



Frequently Asked Questions (FAQs) for Local Authorities

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Accessing eLAPS

Q. Will we use our same login credentials to sign into eLAPS?

- A. No, you will have a new username and password. For more information on accessing eLAPS, visit [Iowa Department of Revenue Website](#).

Dashboard/Homepage

Q. Explain the purpose of the dashboard page?

- A. Currently, the dashboard will display 10 applications that are in “Submitted to Local Authority”, “Applicant Action Completed”, or “Active” status, which is the current criteria being used. The Dashboard is meant to show all applications that require your attention, so you can quickly find and navigate to them.

The dashboard is being overhauled and will change significantly over the next few weeks.

Q. Can the dashboard show all applications submitted to the local authority, including the expiration date?

- A. On the dashboard, you should see all active licenses and those with a “submitted to local authority” status.

To find the tentative effective date and tentative expiration date, go into “View All Applications”. Click the drop-down to the right of the application to open, then go to the “Review” step.

Q. How do I search for and find applications?

- A. On the dashboard, any application with a status of “submitted to local authority” will require your attention.

To search and find applications, click to go into “View All Applications” which is located on the upper right-hand side. Once in the “View All Applications” page, there are several fields you can use to search, sort, and filter applications by. If you click in the “Status” field, you’ll see all available application statuses. Select the status you want to find applications for, then click “Submit”

Tip: You can use multiple search terms or combine them to further narrow your results. This may be beneficial to large local authorities with a large number of applications.

Q. Under “View All Applications”, there are multiple licenses for the same business, shouldn’t I only see the current ones?

- A. Currently, applications related to that particular license are displayed. If you type in and search for a license number, all the records shown would be the applications that have been used to create and change that license.

To determine the current status of the license record, look at the status. For active records, it will say active. If the applicant has recently renewed their application, the status will be renewed.

Q. I do not see all the licenses for my local authority, where can I see the full list?

- A. There are a couple of places to find this information.

One is under the “All Licenses” tab. Ideally, this is where you can interact with all of your licenses. Note: The “All Licenses” tab is missing licenses for some users and this is currently being worked on.

You can also go into “View All Applications” and select “Active’ for the status to find all active application records in your jurisdiction.

Q. A few of my active license applications are missing or are not showing up?

- A. Contact the Helpdesk at 877-729-0663 Monday through Friday 8 am-4:30 pm CDT.

Q. How do I locate the business associated with the application number?

- A. There’s a new designation called application number which identifies a specific application for a license. To find an application quickly, go into “View All Applications”, type in the application number and search to find the application that triggered the notification.
Tip: You do not have to type in the “app”, only the number of the application.

The name of the business will be shown in the DBA field listed in the table. To see the corporation name, go into the “Premises” page and the name of the legal entity will be listed first.

Q. I only see a few applications listed under "All Applications". I know there are more. Why aren't they all showing up?

- A. On the “All Applications” page, it should show all applications associated with your local authority.

If you’ve previously done a search, the results from the search could still be showing up. If you click on “View All Applications”, it will give you a list of all the applications.

If you are still having issues, contact the Helpdesk at 877-729-0663 Monday through Friday 8 am-4:30 pm CDT.

Q. On the dashboard, the applications need attention but mine say active.

- A. For those local authorities that have many applications and licenses, the dashboard is not functioning in the way that it was intended. If you are only seeing active licenses, you’ll need to go into the View All Applications page.

Q. For all applicants, under Status, Search result, it would be nice to see the expiration date and effective date instead of going into each view of each application to see when the applicant will expire.

- A. The Dashboard is limited to the amount of information that can be displayed. Currently, all the information listed is needed. Adding more columns may make it difficult to see the values in the columns, but we’ll look into adding the expiration and effective dates as it is information that is referenced frequently.

Q. Will we be able to exit and go back to all search licenses instead of the dashboard?

- A. As the improvements to the dashboard are completed, this feature won’t be necessary. Although, we can see if it’s possible to redirect to “View All Applications” for the time being.

Q. What is the purpose of the Preview license in the system?

- A. There is a preview license button which allows you to see the license file that has been generated.

Q. Please explain the All Tickets tab, and if it shows Underage Drinking Charges

- A. The ticketing system has been created to provide a channel for support. When logged into the portal, this is support that could be requested. A ticket would need to be created with the question or support request. It would then be sent to the Helpdesk and would be responded to in the order received. It's similar to a phone call or an email that would be sent as well.

