

# I'm a Supporter of Water

Administrators of Municipalities



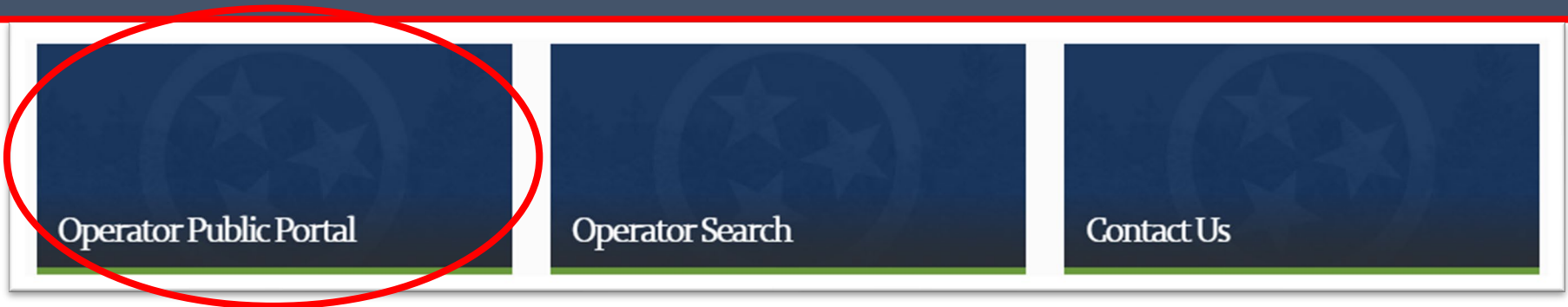
# Digital Certification Renewals

This December TDEC will begin using digital notifications for Operator certification renewals

RENEWAL APPLICATION - 2024		
<b>Date:</b> December 15, 2023	<b>ID:</b> 123456	
<b>JOHN A DOE</b> 123 MAIN ST NASHVILLE, TN 12345	<b>Work Telephone:</b> (123)456-7890	<b>Home Telephone:</b>
<b>Email Address:</b> FTCOperator.Renewal@TN.GOV	<b>Employment County:</b> Davidson	<b>Resident County:</b> Davidson
<b>Amount</b>	<b>Certificate Type</b>	<b>Invoice Number</b>
\$50.00	Grade II Wastewater Collection System Operator	12345
\$50.00	Grade II Distribution System Operator	23456
\$50.00	Grade II Water Treatment Plant Operator	34567
\$50.00	Grade II Wastewater Treatment Plant Operator	45678
<b><u>FEE(S) DUE:</u></b>		
\$200.00	<b>Total Amount Due</b>	
Make checks payable to Treasurer, State of Tennessee Return this <u>original</u> , signed application and fees to the address above.		
Any renewal application postmarked after January 31, 2024 will be considered expired and will be subject to the standard renewal fee of \$100.00 for each classification. If payment is not made in full by June 30, 2024, effective July 1, 2024, you will no longer be certified. (See Rules and Regulations: 0400-49-01-.03 Fees)		
<b><u>CONTINUING EDUCATION INFORMATION</u></b>		
Our records show that you have the classifications listed below and that you need to complete the required number of continuing education hours by the date shown for each classification:		
<b><u>DUE DATE</u></b>	<b><u>CLASSIFICATION</u></b>	
09/30/2027	Grade II Wastewater Collection System Operator	
09/30/2027	Grade II Distribution System Operator	
09/30/2027	Grade II Water Treatment Plant Operator	
09/30/2027	Grade II Wastewater Treatment Plant Operator	
Please correct any incorrect information above. If continuing education information needs updating, include documentation.		



# Preparation



- Enter your email address, this will be used to log in
- Enter your new user information and select "Continue"
- If the registration was a success, you will receive a verification email from [bg-help\\_desk@tn.gov](mailto:bg-help_desk@tn.gov). You must click on the verification link provided in the email within 30 minutes

If you do not already have a TDEC customer account please register by clicking the button below.

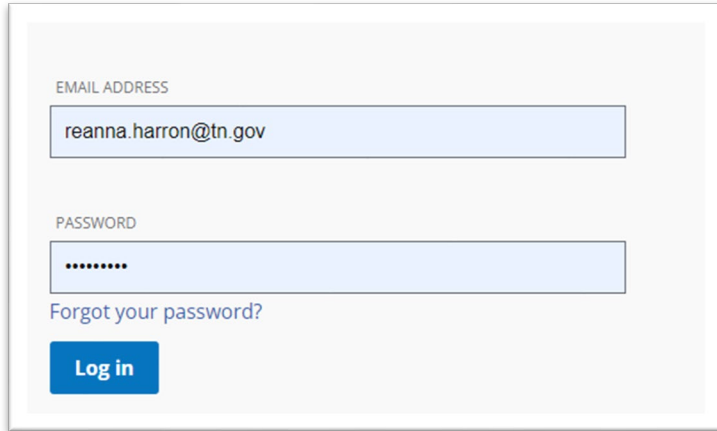
[Register Here](#)

If you already have an account but have forgotten your password you can [reset it here](#).

[Return to Web Site](#)



# Preparation



EMAIL ADDRESS  
reanna.harron@tn.gov

PASSWORD  
.....

