



HOT Supervisor License User Guide

HOT Program

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Revision No.:



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DEQ does not discriminate on the basis of race, color, national origin, disability, age, or sex in administration of its programs or activities. Visit DEQ's [Civil Rights and Environmental Justice page](#).

System Overview

The Oregon Department of Environmental Quality has instituted the use of a modernized, cloud-based tool for a selection of compliance programs within the agency and several business processes that involve the public and regulated entities. This document describes how to request a **HOT Supervisor License** through the Your DEQ Online database.

[Your DEQ Online](#) is an Environmental Data Management System designed to combine current DEQ processes across air, land, and water divisions in one convenient and easily accessible portal. The system enables users to submit applications, upload reports, enter data, check the status of applications, pay fees or fines, and manage account activity. In addition, the system allows for greater public access to environmental data without the need to request this information from DEQ staff.



State of Oregon
Department of
Environmental
Quality



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1 Introduction

Since March 15, 2000, individuals who supervise work at heating oil tank (HOT) cleanup and voluntary decommissioning projects are required to be licensed by DEQ. This user guide provides step by step instructions on how to submit a HOT Supervisor license application, how to associate a current license with your account, how to renew a HOT Supervisor license, and how to change your name on your license through Your DEQ Online.

1.1 Your DEQ Online

Individuals must submit license applications through Your DEQ Online.

To get started using Your DEQ Online, please complete the following steps.

1. Register an account by navigating to the [Your DEQ Online Public Portal](#). Select “Register Account.”

Tip. Licenses can only be issued to a Responsible Official YDO user. **Select “RO” account type** when creating your YDO account.

2. Complete identity verification.
3. Establish link to the “Heating Oil Tank” submittal group.

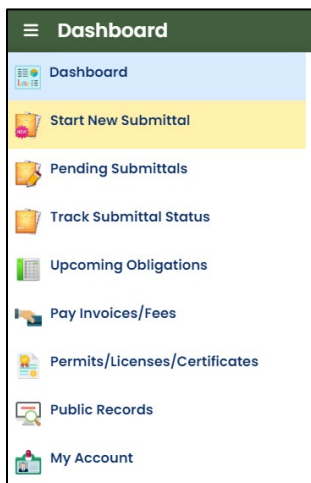
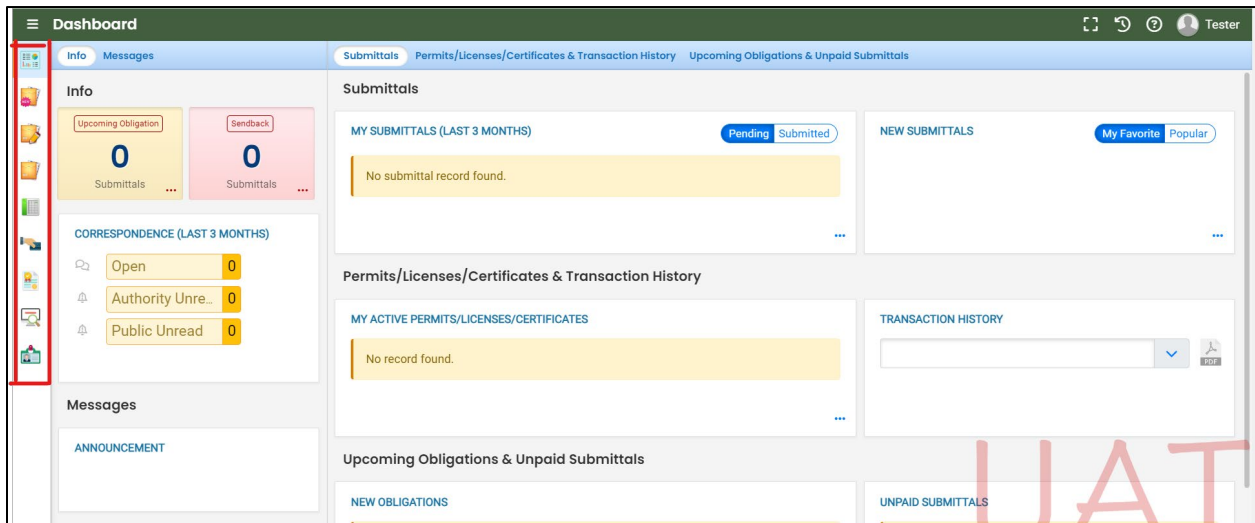
Need help with registering your account, determining what is the best account type for you, or how to select submittal groups for your account? Additional resources are available [online](#).

1.2 Navigating in YDO – The Dashboard




This section provides a brief overview of navigating in YDO.

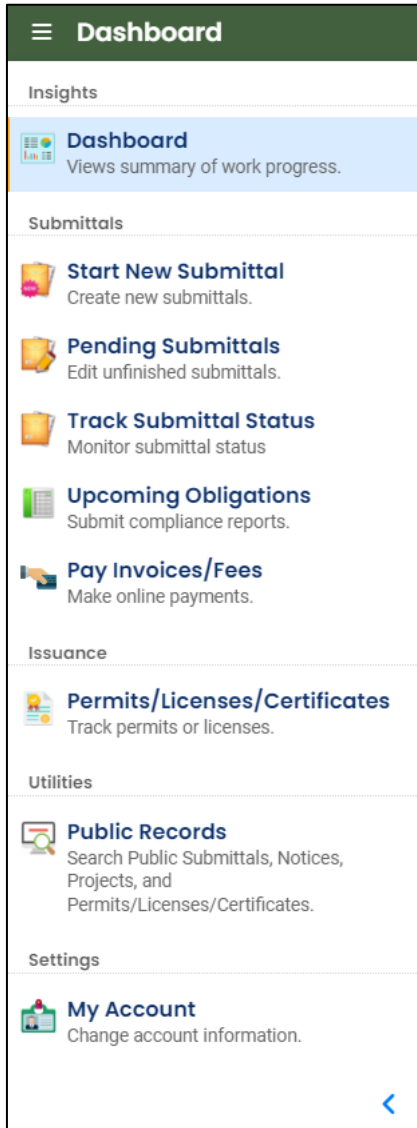
Once registered, the “Dashboard” is your starting point when logging into Your DEQ Online. The “Dashboard” shows a summary of current and pending activity associated with your linked facilities.

Tip. The navigation panel is on the far left side of the screen and provides quick access to content.



There are several ways to access and use the navigation panel.

- Click the symbol for the content you need.
- Hovering over the panel will bring up a list view of the panel
- Clicking the hamburger icon  will expand to the more detailed view shown on the next page.
- Use  symbol at the bottom of the panel to expand and  symbol to contract the panel.



Dashboard. View a summary of current and pending activity for your account.

Start New Submittal. Start a new submittal here.

Pending Submittals. Resume editing any submittals that have been started and saved, but not yet submitted.

Track Submittal Status. Track the status of all submitted submittals.

Upcoming Obligations. View upcoming reporting obligations.

Pay Invoices/Fees. Pay DEQ invoices or fees.


Permits/Licenses/Certificates. View DEQ issued permits, licenses, and certificates.

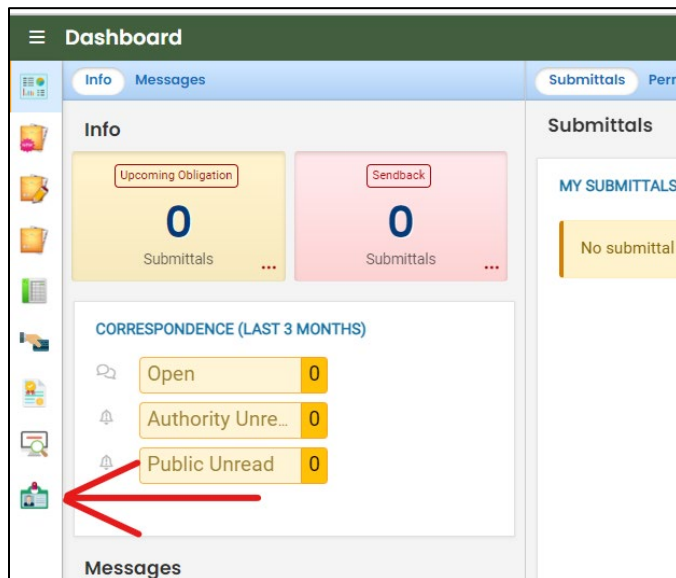
Public Records. View published submittals, permits, licenses, and certificates, and available project data.

