

## INSTRUCTIONS TO CREATE AN ACCOUNT & REGISTER A COMPANY WITH THE PLUMBING AND MECHANICAL SYSTEMS BOARD

- PART OF THE IDPH REGULATORY PROGRAMS -

Please be advised that the PMSB has a new licensing database called AMANDA. If you previously had an account and username, it did NOT transfer to the new system.

All users must create a NEW username and password using the State of Iowa's Authentication and Authorization (A&A) service, unless you already have an A&A account. A&A accounts are typically in the format of [firstname.lastname@IOWAID](mailto:firstname.lastname@IOWAID).

For assistance with creating an A&A account or finding or resetting an A&A username and password, you will need to contact:

**State of Iowa OCIO Help Desk** at 515-281-5703 or 1-800-532-1174.

For assistance with navigating the licensing portal once you have an A&A account, please contact: **AMANDA Support Team at 1-855-824-4357** between 7:30am – 5pm Monday-Friday.

For specific questions regarding the Iowa Plumbing and Mechanical Systems program or license requirements, please visit the board website <http://idph.iowa.gov/pmsb> or contact:

**PMSB Office 1-866-280-1521.**

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### BEFORE YOU BEGIN:

- You must have a **valid email address**.
- The same email address **cannot** be used for multiple individuals.
- You must have access to the email account to verify and complete the account registration process.
- The AMANDA application works best in Chrome and Safari. If you need to use Internet Explorer, you will need to change three settings in order for the portal to function properly: 1) pop up blocker must be turned off; 2) iowa.gov must be added to compatibility view; and 3) iowa.gov must be added to trusted sites. Contact the AMANDA support team if you need help with adjusting these settings for Internet Explorer.

# PART 1: CREATE ACCOUNT

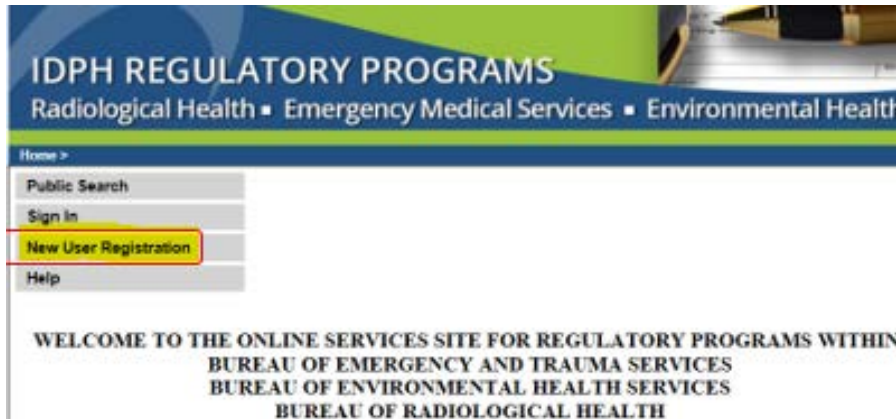
## STEP 1: REGISTER

Begin by opening your browser and go to the Iowa Department of Public Health Regulatory Programs' Public Portal:

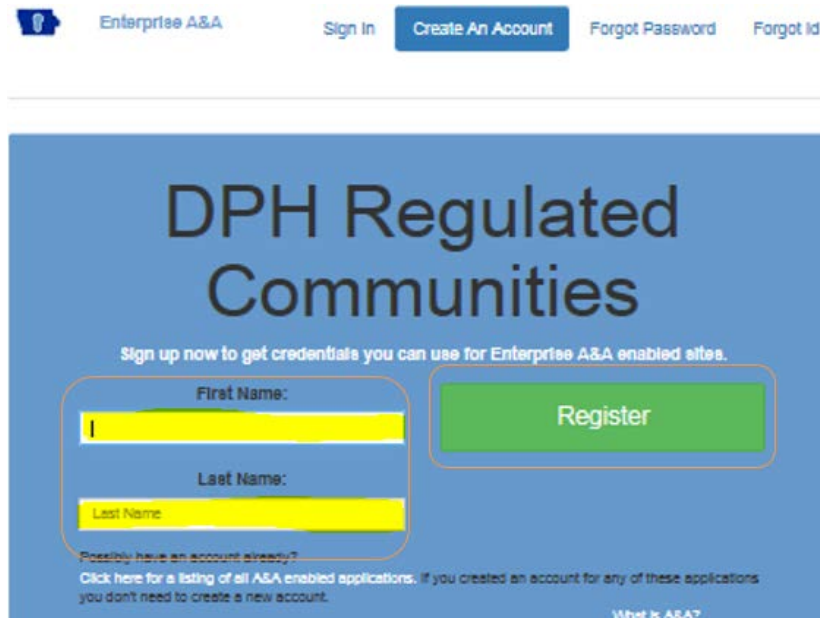
<https://dphregprograms.iowa.gov/PublicPortal/iowa/IDPH/common/index.jsp>

To start the process, you will need to create an account. Select **New User Registration**.

