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## Office of Wastewater Management **Public Portal Frequently Asked Questions**

For **SHIP** (Septic Hauler’s Information Portal) new user setup, license renewals, and SHIP application walkthrough, refer to the [SHIP Portal User Guide](#).

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## I. I Can't Find my Existing Application(s):

- 1) **If you can't find your application, record, or reference number**, then use the 'General Search' section, below your list of applications. See step b.
  - a. Do not use the green search bar in the top right!
  - b. To get to 'General Search' click 'Environmental Quality' and then click 'Search Records', then scroll down. See the red text in the image below for help:

**General Search**

Record Number: \*0008      Record Type: --Select--

Project Name: \_\_\_\_\_

Start Date: MM/DD/YYYY      End Date: MM/DD

License Type: --Select--      State License Number: \_\_\_\_\_

First: \_\_\_\_\_ Last: \_\_\_\_\_ Name of Business: \_\_\_\_\_

Search my records only

**To search for records in SCDHS Portal, use the General Search area at the bottom of the page.**

**Record Number: Enter the exact Reference # (including dashes and "ZEC" if applicable) OR use asterisk (\*) in place of the missing characters on either side for a wild card search.**

**Examples:**  
Specific Application: R-22-0008, use search term \*0008;  
All Residential 2022 Applications: R-22\*  
All 2022 Applications (all kinds) \*22\*

- 2) **If no records are found** (or if the application you're looking for is missing), then it's because your account is not connected to the application – refer to step 3.
  - a. You may be receiving emails, but this does not mean your account is connected to the application.
  - b. If you receive the error: "You are not authorized to access this application", then email [HealthWWM@SuffolkCountyNY.gov](mailto:HealthWWM@SuffolkCountyNY.gov) with the reference number.



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- c. **If you can't find a TMP application**, that you created, then it's because you did not use the "Select from Account" option before closing the application. If this happens, then you have to begin a new application. See [\[page 6\]](#).

If you can't find a TMP that your Agent created, then your Agent must open the application on their end and assign your account as a contact. To get your client access to an application, see [\[page 6\]](#).

3) **To connect to an application by using a PIN, signed letter, or transfer form:**

- a. **If your name and email address do not match** a name and email address that SCDHS has on file for the application, then a PIN cannot be generated and you will not be able to connect to the application with a PIN:

A letter signed by the Applicant or Agent that authorizes you as a contact must be submitted, OR, a [transfer form](#) may be required – contact the office at 631.852.5700 or [HealthWWM@SuffolkCountyNY.gov](mailto:HealthWWM@SuffolkCountyNY.gov). Provide your name and reference number, and ask for **transfer requirements**.

- b. **If your name and email address and are listed as a contact**, then you may connect to the application by using a PIN. [Click here](#) for directions on how to acquire and use a PIN to get connected.



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4) **I Can't View a Job when I'm Logged in, but my Co-Worker Can:** If your organization has multiple accounts, each with their own applications, and you would like for all of your staff's different accounts to have access to each other's applications, then you can set them up as **delegates** to each other.

- a. For example, person A at your organization may have access to a job, but person B does not. You can set it up so that B can view A's jobs:

**To set up a Delegate:** log in and go into 'Account Management' (top right of the page). Scroll all the way down to 'Delegates' section. Click 'Add a Delegate', then follow the on-screen prompts.

