For assistance with creating an A&A account or finding or resetting your username and password, you will need to call the **OCIO Help Desk**: 515-281-5703 or 1-800-532-1174.

For assistance with navigating the licensing portal, please contact the **AMANDA Support Team** 1-855-824-4357.

For specific questions regarding the **Iowa Plumbing and Mechanical Systems** program or license requirements, please visit the website http://idph.iowa.gov/pmsb or call 1-866-280-1521.

BEFORE YOU BEGIN:

THESE INSTRUCTIONS ASSUME YOU HAVE ALREADY FOLLOWED THE STEPS TO CREATE AN A&A ACCOUNT AND SET UP YOUR AMANDA PROFILE PAGE. If you have not done these steps, go back to the IDPH Regulatory Programs Plumbing & Mechanical Systems Board Page https://idph.iowa.gov/regulatory-programs/pmsb and follow the instructions to create an account.

THESE INSTRUCTIONS ASSUME THAT YOU HAVE NEVER SUBMITTED AN APPLICATION FOR A PMSB LICENSE OR EXAM. If you already have an existing license or previous exam application, the steps are different. Please go back to the instruction page (on IDPH Regulatory Programs) and find the instructions for people who already hold at least one license or exam approval.

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.

DOCUMENTATION NEEDED:

Apprentices: Apprentice ID number, sponsor ID number, and information on any advanced credit hours awarded and the number of months of advanced standing credit. Contact your apprentice sponsor or Dept. of Labor if you don't know this information.

Medical Gas Piping Installers: You will need your certification number, expiration date, brazing qualification number (if different) and brazing qualification expiration date. You must have a current medical gas certification to renew. No additional continuing education hours are needed.

All Applicants: Details related to your basis for licensure such as: employment history, dates, location, names; degree information; certification details; military training details and dates; other license information such as license number, state or jurisdiction, phone number, or website where the license can be verified, etc.

IF THIS IS A NEW APPLICATION FOR AN INDIVIDUAL LICENSE, PROCEED WITH THE NEXT STEPS.

STEP 1: SIGN IN WITH EXISTING A&A ACCOUNT

- Begin by opening your web browser and navigating to the Iowa Department of Public Health Regulatory Program webpage at the following location: https://dphregprograms.iowa.gov/PublicPortal/Iowa/IDPH/common/index.jsp
- **Sign in** with your username and password.

STEP 2: UPDATE PROFILE INFORMATION

- Verify all information is correct.
- Make any necessary corrections.
- To add additional addresses or contact information, click on the **Addresses** button.
- Click **Continue** when finished.
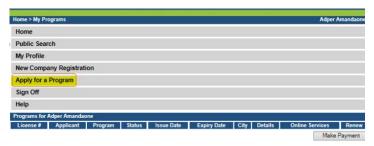
Optional: Add Other Addresses

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.

STEP 3: APPLY FOR LICENSE

Click on **Apply for a Program**.
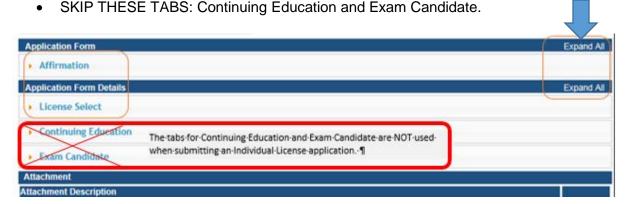

STEP 4: SELECT PROGRAM TYPE

- Next to **Program**, select **Plumbing and Mechanical Systems**.
- Next to **Program Detail**, select **Individual License**.
- Click **Continue.**

A pop-up message will appear. Click **OK.**

You will now be taken to the **Application Form** page for an individual license. **NOTES** for completing the Application Form:

- Click **Expand All** to view all information fields in a section or click on the small triangle button ‣ next to section.
- SKIP THESE TABS: Continuing Education and Exam Candidate.

STEP 5 – AFFIRMATION

- All six affirmation questions must be answered.
- If you answer **Yes** to any of the questions, provide details in the box below the question.
- You may attach documentation as needed by following the directions in the **Attachments** section.