Q. Can you provide a definition for each status?

- A. Payment Pending and Payment Successful are no longer going to be used and need to be removed.

Submitted to Iowa Department of Revenue (IDR) means that the application has been processed. Either there is no local authority or the local authority has made their final determination and it is in IDR's hands to make their determination.

Blocked is a status used by IDR to prevent an application from being approved.

Additional Details Requested is another deprecated status that we will remove from the list.

Request Cancellation means that the licensee has requested a cancellation of the license and it is currently under review by the IDR. Once ABT approves the cancellation, the status would be set to cancel.

The active status is a status an application moves into upon approval. It does represent that active license record.

On hold is similarly a status used by IDR. This was used during the pandemic to allow for some licensees to pause their license for a time.

Submitted to Local Authority is going to be applications that have been submitted and either the dramshop has been verified, if dramshop is required. Or, otherwise, the application is currently awaiting the local authorities determination.

Timely Filed by Local authority. If the local authority has made a determination this application is to be timely filed, then that is the status that the application set to.

Timely Filed is a status that would be used by IDR to timely file an application.

Pending DRAMshop Review is the status the application moves into when an application is submitted and shop insurance is required.

Withdrawn is the status that an application can be put into when it is withdrawn. New applications can be withdrawn by the applicant directly. Renewal applications have to be withdrawn by IDR and a request can be put in by the app.

Applicant Action Required and Applicant Action Completed indicate there is a revision request currently in process. Revision requests can be created by local authorities. You and the IDR can create recruit revision requests and applicants can respond to those.

Suspended means IDR has suspended the license.

Amendment Approved is used for amendment applications when they are approved and has moved into an amendment approved status.

Timely Filed Denied by Local Authority would be used as a final determination for an application by the local authority and as a status that would be set to after that action was taken.

DRAMshop Action Required and DRAMshop Action Complete are revision request statuses that are used when IDR creates a revision request for users and so that's something that only IDR is really able or it is going to be doing so.

Renewal Notices Sent is actually being deleted. It was a status that was used previously. Instead, we are looking at using a time-stamp to indicate when that renewal notice was sent, and leaving the license or application record as active.

Renewed is a status that the application has moved into upon creation of the renewal application. So when an applicant has created a renewal application, the license record immediately before it is put into a renewed status.

Reports

Q. Can we run reports, such as all active licenses?

- A. Yes, there is the option of using the public database which allows you to search and find applications within a certain jurisdiction and across the State of Iowa.

If you were looking for licenses in your jurisdiction, go into "All Applications" and filter the results based on the statuses and other criteria you'd like to search for. Once you hit search, a table of those licenses associated with your local authority will be shown.

Q. Is there a way to create a report of all current licenses with addresses and expiration dates? What about a report for all active licenses to email to the Fire Marshall, so they know which establishments to inspect?

- A. No, currently there is not a report available with this information. It can be added as a feature request.

Printing

Q. How do we print the completed application for council approval?

- A. A print-friendly view is under development. In the interim, there is a workaround.

From the Dashboard, click on “View”. You’ll land on the first step of the application and will need to provide the license and permit type, duration, and tentative effective date of the application. This is a very similar experience to eLicensing, where you’d go through the steps of the application and review the responses in context.

Next, go into the Privileges/Sub-permits page, which lists those that have been added to the application. Go into the Premises page, which contains information about the business, name of the business, effective date, expiration date, address of the premises, mailing address, local authority, and contact information for the application.

The Ownership page lists the owners as indicated on the application. If you want to see more information about an owner, click on the disclosure triangle in the corner of the card and select “View” to see the information. It will include their name, position, last four of their social, date of birth, percentage of ownership, and address.

Next, is Criminal History/Violations. If the applicant has responded yes to either of these questions, they should list the violations as they were required to report them. Violations are displayed in a very similar fashion to how owners are displayed. To see more information about the violation for the owner, click the disclosure triangle.

After Criminal History/Violations is Document Upload. Here you can click on the document which will download it to your machine. You’ll be able to open and review it as needed.

The Local Authority step is where the majority of information will be that is required for each application. **To be able to print the information, the Local Authority step needs to be completely filled out.** The system will save the responses, but you can edit them prior to submitting the application and making your final determination.

