Tips & Tricks for Local Authority

Greetings, Iowa ABD eLAPS Local Authority!

We will share tips, tricks, and shortcuts so you can master the new Iowa ABD eLAPS that uses a Salesforce environment and replaces eLicensing. We know you are eager to learn, so let's begin.

WHAT is eLAPS?

The Iowa ABD has partnered with MTX Group to develop the Electronic Licensing and Permitting System (eLAPS) in a Salesforce environment. eLAPS is designed to help local authorities and applicants in Iowa apply for, manage, and track alcohol licenses, permits, and certificates online.

WHAT REQUIREMENTS DO I NEED?

The Iowa ABD eLAPS is cloud-based in Salesforce so you do not need to download an app. All you need to access the system are:

- A reliable internet connection
- Google Chrome browser for the best experience

HOW DO I GET STARTED?

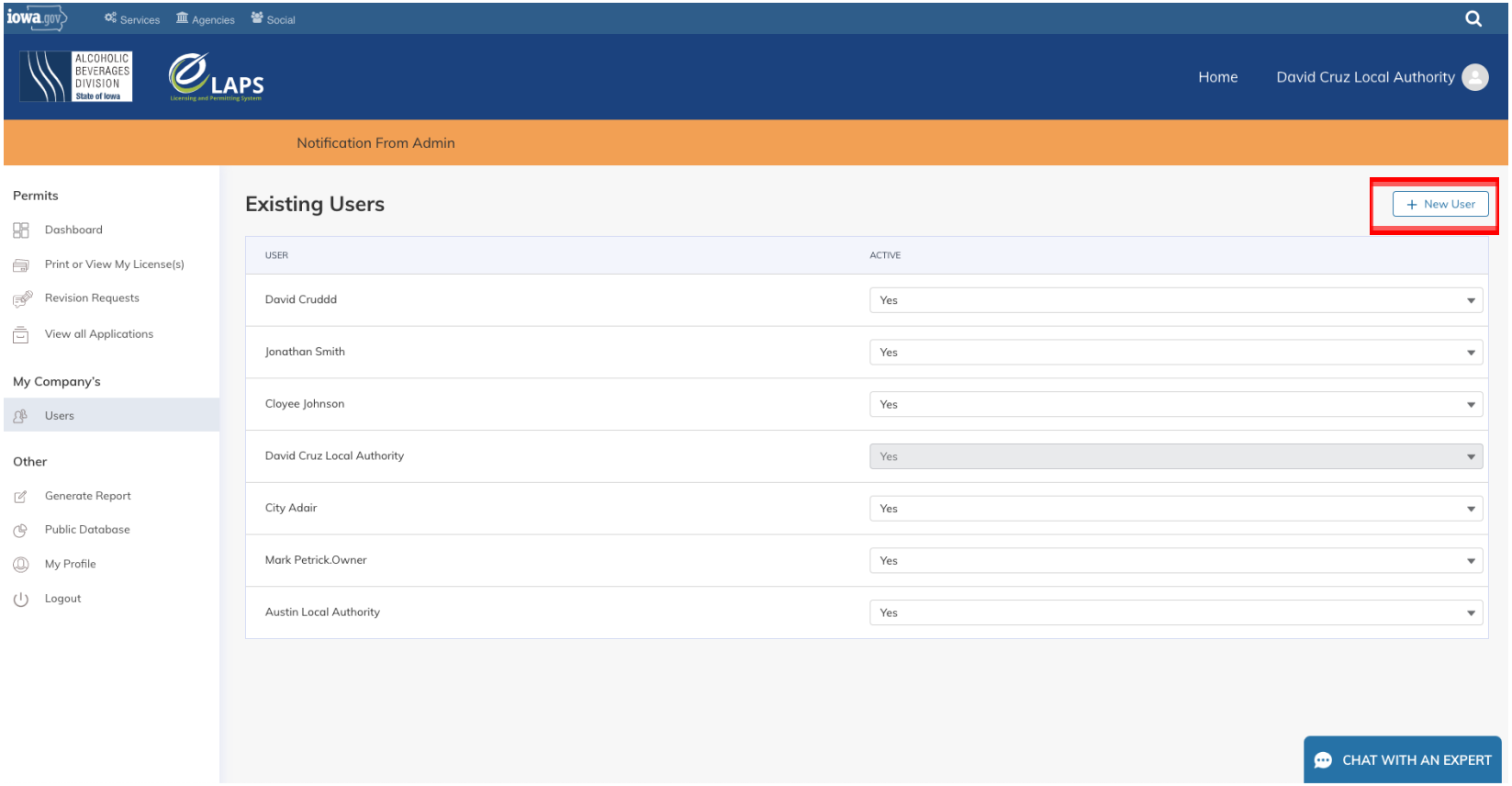
Go to the eLAPS URL: https://iowaabd.force.com/s/login/ (bookmark to easily access) and log in with your credentials (User ID and Password). Local Authorities should have their accounts automatically set up. If you are not registered, you will not be able to login.