[Forgot your password?](#)

[Log in](#)



This QR code will take you directly to the portal web page


- Select "Log In" to enter the email and password you created
- Select Phone or Email to receive a verification code by text message or email. **This verification process will happen each time you log in**
- Enter the code and click Continue
- When you see the "Welcome" screen, you have successfully entered the FTC Public Portal



# Record Updates

- Assisting Operators in updating their records with current information will ensure delivery of their annual documents
- You can not update an operators record from this portal
- When a document is submitted by mail or email the record is updated with the most recent information. E.g., applications, abbreviated exam applications, training registration forms, or the information update form pictured on the right

Water & Wastewater Operator Certification Board

 **OPERATOR INFORMATION UPDATE**

Instructions: Use this form to update your personal contact information and employer information. Submit this form by e-mail to: [FtcOperator.Renewal@tn.gov](mailto:FtcOperator.Renewal@tn.gov)

**Personal Information**

Last Name	First Name	MI	Operator ID Number
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**Contact Information**


Phone Number (personal)	Phone Number (work)	Phone Number (other)
Email Address: List the email you wish to receive notifications directly pertaining to your certification		

**Mailing Address**

Street Address	City	
Country	State	Zip Code

**Employer Information**

Employer/Facility	Manager	
PWSID# of Facility	NPDES# of Facility	
Physical Address	City	
Country	State	Zip Code

 Water & Wastewater Operator Certification Board - Fleming Training Center  
2022 Blanton Dr. - Murfreesboro, TN 37129  
Tel: 615-898-8090



# Notifications



**Renewal notifications will not come by mail this year**

- We suggest adding [Fleming.Training@TN.gov](mailto:Fleming.Training@TN.gov) to your contacts to avoid the email from going to your junk or spam folders
- Emails will contain a link in the body directing the you to the Public Portal
- There will be 2 attachments:
  - The renewal invoice
  - A schedule of upcoming CE opportunities hosted by the State through FTC



# Log In

- Log in to your public portal account, select the "Invoices & Payments" tab
- On the "Other Invoices" tab, search by the invoice number and operator's last name
- Refer to the renewal application form for the invoice number(s) associated with the certificate(s)
- Click Checkout when you have found all the certificate(s) you need to pay for

Home | Trainings | Certifications | Invoices & Payments

## Invoices & Payments

[Invoices](#) [Other Invoices](#) [My Payments](#)

Can't find your invoice? Paying for someone else? Search for the invoice here:

(Enter Invoice Number and Last Name of Student/Operator)

Invoice #	Student Name	Item	Total Amount	Paid Amount	Outstanding Amount	Status	Invoice
No data available in table							



# Payments

Step 1 of 4

## Payment Entry

Payment Method:

### Card Information

Card Number

Expiration Date

Card Identification Code  



### Billing Information

Name

Country

Address

City

State

Zip

Phone

Email

- Click Checkout when you have found all the certificate(s) you need to pay for
- Click Proceed to Payment, then Continue
- Credit and debit cards, or E-Checks are acceptable forms of payment
- Complete the payment prompts

When the fee is processed, a receipt will be sent to the email address you entered on the billing information page

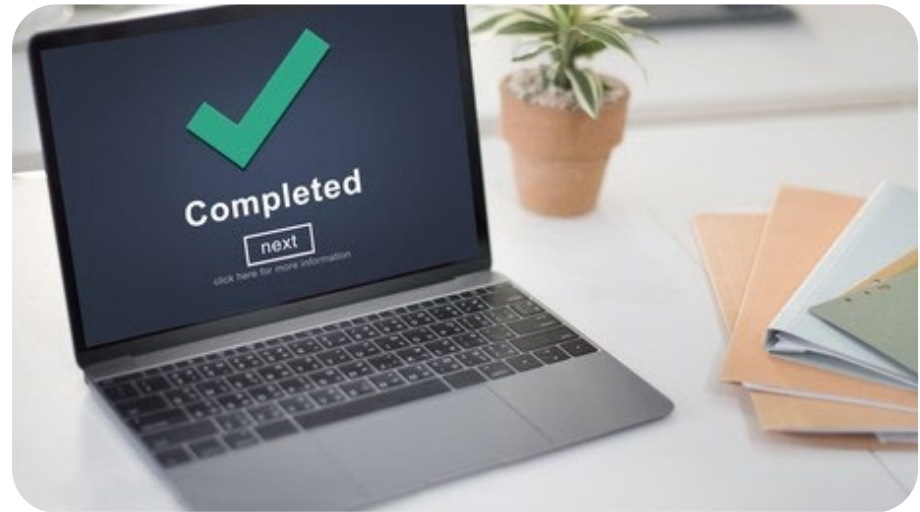
Please allow at least 15 business days to receive operator card in the mail





# Process Overview

- Collect invoices from Operators
- Log in to your public portal account
- Select "Invoices & Payments"
- Add certificate(s) to checkout and proceed to payment
- Complete payment prompts
- Instant receipt by email
- Operator cards received by physical mail



# Q & A



# Next Meeting Topics

Administrators of Municipalities  
Quarterly Meeting



Thank you for your attendance & participation.

We would like to collect your feedback, to help improve this event in the future.

All submissions are anonymous.