Note: We know you may need to print these off prior to making the approval/denial decision. You can put in an answer and if the answer changes prior to the final determination, you can come back and update it.

The email address required on the Local Authority page is the email address of the licensee and must be filled out.

If there’s a previous license number, there’s also a field for that, as well as comments you want to make on the application.

The Review step allows the user to review all pieces of the application. This is where you will be able to print out the application.

Use “File” and “Print”, “Control” “P”, or “Command” “P” and it will print all of the information on the application.

Q. How do you print “submitted to local authority”?

- A. To view and print an application in “submitted to local authority” statuses, click on “View” to open the application.

On the left-hand side, go to “Document Upload” and click next to go into the local authority step. In the local authority step, you’ll need to put in the information in order to be able to move to the review step so you can print out the information in the review step.

Tip: Any information here can be changed before making a final determination.

When you're viewing an application, it is the local authority version. The applicant will view the information as an applicant and will not have the local authority step. It’s only displayed for the local authority.

Once all the required fields (indicated by a red asterisk) are filled in, you can continue to the Review step. If a required field is not filled in, it will notify you to put in a value to be able to continue.

Once in the Review step, select File, then Print. You can also save it as a PDF.

Q. How does a local authority print a page showing the applicant, DBA, effective dates, license, type, before it's approved, or denied?

- A. Open the application and go to the Review step. To open an application, use the disclosure triangle to the right-hand side. If you are on the Dashboard, click on “View”.

Once the application is open, you can go through the steps if you want to review them. If they have already been reviewed, click on the particular step to go directly into it.

The Premises step has the DBA and expiration information on it and can be printed. Although, it is recommended you print from the Review step as it has all of the application information.

To continue to the Review step, go in and input the required values on the Local Authority step. Once all required fields have been completed, click Next. Select File, then Print. You can also save it as a PDF.

Notifications

Q. I need a notification for items submitted that are in the “Pending DRAM” status. Will that be available?

A. Yes, we should be able to provide that notification.

Q. Are local authorities still receiving notification emails when an application hits the site?

A. No, there is currently not a notification for “in progress applications”. We can look into adding this as a feature request. If this is added, it will mean for all new and renewal applications, a notification will be sent to the local authority.

Q. Can we be notified when any changes are made to an application?

A. We can create notifications. Although, it is not recommended, due to the number of notifications that could potentially be sent/received. It could generate 10, 20, 30, or more emails a day, especially for local authorities who have a larger jurisdiction and a higher population.

We can look at adding a feature request to indicate notifications on certain statuses (e.g. renewal sent, new application, submitted to local authority, pending DRAM).

Q. I haven’t received any email notifications.

A. Contact the Helpdesk at 877-729-0663 Monday through Friday 8 am-4:30 pm CDT.

You can also go into the portal, click on your name to access your profile. Here you’ll be able to validate/update your email address. If the email address is incorrect, edit it and click “Save” to update. As a reminder, a phone number is required on your profile.

Q. How will local authorities get notified of pending applications in eLAPS?

A. In the application, under the Premises step, the applicant will select their local authority.

Once that step is saved, a notification will be sent to the local authority, indicating that an applicant has selected the jurisdiction as their local authority. When a new or renewal application is created (even if not finished or submitted) if your local authority has been selected, you’ll receive an email.

Q. Do we still have to mail a notice 70 days prior? There’s also a 10-day reminder on the renewal notice.

A. eLAPS will send a notification to the applicant 70 days prior to their expiration. Another notice will be sent at 10 days as a reminder that they need to renew before a certain date.

The 70-day notice is generated by IDR and sent to the local authority. The 70-day notice has the license number, but does not have the business name. We are looking into adding it.

If the local authority already has a process in place to approve licenses or there is additional criteria for the city to approve the license, the local authority can also send a 70-day notice. Larger cities typically utilize the 70-day notice to contact applicants as they have additional processes in place. It’s a city-level decision.

Q. Are there renewal notices within the migration period that were sent out?

- A. Currently, they are sent 70 days from the time that the application or license is set to expire.

If the expiration date fell on the 24th, 25th, and 26th, it's possible it did not get migrated into the new system during the timeframe. We will look at having those notifications sent out to anyone that was migrated during that time.

Q. Will I receive a notification once the DRAM has been submitted?

- A. Yes, there is a "Pending DRAMshop Review" notification which is sent when an application has been submitted or requires dramshop insurance.

