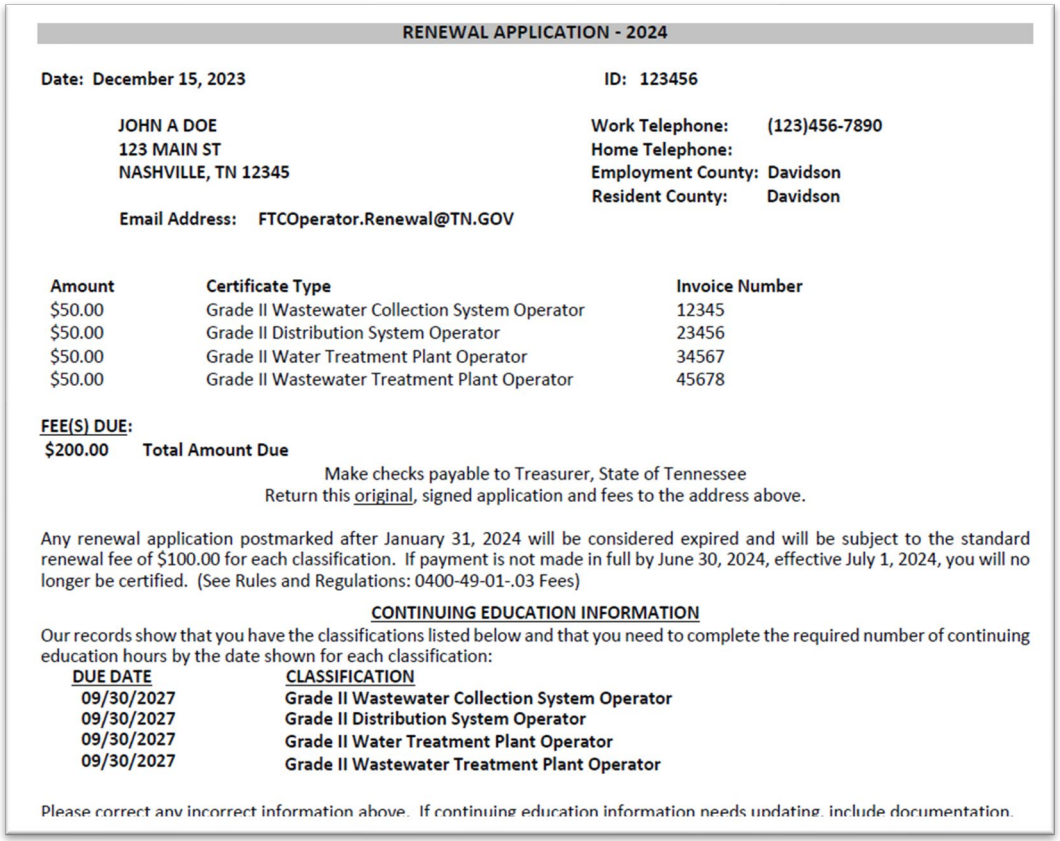
Digital Renewal Notifications

Digital Certification Renewals

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



RENEWAL APPLICATION - 2024

Date: December 15, 2023 **ID: 123456**

JOHN A DOE
123 MAIN ST
NASHVILLE, TN 12345

Work Telephone: (123)456-7890
Home Telephone:
Employment County: Davidson
Resident County: Davidson

Email Address: FTCOperator.Renewal@TN.GOV

Amount	Certificate Type	Invoice Number
$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

FEE(S) DUE:
$200.00 Total Amount Due

Make checks payable to Treasurer, State of Tennessee
Return this original, 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)

