

The logo consists of the letters 'TN' in white, bold, sans-serif font, centered within a solid red square.

TN

Department of
**Environment &
Conservation**



Step by Step Instructions for the TDEC Online Services Portal – FTC Certified Operators Online Services

Tennessee Department of Environment & Conservation | June 2016



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Registering with TDEC Fleming Training Center – Certified Operator Online Services

1. From the Tennessee Department of Environment and Conservation home page (<http://tn.gov/environment>), click the [Fleming Training Center](#) link under the Environment section.

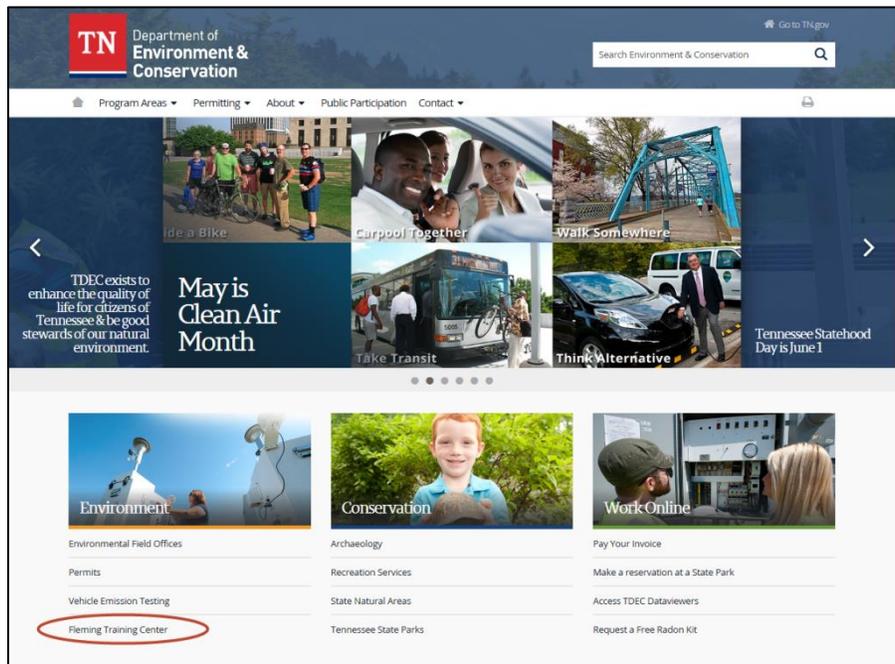


Figure 1. Tennessee Department of Environment and Conservation home page

2. You will go to the Fleming Training Center page. Then you will need to click on the Operator Certification and Renewal link.

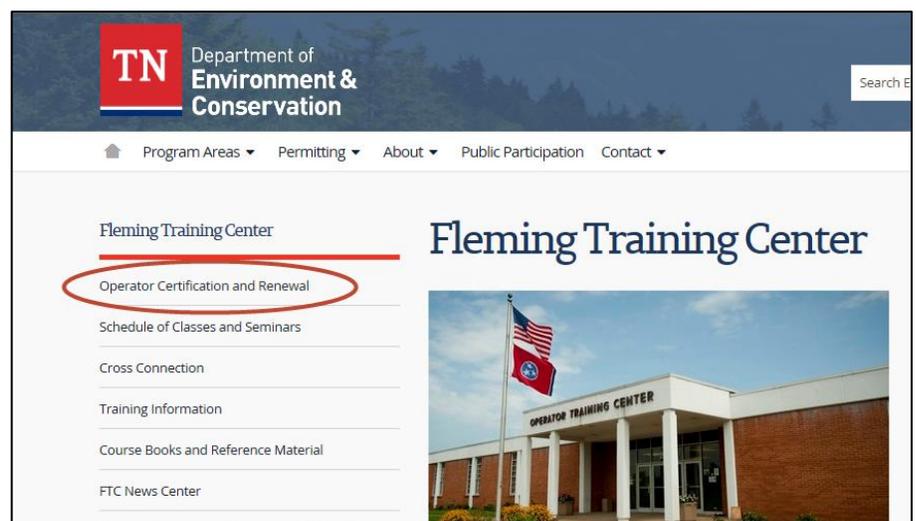


Figure 2. TDEC Fleming Training Center page

3. You will be taken to the TDEC Operator Certification and Renewal page. Then you need to click on the Fleming Online Services link.