There's also an Application Ready for Local Authority notification, which is sent when an application is submitted but doesn't require dramshop insurance or a dramshop insurance carrier has verified the policy.

Q. I haven't received a Pending DRAM review notice, who do I contact?

- A. Contact the Helpdesk at 877-729-0663 Monday through Friday 8 am-4:30 pm CDT.

Revisions Requests

Q. Does the create revision request go to the applicant that needs to make additions or corrections to what is currently in the system app?

- A. Before we get into the revision request, the incorrect local authority selected would be used if an applicant selected your local authority incorrectly. It is something that may happen. When you submit that ticket it will notify IDR. IDR will be able to go into the system and get that rectified to make sure it gets over to the correct local authority. This will only happen on new applications.

Revision Request Example - an application for a Class B Wine Permit in "submitted to local authority" status. You are familiar with the space the applicant will be using and know there's an outdoor service area. You expected to see "Outdoor Service Privilege" selected but it is not.

You'll want to create a revision request to ask the applicant to add the outdoor service if they plan to use the area.

To create the revision request, go to the dashboard or the "View All Applications" page.

On the "View All Applications" page, click on the disclosure triangle on the right-hand side. You'll see "Create Revision Request" listed.

When creating a revision request, the Revision Request Details area is similar to a subject line on an email. It should be used to notify the applicant of what the request is in reference to.

Set the status to "assign" and assign a due date for the applicant to reply by. Then, type the question for the applicant to answer. If additional documentation is required, you can request the applicant upload these documents to complete the revision request.

Once the revisions request is ready, click "Create". Once the revision request has been created, an email will be sent to the applicant notifying them of the revision request.

On the applicant side, they will see their application requires action and can click on “View Revision” to see what actions are required. Once they have responded to the revisions request, you will receive a notification email.

To see revision requests, go to the “Revision Requests” tab and click on “View Details” to view the applicant’s response. If they have responded and provided all required documentation, you can go back into their application and complete it.

Q. Can the expiration date be more prominent and easier to locate for a revision request?

- A. There is a due date on the revision request. The tentative expiration date is on the Premises step of the application, as well as on the application cards. As improvements are made on the dashboard, the expiration date will become more visible.

Q. How do we know if an applicant is done uploading documents on a revision request?

- A. Once the applicant finishes uploading the information, it will be sent back to the revision request screen. They can then respond to you that it’s been submitted. You'll receive an email notification that the revision request has been responded to.

Review and Approve Applications

Q. What documents are required to be uploaded by applicants when submitting an application?

- A. The documents required depend on the license being applied for. However, the kinds of documents that are typically required include a sketch of the premises, proof of control of the premises, the lease deed, or the final sales contract. And, there’s also the TTP Permit for manufacturing or wholesaling.

A reference document could be provided to indicate exactly what documents are required for which license or permit because it does change.

As a reminder, no new documentation will be needed on an application. This is information that has been a part of the due process for new applications across the board since the eLicensing system. The only difference is that it will be available digitally, so it will be visible and easily accessible.

Process

Q. I have an application that has been submitted to IDR, its renewal date is today. How do I know if everything has been received and will I be notified when it is complete?

- A. Yes, you can see submitted IDR applications. You can search and filter for a “submitted to local authority” application and monitor its progress. Once it is moved into active status notification will be sent out. Once IDR generates the license, it will also be emailed.

Q. Are the licensed applicants required to upload a sketch? If so, are they allowed to proceed through the process without uploading one?

- A. Yes, certain documentation is required to be uploaded to continue through the application. The applicant will be required to submit/upload those documents. The local authority will be able to access all of those documents when viewing the application.

If it is possible that when an application was migrated from eLicensing those documents did not get transferred to eLAPS. If that happened, those document fields may show as blank when you view them.

Q. Can you talk about the previous license number compared to the license numbers in eLAPs.

- A. We still have the license number that will represent the license that is issued. Each license record represents a period of time. That license number carries forward across multiple applications, so the application numbers are going to track the actual applications that were made to create the license, as well as to make any kind of modifications to the license.

Q. Do renewals need to submit a sketch every year, or is that only for new licenses?

- A. Only new applications would be required to provide those documents. They would only need to submit those documents again if something has changed.