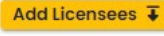
My Account. Change your contact information, facility linkage, and other account settings.

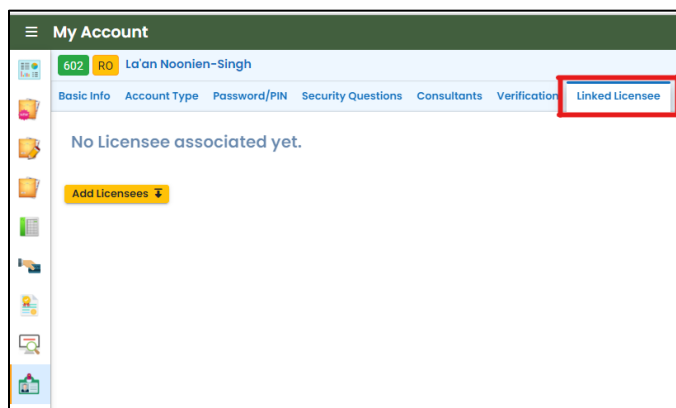
2 Link To Existing License

Do you already have a HOT Supervisor License? This section provides instructions on how to link your existing license to your YDO account.

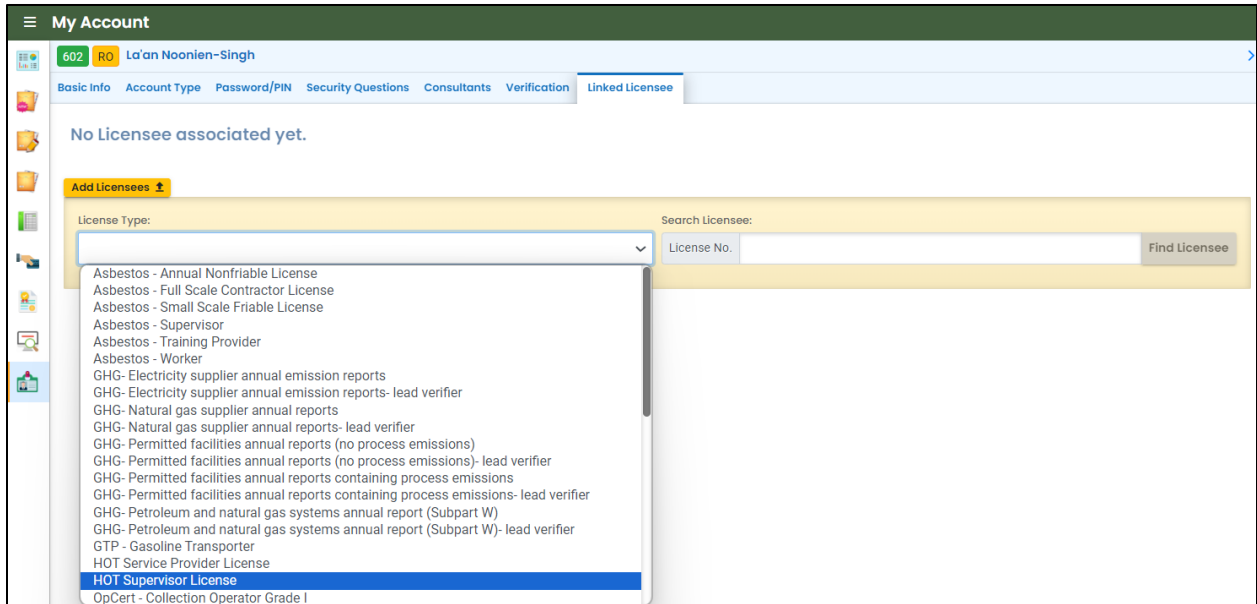
1. From your dashboard, click the “My Account”  button.



2. Click the “Linked Licensee” tab.
3. Click the  button.

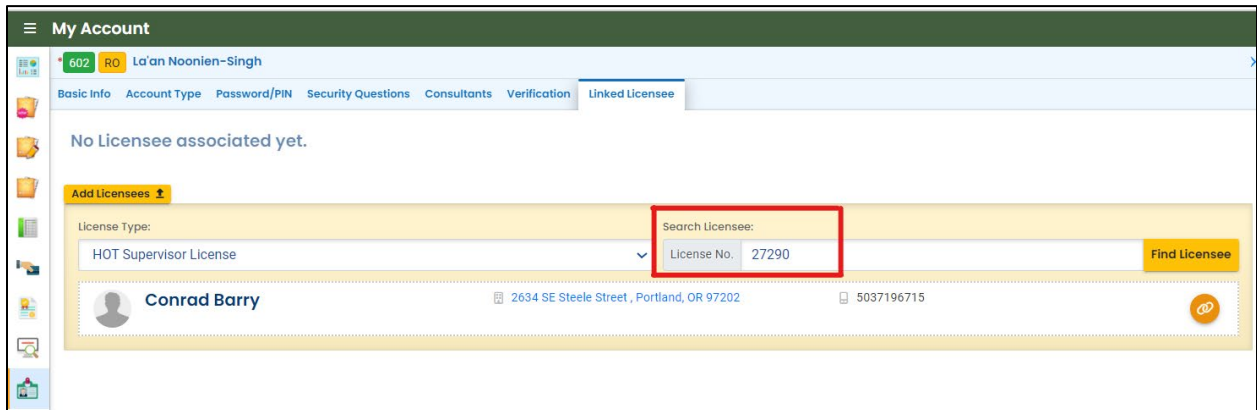



4. Select “HOT Supervisor License” from the “License Type” dropdown menu.




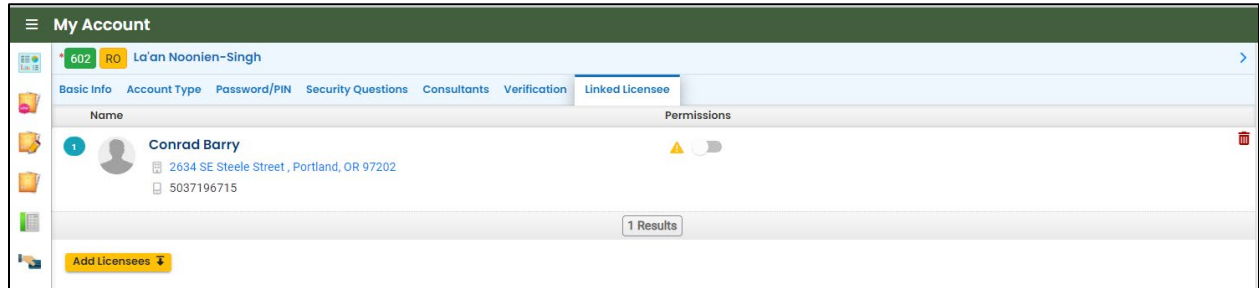
5. Type in your license number in the “Search Licensee” field.