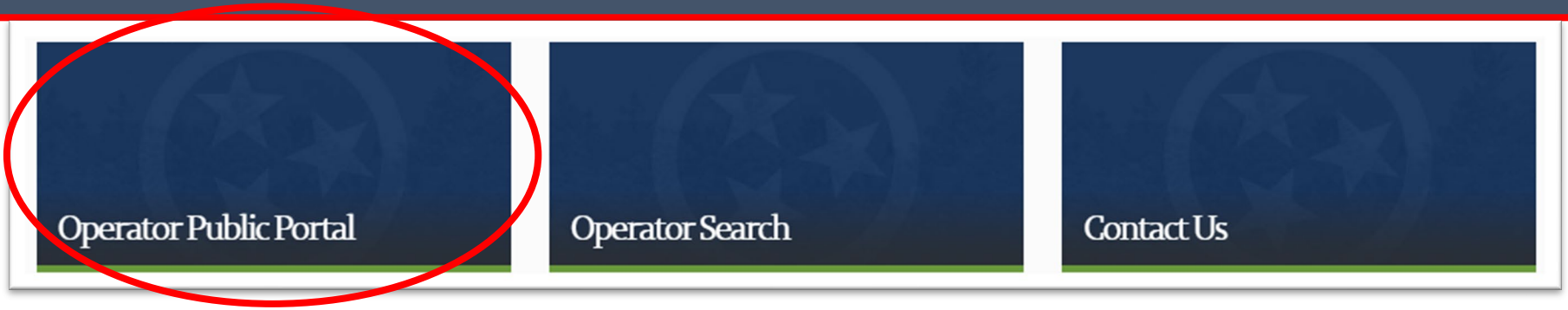
CONTINUING EDUCATION INFORMATION

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:

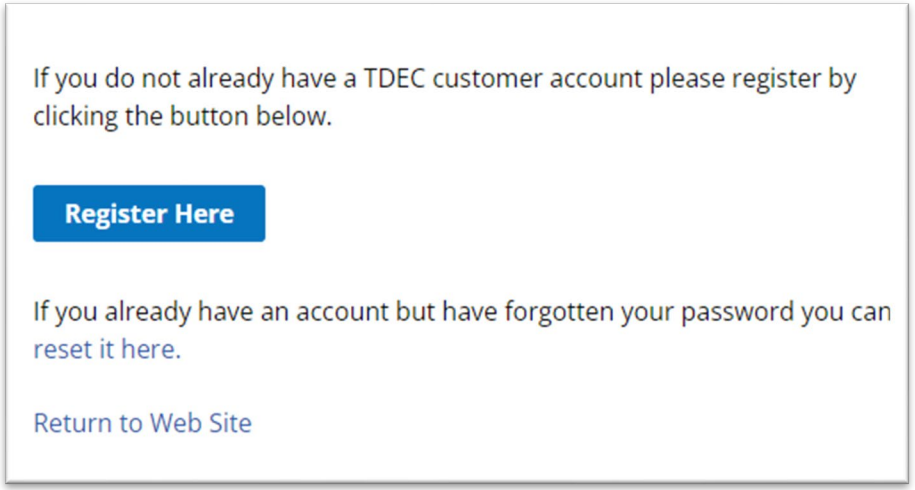
DUE DATE	CLASSIFICATION
09/30/2027	Grade II Wastewater Collection System Operator
09/30/2027	Grade II Distribution System Operator
09/30/2027	Grade II Water Treatment Plant Operator
09/30/2027	Grade II Wastewater Treatment Plant Operator

Please correct any incorrect information above. If continuing education information needs updating, include documentation.

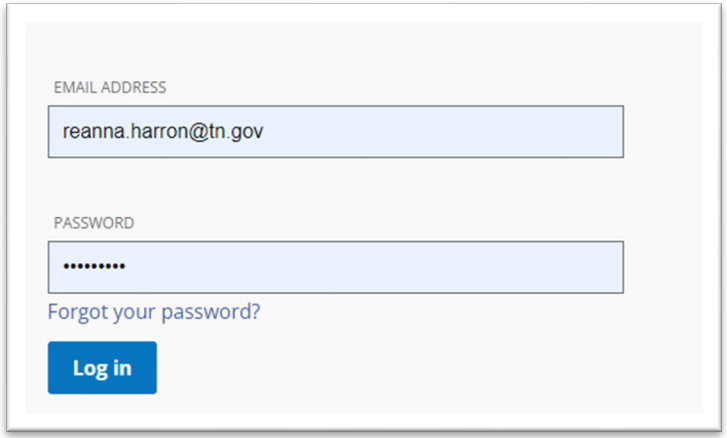
Preparation



- 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. You must click on the verification link provided in the email within 30 minutes