STEP 6 – LICENSE SELECT (Specify the license you're applying for)

Expand the License Select tab. Next, click **Add** and provide details related to the license and trade you are applying for. Please review the tips on the next page for help in completing all of the columns in this section.

- Select **License Type**.   USE THE SCROLL BAR TO VIEW ADDITIONAL FIELDS.
- Select **Trade/Specialty**.
- Select **Basis for Licensure** (your qualification for the license).
- Under **Action Requested** select either **Apply for New Trade,** or **New Inactive Trade** only if you are requesting an inactive license.
- Click **Save** after completing each row.
- Click **Add** to add an additional license type & click **Save** when done.

Tips for Completing the License Select Section

ACTIVE JOURNEYPERSON / INACTIVE MASTER:
- **Trade/Specialty** – Select the applicable options from the drop down menu.
- **Basis for Licensure** – Select your qualifications for the license – either **examination** if you have passed the PMSB master licensing exam in the past two years or **reciprocity** if you have a plumbing license in South Dakota and you passed the SD licensing exam.
- **Action Requested** - Select "Apply for New Trade". Click **Save** when done.

APPRENTICE:
- **License Type** & **Trade/Specialty** – Select Apprentice for both license type and trade. **DO NOT select plumbing, HVAC/R, etc. for Trade/Specialty.*****
- **Basis for Licensure** – Select "Applicable for Apprentice and Specialties."
- **Action Requested** - Select "Apply for New Trade." Click **Save** when done.

DISCONNECT/RECONNECT PLUMBING TECHNICIAN:
- **Trade/Specialty** – Select license type as Disconnect/Reconnect and trade as Plumbing.
- **Basis for Licensure** – Select "Applicable for Apprentice and Specialties."
- **Action Requested** - Select "Apply for New Trade." Click **Save** when done.

HEARTH SYSTEMS:
- **Trade/Specialty** – Select license type as Hearth Systems and trade as HVAC/R.
- **Basis for Licensure** – Select "Applicable for Apprentice and Specialties."
- **Action Requested** - Select "Apply for New Trade." Click **Save** when done.

JOURNEYPERSON or MASTER:
- **Trade/Specialty** – Select the applicable options from the drop down menu.
- **Basis for Licensure** – Select your qualifications for the license:
  - Select **examination** if you have passed a PMSB exam in the last two years.
  - Select **reciprocity** if you have a plumbing license in South Dakota and you passed the South Dakota licensing exam.
  - Select **board approved military training or experience** if you have been prior-approved for a license based on your military training or experience.
  - Select **Journeyperson by Master** if you hold a master license in the same trade in another state or local jurisdiction.
- **Action Requested** - Select "Apply for New Trade." Click **Save** when done.

MEDICAL GAS CERTIFICATION:
- **License Type** and **Trade/Specialty** - Select "Medical Gas System Installer" for both columns.
- **Basis for Licensure** – Select "Applicable for Apprentice and Specialties."
- **Action Requested** - Select "Apply for New Trade." Click **Save** when done.

PRIVATE SCHOOL/COLLEGE ROUTINE MAINTENANCE:
- **Trade/Specialty** – select "Pvt School/College Maintenance" in both columns.
- **Basis for Licensure** – Select "Applicable for Apprentice and Specialties."
- **Action Requested** - Select "Apply for New Trade." Click **Save** when done.

SERVICE TECH HVAC:
- **Trade/Specialty** – Select license type as Service Tech HVAC and trade as "HVAC/R."
- **Basis for Licensure** – Select "Applicable for Apprentice and Specialties."
- **Action Requested** - Select "Apply for New Trade." Click **Save** when done.
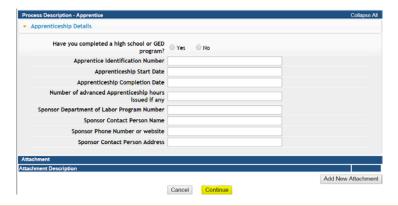
STEP 7 – APPLICATION FORM SUPPLEMENTAL

Next, you will then be taken to the **Application Form Supplemental** screen**.**

NOTE: Depending on the License Type and Basis of License you selected on the previous screen, you may have one or multiple additional information sections to complete. If you are applying for multiple licenses, you will have to complete additional information for each license type you are applying for.

