HOW TO RENEW AN IDPH RADIATION MACHINE SERVICE PROVIDER LICENSE

Use the following link to access the online licensing system:
https://dphregprograms.iowa.gov/PublicPortal/Iowa/IDPH/common/index.jsp

For assistance with finding a username or resetting a password, contact the OICO Help Desk: 515-281-5703 or 1-800-532-1174.

These instructions assume you have already created an A&A account, set up your Profile Page, and contact the department to be linked to the registration. If you have not created an account, go back to the IDPH Regulatory Programs Page and follow the "How to create an account" instructions.
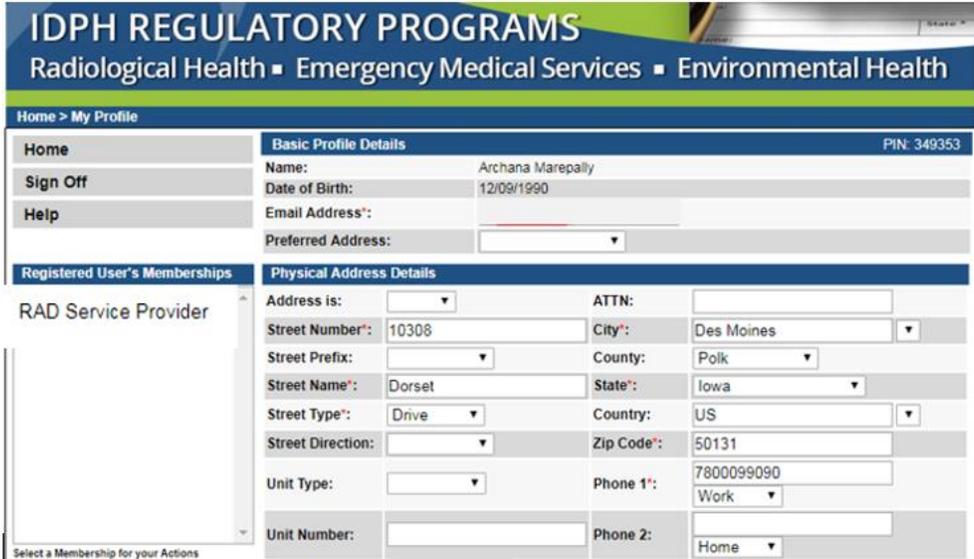**NOTE**: You must use either **Google Chrome** or **Safari** when applying online.

If you need assistance navigating the licensing portal after reviewing these instructions, contact the AMANDA Support Team: 1-855-824-4357.

STEP 1: SIGN IN

Sign In on the portal home page.
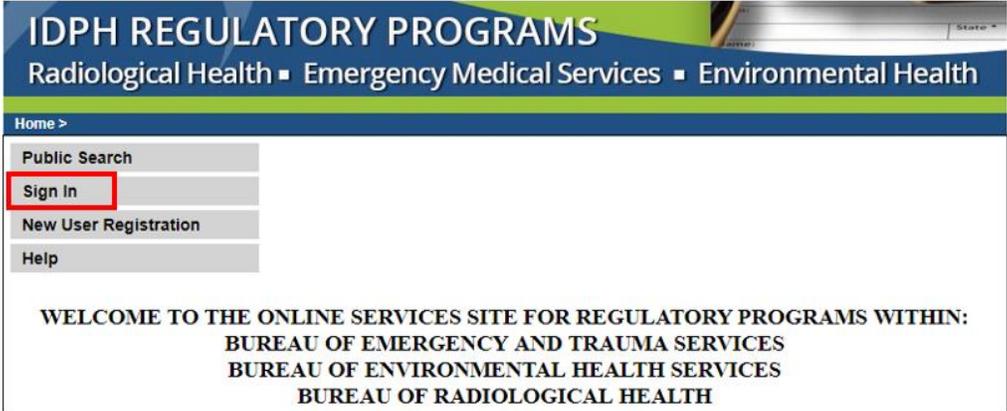
After signing in, you will be taken to the **My Profile page.**

STEP 2: SELECT THE SERVICE PROVIDER COMPANY

On your profile page the company will be listed on the left side under Registered User's Memberships. Click on the company's name so it appears highlighted, & click **Continue**. **NOTE**: If you do not see your Company listed, please call 855-824-4357.

STEP 3: RENEW

You will be taken to the **My Programs** page for your company. This is where you will apply as Radiation Machine Service Provider.   Click on **Renew**.

NOTE: If you do not see the option to click "Renew" you may have the option to click "**Edit**" under the **Details** column instead.

