INSTRUCTIONS TO CREATE AN ACCOUNT

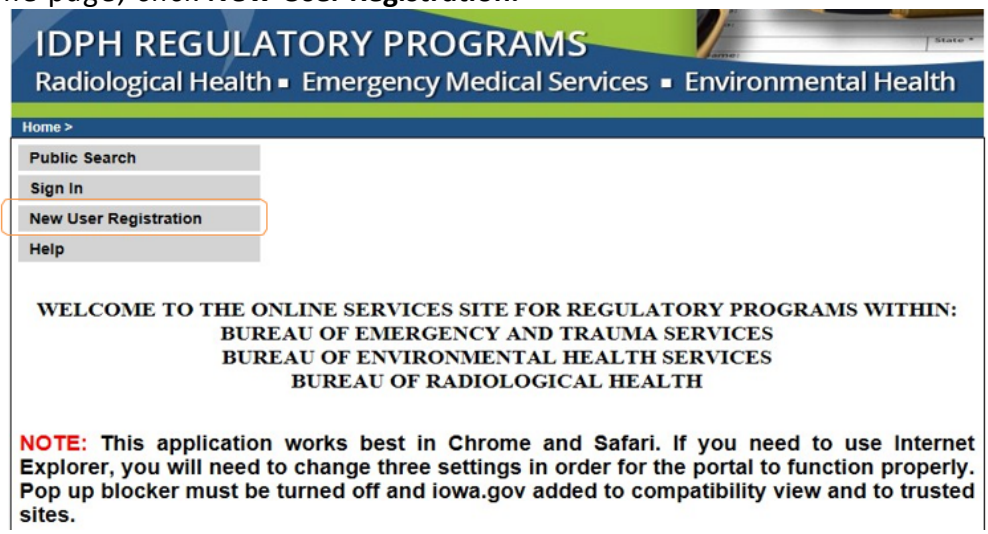
Use the following link to access the online licensing system:
https://dphregprograms.iowa.gov/PublicPortal/Iowa/IDPH/common/index.jsp

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

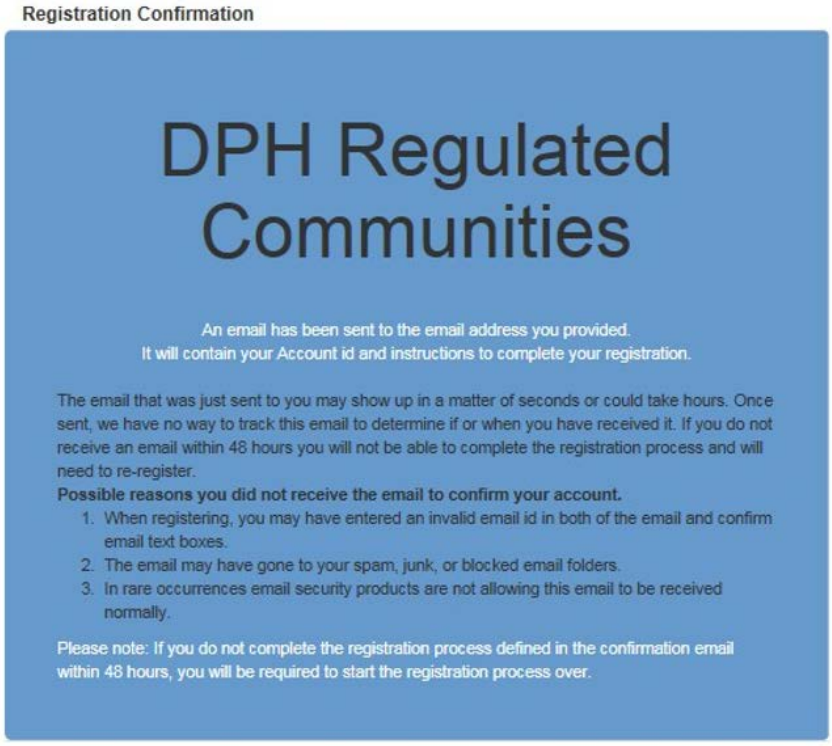
Enter your First and Last name in the appropriate boxes, then click **Register**. (Note: You must have a valid personal email address to complete the following steps to create an account.)

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 username in the following format: *firstname.lastname*
When you have completed all the required fields, click **Save Account Details**.