6. Click the  Find Licensee

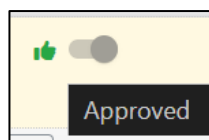
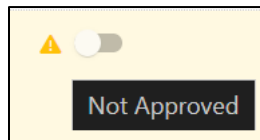


7. Click  to link the license to your account.

8. Click  to save your selection.




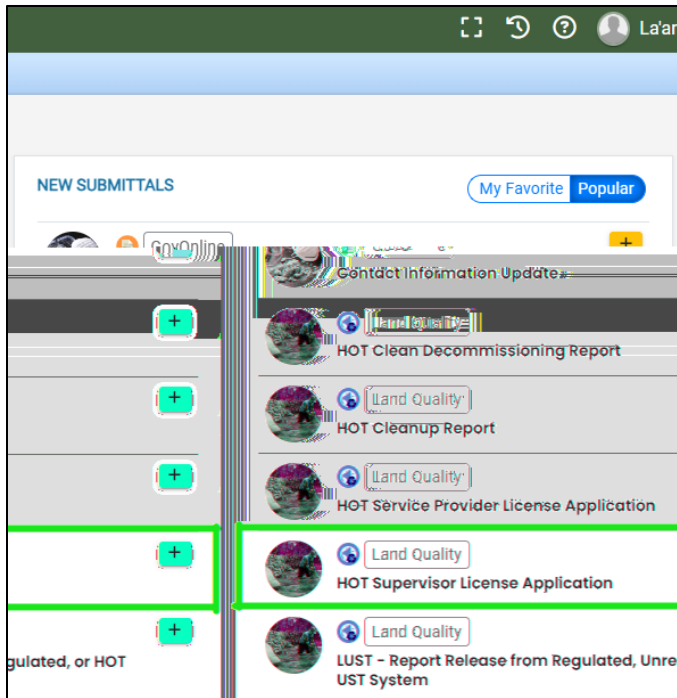
Note. Your permissions may initially be flagged as “Not Approved”. After DEQ reviews and approves the request to link your license, the status will change to “Approved”. If your request has not been approved within a week, please contact the HOT Program.





3 Applying for a New License

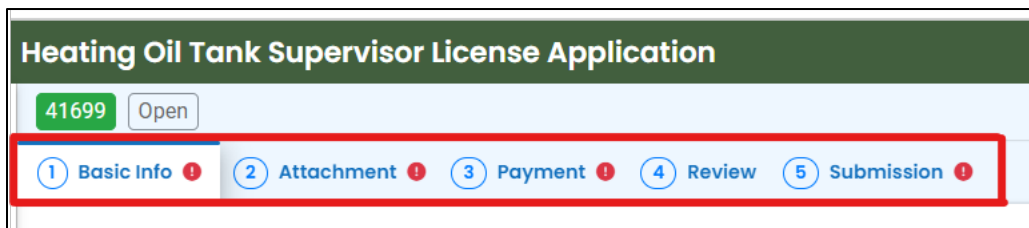
This section provides instructions on applying for a new license.

From your Dashboard, click the “HOT Supervisor License Application”  button to start a new license application.




Tip. If you do not see any submittal options in the “New Submittals” box on your Dashboard. You will need to go to “My Account” , click on “Account Type” tab, click the box next to “Heating Oil Tank” and save .

You will complete a 5-step process to submit the application. The 5 steps are presented as the following tabs: **Basic Info**, **Attachment**, **Payment**, **Review**, and **Submission**.



3.1 Step 1 – Basic Info Tab

1. Your name and contact information will automatically populate into the application. Modify as appropriate.
2. Enter the date you passed the ICC Exam.
3. Save 

Heating Oil Tank Supervisor License Application

41699

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

Applicant Information

Salutation	First Name	M.I.	Last Name
<input type="text"/>	La'an	<input type="text"/>	Noonien-Singh

Company	Title	Email
<input type="text"/>	<input type="text"/>	noemail@deq.oregon.gov

Phone	Mobile	Fax
444-444-4444	000-000-0000	000-000-0000


Country

United States Canada

Address	Unit, Suite, or Floor #
update	<input type="text"/>

City	State	Zip Code
update	OR (Oregon)	00000

Date ICC Exam Passed

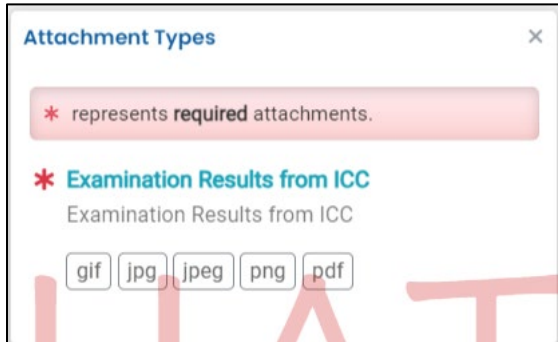


Required

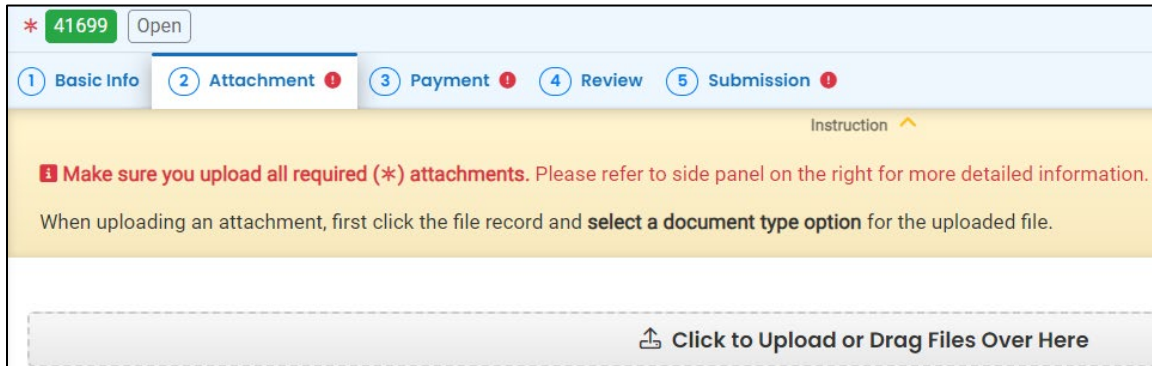
3.2 Step 2 – Attachment Tab

Upload a copy of your ICC examination results by following the steps below.

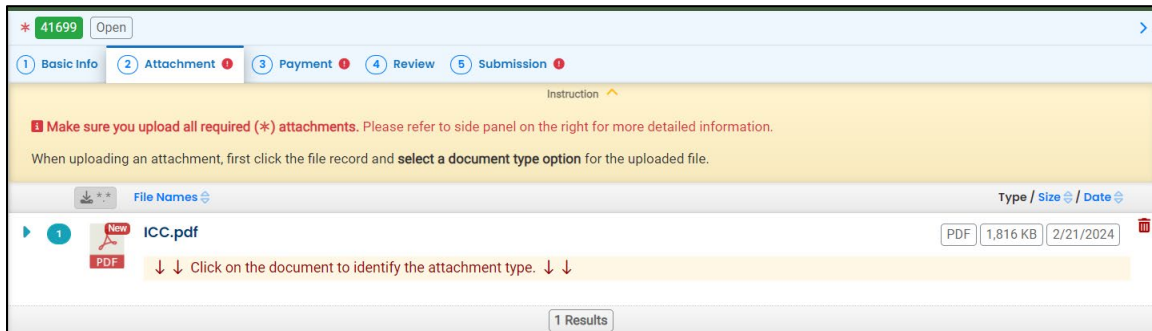
1. Review the “Attachment Types” box on the right side of the screen.
 - a. Note which documents are required.
 - b. Note what type of documents (e.g.; Adobe [pdf], image [jpeg], etc.) are allowed to be attached.