Figure 3. TDEC Operator Certification and Renewal page

4. You will be taken to the Fleming Online Services page. You will then click on the TDEC Online Services link.

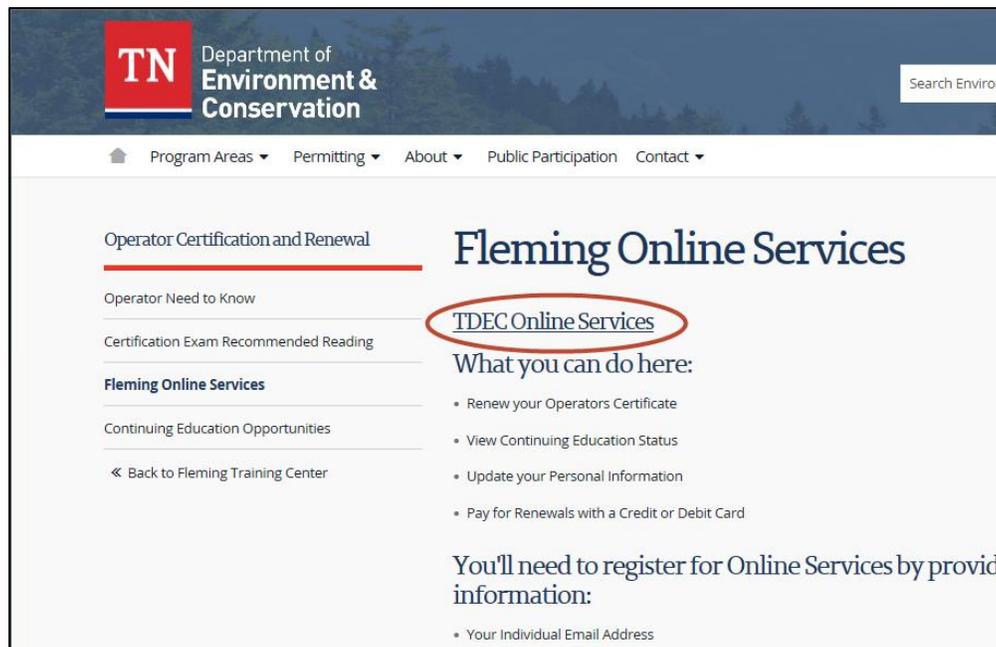


Figure 4. TDEC Fleming Online Services page

5. You will then go to the TDEC Online Services Portal Home page. Click on the FTC Operator Online Registration link.

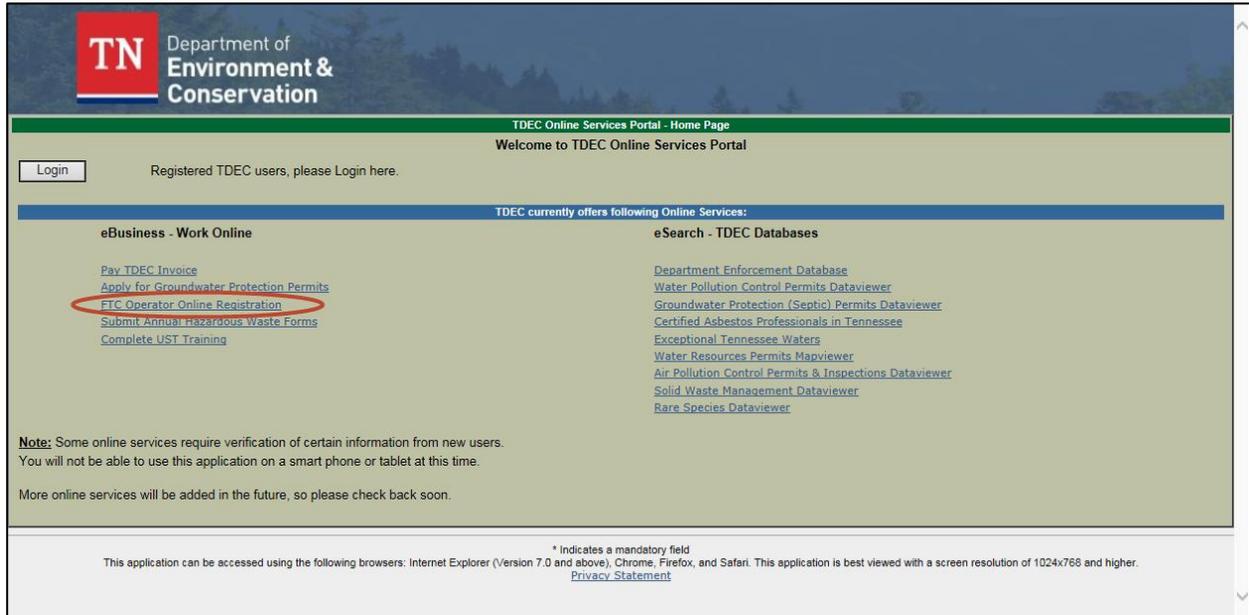


Figure 5. TDEC Online Services Portal Home page

6. Enter your FTC Operator ID, Last Name, and Date of Birth.
7. Click the I Certify check box to certify that the information you provide is your own and accurate and click the Submit button.