Preparation

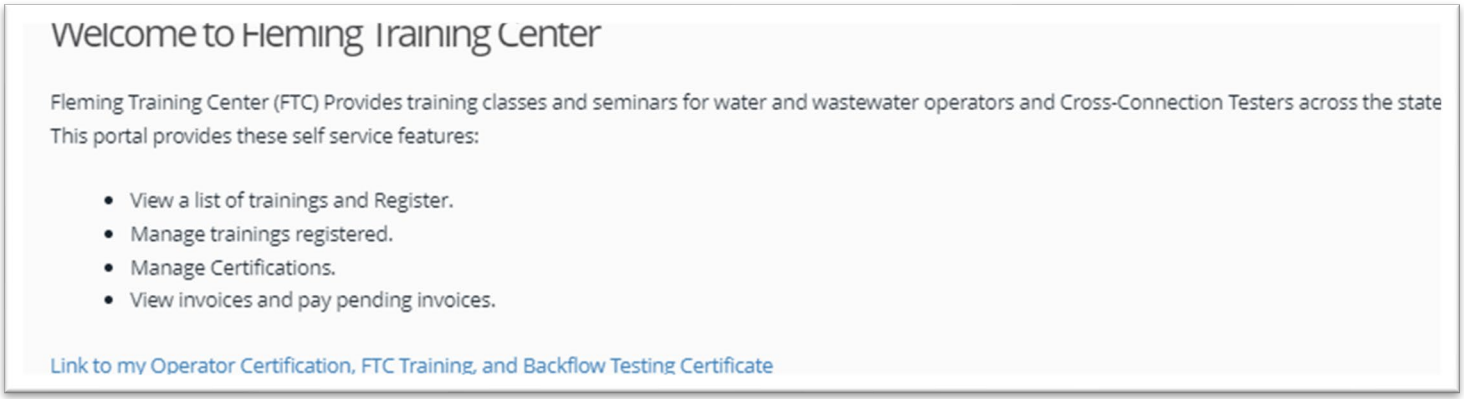


This QR code will take you directly to the portal web page

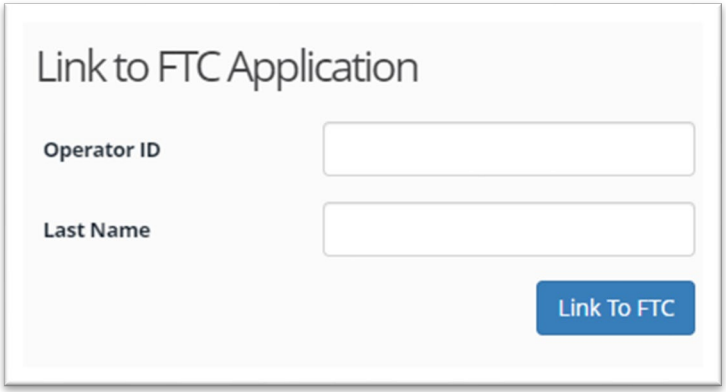
- Select "Log In" to enter the email and password you created
- Select Phone or Email to receive a verification code by text message or email. **This verification process will happen each time you log in**
- Enter the code and click Continue
- When you see the "Welcome" screen, you have successfully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

Link your ID

Once you create your account, you will need to link your operator ID to your account to view training and certification information.