If you do not know your user ID, or have not logged into eLAPS, please contact Iowa ABD via phone at 515-281-7400 option 1 or via email at licensing@iowaabd.com.

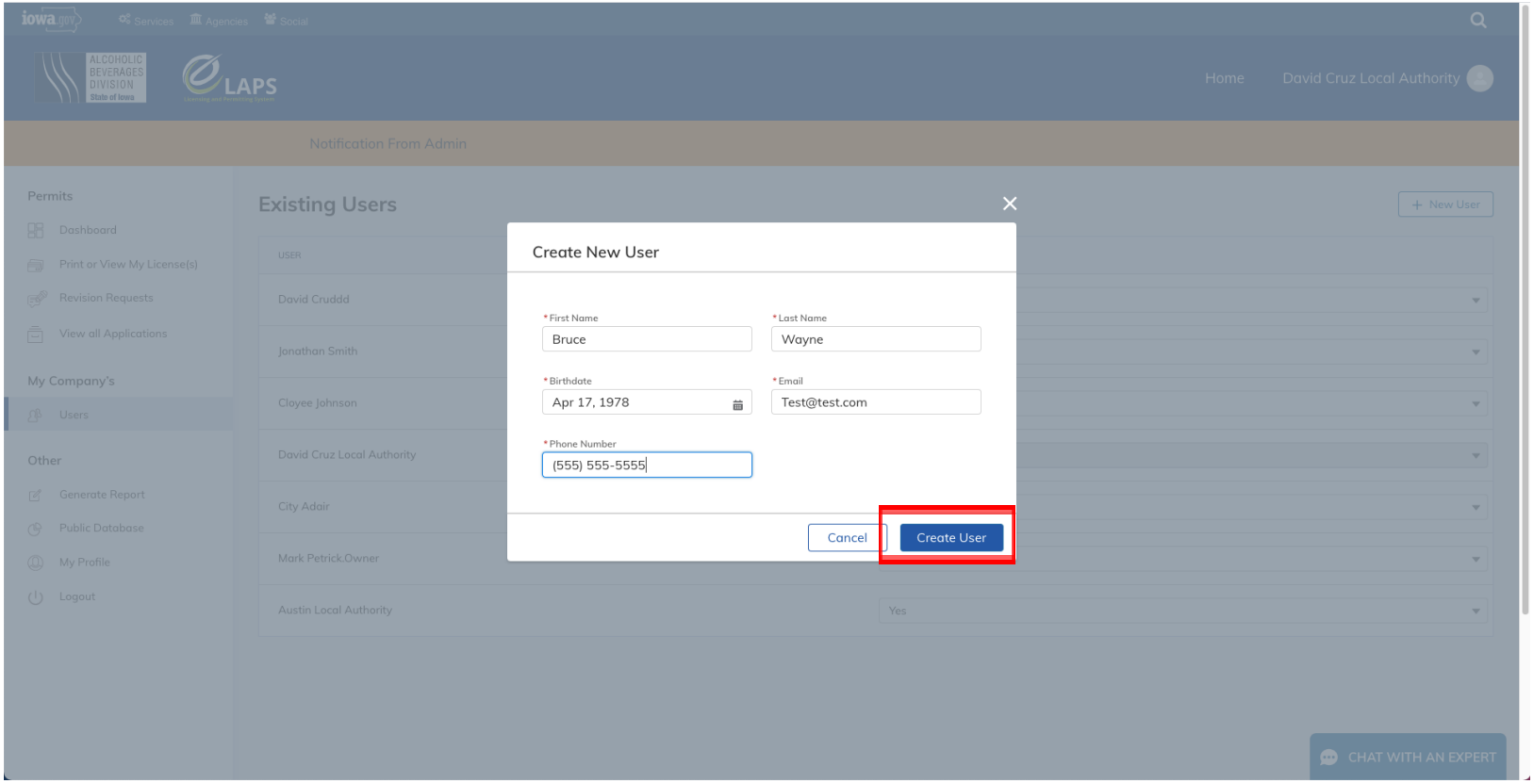
Hot Tip #1

If you need to create a new user, you will need to use the account manager functionality in eLAPS.

On the “Existing Users” page, select “+ New User.”