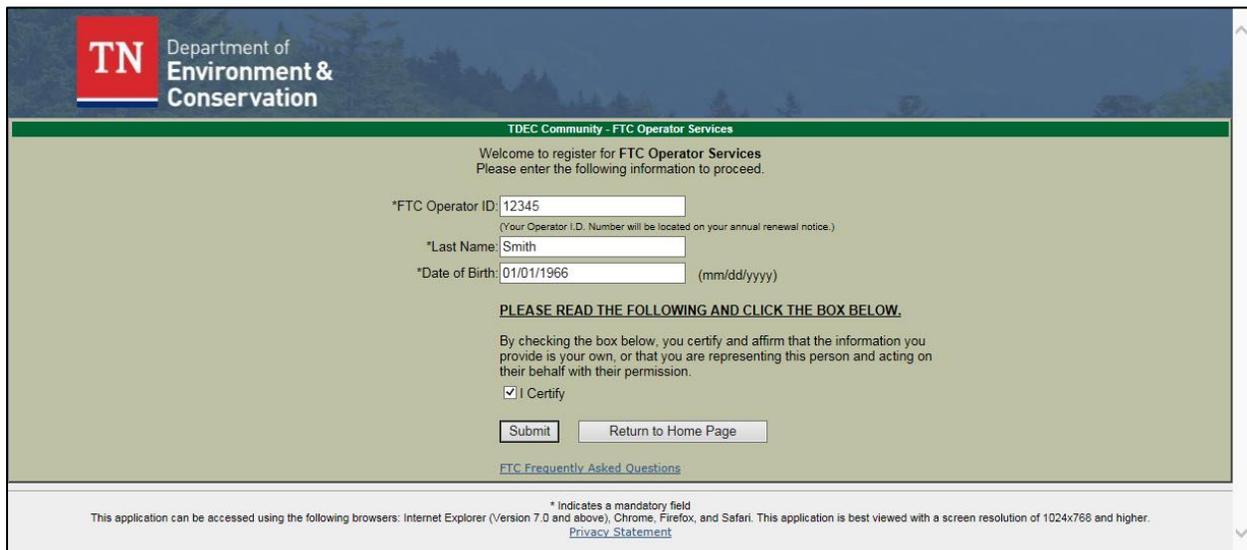


Figure 6. TDEC FTC Operator Services Registration page

8. The User Registration - Personal Information page will display.

The screenshot shows the 'User Registration - Personal Information' page. At the top left is the TN Department of Environment & Conservation logo. Below it is the TDEC logo and a navigation menu with links for 'Personal Information', 'Login/Security Information', 'Confirmation', and 'Complete'. The main form area contains the following fields: *First Name (John), Middle Name (B), *Last Name (Smith), Suffix, Title, Company Name, *Address (123 Main), *City (Nashville), *State (TN), *Zip (37243), Home Phone (615 123 4567), Cell Phone, Work Phone (615 987 6543), and Fax. A 'Next' button is located at the bottom right. A warning message at the bottom states: 'Please do not use your browser's "BACK" button within the TDEC Online Services Portal - instead use the buttons provided on the page. Using the browser's "BACK" button may result in an incomplete transaction.'

Figure 7. TDEC Online Services – User Registration – Personal Information page

9. Enter and review your personal information and make any necessary changes or additions and click the Next button.

10. You will then be taken to the User Registration – Login/Security Information page.

The screenshot shows the 'User Registration - Login/Security Information' page. It features the same header and navigation menu as Figure 7. The main form area contains: *Email Address (johnsmith@home.com), *Confirm Email Address (johnsmith@home.com), *Password (password1), *Confirm Password (password1), *Security Question (In what city were you living at age 16?), and *Security Answer (clarksville). A 'Note' specifies password requirements. 'Previous' and 'Next' buttons are at the bottom right. A warning message at the bottom states: 'Please do not use your browser's "BACK" button within the TDEC Online Services Portal - instead use the buttons provided on the page. Using the browser's "BACK" button may result in an incomplete transaction.' Below the warning, it says '* Indicates a mandatory field' and 'This application can be accessed using the following browsers: Internet Explorer (Version 7.0 and above), Chrome, Firefox, and Safari. This application is best viewed with a screen resolution of 1024x768 and higher.' A 'Privacy Statement' link is also present.

Figure 8. TDEC Online Services Portal User Registration – Login/Security page

11. Enter and confirm your Email Address, enter and confirm your Password, and select and answer a Security Question. Click on the Next button to continue.
12. You are then taken to the User Registration – Confirmation page. Review your information to confirm that it is all correct. If you need to change any of the information, use the Previous button to go back and make your changes.

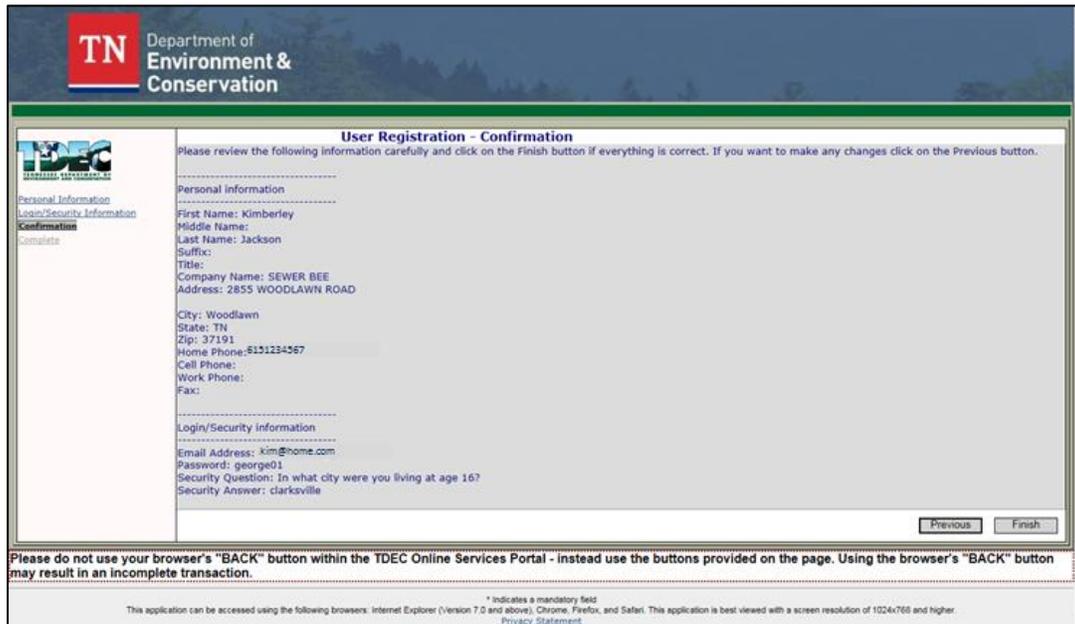


Figure 9. TDEC Online Services Portal User Registration – Confirmation page

13. If all the information displayed is correct, click on the Finish button.
14. You will then get the message that your registration is pending activation. You will receive an email with a link to activate your account.

