

Tattoo Program Frequently Asked Questions

Processing time can take 3-4 weeks during renewal (October-December).

Please do not call us prior to this timeframe.

Please verify you have not received an email from us asking for further information/documentation prior to calling us (check your spam folder as well).

Do you have my training certificates from last year?

You are required to submit these to us each renewal. We do not have the staff or time to look these up for each person during renewal periods. You must attach your blood borne pathogens & first aid training certificates.

What qualifies as Blood borne Pathogen or First Aid Training Certificates?

We can accept a scan, screen shot or photo of the actual training certificates. A screen shot of a screen saying it has been completed is not acceptable. We need the actual certificate. We will not accept expired certificates.

Is CPR/AED training the same as First Aid training?

No, the curriculum for CPR/AED training is different from First Aid. We require First Aid training. CPR/AED training is not acceptable. If your training lists CPR/AED and First Aid, then that is acceptable.

Why am I still getting late notice emails when I submitted my renewal? Either of these may apply:

- Our processing time is 3-4 weeks. If your renewal was submitted, it may not be processed yet therefore you would receive the late notice email.
- You have not successfully completed your renewal. If the process is incomplete, it will not notify us of your renewal or application that is pending. Please log back in to our online system and verify the following:
 - All questions were answered.
 - All attachments were uploaded.
 - All fees were paid.

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

Why haven't I received my permit?

Processing time is 3-4 weeks. If you have not seen your permit after 3-4 weeks of submitting your renewal/application, please verify you have not received an email from us asking for further information/documentation. Be sure to check your spam folder. If you have not received an email from us, please contact us.

All permits are emailed to the email address we have on file. Please be sure we have an updated email. Email addresses can be updated in our online system by logging into your account.

I am having trouble processing my online renewal:

We have step-by-step instructions posted on our regulatory site to help you. If you do not already have an A&A account, you will need to create one first.

<https://www.idph.iowa.gov/regulatory-programs/tattoo>

Paper renewal forms are available on our program website if needed.

<https://www.idph.iowa.gov/tattoo>