On the “Create New User” page, enter the user’s information (First Name, Last Name, Birthdate, Email, and Phone Number), then click “Create User.”

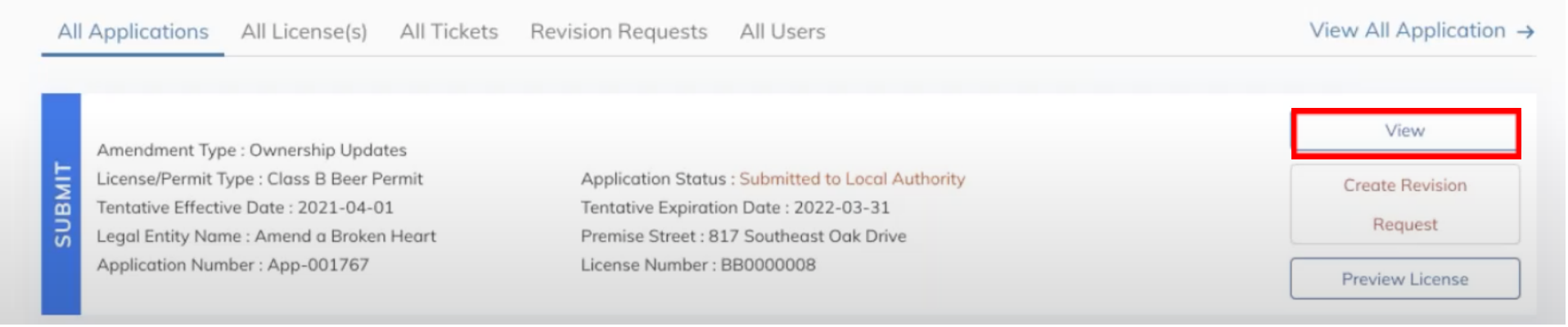


Hot Tip #2

Your local authority phone number will not auto-populate. Although, you can use the autofill option on your browser.