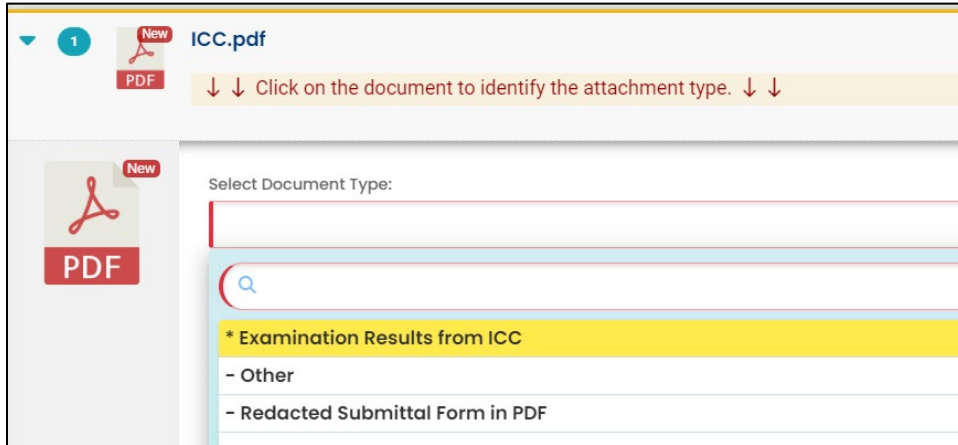
2. Click on “Click to Upload or Drag Files Over Here” to prompt a window to upload the documents as an attachment, or simply drag and drop a document from another open screen.



3. Once uploaded, click “Click on the document to identify the attachment type”.



4. Select the document type. Since a “Examination Results from ICC” is a required attachment at least one attachment must have this document type selected.



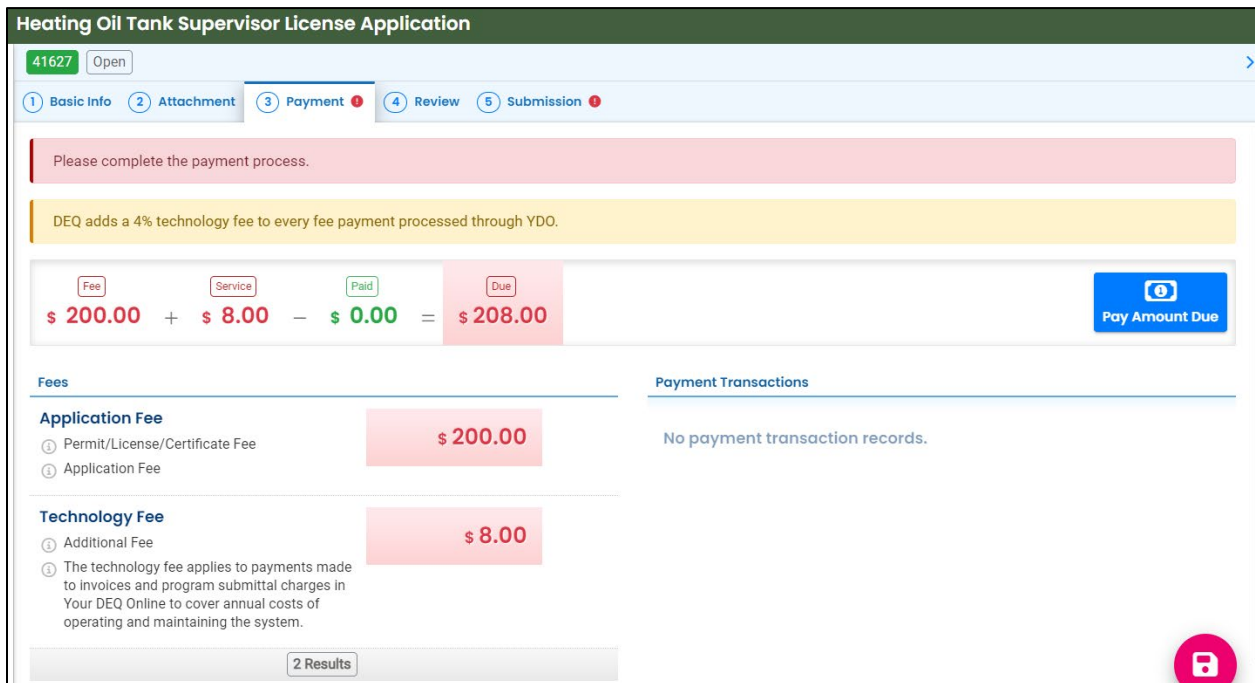
5. Add comment (optional).

6. Click  to save.

3.3 Step 3 – Payment Tab

Pay the required fee for a HOT Supervisor license.

Click the “Pay Amount Due” blue box to start payment process.



3.3.1 Select your payment option

Three payment options are available: ACH, Credit Card, and check by mail. Please refer to the "[Payments for Submittals](#)" user guide for detailed instructions on each option.

The screenshot shows a payment summary at the top: Fee \$200.00 + Service \$8.00 - Paid \$0.00 = Due \$208.00. A blue button labeled "Pay Amount Due" is in the top right. Below this, three payment options are listed: ACH (selected with a radio button), Credit Card, and Check by Mail. The ACH option is highlighted in yellow. To the right of the options, the text reads "Automated Clearing House (ACH) payment method:" followed by instructions: "When clicking Pay Now button, you will be redirected to agency's payment portal to finish the payment. Once finished, you will be redirected back to the system to finish the task." A red "Pay Now" button is located to the right of this text.

Tip. Remember to print a copy of your receipt (see **Section 3.5**) to include with your check if paying by "Check by Mail". **If the check is for more than one submittal include receipts for all applicable submittals.** This ensures the payment is applied to the correct project(s) and avoids delays in processing your submittal(s).

A warning dialog box with a red exclamation mark icon. The text inside reads: "You have selected Check by Mail. The system will show the balance due until the check is received and posted. **Include a copy of your Receipt of the Application with Payment.**" At the bottom of the dialog are two buttons: "OK" and "CANCEL".

3.4 Step 4 – Review Tab

You may review all mandatory requirements under the “Review” tab.

The system will display a ✓ if all required information is provided.

41699 Open

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

Please review your submittal info and any attachments provided. If needed, please click on the Basic Info Tab or Attachment Tab to make changes to your submission.

Submittal Form(s) Summary

Please check if the following sections are completed. Click on the PDF (PDF) hyperlink to open/save/print the PDF form.

✓ Basic Info

Fees/Payments

Fee	Service	Paid	Due	Check in Transit/Waiting
\$ 200.00	+ \$ 8.00	- \$ 0.00	= \$ 208.00	\$ 208.00

Mandatory Attachment

All required attachments were included.

Uploaded Attachment

ICC.pdf
Examination Results from ICC
PDF 1,816 KB

The submission of attachment by "Mail" is not supported by this submittal form. Please upload your attachment as electronic file online.

The system will display an ✗ if required information has not been provided. The system will also flag when a required attachment is not attached. You will need to complete required information to submit the submittal.

40287 Open

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

Please review your submittal info and any attachments provided. If needed, please click on the Basic Info Tab or Attachment Tab to make changes to you

Submittal Form(s) Summary

Please check if the following sections are completed. Click on the PDF (PDF) hyper

✗ Basic Info

Fees/Payments

Fee	Paid	Balance
\$ 0.00	- \$ 0.00	= \$ 0.00

Mandatory Attachment

Missing required attachment.

3.5 Step 5 – Submission Tab

1. Read the “Certification Statement” and check the box next to “I have read and agree to the above certification statement”.
2. Click “Submit” to submit this submittal for DEQ review and approval.

The screenshot shows a web application interface for a "Heating Oil Tank Supervisor License Application". At the top, there is a green header with the application title. Below the header, a navigation bar contains five steps: 1 Basic Info, 2 Attachment, 3 Payment, 4 Review, and 5 Submission. The "Submission" step is currently selected and highlighted. The main content area is divided into three sections: "Certification Statement", "Security Precautions", and "Disclaimer".