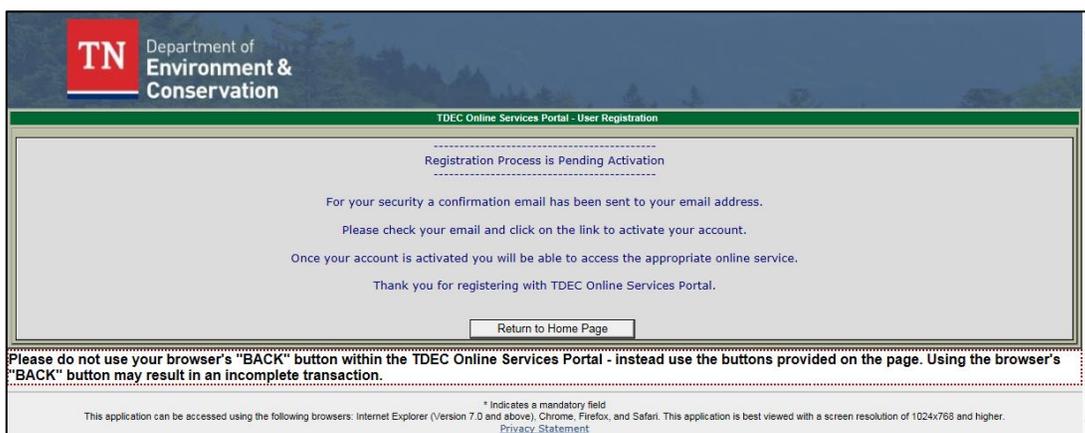


Figure 10. TDEC Online Services Portal User Registration – Pending Activation page

15. The email you receive will look like the one below.

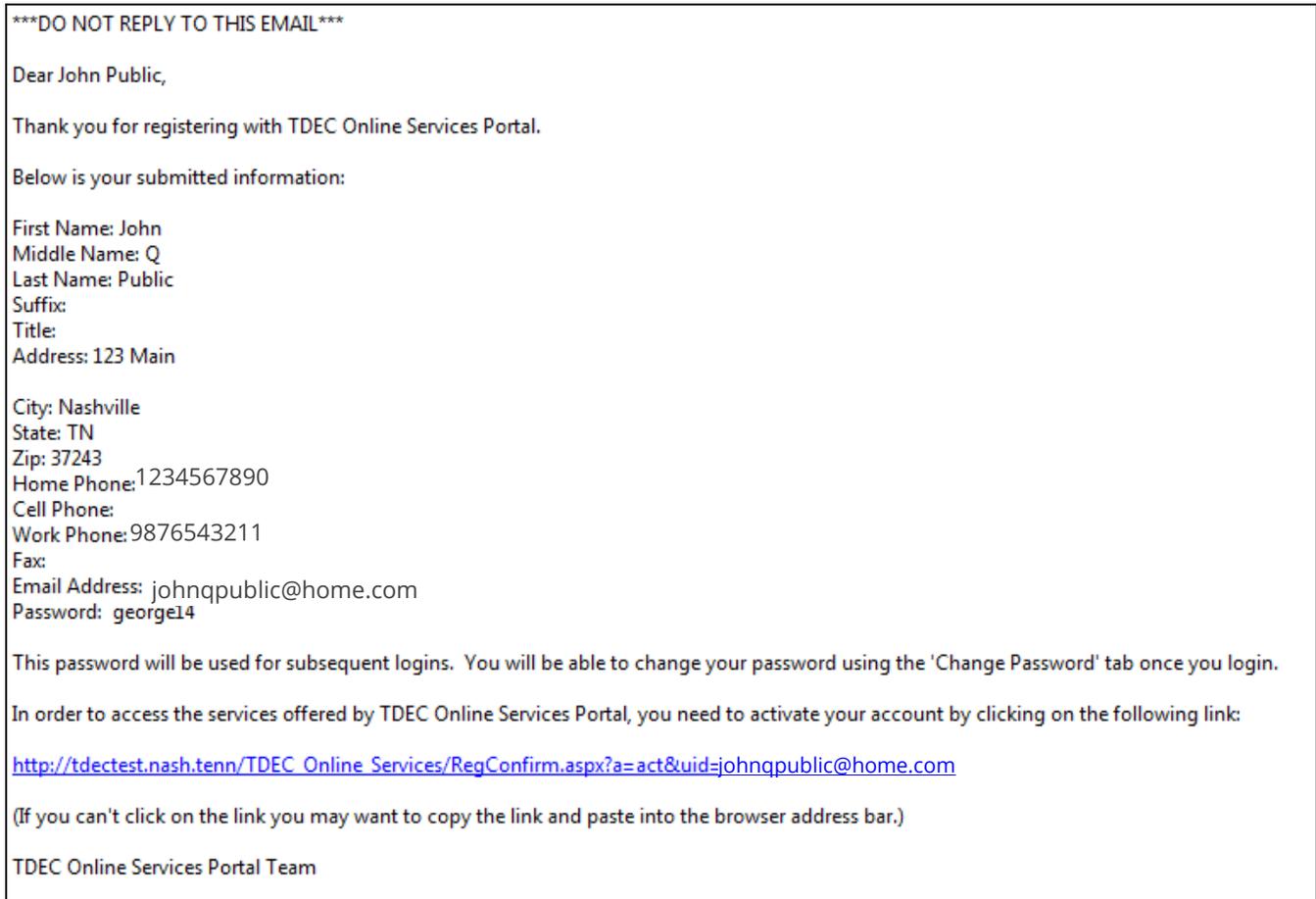


Figure 11. TDEC Online Services Portal User Registration – Activation Email

16. Click on the link you see in the email to activate your TDEC Online Services account.

17. Your account will be activated and you will be taken to the User Account Activation page. You can now click on the Login button to view your paid invoices and view and pay your outstanding invoices.

