

# Register for a User Account

A user account is required to access Iowa Utilities Commission (IUC) Electronic Filing System (EFS) and company records database, IUB 24/7. This will allow users to search or view filings and submit a comment or objection in EFS. IUB 24/7 users will be able to submit new company information, update a company record, or file a utility annual report. The single account will be used for both IUB 24/7 and EFS. All user registration and account information is managed in IUB 24/7.

Users submitting new company information: see the Company Access Request guide for further steps.

If any steps in this guide produce an unexpected result or an error message, see the troubleshooting section at the end of this document for assistance.

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## EFS Users:

1. Go to EFS - [efs.iowa.gov](https://efs.iowa.gov).
2. Select the “Sign Up” button at the top right, then continue to step #3.



## IUB 24/7 Users:

1. Go to IUB 24/7 - [iub247.iowa.gov](https://iub247.iowa.gov).
2. Select the “Register” button under the “Are you a New User?” section.



3. Enter the required information. Click the “Register” button.

# Iowa Utilities Commission

## Registration

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**First Name**

**Last Name**

**Email**

**Create Password**

**Confirm Password**

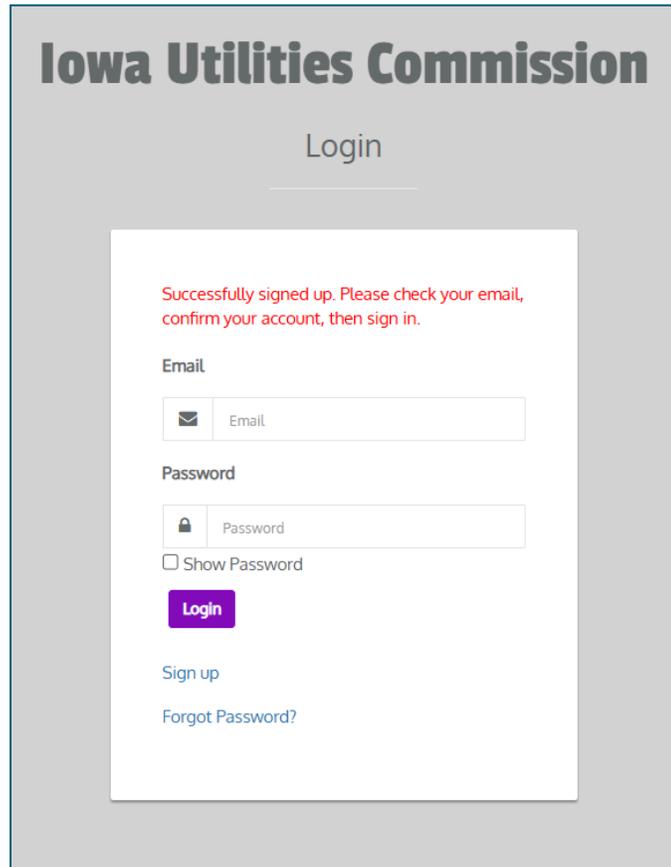
**Password Requirements:**

- Must be at least 8 characters
- Must contain at least 1 each: Uppercase & Lowercase Letters, Number, and Special Character
- May NOT contain any three sequential numbers or letters
- May NOT contain first name, last name, or other prohibited words (e.g. website name, company/organization, etc.)

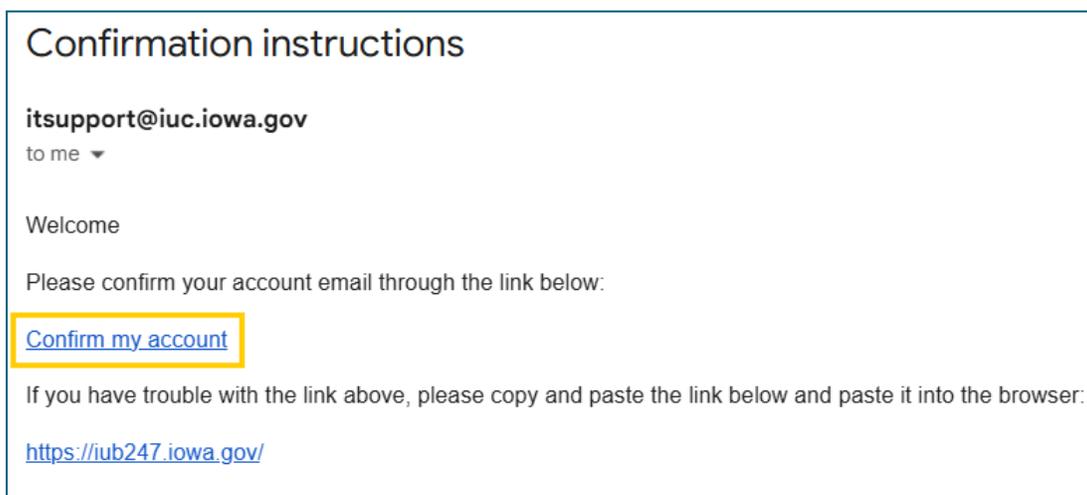
[Register](#)

[Login](#)

4. The below message appears upon successful submission.



5. An automated email will be sent to confirm the account. Click the "Confirm my account" link contained in the email to continue the registration process.