Certification Statement

I, as the Responsible Officer or delegated by the Accounting Officer, declare that the information provided in this application or attached to the application is, to the best of my knowledge, in all respects factually true and correct. I am aware that the supply of false or misleading information in the application form is a criminal offence.

I have read and agree to the above certification statement

Security Precautions

To prevent your information from being used inappropriately, we maintain stringent system safeguards as well as physical and administrative protection. In addition, the security safeguards are also powered by VeriSign's Certificates. Once we provide you with a password, you are responsible for maintaining the confidentiality of the password. Please note that access to these links, irrespective of the issuance of the User ID and Password, may be terminated by our discretion at any time.

Disclaimer

The system, its agencies, officers, or employees protect your confidential information. However personally identifiable information privacy is a new and evolving area, and despite dedicated efforts, some mistakes and misunderstandings may result. The visitor proceeds to any external sites at their own risk. The development company specifically disclaims any and all liabilities from damages which may result from accessing the website, or from reliance upon any such information.

License renewal applications must be submitted 30 days prior to the license expiration date.

At the bottom of the form, there is a blue "Submit" button on the left and a red circular icon with a white padlock symbol on the right.

- The following screen will appear indicating a successful submission. Click the “Submittal Form” button for a printable copy of the submittal.

Heating Oil Tank Supervisor License Application

41627 Complete Submittal

Submission Successful!

Confirmation of Submittal: 1. Your application has been received and will be reviewed shortly. 2. Check your account, email and text message for system notification at various mile stones.

Please click **Receipt** to print your receipt.

Submittal Summary			Submittal Form Info	
Submittal ID:	41627		Name:	HOT Supervisor License Application
Submittal Date:	2/2/2024, 01:53 PM		Method:	Online Submission
Submittal By:	La'an Noonien-Singh 4444444444 noemail@deq.oregon.gov			
Owner Information:	La'an Noonien-Singh 4444444444 noemail@deq.oregon.gov			

Fee Detail			Certification	
Name	Type	Amount	Statement:	I, as the Responsible Officer or delegated by the Accounting Officer, declare that the information provided in this application or attached to the application is, to the best of my knowledge, in all respects factually true and correct. I am aware that the supply of false or misleading information in the application form is a criminal offence.
Application Fee	Permit/License/Certificate Fee	\$200.00	Question:	what is your favorite song?
Technology Fee	Additional Fee	\$8.00	Answer:	*****
			PIN Number:	*****
			RO:	La'an Noonien-Singh
			Sender IP:	159.121.206.56

Payment Detail			
Date	Method	Fee Amount	Paid Amount
Total:		\$208.00	\$0.00

Attachment List

ECSE Guide Appendix F .pdf
1,816 KB

- If paying with a check in the mail, click the “Receipt” button to print a copy of the receipt to include with the check.

Submission Successful!


Confirmation of Submittal: 1. Your application has been received and will be reviewed shortly. 2. Check your account, email and text message for system notification at various mile stones.

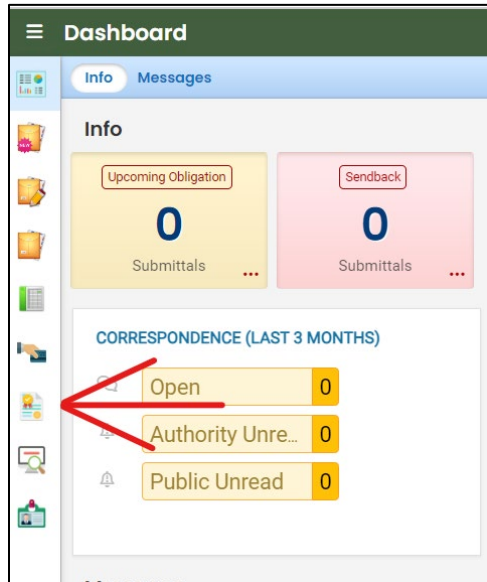
Please click **Receipt** to print your receipt.


Finish **Receipt** **Submittal Form**

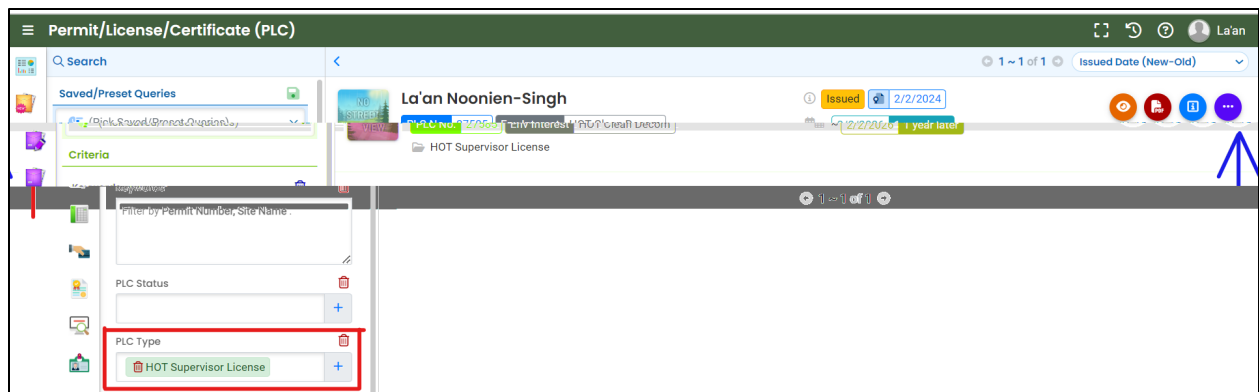
- Click “Finish” button to return to your account.

4 Renewing a License

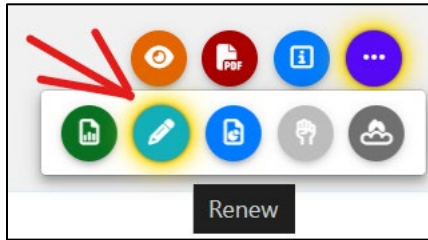
Click on the Permits/Licenses/Certificates (PLC)  button to start the renewal process.



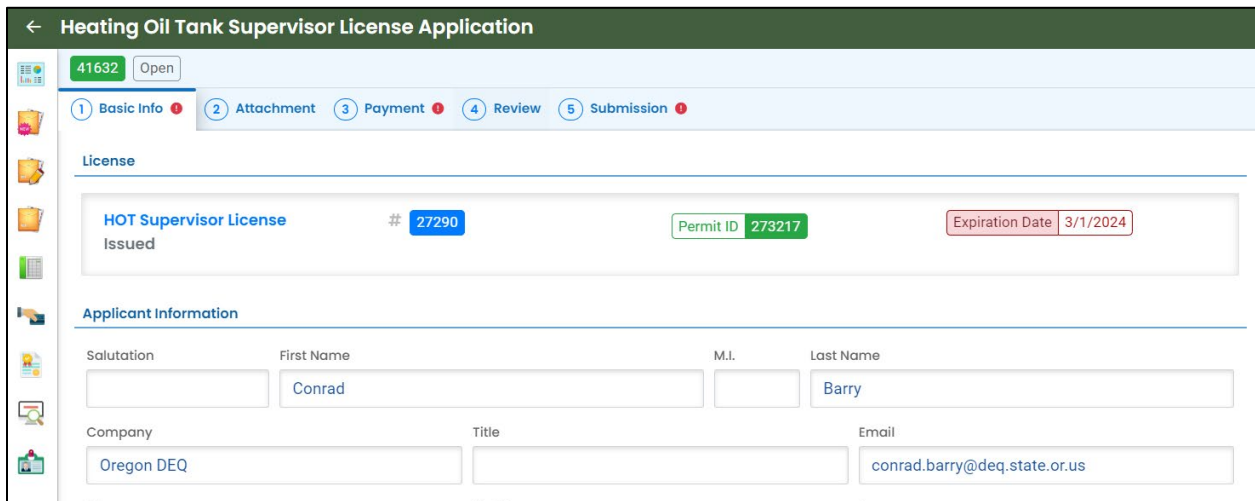
1. Select "HOT Supervisor License" under "PLC Type".
2. Click the  button to bring up additional options.