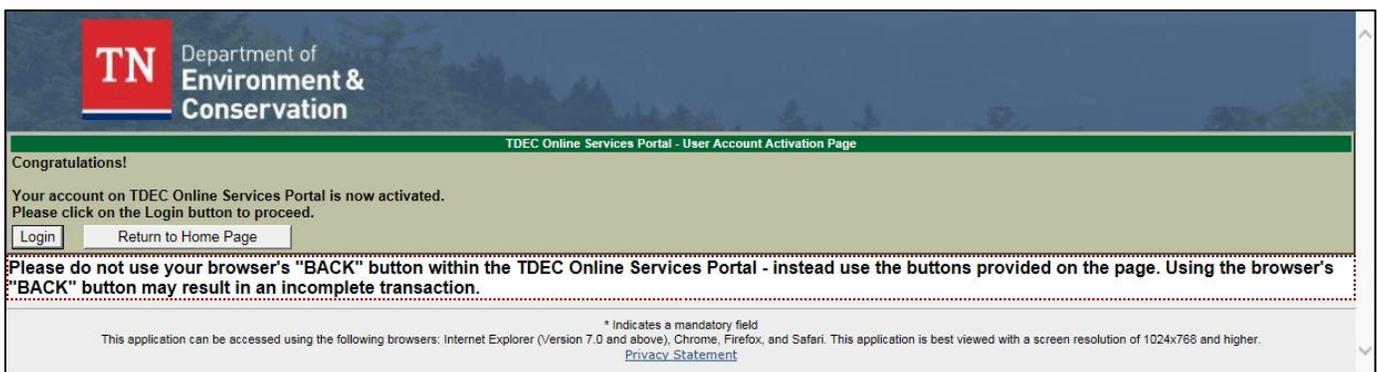


Figure 12. TDEC Online Services Portal User Registration – User Account Activation Email

Renewing FTC Operator Certification

1. Once you have activated your TDEC Online Services account, you can login to view/update your FTC Operator information, view your certificates and CEU details, and renew your FTC Operator certification.

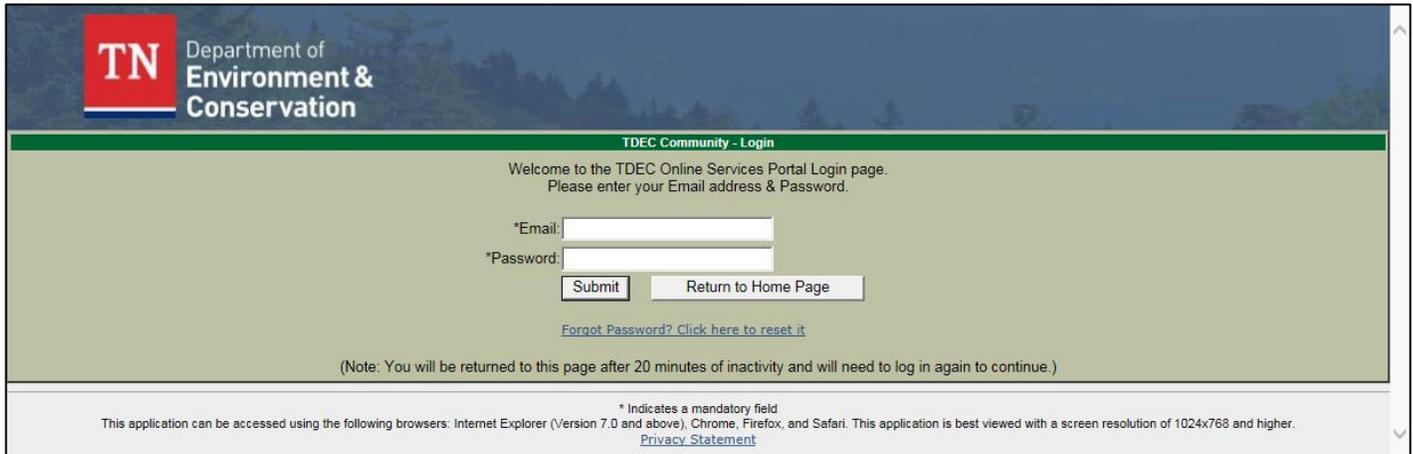


Figure 13. TDEC Online Services Portal Login Page

2. Login using your Email Address and the Password you entered when registering.
3. You will be taken to the TDEC Online Service Portal Home page.