A pop-up message will appear. Click **OK** to continue with the application.

STEP 3: APPLICATION FORM

All Four sections of this application are required. Click the **Expand All** to view all information fields in a section. Questions with a red asterisk * or highlighted in pink are mandatory.

STEP 4: AFFIRMATION & SERVICE PROVIDER DETAILS

This section is required for all license and Contractor License submissions, and all questions must be answered.

Click **Expand All** on the right side of the application form to view all the questions.

If you answer **Yes** to any of these questions, provide a brief description of all relevant activities into the text box provided below. Additional details can be provided in an attachment if necessary.
(See Step 8 for instruction on how to add attachments.)

STEP 5: EQUIPMENT & IOWA LOCATIONS

These fields are for service providers who have reported placing radiations emitting equipment - for things such as demonstration purposes - at locations in Iowa. **If your service does has not placed any temporary radiation emitting equipment at any facilities in Iowa, you may skip this section.**

This section will display current information about your service's equipment in Iowa make sure the information displayed is accurate, and update as needed.

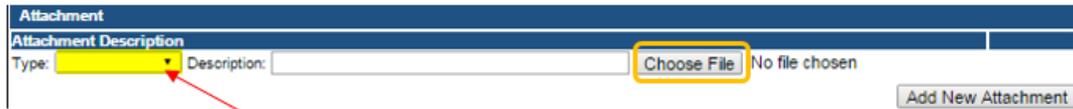If you need to add attachments, proceed to Step 6.

 If you do not need to add attachments, click "Continue" and proceed to Step 7.

STEP 6: ADD ATTACHMENTS & CONTINUE

To add any required documentation, you will need to click the **Add New Attachment** button at the very end of the application form. Skip this step if you do not have any attachments to add.
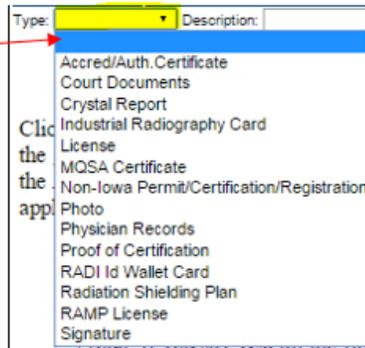

- Click to select the **Type** of attachment and Select one of the following from the list:
- Enter a description of the file, and then Click Choose File.
- This will open your file explorer. Navigate to where the document you want to attach is located on your computer.
- Double click the document to attach it.

The name of the document should appear next to the Choose File button.


Continue this process for each document needing to be attached.

- If you attach a document in error, it cannot be removed by you. You will need to contact the IDPH Program staff to have it removed.

- If you need to gather information, or add additional documentation, you can leave the application webpage and return later to complete or continue.

- You must attach all supporting information before paying the registration fee or your application could be delayed or denied.

DO NOT CLICK CANCEL – this will void your entire application.

WHEN ALL SECTIONS OF THE FORM ARE COMPLETE, CLICK <u>CONTINUE</u>.

A pop-up message will appear. Click **OK** to proceed to the next page.
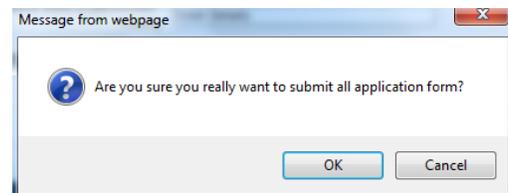
STEP 7: CONTACT LIST

Click on XSVP – Contact List to open the tab. Your current contact(s) will appear here. To add a new contact, click **Add** and enter the required information, using the scroll bar to see additional fields, then click **Save**. When you have finished editing the contact information, click **Continue**.

A pop up message will appear, click **OK** to continue.

STEP 8: TERMS & CONDITIONS

Please read the terms and conditions. If you agree, click the box next to the "I agree with the terms and conditions" statement to check it. Then click **Continue**.

STEP 9: MAKE A PAYMENT

If you need to attach additional documentation click the **Pay Later** button.
- If you click the Pay Later button, you will get a reminder pop-up that your application is not considered submitted until payment is made.
- You will be returned to your **My Programs** page where you will see your registration listed and its status.
- When you are ready to complete the application process, go to the appropriate section and double click on the details.

If you are ready to pay, select **Pay Now**, and then **Pay Now** again on the following screen, and you will be directed to the online payment system.

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

Please keep a record of your **Confirmation Number** or **print this page** for your records.
Click **Continue** to return to your A&A profile.