



EDWARD P. ROMAINE
SUFFOLK COUNTY EXECUTIVE

DEPARTMENT OF HEALTH SERVICES

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GREGSON H. PIGOTT, MD, MPH

Commissioner

Office of Wastewater Management
**Septic Hauler's Information Portal: New User Setup and Submissions
Guide for Sanitary Replacement / Retrofit (SHIP) Applications**

For Wastewater Management application walkthrough, or general website navigation and frequently asked questions (e.g. document upload), refer to the [Office of Wastewater Management FAQ](#).

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I. New Account Setup / Getting Started {REQUIRED}:

- 1) The Suffolk County Citizen’s Portal will not let you begin a new SHIP application until you look up your current Liquid Waste License and associate it with your newly created account!

Also, you will not be able to view or make resubmissions under your existing SHIP application(s) until you look up your Liquid Waste License.

- 2) **To look up your LW License:** Log in, then click ‘Account Management’ (top right of the page), then scroll down to ‘License Information’. Click ‘Add a License’.
 - a. For ‘License Type’, select ‘WWM Liquid Waste’. **DO NOT SELECT ANY OTHER TYPE**, it will only work for ‘WWM Liquid Waste’.
 - b. For ‘State License Number’, enter your LW number (including dashes). Most LW numbers begin with ‘LW’ followed by a dash and five numbers:

The screenshot shows a web form titled "License Information". It has two input fields: "License Type" with a dropdown menu showing "WWM Liquid Waste" and "State License Number" with a text box containing "LW-12345". Below these fields is a blue button labeled "Find License".

Your LW number may appear differently on other state / agency documents. If the system cannot find your license, then try again using the above described format.

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- 3) **If “no records found”**, then click ‘Search Again’, and verify that you’re selecting ‘WWM Liquid Waste’ (not ‘Liquid Waste’), and verify you’re entering your state license number correctly (beginning with ‘LW’, then a dash and five numbers).
 - a. If the system still indicates “no records found”, then your license may be expired or suspended – contact the Department of Consumer Affairs.
 - b. Wastewater Management cannot bypass or renew an expired or suspended license. SHIP applications may not be submitted without a valid Liquid Waste License.

- 4) If your LW License shows up in the results, click ‘Add License to Account’.
 - a. **If the information shown under that license is incorrect**, then contact the Department of Consumer affairs – Wastewater Management cannot change that information.



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- 5) A request for the LW License to be associated with your account will be sent to the Office of Wastewater Management. You will not be able to submit new SHIP applications until the request is approved.
- c. You will be contacted by the Department within 0-2 business days – call 631.852.5700 and ask for the SHIP manager or representative for status updates on LW license approvals.

Home Environmental Quality Consumer Affairs

Dashboard My Records My Account Advanced Search

 **A request to add LW- 12345 professional license to your public user account has been submitted.**
The Department must verify and approve the request before you can submit applications under this license.

Manage Your Account
Your current account information is shown below. Click an Edit button to update information within a section.



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II. How to Create a New SHIP Application:

1) After logging in, click 'Environmental Quality', then click 'Create an Application':

The screenshot shows a web interface with a navigation bar containing 'Home', 'Environmental Quality', 'Consumer Affairs', and 'Food Protection'. Below the navigation bar are two buttons: 'Create an Application' and 'Search Records'. A blue header section is labeled 'Records'. Below this, it says 'Showing 21-30 of 100+ | Add to collection | Add to cart'. A table of records is displayed with the following columns: Date, Record Number, Record Type, Description, Project Name, Address, Expiration Date, Status, Action, and Short Notes.

Date	Record Number	Record Type	Description	Project Name	Address	Expiration Date	Status	Action	Short Notes
09/27/2023	R-23-0042	Single Family Residence Application	Workflow Step1 Beginning	Workflow Step1 Beginning	PIN PIN	09/25/2029	Received	Pay Fees Due	Workflow Step1 Beginning
09/27/2023	R-23-0043	Single Family Residence Application	Workflow Step1 Beginning	Workflow Step1 Beginning	PIN PIN	09/25/2029	Received	Pay Fees Due	Workflow Step1 Beginning
09/27/2023	R-23-0044	Single Family Residence Application	Workflow Step1 Beginning	Workflow Step1 Beginning	PIN PIN	09/25/2029	Received	Pay Fees Due	Workflow Step1 Beginning
09/27/2023	R-23-0045	Single Family Residence Application	Workflow Step1 Beginning	Workflow Step1 Beginning	PIN PIN	09/25/2029	Received	Pay Fees Due	Workflow Step1 Beginning