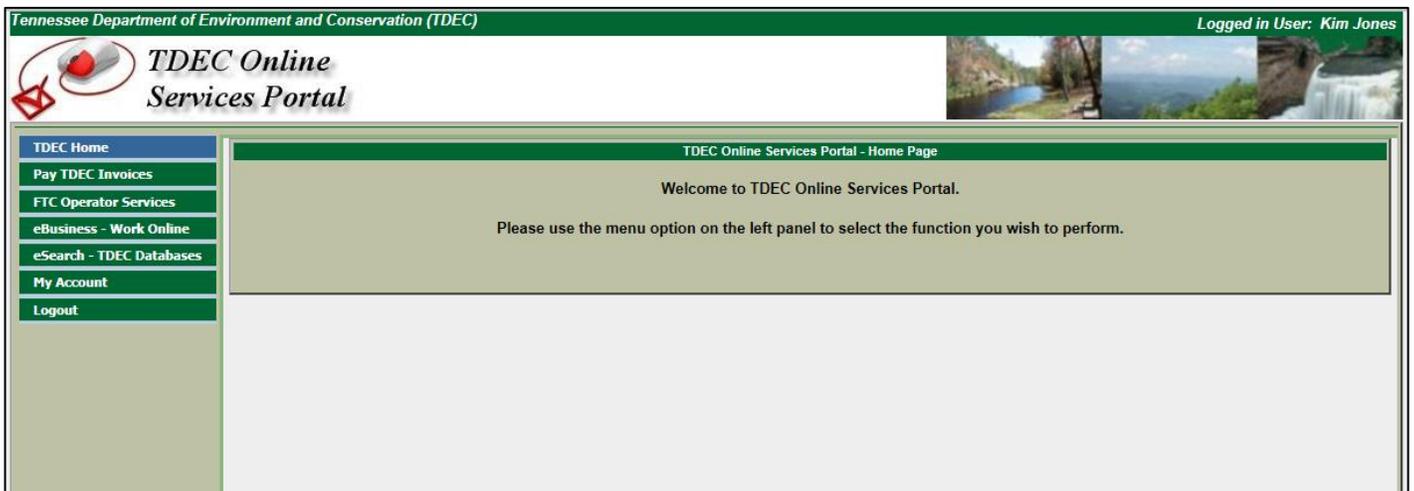


Figure 14. TDEC Online Services Portal Home Page

4. Click on the FTC Operator Services menu.

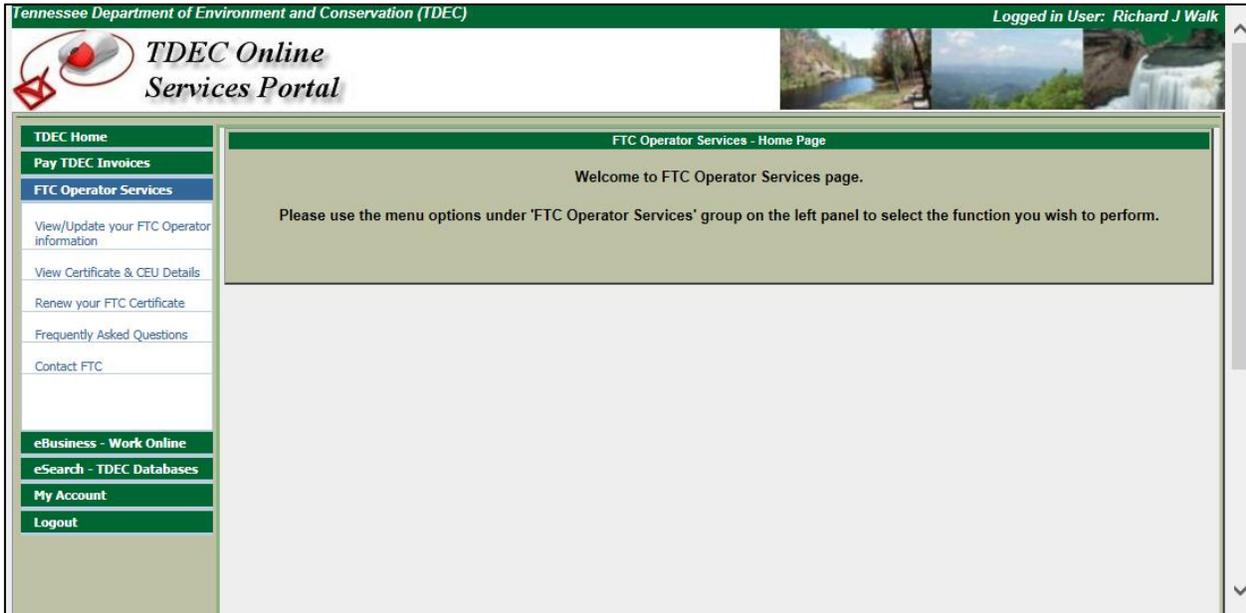


Figure 15. TDEC Online Services Portal – FTC Operator Services menu

5. Click on the Renew your FTC Certificate option from the FTC Operator Services menu.

6. Select the certification you wish to renew and click on the Continue button.

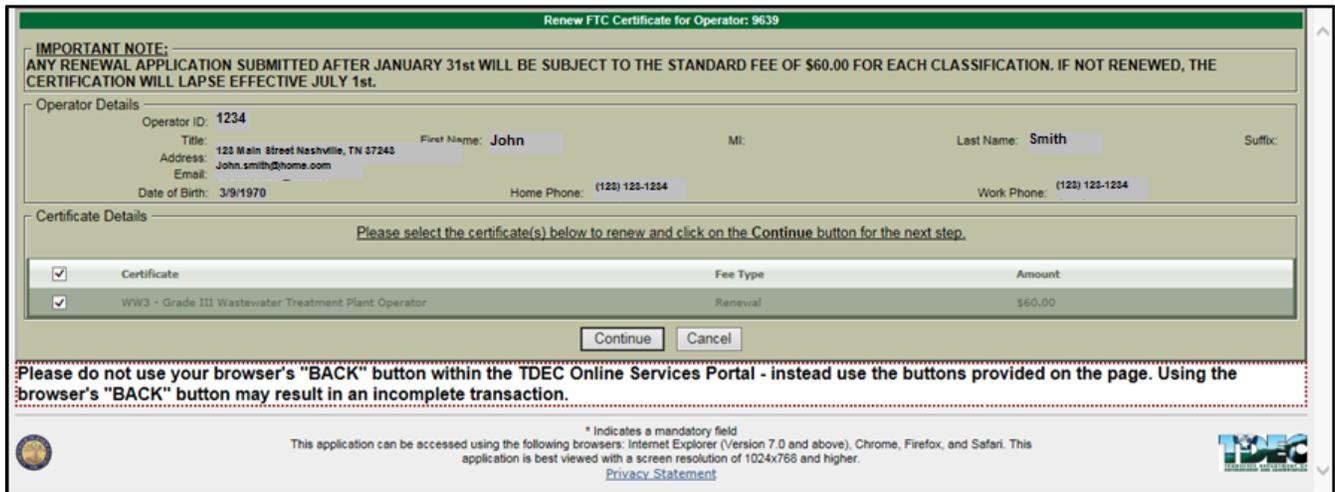


Figure 16. TDEC Online Services Portal – Renew FTC Certificate for Operator: XXXX

7. The Confirm Selected Certificate(s) for Renewal page will display.

Confirm Selected Certificate(s) for Renewal

IMPORTANT NOTE:
ANY RENEWAL APPLICATION SUBMITTED AFTER JANUARY 31st WILL BE SUBJECT TO THE STANDARD FEE OF \$60.00 FOR EACH CLASSIFICATION. IF NOT RENEWED, THE CERTIFICATION WILL LAPSE EFFECTIVE JULY 1st.