Due to the transition from eLicensing to eLAPS, there will be no documents currently available in the system. During this inaugural year in eLAPS, applicants renewing their licenses will be required to submit all of those documents. When they renew their license the following year, those documents will be carried forward into their renewal application.

Q. Is the applicant's signature page still required or is an online signature enough?

- A. It was determined a notary form is no longer required as the information is collected electronically via the application.

Q. Should the applicant upload their sketches or the local authorities? That does not seem to be required as the field can be skipped. Many times the business establishments are known within our communities and information is searched for based on names, followed by license number on an app number. The expiration date is also important.

- A. Local authorities do not have the ability to make changes to the application, this includes uploading documents. The applicant is required to do this.

If there's a concern there may be a backlog of applications that were submitted with eLicensing then migrated into eLAPS, those applications will not have those documents.

Q. Will the local authority portions be made available so we can approve a license. Submitted to a local authority is currently grayed out.

- A. Submitted to local authority should not be grayed out. You should be able to filter based on submitted to local authority and it will list applications currently awaiting approval.

If you have an issue, contact the Helpdesk at 877-729-0663 Monday through Friday 8 am-4:30 pm CDT.

Q. To follow up on the migrated applications that did not upload their documents or sketches. Who's responsible for contacting the applicant to get those documents?

- A. For new applications, it is the licensee's responsibility to provide all information. For the first year of renewals, the applicant will not be able to submit without uploading the documents, so you will just not see the renewal get to you.

If it's submitted to local authority because the application was completed before this round of renewals, you do not have to contact the licensee. They will be prompted and not able to complete the application without the information.

If the information is incorrect, you can request more information via the revision request. It is the responsibility of the licensee to provide the correct documentation.

If the application doesn't have the required uploads, this means it was data migrated. The licensee's next renewal will need the documentation and they will have to upload it.

If it's a new application, documentation already submitted should have been carried over from the migration. You may want to try to collect the documents if it was submitted before the migration happened.

The documentation will be supplied by the applicant on the initial application or renewals completed in the new eLAPS. If you want to get the documents before approving, create a revision request so the applicant can go back into the application and make the changes, which includes uploading the required documents.

Q. If there was an application submitted in eLicensing which was in Pending DRAM or Submitted a Local Authority status and it does not have the documents because it was migrated, is IDR requiring that the local authority get those documents from the applicant, or is it ok for this year to process the application without those?

- A. That would only be for the renewal applications.

If it's a new application, you always need the documentation. You can either collect the documentation as you normally would or create a revision request to have the applicant upload the documentation into eLAPS.

Q. Can you elaborate on the process for a renewal?

- A. If it has previously been created in the eLicensing you can ask for the documentation.

If the applicant had completed the renewal in eLAPS, they would not have been able to complete the renewal without uploading the required documentation.

IDR has requested that in the first year of renewals, for licenses being migrated over from eLicensing, the documentation be uploaded for verification purposes as IDR doesn't have copies.

For the first year, if the licensee renewing doesn't have the documentation, it means they did it in eLicensing which will be basically 70 days from the cutoff date that they would have been able to complete it.

From July first moving forward, it will need to be completed in eLAPS, and they need to upload the documentation there.

Q. Can you walk through the final (Attestation/Endorsement) step in the process?

- A. Attestation/Endorsement is the final step in the process. This is where the user will provide their digital signature, check that they attest/endorse the application, and select the final action.

The Final Action can be Approved, Denied, Timely Filed by Local Authority, and Timely Filed Denied by Local Authority.

If Denied, you'll need to provide a "Reason of Denial" to be able to submit.

If Approved, then click Submit which will send the application into "submitted to ABT" Status, which will send it to the licensing clerks to review and approve.

If not ready to complete this step, click "Save and Exit" to exit the application.

Q. If we need an application deleted at any point, do we call you to delete it?

- A. On a new application, the applicant is able to go in and withdraw the application. They would go into their portal and withdraw their application.

On a renewal application, the applicant would need to submit a ticket since an active license is involved. The IDR staff will review and determine whether or not that application could be withdrawn, then make the final change to that status.

Q. Will eLAPS remember the local authority phone number or do we have to enter it each time?

- A. It will not remember the local authority's phone number. The autofill option on your browser can be used.

Q. With eLicensing, businesses can have multiple renewals for one license at a time. Will it be required to withdraw all previous applications before beginning a new one?