2) Follow the on-screen prompts. When prompted to select a license, you **MUST** choose a "WWM Liquid waste" license. If none appear, or if your existing license has vanished (meaning it has expired), then follow the steps in [section I](#):

The screenshot shows the 'Select a License' step in the application creation process. The navigation bar is the same as in the previous screenshot. Below the navigation bar are buttons for 'Create an Application' and 'Search Applications'. The main heading is 'Select a License'. Below this, it says 'Select a license for this record from the list below. The available per'. Underneath, there is a section titled '* Licenses:' with a dropdown menu. The dropdown menu is open, showing the following options: 'None Applicable', '--Select--', 'IA Service Provider TEST IA SERVICE PROVIDER', 'WWM Liquid Waste TEST WWM LIQUID WASTE' (which is highlighted in blue), and 'None Applicable'. At the bottom of the screen, there is a blue button that says 'Continue Application »'.

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- 3) **If the information shown under your WWM Liquid Waste License is not correct,** then contact the Department of Consumer Affairs – Wastewater Management cannot change that information.

- 4) When choosing a record type, drill into “Office of Wastewater Management”, select “SHIP Application”, then click ‘Continue Application’.

Select a Record Type

Choose one of the following available record types.

- ▶ General
- ▶ Office of Ecology
- ▶ Office of Pollution Control
- ▼ **Office of Wastewater Management**
 - Garbage Company Application
 - Other Than Single Family Residence Application
 - Realty Subdivision Application
 - SHIP Application**
 - Single Family Residence Application
- ▶ Office of Water Resources
- ▶ Link License

[Continue Application »](#)



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- 5) **If the information shown under your WWM Liquid Waste License is not correct,** then refer to step 3.

- 6) **If you want your client to have access to the application, they must first have their own account created.** To get their account connected, click “Add New”, and enter the EXACT information that they used when creating their account.
 - a. Have your client log into their account and go into ‘Account Management’ (top right of page). In the ‘Contacts’ Section, click ‘Actions’ > ‘View’. Have them screen shot that information and send it to you.
 - b. After the SHIP application is submitted, if the client still cannot access the application, then they must follow [these instructions](#).

- 7) If you’re unable to continue past the contacts page, it may be because you did not select a valid WWM Liquid Waste License at [step 2](#). Review the error message(s) at the top of the screen.

- 8) **Uploading documents:** You cannot proceed past the documents page until all of the required document ‘types’ are uploaded. A red error message will tell you what documents are required if you attempt to proceed without them.
 - a. **You cannot remove documents after they’ve been uploaded.** If a document has been mis-typed, is obsolete, or was uploaded in error, then re-upload the corrected document, and also upload a letter explaining the mistake.



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III. Where are my old existing SHIP applications?

1) After logging in, click 'Environmental Quality', then click 'Search Records':

Home **Environmental Quality** Consumer Affairs Food Protection

Create an Application **Search Records**

Records

Showing 11-20 of 100+ | [Add to collection](#) | [Add to cart](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Address	Expiration Date	Status	Action	Short Notes
<input type="checkbox"/>	02/27/2024	R-24-0050	Single Family Residence Application	Test Jira 5115	Test Jira 5115	fdfsa sdfs	03/26/2030	Awaiting Client Reply	Pay Fees Due	Test Jira 5115
<input type="checkbox"/>	02/27/2024	R-24-0049	Single Family Residence Application	Test Jira 5115	Test Jira 5115	fdfsa sdfs	03/26/2030	Awaiting Client Reply	Pay Fees Due	Test Jira 5115
<input type="checkbox"/>	02/27/2024	R-24-0048	Single Family Residence Application	Test Jira 5115	Test Jira 5115	fdfsa sdfs	03/26/2030	Resubmitted		Test Jira 5115
<input type="checkbox"/>	02/27/2024	R-24-0047	Single Family Residence Application	Test Jira 5115	Test Jira 5115	fdfsa sdfs	03/26/2030	Resubmitted		Test Jira 5115

2) Click the blue "Record Number" (reference number) for your job. You may have multiple pages to look through. If you're opening a temporary "TMP" job, instead, click "Resume Application" under "Action".

- a. **Note:** You will not be able to view or make submissions under your existing SHIP applications until you look up your Liquid Waste License – follow the steps in [section I](#).
- b. **If you still can't find your current SHIP applications**, even after linking your account to your Liquid Waste License, or, to make a resubmission, refer to the [OWM FAQ](#).