IBOP Online iLEMS®
Profile & Renewal User Manual
Version 3.0
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Introduction

This document will guide the user through the necessary steps to navigate the Online iLEMS© Profile & Renewal module.
Profile

1. On clicking the Online Profile portal, it will take you to the Online Profile Login – User Login / Sign up page i.e.
https://ibop.igovsolution.net/online/User_login.aspx

1.1. Click “Sign up” link and select “Individual” checkbox for a personal license/registration or select the “Business” checkbox if the license/registration is for a business.

For Individual:
Select the license type from the drop-down, enter the last name and Date of birth, enter the SSN and reenter the SSN
1.2. Click Next and enter the credentials in the below screen and click Submit. **Note:** passwords must be at least eight (8) characters in length and must include at least one each of three (3) of the following: upper case alpha, lower case alpha, numeric, and special character.
1.3. Once user registration is successful an e-mail will be triggered to the e-mail that you provided during your registration, like below:

Thank you for registering with the Iowa Board of Pharmacy. Your user name is TestPharm and your password has been set as requested. Please do not reply to this email.

For Business:

- Select the license type from the drop-down, License#, Zip code of Physical location

- In the following page enter the e-mail for the individual registering and re-enter the email to confirm, enter a username, and enter and confirm a password. **Note:** passwords must be at least eight (8) characters in length and must include at least one each of three (3) of the following: upper case alpha, lower case alpha, numeric, and special character.

- Click Submit. You will see a confirming message as shown below.
1.4. Login to your profile with the User ID and password to continue to the Profile and Renewal page.

1.5. Make sure you select the appropriate choice: Individual / Business (without a proper selection you will not be allowed to continue).

2. Use the user id and password to login in the Profile page and it will take you to the Online profile login page:

- If there are multiple licenses tied to the same SSN / person (for Individual) or tied to same FEIN (for Business), then it will show in the below tabular format. Identify and select the one that you want to renew / edit in Profile by clicking on that license number and it will open in a new tab.
2.1 In the MyProfile page you will find information like the information displayed below, based on different license types, and most of these sections and fields are editable:

- **Personal Information (for Individual):** This section contains the information of Name, NABP e-Profile ID, Professional License#. Among these NABP e-Profile ID, Professional License# fields are editable. Click the Edit button, make changes as needed, and click the Save button. A popup box will confirm your changes – click OK to accept and move to the next sections.

- **Business information (for Business / License types):** This section contains the information of Business name, Legal name, FEIN number, Date started, Type of Ownership, NABP e-Profile ID, etc. Among these only the non-shaded fields, such as FEIN, Date started, NABP e-Profile ID, are editable.

- **License / Registration Information (Person / Business):** This section contains the licensee(s) / registrant(s) License or Registration details like License type, Sub-type, License#, Issue date, Exp date, Status, Last Renewal date, Renewal, and Certificate print. None of these fields are editable. The Certificate print can be used to print the License / Registration certificate. If the license / registration is due for Renewal, then only you will be able to see the Renew word on that line for the corresponding license type. After reviewing and updating all profile information, you may click the word Renew inline with the license or registration you want to renew and proceed to the Renewal questions and payment portal.

- **Address:**
  - **For Individual:** There are 2 address sections:
    - 1. Primary Address
      - This is the address for Primary practice location for CSA-
Individual registrants, for example, or for home address for other individuals, and

ii. Other Address – this is the alternate mailing address.

All these fields are editable.

For Business: There are 2 address sections: 

i. Physical Address information – This is the address of the Physical location of the business, and

ii. Mailing address – if different from Physical address. Mailing address fields are editable; Physical Address fields are not editable.

Contact Information (Phone, Email, Fax): The contact information of the person or business is captured here. All these fields are editable

Document Details: This is the section that will be used to capture all the documents that are uploaded as part of any Profile requirement. Be sure to select the appropriate Document Type from the drop-down before uploading any document. A user uploads the document using “Attach” and “Upload Document” buttons. Some document types are Mandatory for certain license or registration types; please read the instructions accordingly for each license / registration type to
determine if any document type uploads are required for your license / registration type.

**Note:**

1. Based on Person / Individual license type there will be some additional sections in the My Profile page and those are Mandatory sections / fields, so please read the instructions carefully.

2. Similarly, for different types of Businesses there will be some additional sections in the My Profile page and those are Mandatory sections / fields, so please read the instructions carefully.

3. **Forgot Username:** This feature will help you to retrieve your registered user id that you identified to sign up in Step 1.2, in case you have forgotten your user login name.

   **3.1.** Check Individual or Business as appropriate and select the option -- Forgot Username

**3.2.** If a person / Individual licensee, then select the following options:
3.2.1. License type from the drop-down option, enter Last name, DOB, SSN and reenter SSN for confirmation. This information must all match the information you provided when you initially registered.

3.2.2. After you entered all the information as mentioned on 3.2.1, then press Next button and it will show your username in a popup box as shown below:

3.2.3. In a similar way, if you are a business licensee / registrant, then check the box for Business and enter the license type from the drop-down, enter the license#, and enter the zip code of the Physical location
4. Forgot Password: This feature will assist you to reset your password if you have forgotten the password you identified at sign up.

4.1. First, click on the Forgot Password option in the User login home page as shown below:

4.2. Important Note: Please remember to accurately record or copy-paste the Temporary password that will be popped up in your screen after you reset your password here. It is strongly suggested that you copy the temporary password in a notepad in your computer system and copy the temporary password from there to the password reset and login screens to avoid any extra space(s) at the end or any mistyped characters. You will need to enter the temporary password twice during the password reset process.
4.3. If you are an individual / person licensee, select the Individual checkbox; if you are a business licensee, select the Business checkbox.

4.4. Then enter the corresponding details (as shown below) and press the Next button. Note: this is an example from an individual licensee. A business licensee password can be reset in the same manner, but the required detail information will differ.
4.5. Once you press the Ok button in the popup box, the system will redirect you to the User profile home page. Here you need to enter your username and this temporary password and press the Login button.

4.6. On the next page / screen: enter this temporary password in the Old password box, then enter a new password and confirm the new password by reentering once more. Press Submit.
4.7. After successful completion of the step above, you will be redirected again to the User profile login page. You should now be able to login with your username and new password.

Renewal

1. After validating all information in the MyProfile section, click on the word Renew in the License / Registration section near the top of the MyProfile page.

2. After clicking on Renew, click Yes on the confirmation message.

By continuing to renew my license/registration, I affirm that I have reviewed all the sections of my profile and the information in my profile is accurate.
3. This will take you to the Renewal questions screen where the License number, License type, Sub-license type, Name of the person / business will display.

4. Below that header information, all renewal-related questions, each with a Yes / No response option, will be listed. Depending on the response on some renewal questions, an explanation may be required. Type the explanation in the box displayed. Do not type “see attached.” Responses to some questions may also require the upload of supporting documents.

5. Select the checkbox to the left of the certification statement above the signature line. The name of the licensee will be displayed on the signature line as will the current date. Once you click Proceed to Pay, the electronic signature will be completed, your renewal application will be submitted, and you will be taken to the online Payment page.

**Note:** For Business / permits the E-Signature box could be blank and the person who is doing the submission needs to enter their name on this box.

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