3. Click the  button.

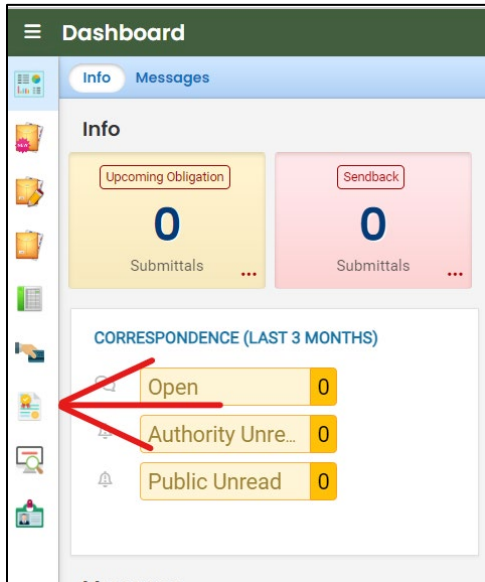



4. Update information as needed, complete the application, and submit the renewal application (See **Section 3**).

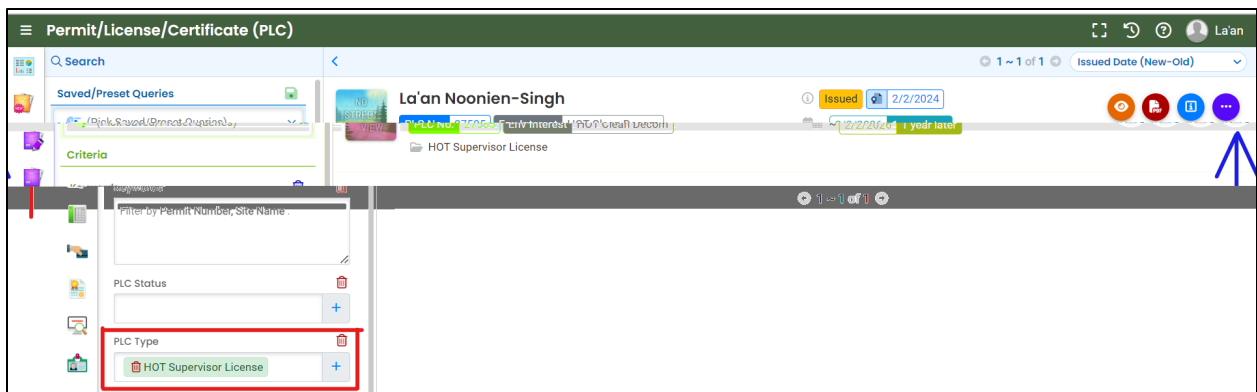
A screenshot of a mobile application interface for a "Heating Oil Tank Supervisor License Application". The title bar is dark green with a back arrow and the text "Heating Oil Tank Supervisor License Application". Below the title bar is a green button with "41632" and an "Open" button. A progress bar shows five steps: 1 Basic Info (with a red dot), 2 Attachment, 3 Payment (with a red dot), 4 Review, and 5 Submission (with a red dot). The main content area is divided into two sections: "License" and "Applicant Information". The "License" section shows "HOT Supervisor License Issued", a license number "# 27290", a permit ID "273217", and an expiration date "3/1/2024". The "Applicant Information" section has input fields for Salutation, First Name (Conrad), M.I., Last Name (Barry), Company (Oregon DEQ), Title, and Email (conrad.barry@deq.state.or.us).

5 Name Change

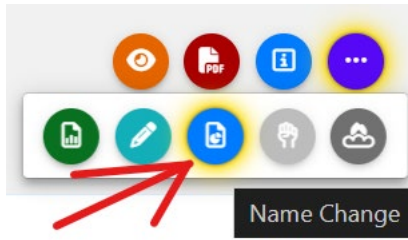
Click on the Permits/Licenses/Certificates (PLC)  button to start the name change process.



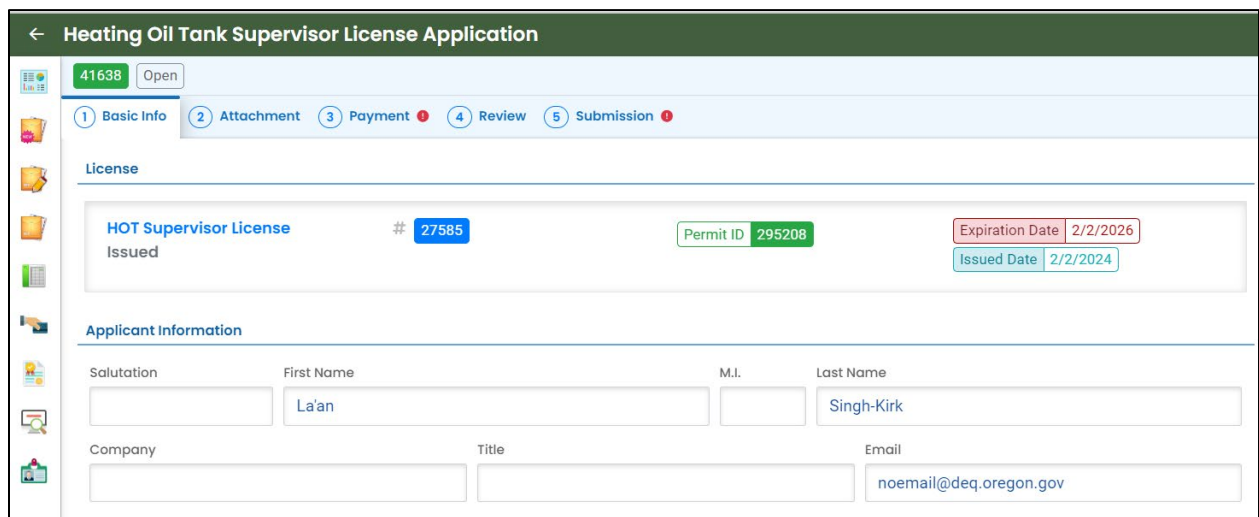
1. Select "HOT Supervisor License" under "PLC Type".
2. Click the  button to bring up additional options.



3. Click the  button.



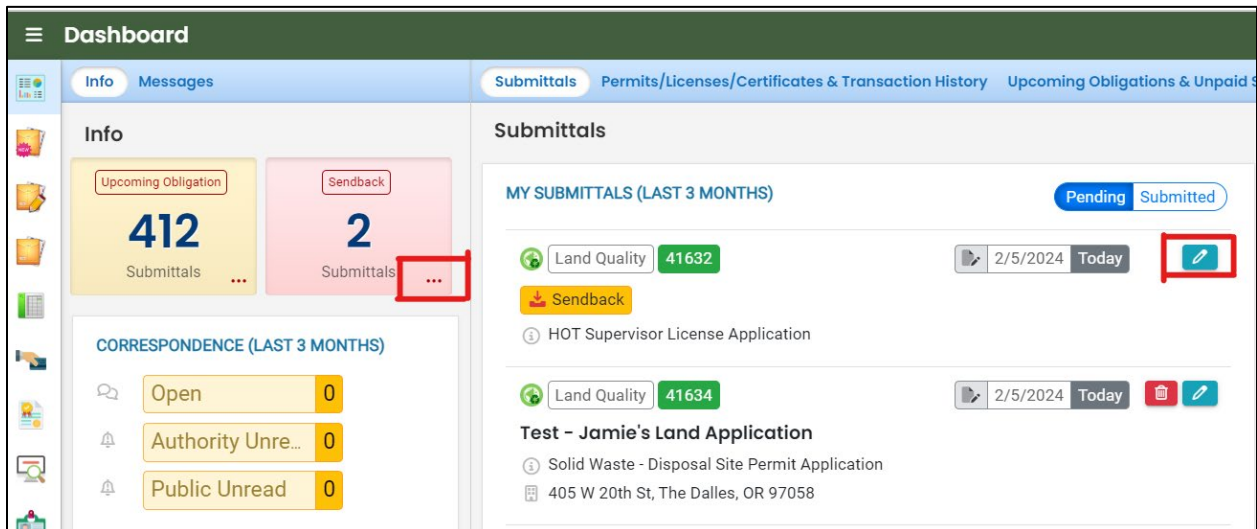
4. Update name, update contact information, as needed, complete the application, and submit the name change application (See **Section 3**).