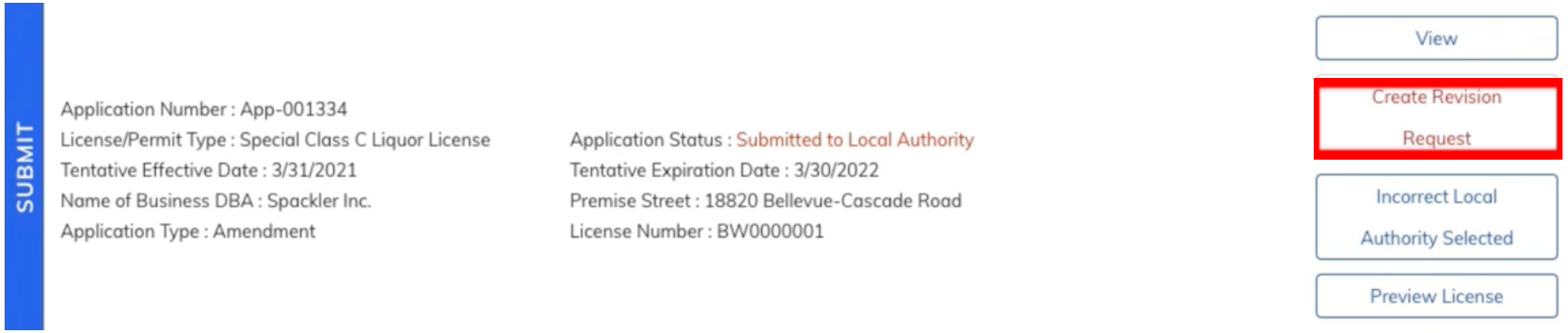
Hot Tip #3

To open a specific application from the dashboard, click “View” to go to the “Application” page.



Hot Tip #4

Need more information from the applicant or is the information incorrect? Create a revision request by selecting “Create Revision Request.”

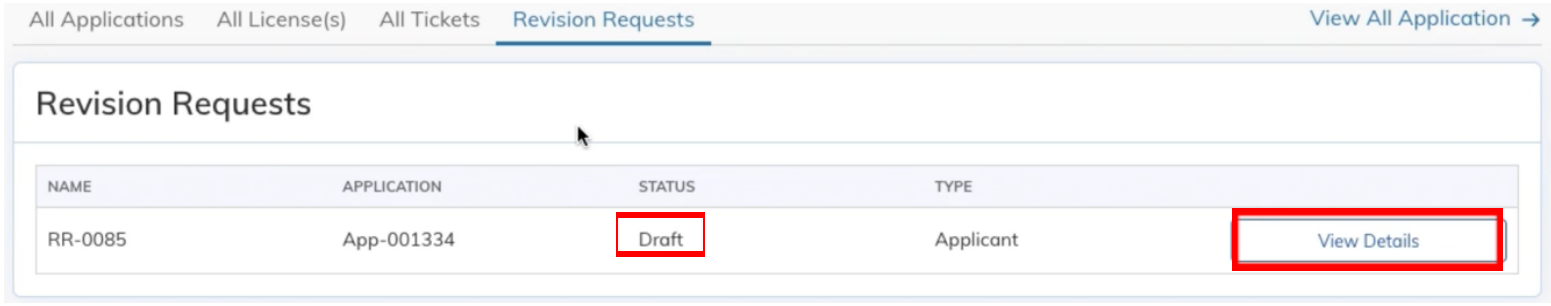


When the applicant responds to the revision request and uploads the required documents, you will receive a notification that the request has been completed.

Hot Tip #5

Updates can be made to the Revision Request even if the application is in Draft status.