**NOTE:** Even if you currently hold an Iowa Plumbing and Mechanical Systems Board license, you will need to click on New User Registration the first time you log in to the new system.



After you click “New User Registration”, the following screen will appear. Enter your First Name & Last Name, then click the **Register** button.



## STEP 2: ENTER ACCOUNT INFORMATION

You must have a valid personal email address to create an account.

This screen requires you to enter your email twice. All other fields should be completed automatically.

\*\* If the @iowaid field is blank, enter your firstname.lastname (Ex: John.Doe with a period between first name and last name)

- Enter your email address in the "Email" box and enter it again in the "Confirm Email" box.
- Click **Save Account Details**.
- A Pop-up message will appear. Click **OK** to continue.
- The next screen will direct you to check your email (the email you entered on the previous screen) to complete the process of creating an account.

\*\*If a message appears stating this email is being used by an existing account, call the OCIO service desk at 515-281-5703 or 1-800-532-1174.

Create Account

### DPH Regulated Communities

Account Id:  
Firstname.Lastname@IOWAID

First Name:  
FirstName

Last Name:  
LastName

Email:  
name@email.com

Confirm Email:  
name@email.com

Save Account Details Cancel Help

Message from webpage

?

You are about to register for a new account using the Account Id located at the top of the form. All spaces and most special characters will be stripped from your Account Id.

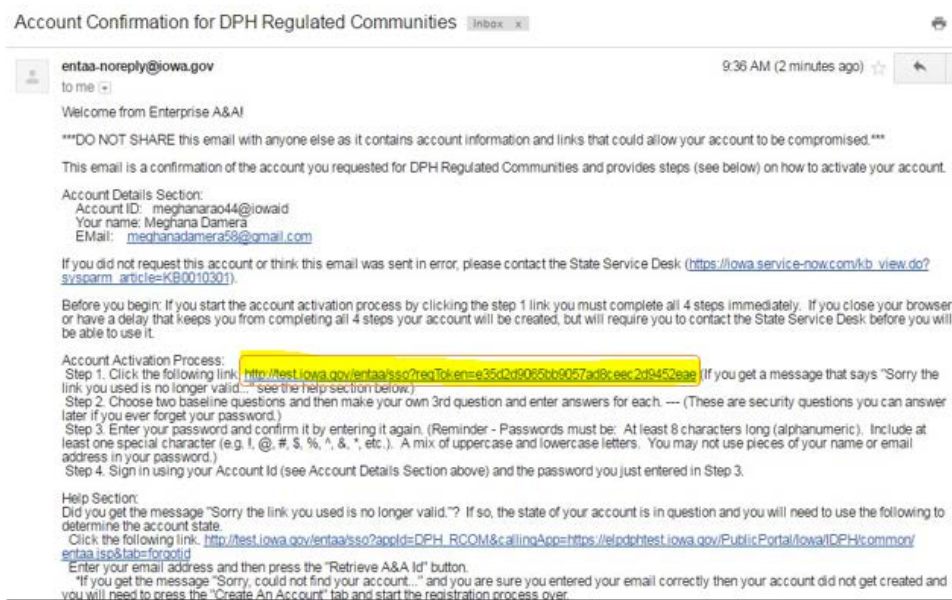
Click the ? image found at the top of the form for help information.

Do you want to continue with your registration?

OK Cancel

## STEP 3 – EMAIL ACCOUNT CONFIRMATION

Open the email with the subject **Account Confirmation**. Click the link highlighted below to be taken to the webpage to complete your registration.



## STEP 4 – CREATE IDENTITY BASELINE

- Questions 1 & 2: Select your security questions, and provide/confirm your answers.
- Write your own security question for Question 3 and provide/confirm your answer.
- Click **Save Identity Baseline** when done.

