

Online Portal Process/FAQ

Overview of process:

- 1) A representative from company creates a personal account

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

Note: For Radioactive Material Program, we have created the business account in the system already. Do NOT try to build a corporate profile.

- 2) Before you can start the renewal, you must send us your PIN (located on your profile page... see Page 2) by email or phone.

Email: derek.elling@idph.iowa.gov or 515-380-8752

We will reply back when linked so you know you can continue to Step 3

- 3) Once Linked, the representative will be authorized to work on behalf of the company to renew, make payment, verify inventory, etc.

IDPH REGULATORY PROGRAMS

Radiological Health ■ Emergency Medical Services ■ Environmental Health

Home > My Profile

Home > My Profile

Home	Basic Profile Details	PIN: 123456
Sign Off	Name: Stuart Jordan	
Help	Date of Birth: [REDACTED]	
	Email Address*: stuart.jordan@idph.iowa.gov	
	Preferred Address: [REDACTED]	
Registered User's Memberships	Physical Address Details	
Iowa Department of Public Health	Address is: [REDACTED]	ATTN: [REDACTED]
University of Northern Iowa	Street Number*: [REDACTED]	City*: [REDACTED]
	Street Prefix: [REDACTED]	County: [REDACTED]
	Street Name*: [REDACTED]	State*: Iowa
	Street Type*: [REDACTED]	Country: US
	Street Direction: [REDACTED]	Zip Code*: [REDACTED]
	Unit Type: [REDACTED]	Phone 1*: [REDACTED]
	Unit Number: [REDACTED]	Mobile [REDACTED]
		Phone 2: 5152810403
		Work [REDACTED]
	<input type="button" value="Continue"/>	<input type="button" value="Reset"/>
		<input type="button" value="Addresses"/>

Step 2

PIN – Personal Identification Number.

This is just a database key number associated with your account for database reference. This is NOT a password.

Step 3

Once Linked, your company will be seen under User's Memberships.

Click once on the company name to highlight blue and then click

“Continue”

- You may see multiple names of your company if you hold various licenses with the IDPH (Radioactive Material, Xray, Lead, etc). If this applies to you, you may mean you have to use trial and error to select correct profile.

WELCOME TO YOUR PROFILE PAGE!

IDPH REGULATORY PROGRAMS

Radiological Health ■ Emergency Medical Services ■ Environmental Health

Home > My Programs

Home > My Programs

Stuart Jordan

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

Programs for [Redacted]

License #	Applicant	Program	Status	Issue Date	Expiry Date	City	Details	Online Services	Renew
		Radioactive Materials Program	Active	[Redacted]			Details	Online Services	Renew

Click on "Renew" hyperlink to begin the renewal process.

When successfully completed, when you click "Make Payment", you will see a balance due and payment options.

If you are an **Individual** and wants to apply for a New Individual License, click on **Apply for a Program** on the above.

If you have an existing company, the company name should be listed in the left-hand column. Select the Company and click **continue**. If you do not see the company name contact the Program office. If you want to apply as a **Brand New Company** or enter an **Existing Company** for the **first** click on **New Company Registration**. [INSTRUCTIONS TO CREATE NEW COMPANY REGISTRATION](#)

Click on **Details** to add a new piece of equipment or edit/view an already approved application.

Click on **Online Services** to select services available for your License type.

Click on **Renew** (when displayed) to complete a renewal application.

Click on **Edit** (if displayed) to complete a pending application.

For Radioactive Materials/
Radiation Machines, we have
created your company profile.
Please do NOT create a new
company registration

Frequently Asked Questions

I don't see my Company under memberships on "My Profile"...

- If you provided your PIN to IDPH and have received email that it has been linked, most likely you need to "Refresh" your webpage. Depending on your browser settings, you may have to close the browser and re-login.
- If you have not submitted your PIN, please see Step 2 in the Process.

I click "Make Payment", but there is nothing to pay.

- Before a payment shows as "due", you must first submit the online application via the "Renew" Link.

I don't feel comfortable providing my SSN?

- This online system is required to meet or exceed the Information Security Standards as developed per Iowa Code 8A.204 and IAC 11-25.11
- The compliance of all security standards are governed by the State of Iowa Office of the Chief Information Officer and Information Security Office.
- Social Security Numbers are encrypted immediately upon collection (before leaving your computer).
- Within the Agency, only supervisors have the authority to request the retrieval of a SSN through a formal request process.
- If you remain unsure about submitting your SSN for personal profile setup, not a problem. Just contact us for alternative renewal process.

I need an invoice for processing payment request, how do I get?

- Click "Make Payment"
- Click "Make Payment" Again. This is the most detailed invoice available online. If this does not meet your Invoice requirements for processing, please contact us.

If paying by check, what are payment instructions?

- Click "Make Payment" for payment details. After getting the payment detail, click "Pay Later"— it will bring you out of payment screen and back to your profile page.
- Make Check Payable to "Iowa Department of Public Health"
- Send Check to:
 - Iowa Department of Public Health
 - Bureau of Radiological Health
 - Lucas State Office Building
 - 321 E. 12th Street
 - Des Moines, Iowa 50319-0075