Password Loop Help
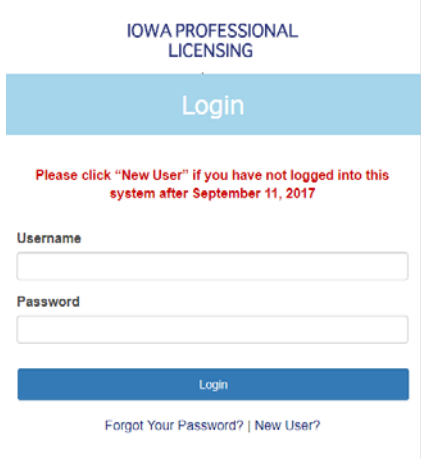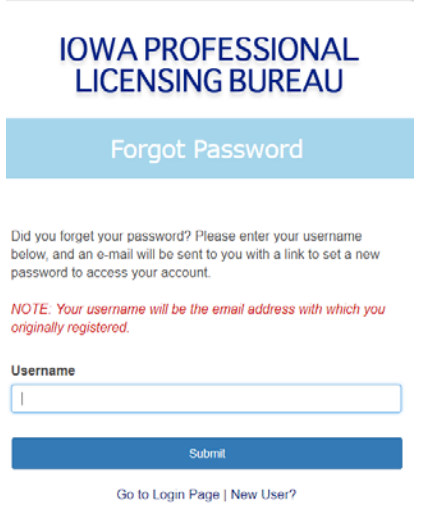
If you are trying to set up your password or change your password and the link sends you back to the login page, try these steps:

1. Go to https://iowaplb.force.com/IPLB_login and you will see something as shown below.

2. Click on "Forgot Password" then you will be prompted to enter your Username as shown below.

3. Once you submit the username, you will receive an email as shown below.

4. In the email you have received, click on "Forward" option.

5. After clicking on "Forward Option" to that email, go to the link, which is highlighted below. Right click on the link then select an option "Remove Hyperlink".

6. After that your link doesn't have underlined and that's correct.

7. Copy the link without underline to it and paste that in your Chrome browser and click enter.

8. You will see the message below if this is your first time login. Click next. After a few questions/screens, you will be asked to change your password.

Step 1 Screen:	**IOWA PROFESSIONAL LICENSING** **Login** Please click "New User" if you have not logged into this system after September 11, 2017 Username Password Login Forgot Your Password? | New User?
Step 2 Screen:	**IOWA PROFESSIONAL LICENSING BUREAU** **Forgot Password** Did you forget your password? Please enter your username below, and an e-mail will be sent to you with a link to set a new password to access your account. NOTE: Your username will be the email address with which you originally registered. Username Submit Go to Login Page | New User?

Step 3 Screen:	Hi Rachana, Please click on this link to set a new password and access your account for State of Iowa PLB Self Service: https://iowaplb.force.com/secur/forgotpassword.jsp?r=CAAAAWBYNeMrcME8wdDAwMDAwMDA0QzkzAAAA0p4FIHiSVJsWdh-C0es24ULUiNARZKLv21xMEK7vKFBEaLhzan5r5cHKzf5_PuvAaeRL_2EXoC6L1tZH0XDUVAFA8m-ZRCeFpv38n37lv9U-CidN06bQCPdpbMfAs0g%3D%3D&display=page&fpot=2d7bf24b-2169-4311-b788-7a77613d3ea3992bc3f0-fc93-4361-89af-f6b7ce7bd516 Thanks, Iowa Professional Licensing Bureau
Step 4 Screen:	Hi Rachana, Please click on this link to set a new password and access your account for State of Iowa PLB Self Service: https://iowaplb.force.com/secur/forgotpassword.jsp?r=CAAAAWBYNeMrcME8wdDAwMDAwMDA0QzkzAAAA0p4FIHiSVJsWdh-G9esj24ULUirMARZKLv21xMEK7vKFBEaLhzan5r5cHKzf5_PuyAaeRL_2EXoC6L11ZH9XDUVAFA8m-ZRCeFpv38 dpbMtAs0g%3D%3D&display=page&fpot=2d7bf24b-2169-4311-b788-7a7761343ea3992bc3f0-fe90-4361-89af-f6b7ce7bd516 Thanks, Iowa Professional Licensing Bureau
Step 8 Screen:	

IOWA PROFESSIONAL
LICENSING

rachana.doppalapudi+plbtest2@iowa.gov Log Out

If this is your first time logging in, you will need to complete your entire contact profile before you're able to set your password. Click Next.

Next