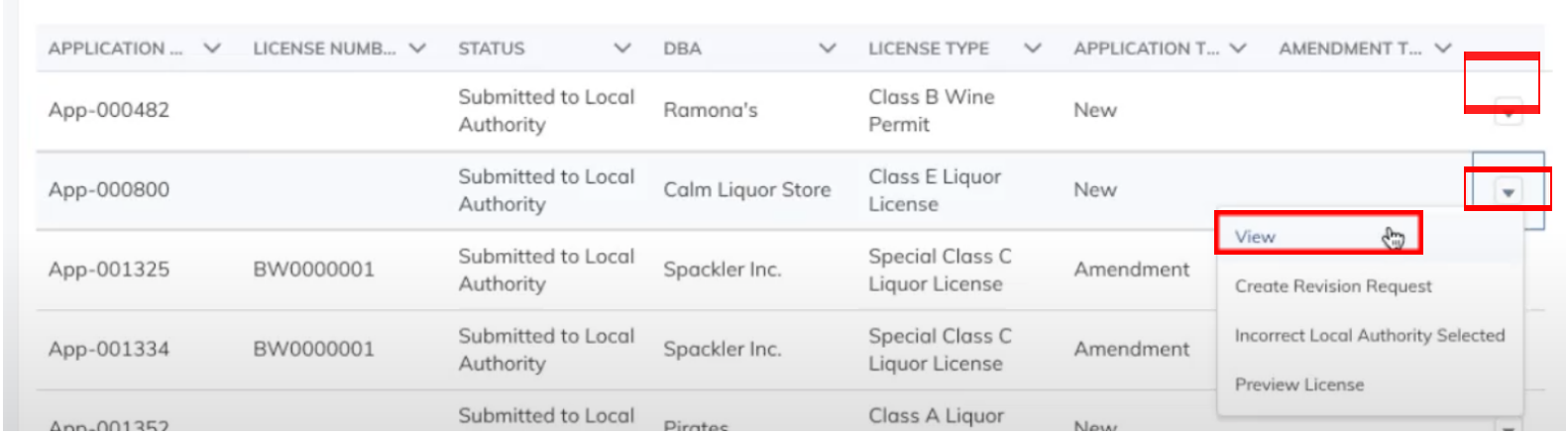
Click on the “Revision Request” tab, then select “View Details” to update the information.



Hot Tip #6

To quickly view all Active Applications, set the status to Active and the search results will display all applications in Active status.

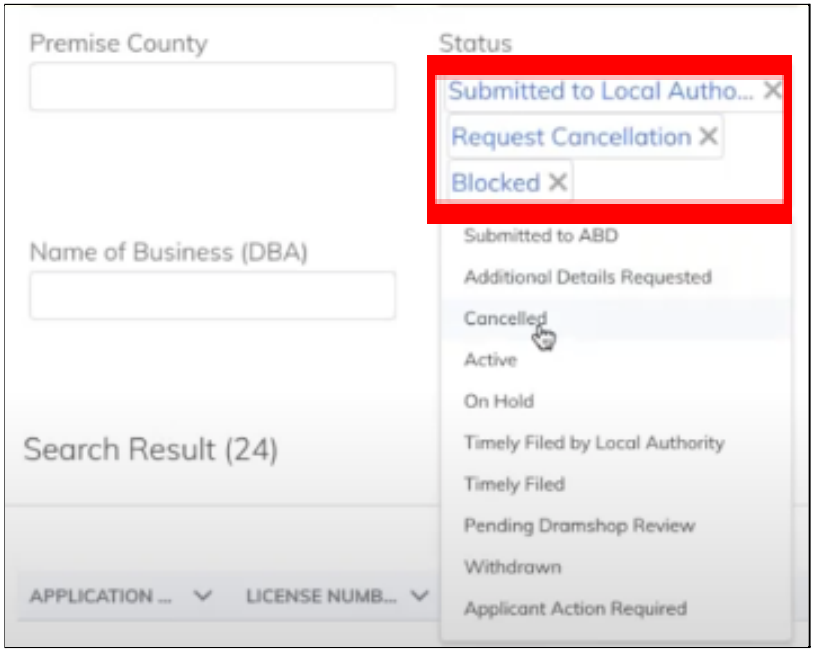
On the list of applications, click the disclosure triangle on the right-hand side of the application you want to view. Select “View” from the dropdown.



Hot Tip #7

To search applications by Status, click in the Status field and select the status to search for.

