

## FAQ's for e-permitting

1. [How do I create an account?](#)

Log on to <http://www.njdeponline.com/> and click on the Request Access to NJDEP Online link. Instructions are above the Request Access link.

2. [I am having trouble logging into my account.](#)

You have either not completed the registration process or you have forgotten your User ID or password. If you have forgotten your User ID, you will need to click on the Forgot your logon ID link. If you have forgotten your password, you will need to click on the Forgot your password link.

If you need assistance to complete the registration process, you may call the Bureau at (609) 292-2957 to help complete the process.

### **For Certified Testers**

3. [Why is my access status pending?](#)

You will need to call the Bureau at (609) 292-2957 to have your General rights granted.

4. [Why is my license number being rejected by the system?](#)

- If you are licensed by New England Water Works, you must enter your license as a 7-digit number. For example, if your license number is 1234, you will need to enter your number as 0001234.

- If your license has expired, you will not be able to enter and certify test results 6 months after the license expiration date.

- If the system does not recognize your license number and certifying agency, email ([physicalconnection@dep.nj.gov](mailto:physicalconnection@dep.nj.gov)) or fax (609-633-1495) a copy of your valid license. You will be contacted when can continue with the quarterly service.

5. [Can I see a video instruction of the Quarterly Test Result service?](#)

Yes a video is available. Click [here](#) (add link for Quarterly service video)

6. [What do I need to do if I am not authorized to conduct an internal inspection on a DCVA device?](#)

Have the Permittee provide you with a copy of the internal inspection report done by another party. You may then record the pass/fail on the results screen online, add the comment "done by a third party", and attach a copy of internal inspection report to the submission.

## **For Permittees renewing the permit**

7. [Where do I find the Blue Ribbon to certify the renewal?](#)

- It is possible that you do not have the Responsible Official access rights granted. If you are the Facility Site Administrator, then you must grant yourself the Responsible Official rights.

- If the Facility Site Administrator rights have not been obtained, the person who will be in charge of managing the online security rights for the facility must obtain these rights first and then he/she can grant you the access rights.

8. [How do I obtain the Facility Site Administrator rights?](#)

The person who will be in charge of managing the security rights online for the facility may register online at <http://www.njdeponline.com/> and add the facility ID to their My Workspace page and fill out an FSA form (link to [form](#)) and email the signed form to [physicalconnection@dep.nj.gov](mailto:physicalconnection@dep.nj.gov).

9. [Why do I not see the renewal completed after certification?](#)

After certifying the renewal, you will be brought back to same screen in which the Blue Ribbon was previously visible. You must click the Continue Button (located bottom right of table) which will then take you to the Payment screen. After paying with either a credit card or an e-check, your submission will then migrate into our system.

10. [Can I see a video instruction of the Renewal service?](#)

Yes a video is available. Click [here](#) (add link for Renewal service video)