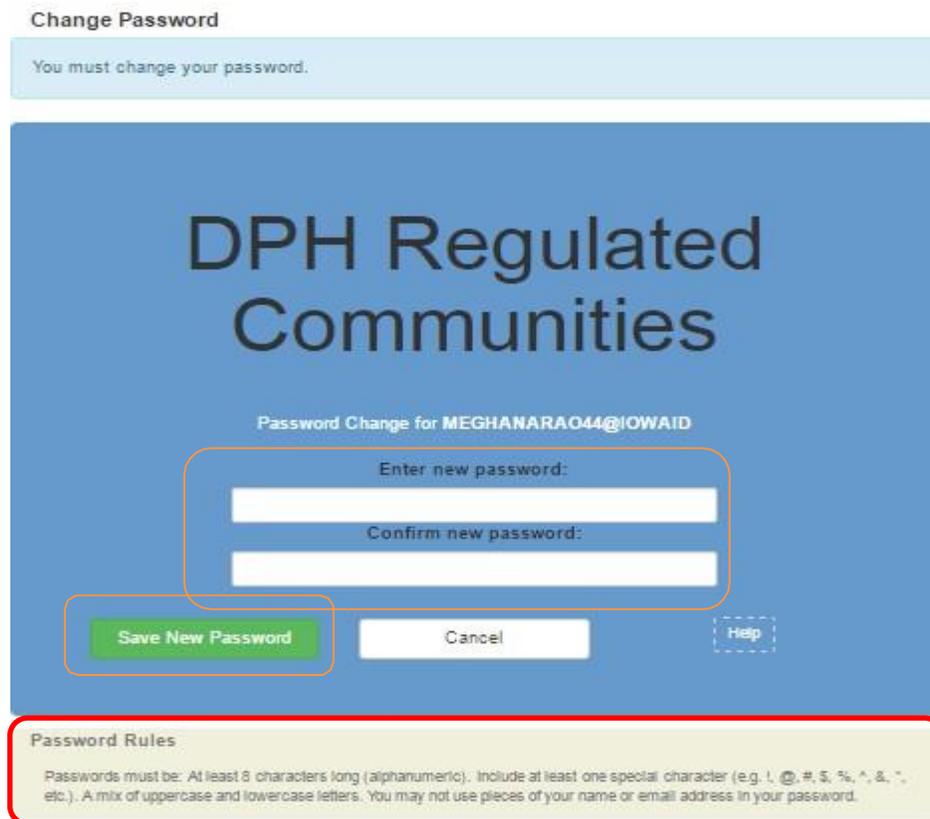   (For Question 3, write your own security question and provide your answer.)
2) Click **Save Identity Baseline** when finished.

STEP 5: SET PASSWORD

Next, you will be prompted to **create a password** for your account.
1) Type in your password twice and click **Save New Password**.
   a. 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.
1) Sign in using your new **Account ID** and **Password**.
2) The next screen will ask you to enter your SS# and Date of Birth in the corresponding box. (This information is used to check for an existing license/permit/certification.)
   a. SS# must be entered without dashes or spaces.
   b. When using the calendar, select "Month", "Year", and finally "Day."
3) Click **Continue** after completing the required fields.
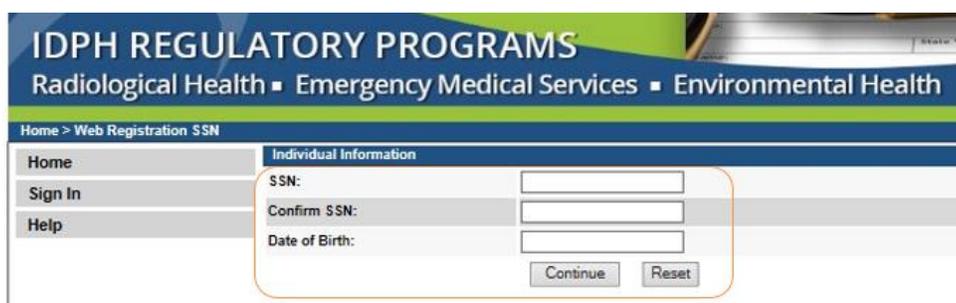
STEP 7: PROVIDE PROFILE DETAILS

1) Complete the **Basic Profile Details** and **Physical Address Details**.
   (Fields with red asterisks are required.)
2) 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.
Your account **PIN** number will show in the upper right corner.

To apply for individual licenses, click **Continue** to be taken to the "My Programs" page.

FOR INDIVIDUALS AUTHORIZED TO MANAGE FACILITIES & BUSINESSES ONLY

If you need to manage an <u>existing</u> license/permit/certification/registration for a facility or business, and do not see your company listed under "Registered User's Memberships" on your profile page, please have your PIN number ready and call (855)-824-4357 or email adperehreg@idph.iowa.gov to request your Profile be authorized to manage your facility/business.