Operator Details

Operator ID: 1234
Title: 125 Main Street Nashville, TN 37243
Address: John.smith@home.com
Email: John Smith
Date of Birth: 3/9/1970
Home Phone: (123) 123-1234
Work Phone: (123) 123-1234
First Name: John
MI:
Last Name: Smith
Suffix:

Selected Certificate(s) for Renewal

You have selected the following certificate(s) for renewal.
Click on the **Submit** button for renewal payment or **Previous** button to go to the previous page.

Total Renewal Fee: \$61.00
(Note: This fee includes \$1.00 Internet Processing Fee.)

Certificate	Fee Type	Amount
WW3 - Grade III Wastewater Treatment Plant Operator	Renewal	\$60.00
	Total Renewal Fee: (including \$1.00 Internet Processing Fee)	\$61.00

Please do not use your browser's "BACK" button within the TDEC Online Services Portal - instead use the buttons provided on the page. Using the browser's "BACK" button may result in an incomplete transaction.

* Indicates a mandatory field
This application can be accessed using the following browsers: Internet Explorer (Version 7.0 and above), Chrome, Firefox, and Safari. This application is best viewed with a screen resolution of 1024x768 and higher.
[Privacy Statement](#)

Figure 17. TDEC Online Services Portal – Confirm Selected Certificate(s) for Renewal page

8. Click on the Submit button to continue the renewal fee payment process.

Paying with a Credit Card

9. Enter and select the required credit card information and click on the Submit button.

TN Department of Environment & Conservation

Enter Payment Information

Please supply your payment information for Invoice Payment. The payment is charged against your account when you click on the "Submit" button.
All fields are required except where noted.

Payment Information

Name/ID: TDEC Test Customer
Fee Due: \$232.35

Payment Options

CREDIT CARD | ECHECK

Credit Card Payment

Name on Card:
Kim Jones

Type of Card	Card Number	Expiration	CVV
Master Card	5454545454545454	1216 MMYY	123

Billing Info

Enter address where billing statement is sent.

Address:
123 Main Street

City	State	Zip Code
Nashville	TN	37243

Email Address for Confirmation

Email:
kim.jones@tn.gov ✕
someone@somewhere.com

After submitting payment, do not use your browser's back button. Confirming card or e-check information may take a few minutes. Thank you for your patience.

CANCEL **SUBMIT**

Figure 18. TDEC Online Services Portal – Credit Card Payment Information page

Paying with an Echeck

10. Enter your echeck information and click on the Submit button.

The screenshot shows the 'Enter Payment Information' page on the TDEC Online Services Portal. The page header includes the TN Department of Environment & Conservation logo. The main heading is 'Enter Payment Information'. Below this, there is a disclaimer: 'Please supply your payment information for Invoice Payment. The payment is charged against your account when you click on the "Submit" button. All fields are required except where noted.' The 'Payment Information' section shows 'Name/ID: DOCTOR'S CARE OF TENNESSEE' and 'Fee Due: \$232.35'. The 'Payment Options' section has tabs for 'CREDIT CARD' and 'ECHECK', with 'ECHECK' selected. Under 'eCheck Payment', there is a warning about a \$10.00 Administrative Fee and a \$30.00 fee for insufficient funds. The form fields include: Bank Name (Test Bank), Name on Account (Kim Jones), Personal or Corporate Account (Personal), Account Type (Checking), Check Number (1234 optional), Routing Number (111903245), Confirm Routing Number (111903245), Account Number (40004000), and Confirm Account Number (40004000). A 'Certify' checkbox is checked with the text: 'By clicking the "I Certify" box, you certify that you are authorized to draw funds from the account stated above.' The 'Billing Info' section includes the address '123 Main Street', City (Nashville), State (TN), and Zip Code (37243). The 'Email Address for Confirmation' section shows 'Email: kim.jones@tn.gov' and 'someone@somewhere.com'. At the bottom, there is a disclaimer: 'After submitting payment, do not use your browser's back button. Confirming card or e-check information may take a few minutes. Thank you for your patience.' and two buttons: 'CANCEL' and 'SUBMIT'.

Department of Environment & Conservation

Enter Payment Information

Please supply your payment information for Invoice Payment. The payment is charged against your account when you click on the "Submit" button.
All fields are required except where noted.

Payment Information

Name/ID: DOCTOR'S CARE OF TENNESSEE
Fee Due: \$232.35

Payment Options

CREDIT CARD **ECHECK**

eCheck Payment

There will be a \$10.00 Administrative Fee charged for each online payment transaction that must be reprocessed due to incorrect information being entered.
Additionally there will be a \$30.00 fee charge for each online payment that is returned for insufficient funds.

Bank Name
Test Bank

Name on Account
Kim Jones

Personal or Corporate Account Account Type Check Number
Personal Checking 1234 optional

Routing Number Confirm Routing Number
111903245 111903245

Account Number Confirm Account Number
40004000 40004000

By clicking the "I Certify" box, you certify that you are authorized to draw funds from the account stated above.

Billing Info

Enter address where billing statement is sent.

Address
123 Main Street

City State Zip Code
Nashville TN 37243

Email Address for Confirmation

Email
kim.jones@tn.gov
someone@somewhere.com

After submitting payment, do not use your browser's back button. Confirming card or e-check information may take a few minutes. Thank you for your patience.

CANCEL SUBMIT

Figure 19. TDEC Online Services Portal – Echeck Payment Information page

Your Name
 Your Address
 DATE _____
 PAY TO THE ORDER OF _____ \$ _____
 DOLLARS
 Your Bank Name
 MEMO _____
 ⑆123456789⑆0000987654321⑆ 1001
 9 Digit Routing Number Your Account Number Check Number

Please note your bank may have a different routing and/or transit number for electronic payments.