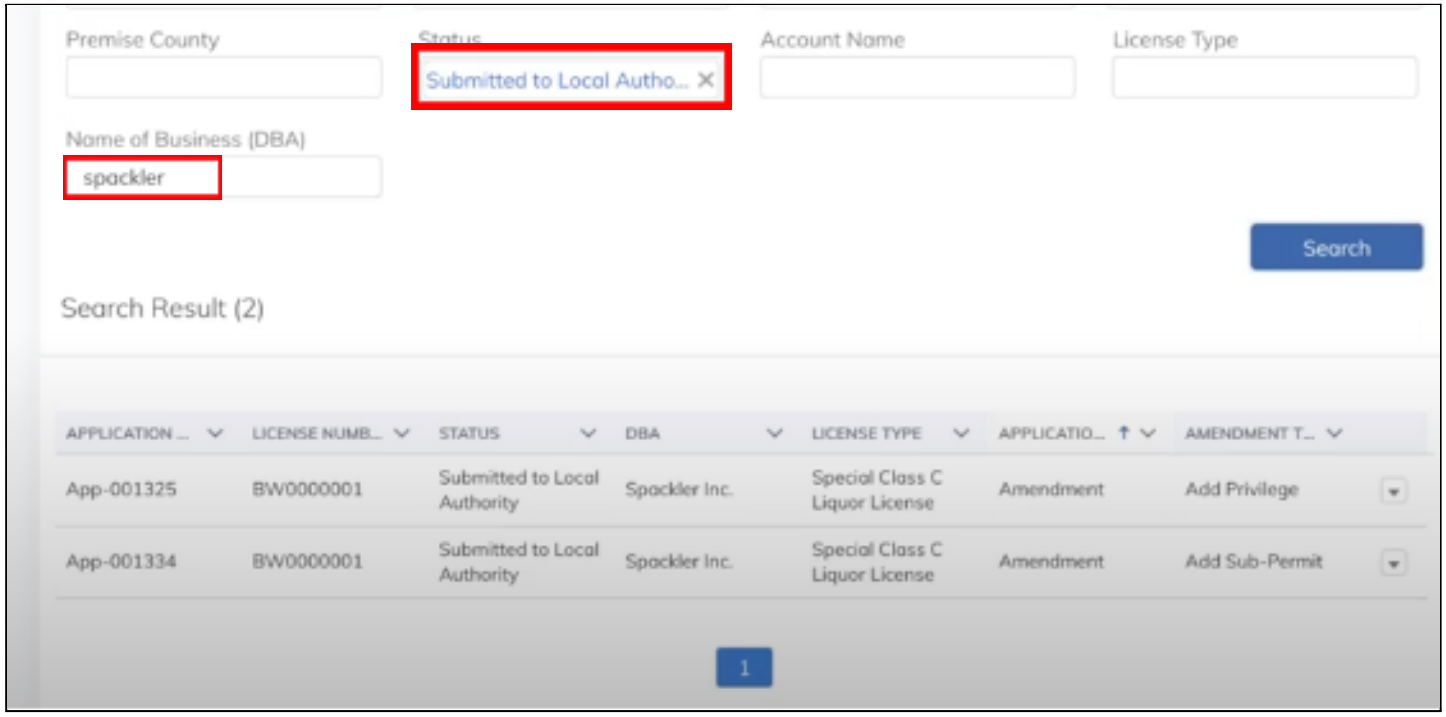
Did you know? You can select multiple statuses to combine several application statuses to further filter your results.



Hot Tip #8

You can filter applications by using search terms in multiple fields.

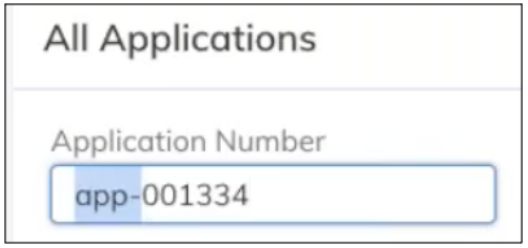
In this example, a search was done with a Submitted to Local Authority status and by searching for the Name of the Business (DBA), Spackler.



Hot Tip #9

Another easy way to search for a specific application is by using the application number. The application number will be sent to the applicant's email address.

You do not need to type "app-", just enter the application number.



Hot Tip #10

For access to additional learning resources such as User Guides, training videos, Quick Reference Guides and more, visit https://abd.iowa.gov/licensing/elaps.

Visit often to discover new information so you're more confident and effective in the system!

Look for more tips for the Iowa ABD eLAPS!