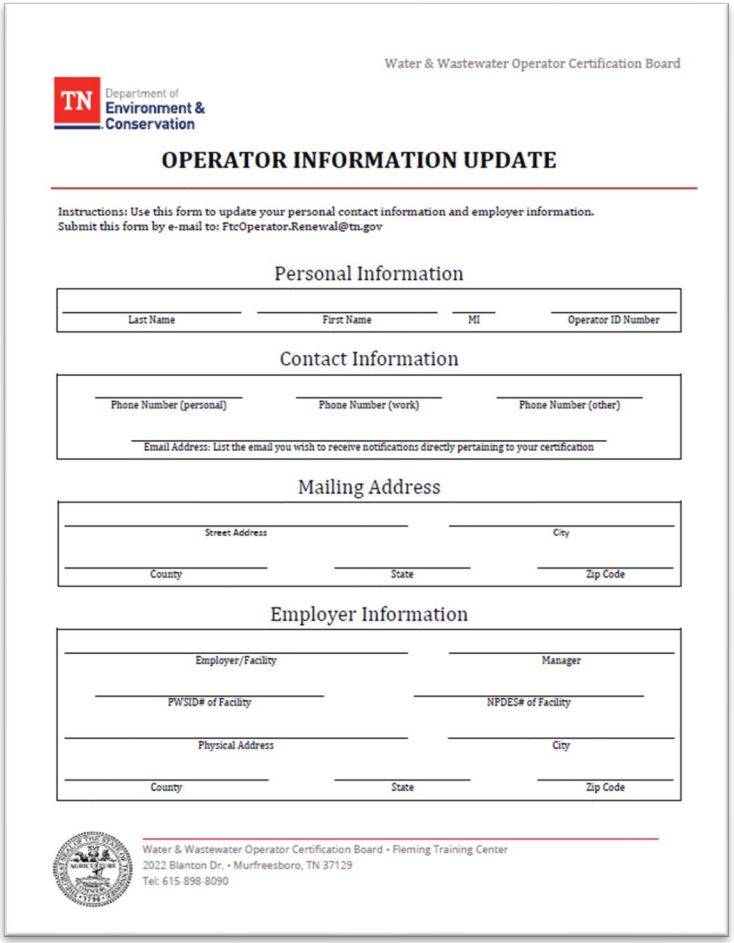


- Log in to the portal and select "**Link to my Operator Certification**, FTC Training, and Backflow Testing Certificate" at the bottom of the Home page text box
- Enter your operator ID
- Enter your last name
- Select, "Link to FTC"



Record Updates

- Updating your records with current information will ensure delivery of your annual documents
- You can not update all information on your 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

TN Department of Environment & Conservation

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

Personal Information

Last Name | First Name | MI | Operator ID Number

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 | County | State | Zip Code

Employer Information

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

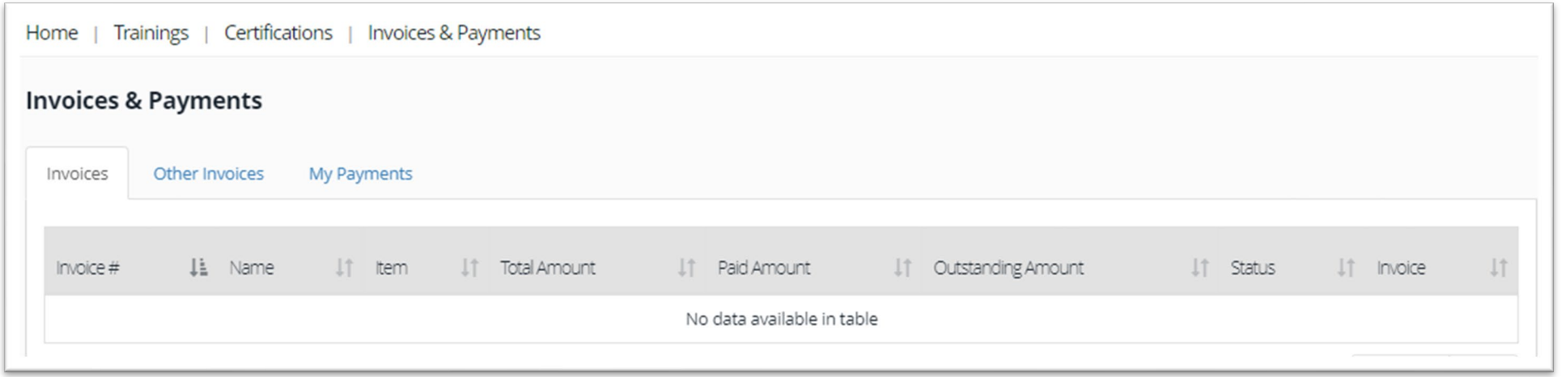
Water & Wastewater Operator Certification Board • Fleming Training Center
2022 Blanton Dr. • Murfreesboro, TN 37129
Tel: 615-898-8090

