2019 IREC Renewal Instructions & Tips

For best results, users should use Google Chrome as their web browser; however, Safari and Firefox are also supported browsers.

1. If it has not been completed already, all licensees will need to go to My Iowa PLB create a user account and then submit their renewal application electronically. At their initial login, if an individual has a current license or lapsed license, they will link their current or past license to their contact by clicking on "Don't See your License? Click Here To Find Your Existing Licenses." Individuals **SHOULD NOT** try to link another license other than their own broker (BXXXXX000) or salesperson (SXXXXX000) license to their "My Iowa PLB" account. If an individual is unsure or forgot if they have created a "My Iowa PLB" account, please contact Commission staff as there should only be one account/login per user as the system will not allow a social security number to be used by multiple community users. As a general rule, anyone that have had to renew their license in 2017 or 2018, were initially licensed after September 11, 2017, or have had to submit a recent request to the Commission such as a Transfer application or request for license verification, should have a "My Iowa PLB" account already created. *You should not submit a renewal application without having your existing license(s) linked to your "My Iowa PLB" account.* If you receive a notification that your SSN is already being used (it is likely you previously created a My Iowa PLB account with a different e-mail address) or after 3 days you do not see your license on your My Iowa PLB user account, please contact Commission staff at realestatecommission@iowa.gov or (515) 725-9022, Ext. 8.

2. While logged into My Iowa PLB and while on **My Iowa PLB - Home**, start by clicking on the license number (SXXXXXXXX, BXXXXXXX, FXXXXXXXX, TXXXXXXXX) that has an expiration date of 12/31/19. By clicking on the license number, you will get to the license detail page. While in the license detail page, click on the button "Begin Application Process", which can be found directly across from the license number.

3. The application will start by verifying your contact information, along with your personal information, if this has not been done previously. Answer the prompted questions, hitting "Next" after each question. Eventually, you will get to the screen that says "Please Select from the List of Available Applications for This License."

4. Select the applicable "Renewal Application - _____" type (individual/firm/branch/tradename/additional broker officer). You will need to click inside the white box next to "please select" to access the drop down menu that lists all available applications. Continue answering the prompted questions.

5. Once you receive the message "Your application was created successfully", select "Finish." This will take you to the "Application Detail" page. This last page will also provide a quick step-by-step of how to finish the application. **PLEASE NOTE – You are not done with your renewal application after this step.**

6. Select "Complete Checklist" and answer all of the questions for the renewal application. Click anywhere within the numbered section to access questions; start with, "1. General Info." You must complete the checklist first by answering every question. DO NOT click on the "Upload Submissions" tab until there is a green check mark besides the "Complete Checklist" button.

7. In Section 3 of the application checklist, attestation of continuing education include the following options:
   a. Attest Total Number of Required Continuing Education Hours (Upload Not Required).
   b. Exam Taken In Lieu of Continuing Education (***Upload Required***).
   c. Manually Provide CEU Courses (Upload Not Required). If you selected "Manually Provide CEU Courses", you will need to click on "Add Record" and provide the following information for each course you wish to report: course name, course number, course provider, and course date. You are not required to upload your CE certificates; however, the option is available if you choose to.
   d. Non-Resident Affidavit (Upload Not Required). Available only for licensees that both reside in and are licensed in the following states and are abiding by their resident state's CE requirements: Alabama, Arkansas, Colorado, Georgia, Louisiana, Minnesota, Mississippi, Nebraska, North Dakota, Oklahoma, South Dakota, and Tennessee.
   e. Not Applicable – Firm, Tradename, Branch, or Additional Broker Officer
   f. Not Applicable – Renewing to Inactive Status

   Please review the Commission's Education link for CE requirements. **PLEASE NOTE – It is the responsibility of licensees to maintain continuing education records for a period of three years after the effective date of the license renewal.**

8. Complete everything as required in the checklist and hit "Save." Be sure that there is a green checkmark besides the "Complete Checklist" button before you click on the "Upload Submissions" button. If you are not receiving a green checkmark, you have not answered all of the questions or clicked inside all of the boxes. Please go back and check your answers and complete the Checklist in its entirety.

9. In the Upload Submissions section you will be required to attach supporting documents (PDF format is preferred) for your respective application type, if applicable. In the Manage Submissions page, you will see the "Required" column. If there is a checkmark in that box, you MUST upload a document to that row. Instructions on how to upload submissions:

    1. Click on "Upload" under the "Actions" column.
    2. Click on "Choose File."
    3. Select the file that you are intending to upload and click on "Open" in the pop-up box.
    4. Click on "Upload" again.
    5. A message should appear in yellow stating "Attachment uploaded successfully."
    6. Click on "Save" at the bottom of the page before you leave the Manage Submissions page.

10. Once you have completed the checklist and uploaded all the required documents (if applicable), the "Submit for Review" button becomes available and needs to be clicked. Be sure to click on "Finish" to finalize your application. The application will be reviewed by the system or in some instances, submitted to the Iowa Real Estate Commission staff for internal review. Once the application has been reviewed and approved, you will receive an e-mail that you are "Approved-Ready for Payment." You will also see a "Ready For Payment" message under "Next Steps" on the application page and a "Pay Fees" button is subsequently prompted.

11. To make a payment click the "Pay Fees" button. Select your unpaid fee and click "Next." You can either "Pay Now via Online Payment" or "Create Invoice for Mail" and mail in a payment.

12. Once you make your payment or your payment has been processed manually by Commission staff, your renewal application is deemed complete. The system will generate a receipt and confirmation of payment. Your new license card will be e-mailed to you and your affiliated broker (if applicable) as a PDF attachment. This could take anywhere from five to thirty minutes, depending on the number of renewals taking place at that time. The Commission no longer mails out license cards.

**Here are some suggestions that the Commission staff can provide to you for troubleshooting:

- Be sure you are using the most current version of the Google Chrome web browser. Download Google Chrome
- If you are unsure of the web browser you are using, click here: What Web Browser Am I Using?
- Clear your web browser cache. In most computer-based web browsers, to open menus used to clear your cache, cookies, and history; press Ctrl-Shift-Delete (Windows) or Command-Shift-Delete (Mac).
- Try using another computer. This has worked with other licensees. Once they switched computers, they were able to proceed without problems.
- Try again in the couple of hours or the next day; the system is busy.
- ***Check spam folders for emails. Add the following e-mails to your contacts to avoid e-mails from DataPro being sent to your Spam folder:***
- donotreply@iowa.gov, noreply@salesforce.com, realestatecommission@iowa.gov
- Some company mail servers have a firewall or blocker. You may need to speak with your IT department to allow e-mails to come through.

Please do not hesitate to contact Commission staff at realestatecommission@iowa.gov or (515) 725-9022, Ext. 8 if you have any questions. Also, please be patient as the volume of phone calls and e-mails spike considerably between the time period of November 16th – December 31st. Many questions may also be answered by visiting the Commission's FAQ page.