A screenshot of a web application interface for a "Heating Oil Tank Supervisor License Application". The interface has a dark green header with a back arrow and the title "Heating Oil Tank Supervisor License Application". Below the header, there is a navigation bar with five steps: 1 Basic Info, 2 Attachment, 3 Payment, 4 Review, and 5 Submission. The "Basic Info" step is active. The form is divided into two main sections: "License" and "Applicant Information". The "License" section displays "HOT Supervisor License Issued" with a license number "# 27585", a permit ID "295208", an expiration date of "2/2/2026", and an issued date of "2/2/2024". The "Applicant Information" section contains several input fields: Salutation, First Name (with "La'an" entered), M.I., Last Name (with "Singh-Kirk" entered), Company, Title, and Email (with "noemail@deq.oregon.gov" entered).

6 Send back

Submittal “Send back” are shown and accessible from two locations on your Dashboard. Either click the three red dots in the “Send back” box under “Info” or look under “Pending” in your “My Submittals (Last 3 Months) box.

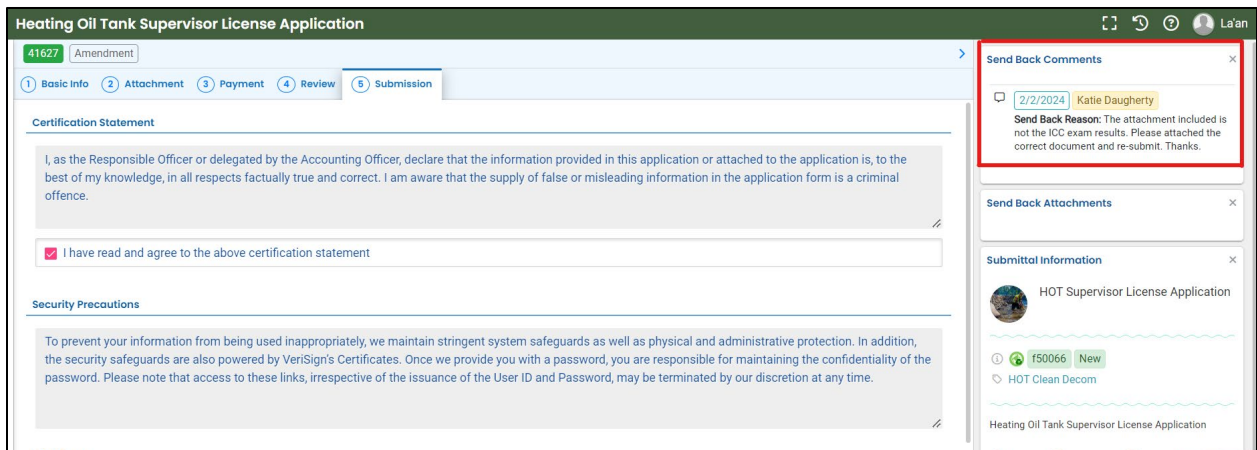
1. Click the pencil to open the submittal.




The reason for sending back the submittal will be in the top right corner.

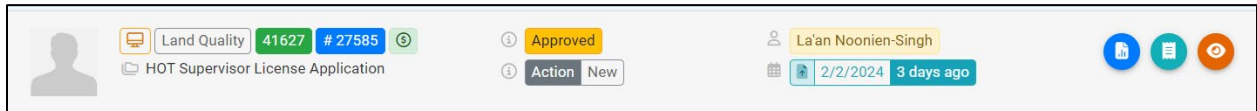
Correct and re-submit the application.

Note. No additional payment is required.



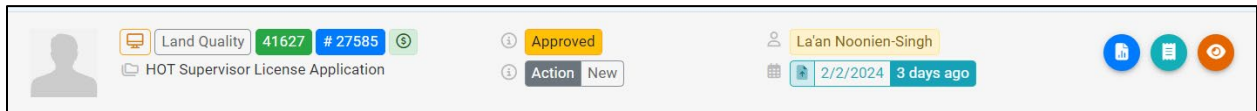
7 Track Your Submittal

Your completed submittal is populated to your “Track Submittal Status”  page with a status of “Complete Submittal” highlighted in orange. This page provides a record of your submittals to DEQ through YDO. Additional actions you may take from this page are provided in the following subsections.



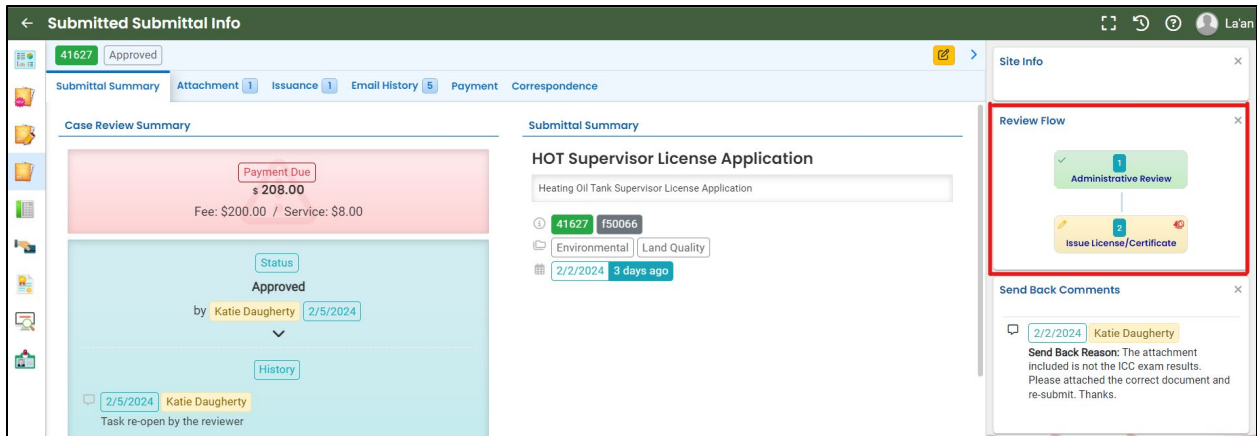
7.1 View Submittal Detail

Click the  button.

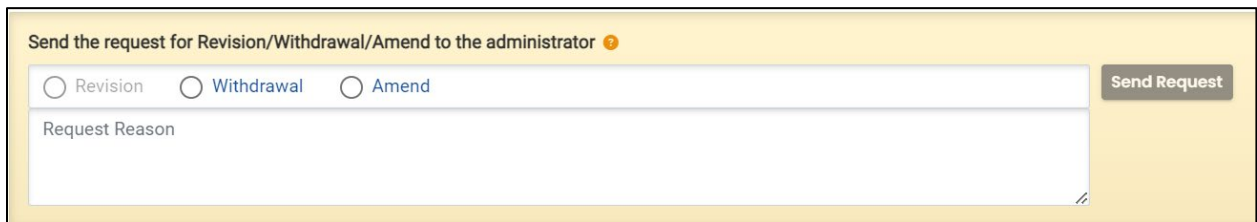


7.1.1 Submittal Summary Tab

Track the progress of DEQ’s review of the through the “Review Flow” box on the right.

