

Frequently Asked Questions: Renewing FTC Operator Certifications Online

- **Where do I find my Operator ID Number?**

Your Operator ID Number will be located on the top left of your wallet card and on your annual renewal notice.



- **Why can't an Employer sign in to pay for renewals for their Operators?**

Currently, the online renewal system only allows for the **individual operator** to pay renewal fees, update their contact information and view other information relative to their training. Watch for other capabilities in the future.

- **What is the \$1 fee for?**

There is a \$1.00 internet access fee that will be added to your payment when using the online payment method.

You may continue to renew by mail using check or money order and avoid the internet access fee. Also, you can pay in person using check, money order or credit card.

- **What is the discounted fee?**

The discounted renewal fee is \$30 per certificate for payments received prior to February 1.

The standard annual renewal fee is \$60 per certificate renewed for payments received from February 1 through June 30.

Important to Note

* You can only renew current certificates online.

* You will receive your renewal card by mail within 15 working days from receipt.

* TDEC initiates a https:// secure web call at the 128-bit encryption level to the payment processor. All transactions conform to HTTP and Secured Sockets Layer Certificate (SSL) web standards ensuring your transaction is secure and your privacy is protected.

Suggestions to try before contacting the Fleming Training Center office:

» If you forgot your Password, use the "Forgot Password?" option on the login page.

» For questions regarding your certificate renewal, please email FTCOperator.Renewal@tn.gov or call (615) 898-8090 (8 a.m. - 4:30 p.m. CT)

Fleming Training Center Online Services is on the web at: www.tn.gov/environment/fleming/online