

# FAQ: Frequently Asked Questions

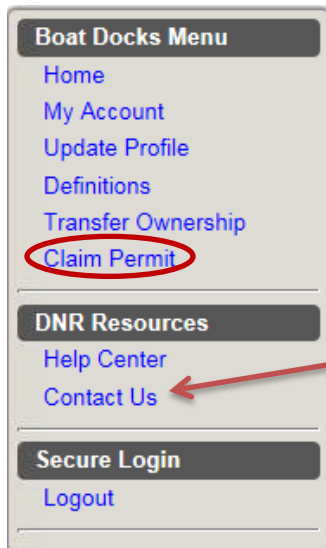
## **A&A Accounts...A) what are they, B) why do I need one, and C) what happens when I can't remember my password?**

- A. Enterprise A&A (Authentication & Authorization) is a service provided by the State's Department of Administrative Services, Office of Chief Information Officer (OCIO). It is meant to replace all of the various user name/password combinations used by different web applications across the state and provide a "one-stop shop" for managing your identity information with the State.
- B. A&A protects *you* as the authorized user of your online accounts and also protects our programs from some hacking attempts. You cannot manage your dock permit online without one! After you register, a link will be sent to your email and you will use that link to log into the DNR dock program. Remember, your user name will typically be your first name and last name with a period separating them followed by @iowaid so it will look something like: [John.Smith@iowaid](mailto:John.Smith@iowaid)
- C. Your password can be e-mailed to you or can be reset by correctly answering your baseline questions.

## **A&A Accounts...I just can't figure it out!**

You may contact OCIO Service Desk by e-mailing [OCIO.servicedesk@iowa.gov](mailto:OCIO.servicedesk@iowa.gov) or call 1-800-532-1174.

## **Finding My Dock Permit**



If you have a current or expired dock permit, you will answer 'Yes' to the first question and enter your dock permit number. After your first time in the system, you can claim your permit by clicking on **Claim Permit**. Permits entered by DNR staff are not tied to individual accounts. Once you verify the information is correct, the dock permit will be tied to your account.

## **Dock Permit Number...I can't remember what it is!**

You can go to the **Contact Us** page and call the number for your district office. The secretary or local DNR law enforcement staff can help you find your permit number. Remember, your permit number must be displayed, along with your dock's 911 street address and city, on a sign at the end of your dock!

## **What do I need before sitting down to enter or renew my permit:**

- All dock permits require the applicant to submit the 911 address for the dock. If there is no residence on the property, please use the 911 address that is nearest to the dock. This address may be used in an emergency, so be accurate. *You or your loved one may be the emergency!*

- How much shoreline do you own or lease? If you lease the land, you may be required to provide the property owner's name, address and telephone.
- Is there at least 5 feet between the dock and the property lines on the right and left? If not, you will need your neighbor's permission and you will be required to provide their name and phone number for verification. There **must** be 10 foot of open space between any structure of yours and the neighbor. Boats cannot be tied in this 'open space'.
- Total number of hoists, lifts, racks and slips (places to tie up a boat overnight) are located off this shoreline?
- If you have mooring buoys, how far from shore are they located?

For each dock, you will need:

- Length and width of the dock.
- Are there platforms or 'L' or 'T' sections? What are their dimensions?
- How many hoists and slips are on the dock?
- Class 3 and 4 permit holders must provide a diagram or picture of their dock configuration. You will have the opportunity to attach the diagram/picture in the dock program by uploading a jpeg, pdf, or other file after entering the dock dimensions.

### **Changes to my active permit**

Prior to changing the configuration of your dock or adding a hoist, you must **Update** your dock permit and receive approval.

**NOTE:** If the update includes anything that triggers a new exception or switches the classification of your permit from Class 1 to Class 3, the permit will require an application fee. Changes that do not result in a new or altered exception, such as bumping the number of hoists from 4 to 5, *may* be processed without charging an administrative fee; however, additional annual hoist fees may be charged if warranted.