Notifications

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

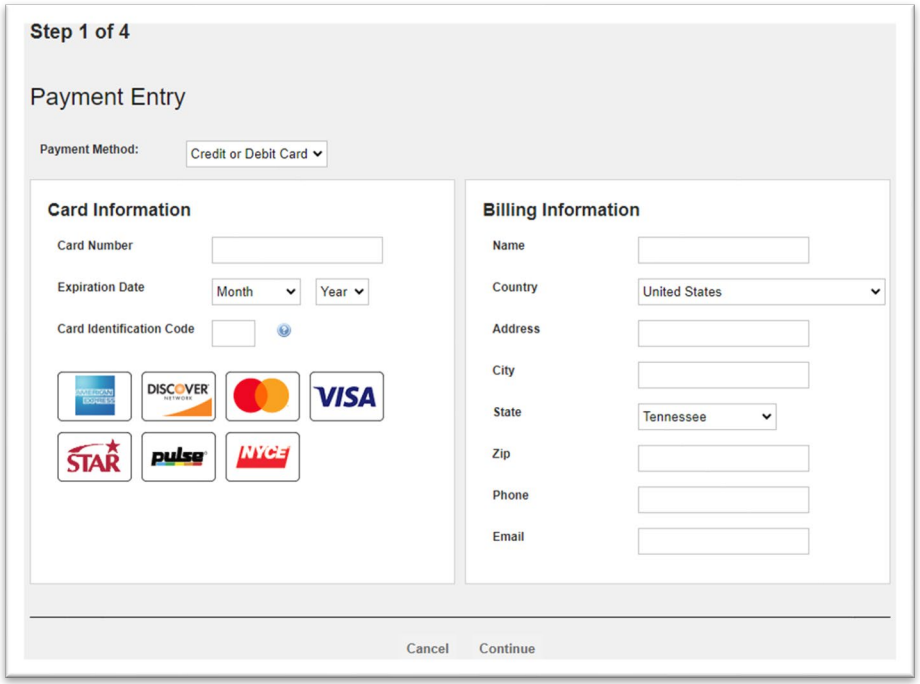
- We suggest adding Fleming.Training@TN.gov to your contacts to avoid the email from going to your junk or spam folders
- Emails will contain a link in the body directing the you to the Public Portal
- There will be 2 attachments:
  - The renewal invoice
  - A schedule of upcoming CE opportunities hosted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

Log In



- Log in to your public portal account
- Select the "Invoices & Payments" tab
- If you have linked your account to an operator ID, then your current certificate(s) and invoice(s) will show up automatically
- Add certificate(s) to checkout
- Click Checkout when you have found all the certificate(s) you need to pay for

Payments



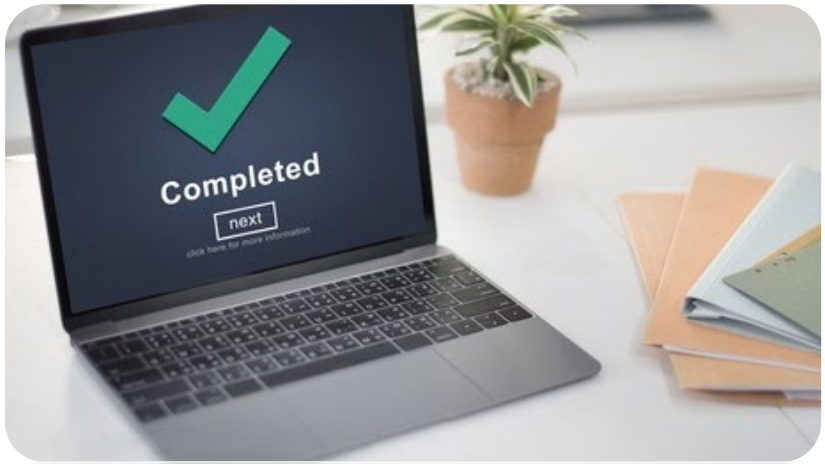
When the fee is processed, a receipt will be sent to the email address you entered on the billing information page

- 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

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

Process Overview

- 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