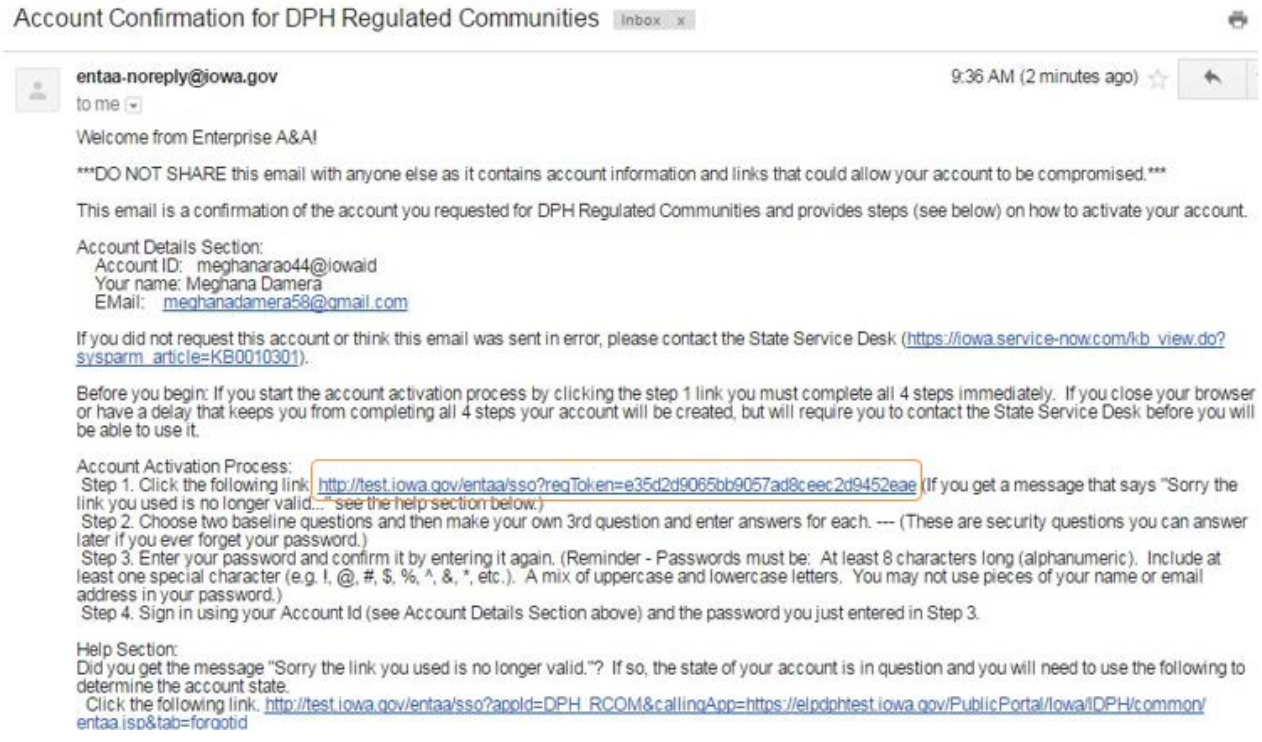
A pop-up will appear. Click **OK** to continue.

STEP 3: ACCOUNT ACTIVATION

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.