### **Renewing my expiring/expired permit..**

Dock permits expire December 15. You may **Renew** your dock permit starting December 1 of the year of expiration. If your dock is out of the water in December, you are required to renew your permit before installing your docks in the spring.

### **Signs**



- All docks must have a sign at the water's end with the dock's 911 street and city address, as well as the dock permit number.
- Letters and numbers must be in block style and a minimum of 1 inch high. The color of the letters and numbers must contrast the color of the background.
- Names are not required.

## New Permits

If you are signing into the Dock Program for the first time and you do not currently have a dock permit, you can apply for a new dock permit by saying “No” to the first question and then begin entering your information. You can also apply for a new permit by going to **My Accounts** and clicking the icon to *Apply for a New Permit*.



[Apply For A New Permit](#)



[Transfer An Existing Permit To Your Account](#)

## Transferring Ownership...I just bought the property. How do I get my name on the permit?

You can either click on **Transfer Ownership** along the left column or go to **My Accounts** and click on the icon to *Transfer an Existing Permit to Your Account*. Note: Transfers require DNR approval. Once the transfer is approved, you will be able to manage the dock permit online. If you receive the message that the permit cannot be transferred at this time, the prior owner of the permit may owe hoist fees. Please contact your local DNR office for assistance.

## Paying My Application and/or Annual Hoist Fee

Online payments are easy! You can either click on the Permit number in the **Account Alerts** box or Make a Payment under the Payment header in the grid. You have the options of paying by Credit/Debit card or paying with an E-Check.

**NOTE:** Administrative and hoist fees are **non-refundable**. Once your hoist fees are paid, you will not be able to reduce the number of hoists for your permit until next year.

View	Update	Renew	Permit #	Type	Status	Dates	Payment
<a href="#">View</a>	--	--	Temp#: 10417	Private Class 3	Pending: Admin Fee	Application Date: 05-14-2015 Expiration Date:	<a href="#">Make Payment</a> <a href="#">Payment History</a>

## When will my permit be issued?

Class 1 or 2 – If you qualify for a Class 1 or 2 permit, your permit will become effective immediately upon application. You will be able to print off a confirmation letter with your dock permit number and signage requirement.

Class 3 or 4 – You must pay any administrative fees prior to your permit entering the dock system for review. If you have a standard Class 3 or 4 permit (one without any exceptions), you must also pay any applicable annual hoist fees prior to your permit becoming effective. For permits with exceptions (new or updated), any excess hoist fee payments are due immediately upon approval of your application. You will be notified via email when permit review is complete. Permits are not valid until all fee(s) are paid.

## How many hoists/lifts/slips or racks can I have?

You may have a maximum of one for every 10 feet of shoreline. Only licensed marinas are allowed to have more. If you own or lease 35 feet of shoreline, you can only have three hoists or slips.

## What is a permanent or seasonal residence?

Normally, a permanent or seasonal residence would be a house, cabin or duplex. In most cases, campers and outbuildings (structures without septic systems and water) will not be considered a permanent or seasonal residence.

## What is a hoist, lift, slip or rack?

**Hoists** and **lifts** are structures which hold and sometimes elevate boats out of the water. Hoists/lifts may have soft top roofs to protect watercraft. Only licensed marinas are allowed to use hard roofs.

Boat garages – structures with hard tops and sides – are not allowed on Iowa's public waters.



If a hoist is manufactured to hold two personal watercrafts (PWC), the double hoist would count for one hoist when applying for your dock permit. If you have two single PWC hoists, you will need to count both as separate hoists.



**Slips** are tie ups often, but not always, attached to a dock for the purpose of securing watercraft. Slips on private docks made available to visitors who do not tie up overnight do not have to be reported. Courtesy slips on commercial docks **must** be signed and used as temporary parking for customers.



**Racks** are often used to store canoes and kayaks, but may be used for other watercraft.