

# How to Create a User Account

IUB 24/7 is a web application that acts as the single sign on (SSO) for the Electronic Filing System (EFS) and allows companies, utilities, and individuals that interact with the Iowa Utilities Commission (IUC) to manage and update their individual and company information. Individuals participating in IUC proceedings or filing more than five times per year should create a registered user account in IUB 24/7. A user account is required to update a company record, create a new company registration, or file an annual report. See the Company Access Request guide if registering to create a new company or update company information.

## How to Register in IUB 24/7

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


### Welcome to IUB 24/7

IUB 24/7 is a web application that allows users and companies to easily establish an individual or company user profile, manage company profile and contact information, and access the electronic filing system (EFS) of the Iowa Utilities Commission (IUC).

Are you a New User?

Create your User Profile


Register



[How to Create a User Profile](#)

Update your User Profile


Login



Are you a Utility or Other Company?

Create a Company Profile


Register



Update Railroad Emergency Contact Information

For railroads and utilities without a profile in IUB 24/7.


Update Railroad Contacts



Search IUB 24/7

Companies, Reports, and Railroad Emergency Contacts

Search




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


# Iowa Utilities Commission

## Registration


**First Name**




**Last Name**




**Email**



**Create Password**



**Confirm Password**



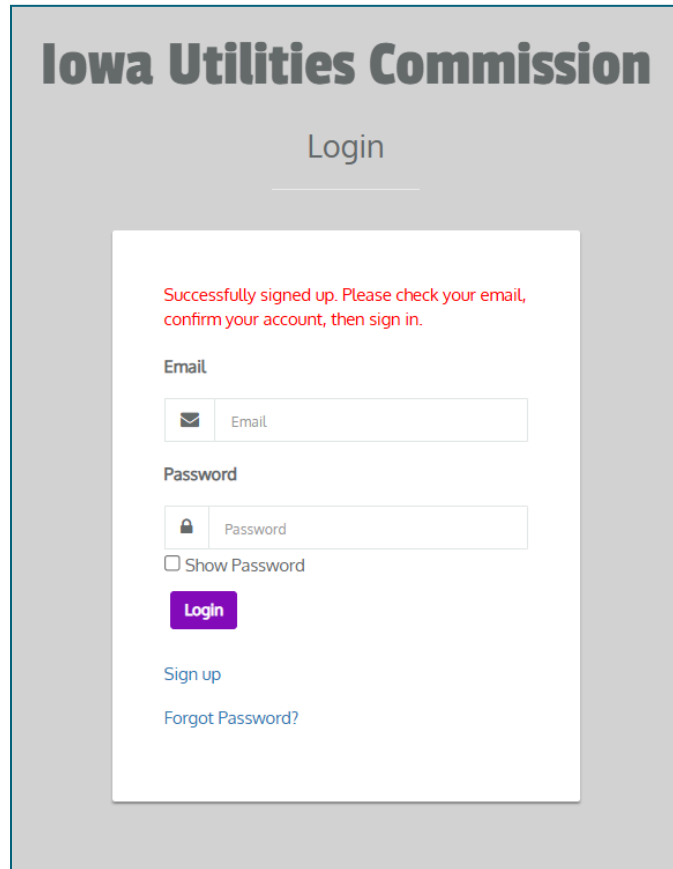
**Password Requirements:**

- 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. Upon successful submission, the below message is displayed.



**Iowa Utilities Commission**

Login

Successfully signed up. Please check your email, confirm your account, then sign in.

Email

Password

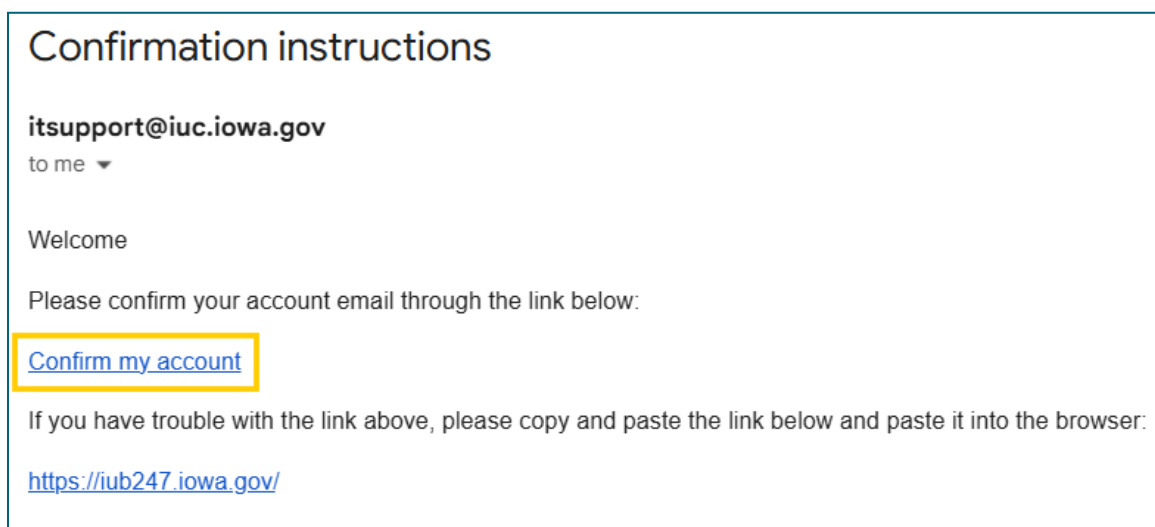
☐ Show Password

[Login](#)

[Sign up](#)

[Forgot Password?](#)

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



**Confirmation instructions**

**itsupport@iuc.iowa.gov**  
to me ▼

Welcome

Please confirm your account email through the link below:

[Confirm my account](#)

If you have trouble with the link above, please copy and paste the link below and paste it into the browser:

<https://iub247.iowa.gov/>

6. A user profile form will appear. Complete the Contact Information. 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.

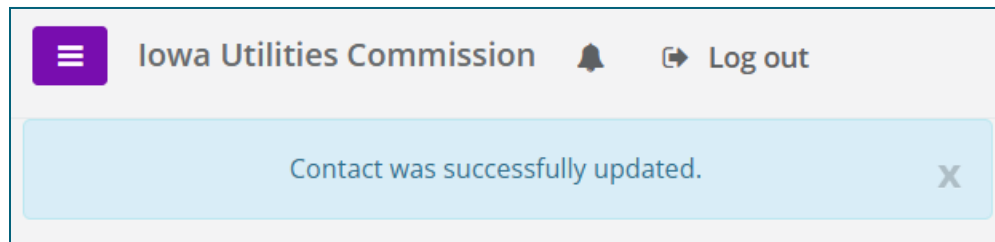
ID	First Name (from account)
Last Name (from account)	Title
Phone Number *	Email Address (from account) *
Alternative Email	
Company Mailing Address:	
Address Line 1 *	Address Line 2
City *	State *
Zip Code *	<input type="checkbox"/> Physical Address is the same as the Mailing Address
Company Physical 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

Cancel

Update Profile

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



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## 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.
- If the password cannot be reset, contact IUC Customer Service at 515-725-7300 or [ITsupport@iuc.iowa.gov](mailto:ITsupport@iuc.iowa.gov).

12/2025