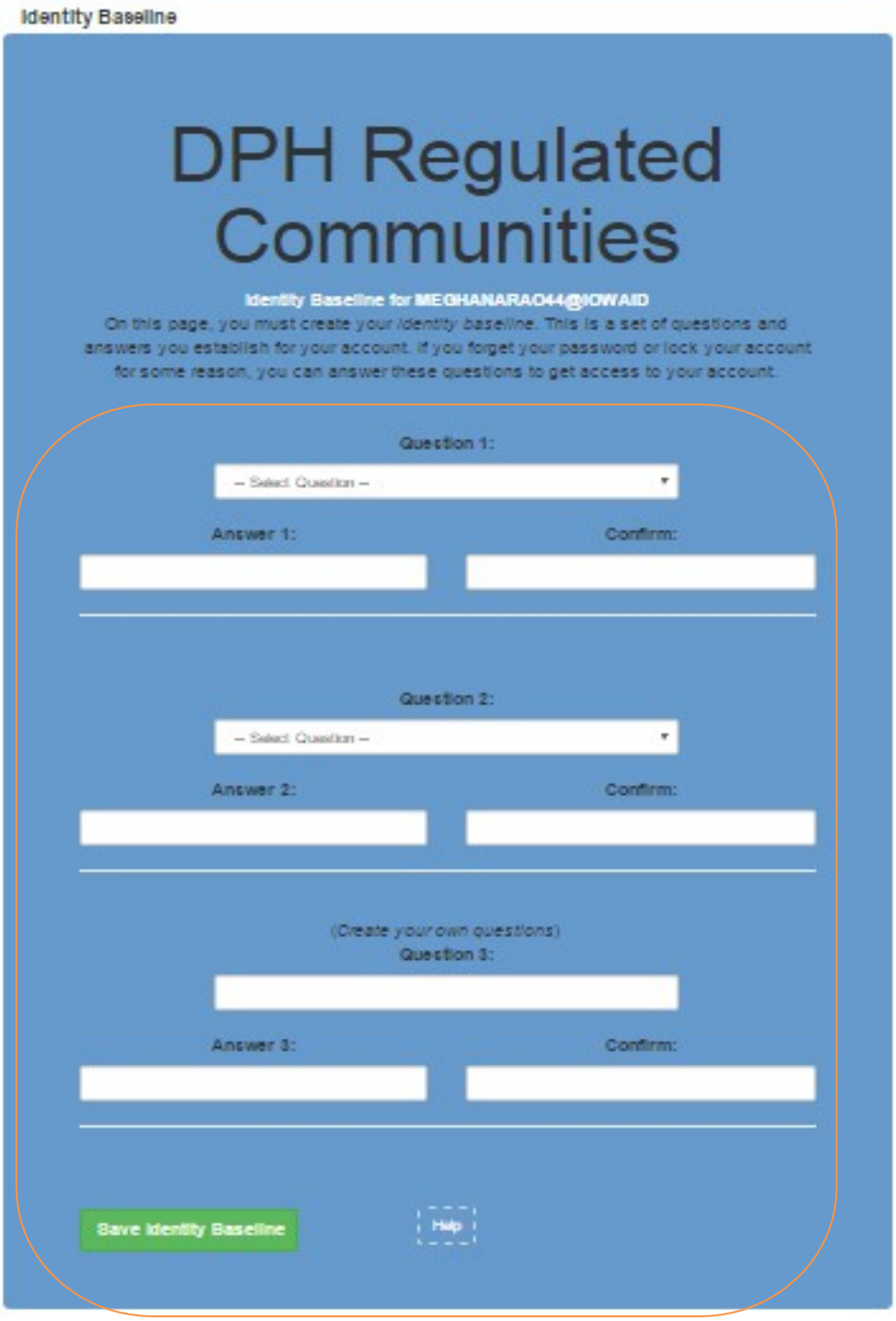
Open the email that was sent to you with the subject **"Account Confirmation".** Click the link in the body of the email to complete the activation process.



STEP 4: ENTER SECURITY QUESTIONS

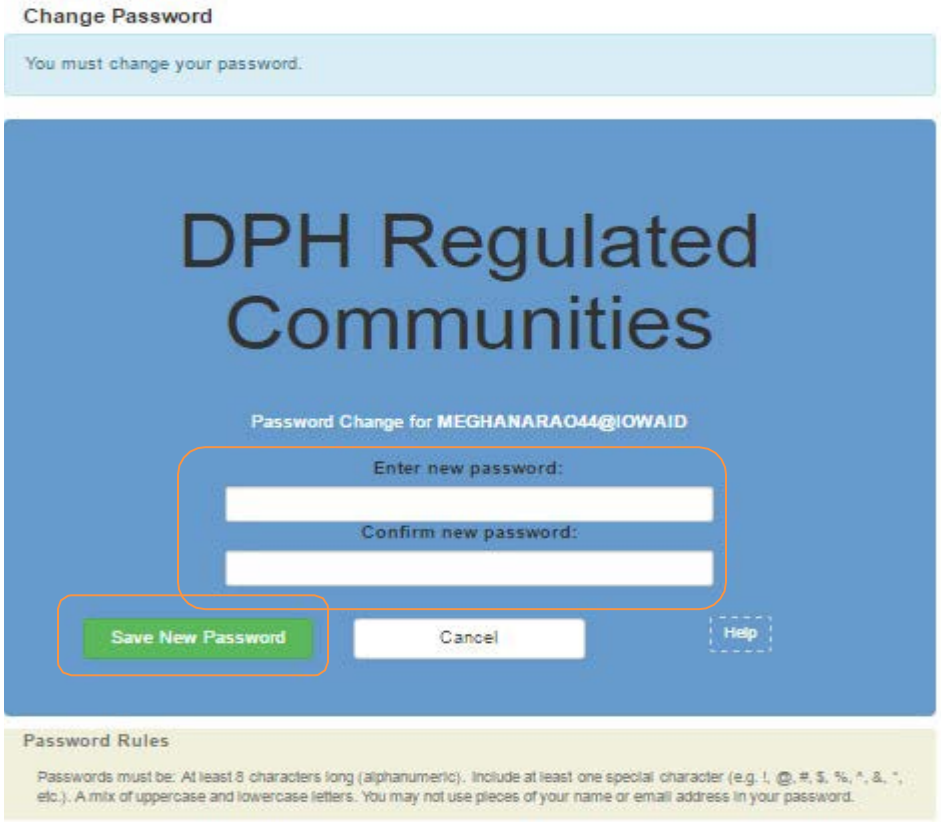
Clicking on the link provided in your email will take you to the page to set up your account security details.