- A. In the new system, an applicant can only create one renewal application. They can create one of each of the amendment applications. For some of the amendment applications, they're going to be able to create multiples. There should only be one renewal application in the system at a time.

Q. Will the migrated accounts need to eventually upload the documents?

- A. Yes, upon filing that renewal, they will be required to upload their documents on the renewal. It will be carried forward each year after that, and then they'll only have to upload the documents if something changes.

Q. Explain the refund process and the new system changes that will go with it and how will local authorities be notified?

- A. When an applicant indicates that they would like to cancel their license, that license is put into a request cancelation request.

IDR will then make a determination about when the license will be canceled, and put in the last date of business and approve the cancelation. When that cancelation is approved, notifications will be sent to the applicant and the local authority indicating the licenses were canceled and what the last date of business was.

If there is a refund portion owed by the local authority, a separate notification will be sent indicating the amount that is due from the local authority to the licensee.

Previously, the applications were routed through the local authority and the local authority had to endorse it. IDR has determined they will process those cancelations, and notifications will be provided to the local authority and the applicants or licenses.

Q. Previously, businesses could have multiple renewals for one license. Will they be required to withdraw/cancel previous applications before beginning a new one?

- A. In eLAPS, when they can only complete one renewal. If they are in the middle of a renewal, it'll be in progress status and the system will not allow another one. So, there will not be multiple renewals for the same license number. Only one will be allowed per renewal application.

Q. What has been determined on the licenses that did not get funds pulled in 2020?

- A. Due to the proclamation is still ongoing. IDR can't pull their funds. There will be a process in place. We are going to be able to get the ones at least through the end of May to the beginning of June and notifications out to the licensees that need to renew.

There is currently legislation in the House and Senate that may defer, if signed, all on-premises consumption license fees with an expiration date of 05/06/2020-05/06/2021, or 5/05/21. We are waiting to see what the outcome is.

Q. What steps we can take for those that are renewing during that time.

- A. The department is working through a process. We're working with them to get them to an active state so they can renew. We'll be working on getting out a notification to those applicants that were impacted.

Once they are in that active status, they will be able to go in and create that renewal and shouldn't be blocked any longer.

if there is an emergency situation and time is of the essence, please contact the Helpdesk. The renewal can be initiated through a manual process. The same would apply for those needing to do after service amendments or something similar.

Q. Since funds haven't been pulled, are we able to print their license?

- A. Not currently, as they still have not been approved by the department. So, there is not a function to have them be printed.

Once the department and MTX has instituted the solution then it will be able to be sent out for the licenses at that time, because IDR will make them active. IDR is approving them, but can't approve and pull funds. IDR will give notifications once that has been completed.

Q. If the applicant is able to renew, will the local authority be sent their previous license and their new renewal license for our files?

- A. It would be up to IDR whether to send out the Interim Period License. We'll need to generate those licenses when they are made active. When those licenses are generated, they can be sent at that time.

So, you would receive last year's license, then when they create a renewal. After that renewal has been approved, the department would go through their normal process and send next year's.

Q. Will IDR email the licenses or will there be a function to print a license?

- A. Once approved, the license can be printed and downloaded. You can print from Preview as well as Downloading, which will download it to a PDF file on your local machine and you can print from there.

An email will also be sent out with that file attached.

Future Enhancements

Q. Previously, businesses were able to complete ownership updates at the same time as the renewal but now we need to approve previous owners prior to submitting an ownership change.

- A. We're working on the ability to amend renewal applications. In the interim, businesses can file the ownership update on their currently active license. They should be able to do that once the ownership updates are approved. It would impact the original license, then they would be able to renew it from there.

Q. Can the local authority upload the document for the license holder?

- A. Not currently, this is a feature we'd like to explore adding we can take that down. Currently, the applicant and the IDR staff are the two parties who are able to add files to an application.

Q. Access to eLAPS?

- A. We are working on the ability for local authority users to be able to create and manage access for other local authority users. It is not available currently.

The primary account would then be able to create accounts for others. Since this is currently not available, we are happy to help get other users created, so you can have multiple users accessing and interacting with the system.

For more information and additional resources on eLAPS, visit [Iowa IDR's Website](#). To report an issue you are experiencing with eLAPS, please contact the Helpdesk at 877-729-0663 Monday through Friday 8 am-4:30 pm CDT.