How to Request the “Water/Wastewater Operators” Service:

1. To begin the process of requesting the service 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.

   - If you do not have an eBusiness Center account, click the following link for instructions.

The eBusiness Center home 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”. Click this link.
2. The following window will open. It will ask you if you have a core person ID. If Yes, follow instructions in a. If No, follow instructions in b.

a. **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). Once you enter your core person ID and the last four digits of your SSN, click on the Submit button.

![Certified Operator Lookup](image)

i. If you received the following error message you will need to contact OpCert Unit at 1-866-411-OPCT (6728) before you can continue.

“There was a problem with your request:
- No Certified Operator was found with the given core person ID and the last four digits of the given social security number. Please check these numbers and try again. If you need assistance with your Core Person ID or the last 4 digits of your Social Security Number please contact Ohio EPA Certification Unit, at 1-866-411-OPCT (6728).

ii. On the next screen you will need to enter the required personal (not business) information. Any field with a * is a required field and must be populated. Once you have completed the form click on the Submit button.

![Certified Operator Service Request](image)
iii. If you are successful, you should receive the following screen. At the bottom of this screen click on the blue link labeled “Continue…” If you don’t receive this screen that means you are missing data in one or more of the required fields. Please return to the above screen enter the data and click “Submit” again.

**Certified Operator Activation Complete**

b. If you are not a certified operator, if you have never applied for an exam or certificate through Ohio EPA in the past, or if EPA staff has verified you do not have a Core Person ID number, you will select “No” from the drop down list. A window will appear for you to review your personal (not business) contact information. Please be sure to complete any space with an *including the last 4 digits of your social security number. Once everything is correct and complete, click the Submit button.

**Certified Operator Service Request**

i. If you are successful you should receive the following screen. At the bottom of this screen click on the blue link labeled “Continue…” If you don’t receive this screen that means you are missing data in one or more of the required fields. Please return to the above screen enter the data and click “Submit” again.

**Certified Operator Activation Complete**

3. Congratulations. You have activated the Operator Service.