How to apply for a contact hour course as a certified operator:

As you navigate the e-Biz pages, you will notice Information boxes, indicated with the icon. The information in these boxes will give you helpful tips and guidance for understanding and completing your e-Biz tasks.

1. To begin the process of applying for a contact hour course, you will need to log into the eBusiness Center https://ebiz.epa.ohio.gov/. You will enter your user ID and password and click the Login button.

   ![Login Form](image.png)

   - If you do not have an e-Biz account, please follow the instructions at this link.
2. The eBusiness Center home page will open. In the first box you will see a list of services that are available through the eBusiness Center. You will scroll down to the service called “Water/Wastewater Operators: Apply for Exams, Renewal and Contact Hours” and click that title. CAUTION: DO Not Click deactivate unless you want to remove the service for good.

If you do not have the Operator service, follow the instructions at this link. NOTE: When registering for the service, it will ask if you have a core person ID. If you have a certificate or if you have ever taken an exam with Ohio EPA, you have a core person ID. So you will select “Yes” from the drop down list. You will need to enter your core person ID and the last four digits of your Social Security Number (SSN). Your core person ID is the middle seven digits of your certification number. If you are not sure of your core person ID please contact the operator certification unit at 1-866-411-OPCT (6728).
3. The Operator Service home screen will open, and your operator profile will load. At the bottom of the page, you will see a section titled Contact Hours. In this section, you will find all the contact hour courses you have received credit for completing. If you have attended a course that had not been approved for contact hours, you may submit an application for review by clicking on the Apply for Contact Hours button.

4. The following screen will open:
5. Enter the information for the course you have completed in the Course Information section. The Instructor is the person who taught the course. The Training Provider is the company/organization that provided the training. Any field with a * is a required field and must be populated.

6. You will need to upload a copy of the detailed, timed agenda for the course you took. This agenda should note start and end times of the course, as well as the times of the breaks and lunches taken. To begin, click on the blue "upload" link.

7. Browse your computer for the location of the saved agenda. Once you find the correct document that corresponds to this course agenda, click Save.
8. You will also need to upload the Syllabus for the course you took. The syllabus should include a description of the course information that was covered. To begin, click on the blue “upload” link.

![Course Information Form]

9. Browse your computer for the location of the saved syllabus. Once you find the correct document that corresponds to this course information, click Save.

![Document Upload]

10. Proceed to the Course Sponsor Information section. Any field with a * is a required field and must be populated. Course sponsors can be the same or different from the Training Provider. See the examples below.

![Course Sponsor Information]

NOTE: The Training Provider is the company or organization providing the instruction. They are also responsible for issuing and maintaining attendance documents. The Course Sponsor could be the company or utility hosting the training event. For example:
• If you signed up to take a course from a company called “Superstar” at their learning facility (or online from their Web site), then the information for the Training Provider and Course Sponsor would be the same.

• If you work for the City of Lakeville, and you are taking a course from an American Red Cross Instructor that the City of Lakeville organized, then The City of Lakeville would be the Training Provider and the Course Sponsor. The instructor’s employer (American Red Cross) would only be listed as the Course Sponsor if you were taking the training at an American Red Cross facility.

• If you completed a course at the Water and Wastewater Operator Conference instructed by “Superstar” and hosted at the City of Lakeville, then “Superstar” would be the Training Provider, and the City of Lakeville would be the Course Sponsor.

11. Once you have completed all the information on the page, click Submit.
12. In order to submit the course, you will need to enter your PIN and the answer to your security question. When you are finished, click Submit.

![PIN Validation](image)

13. The following window will open letting you know you have submitted your contact hour course application for review. Click Continue.

![Certified Operator Course Application Submission Complete](image)

14. You will be directed back to your operator profile. At the bottom of the page, you will see the Contact Hours section. In that section, you will see your newly submitted course. It will be labeled as Pending in the Status column.

![Contact Hours](image)
15. Once your course application has been reviewed by Ohio EPA, you will receive an email with the status of the course. The approval or rejection of your course will show in the contact hour block. If the course is approved, the contact hours for the course will become available for you to use on your next applicable operator certificate renewal.