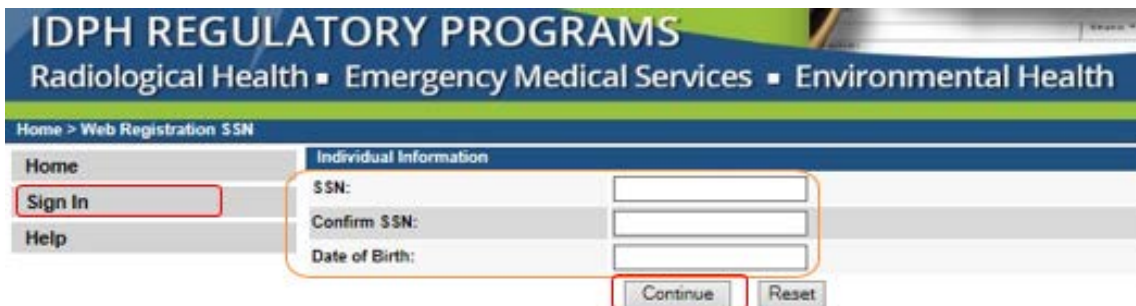
## STEP 5 – CREATE PASSWORD

Next, you will need to **create a password** for your account.

- Enter your new password twice, once in the “Enter new password” box and again in the “Confirm new password” box.
- Click the **Save New Password** button when complete.
- Once you have created your Password, you should be taken back to the IDPH Regulatory Programs page.

## STEP 6 – REGISTER YOUR SSN

- Sign in with your new User ID and Password.
- Enter your Social Security number in the “SSN” box (with no dashes - numbers only) & enter it again in the “Confirm SSN box.”
- Enter your Date of Birth in the corresponding box.
- Click **Continue**.



The screenshot shows the 'IDPH REGULATORY PROGRAMS' website. The navigation bar includes 'Radiological Health', 'Emergency Medical Services', and 'Environmental Health'. Below the navigation bar, there is a breadcrumb trail: 'Home > Web Registration SSN'. A sidebar on the left contains links for 'Home', 'Sign In', and 'Help'. The main content area is titled 'Individual Information' and contains three input fields: 'SSN:', 'Confirm SSN:', and 'Date of Birth:'. The 'Continue' and 'Reset' buttons are located at the bottom right of the form.

## STEP 7 – SET UP YOUR PROFILE

Complete the **Basic Profile Details** and **Physical Address Details** sections. Fields marked with a \* are required. If this information is pre-filled, confirm the accuracy of the information and make any changes necessary.

- Please provide your full, legal name. You may use your initial in the middle name field.
- Click the down arrow ▼ next to some boxes to make a selection if necessary.
- In the box “Address is” indicate whether the address provided is a home or work address. The address and email information provided on this page will be used for all official correspondence from the PMSB office.
- For City – please type in city name and do not use the dropdown arrow.
- Unit Type has options for entering: PO BOX, APT, Unit or Suite. The Unit Number is the corresponding number and/or letter.
- **At least one phone number is required.** You may also provide a work or cell number.
- Click **Continue** when finished or click the “Addresses” button to add additional contact information.
- To add/update additional addresses or contact information, click on the Addresses button.
- Click **Continue** when finished.

Home > My Profile

Basic Profile Details		PIN: 194644
Name:	Luke AnakinSon Skywalker	
Date of Birth:	05/25/1972	
Email Address*:	lukeanakinson789@gmail.com	
Preferred Address:	▼	

Registered User's Memberships	Physical Address Details	
Rebel Alliance	Address is: ▼	ATTN: Annakins Son
	Street Number*: 991	City*: Tatooine ▼
	Street Prefix: ▼	County: ▼
	Street Name*: Uncle Ben Lars Farm	State*: Alberta ▼
	Street Type*: Drive ▼	Country: CA ▼
	Street Direction: ▼	Zip Code*: 99999
	Unit Type: ▼	Phone 1*: 5554449999
		Work ▼
	Unit Number: ▼	Phone 2: ▼
		Home ▼

Continue Reset Addresses

## Optional: Add Other Addresses

If you have additional addresses you would like to add or edit, click the Addresses button.

- Click the arrow button next to the address type (billing, business, home, mailing, old, or public address) and then click “Add Address.” Enter the required fields.
- Be advised that the system currently also requires you to enter a billing, business, home, and mailing address. PMSB will not use these addresses for mailing or billing information. In these fields you should just click the button “Copy Physical Address.”
- Click “Submit All Changes” when done. Confirm the submission again by clicking OK.
- Click “Continue” on the page where your physical address details display to be taken to My Programs page.

You will now be on the **My Programs** page. This is where you will can submit new applications, view or renew current licenses, and register a company. To do so, first go to the IDPH Regulatory Programs home page <https://idph.iowa.gov/regulatory-programs> and select the corresponding instructions from the Plumbing and Mechanical Systems Board tab on the left-hand side.