Apprentice

Expand Apprenticeship Details, fill out the available fields, & click **Continue**.

Disconnect / Reconnect Plumbing Technician

Click **Expand All** to view all the sections and fill out the available fields.
- You must provide a response to Basis for Licensure (either on the job training or plumbing technician associate's degree).
- Under On the Job Training, you must select Yes to indicate that you have received industry training to perform the work covered by this specialty license.
- If you received a plumbing degree, enter your degree information under Plumbing Technician Associates Degree.
- If you received on the job training, expand the **Employer Details** section next. Click **Add** under Employer Details and enter your employer information, then click **Save. (Use the scroll bar to view more fields - See the blue arrow below.)**
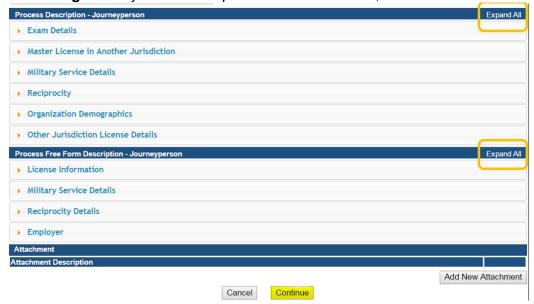- When you have completed all the relevant fields, click **Continue**.

Hearth Systems

Expand Hearth Systems Details, fill out the available fields, & click **Continue**.

Journeyperson or Master

Expand all the sections and fill out the available fields. The sections that display here depend on the basis of license that you selected earlier. Click Expand All to show all the fields and sections. In some sections, you will need to click **Add** button to add information to these fields. You may also need to use the scroll bar see more fields after adding a row. **Be sure to click Save after adding**. When you have completed all relevant fields, click **Continue**

Medical Gas System Installer

Expand Medical Gas Systems Installer Details, fill out the available fields, & click **Continue**.

Private School or College Routine Maintenance:

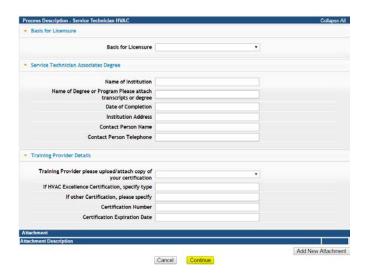Click **Expand All** & fill out the available fields in each section.
- Under Licensure Details, you must certify that you are currently employed by a private school or college and your job duties include performing routing maintenance.
- Under Employer Details click **Add** to enter your employer information, then click **Save**. (Use the scroll bar to view more fields - See the blue arrow below.)
- Click **Continue** when finished.

Service Technician HVAC:

Click **Expand All** to view all the sections and fill out the available fields. Click **Continue** when finished.
- You must provide a response to Basis for Licensure (either Service Technician Associate's Degree or Training Provider).
- If you received a degree, enter your degree information under Service Technician Associates Degree.
- If you qualify based on an approved training provider such as NATE or RSES certification, select your Training Provider from the drop down menu under Training Provider Details and then provide details about your provider and certification number.
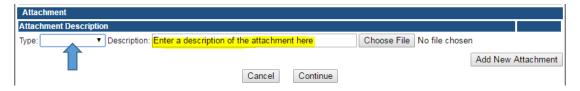- Click **Continue** when finished.

STEP 8 – OPTIONAL: ADD ATTACHMENTS

To add any required documentation such as criminal history documents or license documents, you will need to click the **Add New Attachment** button. Skip this step if you do not have any attachments to add.

When clicked the Attachment Description area will expand.

- To select a Type of attachment, click the drop down arrow and select the attachment type. Ex: Court Documents, Certification, Diploma, etc.
- Enter a description of the file.
- Click Choose File button.
- This will open your file explorer, navigate to the directory where the file is you want to attach and double click it. The name of the document should be showing next to the Choose File button.
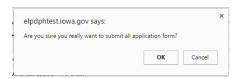- Continue this process for each document you would like to attach.