6. When the user profile form appears, complete the Contact Information. Required fields are marked with an asterisk (\*). Click the “Update Profile” button to submit. **This step is required to activate the account.**

Fill in your user profile details in the form below

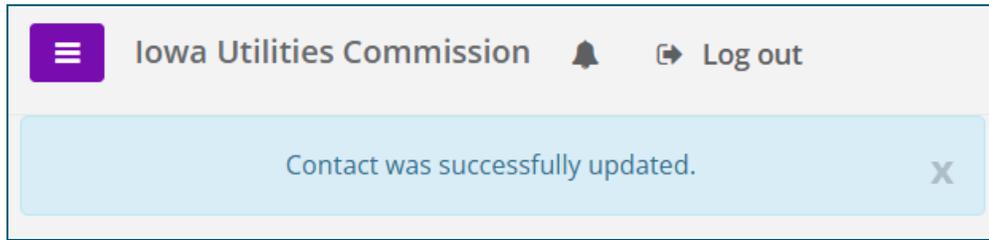
### Contact Information

Each contact who is entered will receive a notice to set up a User Profile. Each User must have a unique Email address that will be used as the User Name when setting up the Profile.

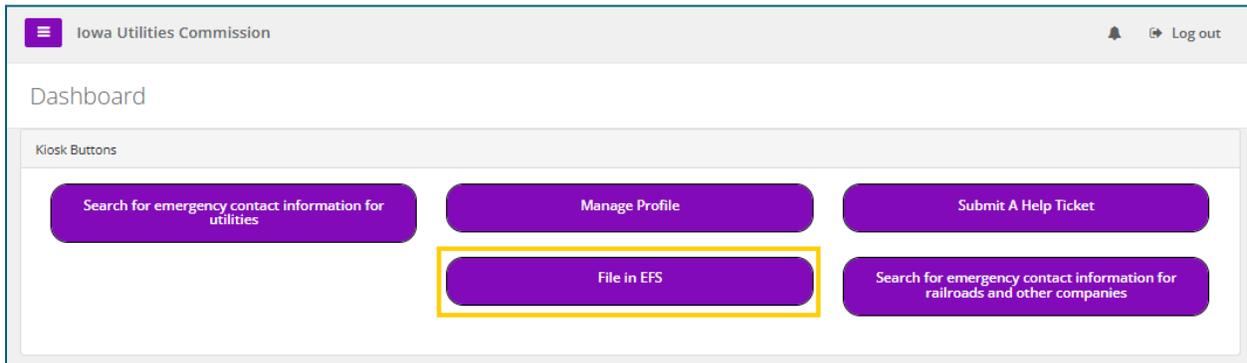
ID	First Name (from account)
Last Name (from account)	Title
Phone Number *	Email Address (from account) *
Alternative Email	
Company Mailing Address:	
Address Line 1 *	Address Line 2
City *	State *
Zip Code *	<input type="checkbox"/> Physical Address is the same as the Mailing Address
Company Physical Address	
Address Line 1:	Address Line 2:
City,	State,
Zip Code:	Contact Type
Have you ever been a Registered User in the IUC Electronic Filing System (EFS)?	Are you a Consultant or Representing Attorney?

Status: Active

7. The IUB 24/7 dashboard will then display with “Contact was successfully updated” at the top of the page. The account has been successfully created.



To view filings or submit a comment or objection, go to EFS by either clicking the “File in EFS” button on the IUB 24/7 dashboard or going to [efs.iowa.gov](https://efs.iowa.gov). On the EFS homepage, click “Login” at the upper right and enter the account information.



# Troubleshooting

## Error Message: Error creating user

When the user is attempting to register, the error message “Error creating user” is displayed.

- An account already exists with this email. Reset the password by clicking the “Forgot Password?” link.

## Error Message: Error for site owner: Invalid domain site key

When the user is attempting to register, the error message “Error for site owner: Invalid domain site key” is displayed.

- Clear browser cache and cookies.

## Confirmation email has not been received

When the user has submitted account information, no confirmation email has been received. The user is unable to confirm the account.

- The confirmation email may have been delivered to the spam folder. Check the spam folder.

**If you have questions or are in need of further assistance, contact IUC Customer Service at 515-725-7300 or [ITsupport@iuc.iowa.gov](mailto:ITsupport@iuc.iowa.gov).**