**If you already hold a license and do not see it listed, please STOP and contact the AMANDA Support Team at 1-855-824-4357.**

**If you are a contractor and need to create an account to license a new company, proceed with the next set of instructions. If your company is already licensed and you need to link the company to your individual profile, contact the AMANDA Support Team at 1-855-824-4357. You will need to provide your AMANDA Pin (see screenshot above).**

# PART 2: CREATE COMPANY ACCOUNT

## STEP 1: NEW COMPANY REGISTRATION

After signing in to the Portal and completing the steps to create your individual account, you will be taken to the **My Programs** page. If you want to create an account for a new company or enter an existing company for the first time, click **New Company Registration**.

If you already have a contractor license and need to link it to your individual account, do NOT follow these steps – contact the AMANDA Support Team at **1-855-824-4357** for assistance.

The screenshot shows the IDPH REGULATORY PROGRAMS website. The header includes 'Radiological Health', 'Emergency Medical Services', and 'Environmental Health'. A navigation menu on the left lists: Home, Public Search, My Profile, **New Company Registration** (highlighted in yellow), Apply for a Program, Sign Off, and Help. Below the menu is a table with columns: License #, Applicant, Program, Status, Issue Date, Expiry Date, City, Details, Online Services, and Renew.

## STEP 2: COMPANY PROFILE

- Complete the basic profile details and physical address details for the company.
- When entering company name, enter without any extra periods or special characters (apostrophe is okay).
- For company type, select corporation, firm/entity, partnership, or sole proprietorship. If you are a sole proprietor, you must personally hold the master licenses for the company.
- Under program type, select Plumbing and Mechanical Systems Board.
- Under Address is, select "Work."
- Enter remaining address details. Fields with an \* are required. Unit Type has options for entering: PO BOX, APT, Unit or Suite. The Unit Number is the corresponding number and/or letter.
- At least one phone number is required.
- Click Continue when finished.

The screenshot shows the 'Company Profile' form. The 'Basic Profile Details' section includes: Company Name\* (Rebel Alliance), Tax ID / EIN / SSN\* (421234567), Company Type (Partnership), Program Type (Plumbing and Mechanical Systems), Preferred Address (Business Address), and Email Address (defeatDarth@rebelalliance.cc). The 'Physical Address Details' section includes: Address is (Work), ATTN, Street Number\*, Street Prefix, Street Name\*, Street Type\*, Street Direction, Unit Type, Unit Number, City\*, County, State\*, Country, and Zip Code\*. There are also fields for Phone 1\* and Phone 2\*. A 'Continue' button is highlighted in yellow, and a 'Reset' button is also visible.

When you are acting on behalf of the company, you will see your individual name at the top of the screen, followed by the company name. If you need to submit an individual address change or an individual application, click **My Profile** to manage your individual profile or license information. Click on **Company Profile** to view contact information for the company.

Name or physical address changes for a company can only be submitted via the AMANDA Support Team by calling --- or by going to the IDPH Regulatory Program page and following the link for Request an Address Change for a Business (<https://idph.iowa.gov/regulatory-programs/address-change>).

Home > My Programs Luke AnakinSon Skywalker - Rebel Alliance

- Home
- Public Search
- My Profile**
- Company Profile**
- Member Management
- Apply for a Program
- Sign Off
- Help

Programs for Rebel Alliance

License #	Applicant	Program	Status	Issue Date	Expiry Date	City	Details	Online Services	Renew
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## STEP 3: MANAGE THE COMPANY

Once you have a company associated with your profile, the next time you log on, after you click **Continue**, you will be taken back to your profile page where you can see your new company under **Registered User's Memberships**.

- Click on your company's name to select it.
- Click **Continue**.

Home > My Profile

**Basic Profile Details** PIN: 194644

Name: Luke AnakinSon Skywalker  
 Date of Birth: 05/25/1972  
 Email Address\*: lukeanakinson789@gmail.com  
 Preferred Address: [Dropdown]

**Registered User's Memberships**

- Rebel Alliance

Select a Membership for your Actions

**Physical Address Details**

Address is: [Dropdown] ATTN: Annakins Son  
 Street Number\*: 991 City\*: Tatooine  
 Street Prefix: [Dropdown] County: [Dropdown]  
 Street Name\*: Uncle Ben Lars Farm State\*: Alberta  
 Street Type\*: Drive Country: CA  
 Street Direction: [Dropdown] Zip Code\*: 99999  
 Unit Type: [Dropdown] Phone 1\*: 5554449999  
 Unit Number: [Text] Phone 2: [Text]

[Continue] [Reset] [Addresses]

You will now be taken to your company's My Programs page. From this point, you can click the following options:

- **Company Profile**: view your company's contact information.
- **Member Management**: manage people associated with your company (determines who can submit an address change or application on behalf of the company).
- **Apply for a Program**: apply for a Contractor License.