NOTE: If you attach a document in error, it cannot be removed by you. You will need to contact the AMANDA Support Team to have it removed.

STEP 9 – CONTINUE TO SUBMIT APPLICATION

When all sections of the form are complete, click **continue**. If you need to gather information, or add additional documentation, you can leave the application webpage and return later to complete or continue.

When you click **Continue,** a pop-up message will appear.
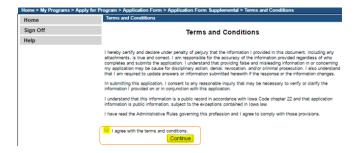
Click **OK** to proceed to the next page.

You may have to click **Continue** multiple times AND click **OK** multiple times (if you are applying for more than one license type).

DO NOT CLICK CANCEL – this will void your entire application.
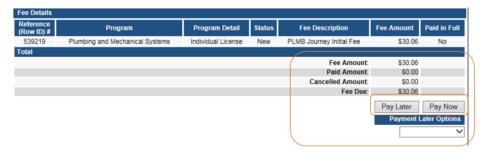
STEP 10 – TERMS AND CONDITIONS

Please read the terms and conditions. If you agree, click the box next to I agree with the terms and conditions. Click **Continue**.

STEP 11 – MAKE A PAYMENT

Next you will be taken to the **Make Payment** page. If you need to attach additional documentation, click the **Pay Later** button. Otherwise, skip to the **Pay Now** instructions.

If you select **Pay Now** you will be directed to the online payment system. Select **Pay Now** when asked, and complete your online payment information.

Select **Payment Method**, and fill in your payment details. Click **Continue**.

Once you have submitted payment, you should keep a record of your **Confirmation Number** or print the receipt page that appears for your records. Click **My Profile** to return to your profile page or **My Programs** to return to your list of licenses.

PAY LATER:

If you selected Pay Later, you will get a pop-up box that your application is not considered submitted until payment is made. Click OK.

- You will be returned to your **My Programs** page where you will see your license listed and the status.
- When you are ready to complete the application process, navigate to your **My Programs** page and click on the row for the individual license and then click on the **Details** link.
- Click **Make a Payment.**

License #	Applicant	Program	Status	Issue Date	Expiry Date	City	Details	Online Services	Renew
		Permit To Practice	New			Des Moines	Edit	Online Services	
		EMS Provider	New			Des Moines	Edit	Online Services	
30044		Plumbing and Mechanical Systems	Active	04/23/2017	06/30/2017	Des Moines	Details	Online Services	
30044		Plumbing and Mechanical Systems	Renewal			Des Moines	Details	Online Services	

Make Payment

NOTE: If under the **Details** column it shows a link for **Edit** instead of **Details**, this means there is missing information within the application. Click the **Edit** link to review all sections of the form and complete any missing information before attempting to pay.

Bill Number	Description	Fee Amount
6334	PLMB Journey Renewal Fee	$180.00
6334	PLMB Master Renewal Fee	$240.00
6335	PLMB Muliple License Fees Discount %	($126.00)
	Total	$294.00

No payment to be displayed.

Total Due: $294.00   Make Payment ◄

Attachments
Attachment Description

Add New Attachment   Upload Attachments

Online Services   Back

Follow the payment steps provided on the previous page.

CHECK STATUS

- Your application will **NOT** be reviewed until you have submitted a payment.

- Once you have submitted your application (including required payment), allow up to **4 weeks** for initial review and processing. If your application requires additional screening or is incomplete, additional time will be required. All applications are processed in the order received.

- If you have provided a valid email address, your license certificate and wallet card will be emailed directly to you once your license has been approved. If you have not provided a valid email address, the documents will be mailed to your primary contact address.

- If your application has not been processed within 4 weeks, please verify that you have submitted payment and all required documentation.

- If you are applying for a specialty license, your application will **NOT** be processed until you have submitted proof of training, such as a copy of your degree or certification (Med Gas, NATE, or Hearth Systems).

- Contact the PMSB office only if you have verified that you have submitted payment and all required documentation and it has been more than 4 weeks since your application was submitted.