In some cases the order of the checking account number and the check number is reversed.

NOTE: Please refer to the information to the left to find the various banking numbers you will need to pay an invoice using E-check.

Figure 20. TDEC Online Services Portal – Echeck Payment Information page

11. Please remember, through the payment process, do NOT use your browser’s Back button.
12. Once your credit card information is processed, the Payment Confirmation page will display.

Payment Confirmation

Your payment has been accepted.
 Your payment transaction will not be processed unless you click the button below.

COMPLETE PAYMENT EDIT

Receipt

Confirmation Number: 230000080

Name: Kim Jones

Payment Amount: \$2,001.00

Last 4 Digit Number : 8431

Expire Date: 1216

[PRINT RECEIPT](#)

Figure 21. TDEC Online Services Portal – Payment Confirmation page

13. You can use the Edit button to go back to the Payment Information page and make any necessary corrections.
14. You can print this page for your records using the Print Receipt link.
15. Click on the Complete Payment button.
16. You will see a message that your payment has been successfully processed.

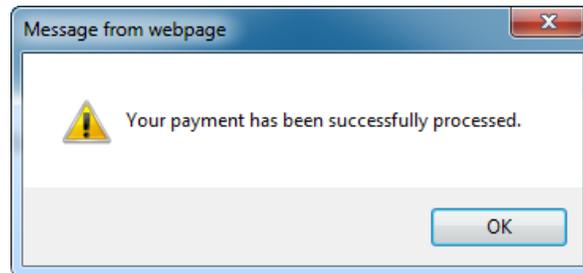


Figure 22. TDEC Online Services Portal – Successful Payment message box

17. You will then go to the View/Print FTC Renewal Receipt page. Click the Print button to print a copy for your records.



Figure 23. TDEC Online Services Portal – View/Print FTC Renewal Receipt page

18. Click on the Return to FTC Page button to view/update your FTC Operator information, view your certificates and CEU details, or logout of the TDEC Online Service Portal.

Tennessee Department of Environment and Conservation (TDEC) | Logged in User: Carlton Mull

TDEC Online Services Portal

View/Update FTC Operator Information

Operator ID: 1234

Title: _____ First Name: John MI: _____ Last Name: Smith Suffix: _____

*Address: 123 Main Street *City: Nashville *State: TN *Zip: 12345 Email: John.smith@home.com

Resident State: TN Resident County: Davidson Employment State: TN Employment County: Davidson

Home Phone: 123 123 1234 Work Phone: 123 123 1234 Fax: _____

Birth Date: 1/1/1988 Education Date: 1/1/1984 Education Level: College Grad

NPDES Number: WW1234578 PWSID Number: _____

Facility

Facility Name	Employer Name	NPDES	PWSID	SOP	Classification
Memphis-T. E. Maxson STP So Pl	Memphis-T. E. Maxson STP So Pl	WW0020729			

Update Cancel

Figure 24. TDEC Online Services Portal – View/Update FTC Operator Information page

Tennessee Department of Environment and Conservation (TDEC) | Logged in User: Carlton Mull

TDEC Online Services Portal

View Certificate & CEU Details

Operator Information

Operator ID: 1234 Title: _____ First Name: John MI: _____ Last Name: Smith Suffix: _____

Address: 123 Main Street Nashville, TN 37242 Email: John.smith@home.com

Date of Birth: 3/9/1970 Home Phone: (120) 123-1234 Work Phone: (120) 123-1234

Certificate Details

Please click on the certificate record to see its CE Activity below.

Certification	Certificate Number	Certificate Date	Certification Status	Certification Renewal Date	Current CE Expiration Date	Current CE Total Hours
WW3	9470	05/02/2014	Expired	12/31/2014	09/30/2017	0
WW1	8886	05/03/2012	Canceled	12/31/2014	09/30/2017	0

CE Activity Details

CE Activity Details for: WW3

CE Activity Number	CE Activity Begin Date	CE Activity End Date	CE Hours	Applied Date	Location	Provider
There are no records available.						

Figure 25. TDEC Online Services Portal – View Certificate & CEU Details page

Updating your Account Profile Information

1. You will be able to update the information on your Account Profile by clicking on the My Profile option under the My Account menu.

Tennessee Department of Environment and Conservation (TDEC) Logged in User: Jake Tester

TDEC Online Services Portal

Update User Profile

Profile Info

*First Name: Joe
Middle Name:
*Last Name: Public
Suffix:
Title:
Company Name:
*Address: 123 Main Street
*City: Anytown
*State: TN
*Zip: 12345 -
Home Phone: () - -
Cell Phone: () - -
Work Phone: () - - Ext.
Fax: () - -
*Email: james.payne@tn.gov
*Security Question: In what city were you living at age 16?
*Security Answer: Anytown

Update Cancel

Please do not use your browser's "BACK" button within the TDEC Online Services Portal - instead use the buttons provided on the page. Using the browser's "BACK" button may result in an incomplete transaction.

Figure 26. TDEC Online Services Portal – Update User Profile page

2. Make any necessary changes and click on the Update button.

3. You can also change your password using the Change Password option under the My Account menu.

The screenshot shows the 'Change Password Page' in the TDEC Online Services Portal. On the left is a navigation menu with the following items: TDEC Home, Pay TDEC Invoices, FTC Operator Services, eBusiness - Work Online, eSearch - TDEC Databases, My Account (highlighted), My Profile, Change Password, and Logout. The main content area has a title bar 'Change Password Page' and contains three input fields: '*Current Password:', '*New Password:', and '*Verify New Password:'. Below these fields are 'Save' and 'Cancel' buttons. A note at the bottom right states: 'Note: Password must be at least 8 characters long, contain at least one digit and one alphabetic character, and must not contain special characters.'

Figure 27. TDEC Online Services Portal – Change Password page