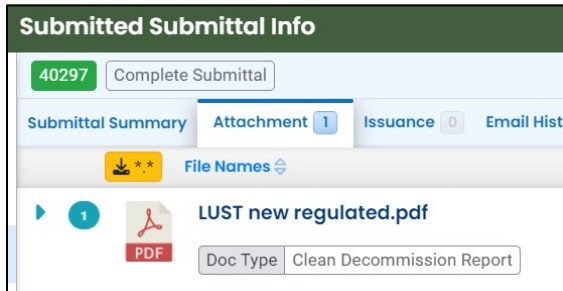


Use the “Send the request for Revision/Withdrawal/Amend to the administrator” options to request DEQ allow you to amend or withdrawal the submittal.



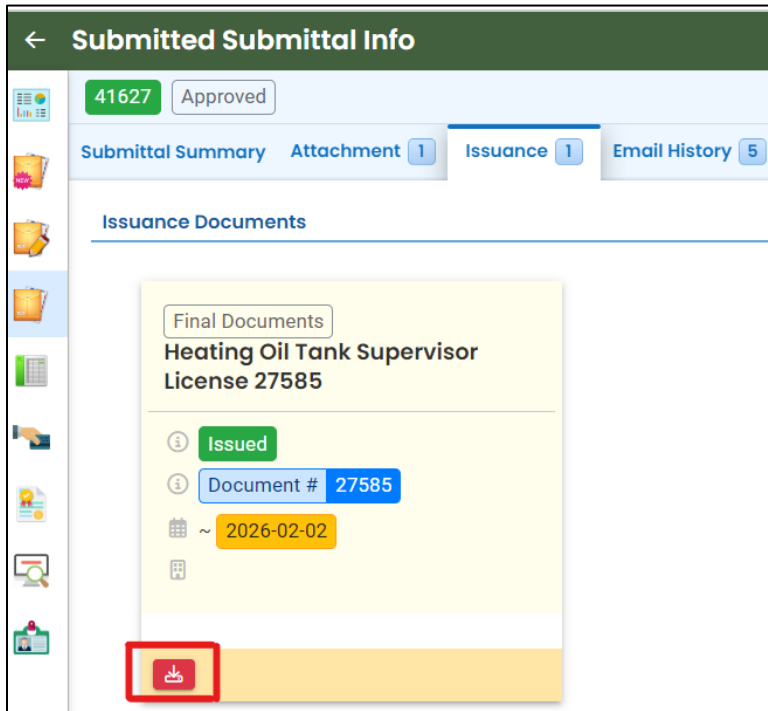
7.1.2 Attachment Tab

View and download the documents attached to the submittal.



7.1.3 Issuance Tab

Once DEQ completes their review and issues the license, the license populates to the "Issuance" tab. Click the red button to download the license.



7.1.4 Email History Tab

Emails sent by YDO related to this submittal are located under this tab.

Submitted Submittal Info		
41699	Approved	
Submittal Summary Attachment 1 Issuance 1 Email History 4 Payment Correspondence		
Subject	To/From	Last Sent
1 [UAT] ODEQ HOT Supervisor Application Received	TO noemail@deq.oregon.gov FROM YourDEQOnline@govonlinesaas.com	2024-02-21 ✓
2 [UAT] ODEQ HOT Supervisor License Application Sent Back	TO noemail@deq.oregon.gov FROM YourDEQOnline@govonlinesaas.com	2024-02-21 ✓
3 [UAT] ODEQ HOT Supervisor Application Received	TO noemail@deq.oregon.gov FROM YourDEQOnline@govonlinesaas.com	2024-02-21 ✓
4 [UAT] ODEQ HOT Supervisor License Application Approved	TO noemail@deq.oregon.gov FROM YourDEQOnline@govonlinesaas.com	2024-02-21 ✓

4 Results

7.1.5 Payment Tab

Track payments related to this submittal here.

Submitted Submittal Info		
40297	Complete Submittal	
Submittal Summary Attachment 1 Issuance 0 Email History 1 Payment Correspondence		
<p>▲ Reminder: Payment of \$104.00 is due until the full amount has been received and posted.</p> <p>DEQ adds a 4% technology fee to every fee payment processed through YDO.</p>		
Fee	Service	Paid
\$ 100.00	+ \$ 4.00	- \$ 0.00
		= \$ 104.00
		Check in Transit/Waiting
		\$ 104.00

Submitted Submittal Info		
40971	Complete Submittal	
Submittal Summary Attachment 1 Issuance 0 Email History 1 Payment Correspondence		
<p>There is no payment due at this time.</p>		
Fee	Service	Paid
\$ 100.00	+ \$ 4.00	- \$ 104.00
		= \$ 0.00
		Balance
		\$ 0.00

7.1.6 Correspondence Tab

Chats with DEQ are tracked here.

The screenshot shows a web interface for a submitted submittal. At the top, there's a header 'Submitted Submittal Info' with a submittal ID '40292' and a 'Complete Submittal' button. Below this are navigation tabs: 'Submittal Summary', 'Attachment 1', 'Issuance 0', 'Email History 1', 'Payment', and 'Correspondence'. The 'Correspondence' tab is active, showing a text input field with the placeholder 'Start a correspondence thread...' and a 'Post' button. Below the input field is a date/time selector with the format 'mm/dd/yyyy --:-- --'. At the bottom of the tab, it says 'No correspondence messages.'

7.2 Review Form


Click the  button to access the submittal content.






The screenshot shows the header of a review form. It includes a profile picture placeholder, a 'Land Quality' tag with ID '41627' and '# 27585', and an 'Approved' status. The applicant's name is 'La'an Noonien-Singh' and the date is '2/2/2024' (3 days ago). There are three action buttons: a document icon, a list icon, and a refresh icon.


The form cannot be modified.

The screenshot shows a form titled 'Heating Oil Tank Supervisor License Application' with ID '41627' and status 'Approved'. The form has three tabs: 'Basic Info', 'Attachment', and 'Receipt'. The 'Basic Info' tab is active, showing 'Applicant Information' fields. The fields are: Salutation (empty), First Name ('La'an'), M.I. (empty), Last Name ('Noonien-Singh'), Company (empty), Title (empty), Email ('noemail@deq.oregon.gov'), Phone ('444-444-4444'), Mobile ('000-000-0000'), and Fax ('000-000-0000').

7.3 Receipt Form

Click the  button to access a copy of your receipt to save or download.

Land Quality 41627 # 27585  Approved  La'an Noonien-Singh
HOT Supervisor License Application  Action  New  2/2/2024  3 days ago   



Submittal Receipt

Department of Environmental Quality, State of Oregon
700 NE Multnomah Street, Suite 600 Portland, OR 97232-4100

Date Created: 2/5/2024

Submittal Summary Submittal ID: **41627**

Submittal: **HOT Supervisor License Application**

Submitted By: **La'an Noonien-Singh** Email: noemail@deq.oregon.gov

Submitted Date: **2024-02-02 16:05:47**

Form Detail

Submittal Name: **HOT Supervisor License Application**

Submission Method: **Online** Fee Program ID: **74**

Action Type: **New** Fee Program Name: **HWGENID**

Payment Information (BALANCE DUE)

Processing Fee: **\$200.00** Technology Fee: **\$8.00**

Total Amount Due: \$208.00

To complete your submittal, send a copy of this Submittal Receipt and payment to:

DEQ Financial Services – LBX3615
P.O. Box 3615
Portland OR 97208-3615

Make check payable to: **Department of Environmental Quality**