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.)

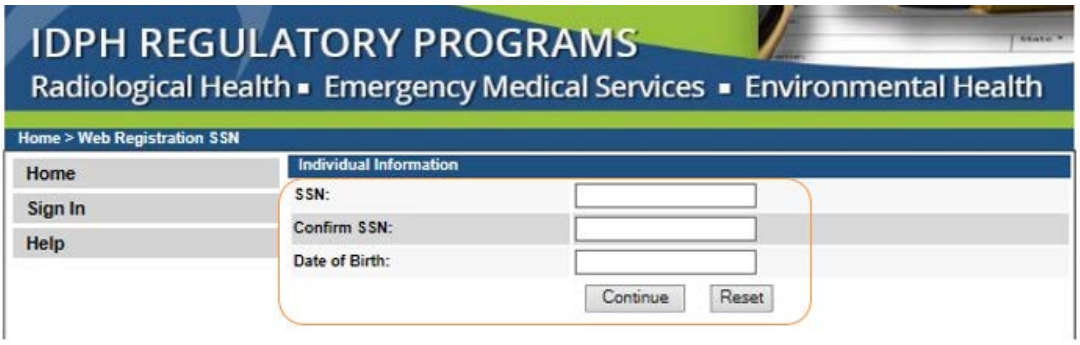


STEP 6: ENTER INDIVIDUAL ACCOUNT INFORMATION

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.)

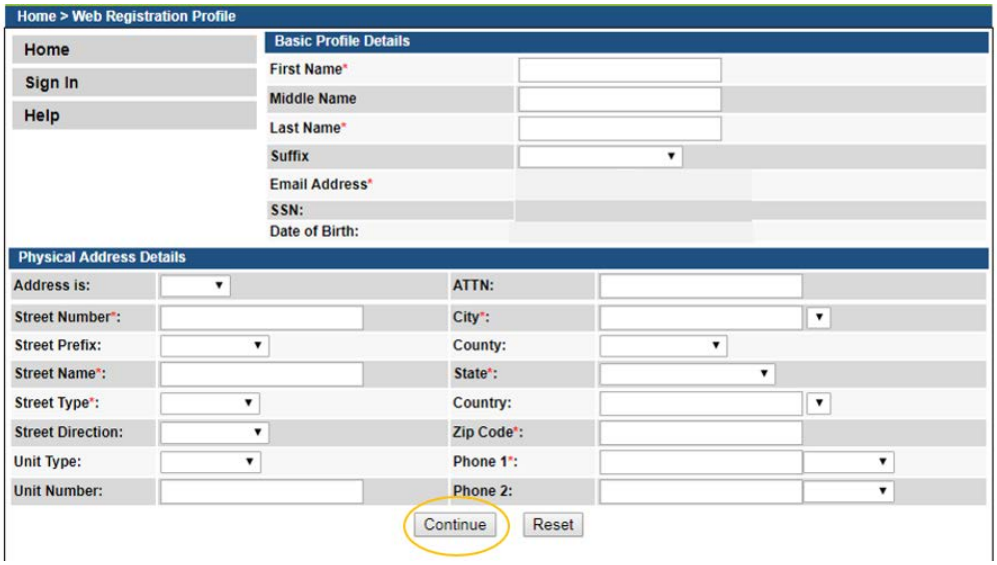
Click **Continue** after completing the required fields.



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.) 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.

STEP 8: LINK BUSINESS ACCOUNT

For existing facilities, you will see the name of your facility listed under **Registered User's Members** on your Profile page.

If you do not see your business listed, please **STOP** here and call (855)-824-4357 to link your Profile to your Facility.