- a. An email invitation will be sent to the recipient. The recipient will have to accept your invitation before they can view your applications.
  - b. Note, a delegate to your account will have access to view, upload, and download documents under ALL of your applications, **and will be able to submit new applications under your name.** If this is unacceptable, follow the steps in step 3 (on the previous page).
  - c. Delegation does not go both ways! If you want to see the recipient's applications as well, they must also send an invitation to you.
  - d. Delegation cannot be "chained" – if person C is a delegate to person B, and person B is a delegate to person A, then person C will **NOT** see person A's applications.
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## II. How to Create a New Application:

- 1) For SHIP Applications, refer to the [SHIP Portal New User Setup](#).
- 2) After logging in, click 'Environmental Quality', then click 'Create an Application':

The screenshot shows the 'Environmental Quality' menu selected in the top navigation bar. Below it, there are buttons for 'Create an Application' and 'Search Records'. A 'Records' section is visible, displaying a table of records with columns for Date, Record Number, Record Type, Description, Project Name, Address, Expiration Date, Status, Action, and Short Notes. The table contains four rows of records, all with a status of 'Received' and an action of 'Pay Fees Due'.

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

- 3) Follow the on-screen prompts. When choosing a record type, drill into "Office of Wastewater Management", select the application you want to submit, then click 'Continue Application':

The screenshot shows a 'Select a Record Type' form. It prompts the user to 'Choose one of the following available record types.' There is a search input field and a 'Search' button. Below the search field, there is a list of record types categorized by office. The 'Office of Wastewater Management' category is expanded, showing four options: 'Garbage Company Application', 'Other Than Single Family Residence Application', 'Realty Subdivision Application', and 'Single Family Residence Application'. The 'Office of Wastewater Management' category is highlighted with a red box.



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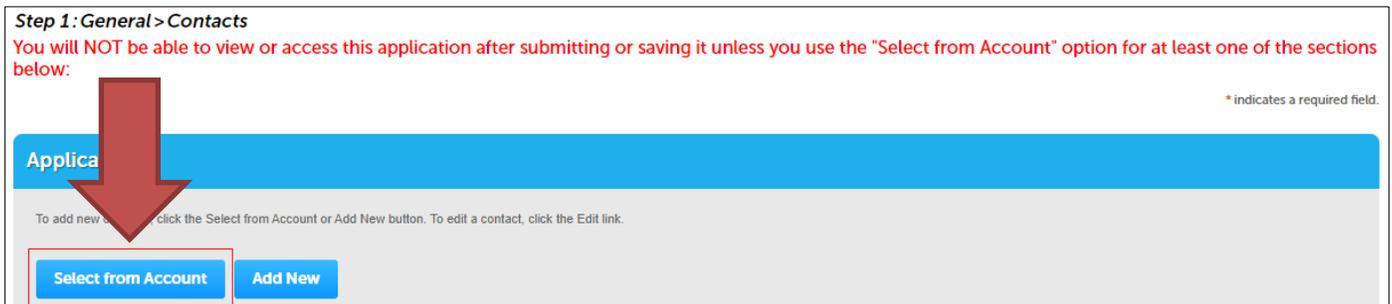
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- 4) **To save an in-process “TMP” application**, you must first advance to page 2 of the application and assign yourself as a contact. See next step. Afterward, click “Save and Resume Later”. If your TMP application is missing after saving, see [\[page 3\]](#).
- 5) **Assigning contacts**: If you don’t assign yourself as at least one of the contacts, then **YOU WILL NOT BE ABLE TO RE-OPEN THE APPLICATION AFTER CLOSING** it, even if you saved. To assign yourself as a contact, click “Select from Account”:



- 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 they used when creating their account.
  - a. In some cases, expeditors and clients will not be able to access a TMP application until after it is fully submitted. Uploads and payments will have to be made by whoever can access the TMP application, or, payments can be made by check, by mail or over the counter to 360 Yaphank Avenue, Suite 2C.
  - b. If the client cannot find an application after it has been paid for and fully submitted, then refer to section 1 step 3. [\[page 3\]](#)



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- 7) **Uploading documents**: You cannot proceed past the documents page until all of the required document ‘types’ are uploaded. Read the instructions on the page to determine which document types are required.
- 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.
- 8) **Payments & Submission**: Payment can be made online by Visa or Master card, or by entering your bank account information.
- a. To pay by check, mail a check with your temporary “TMP” application number affixed, to the address shown below. Check should be made out to “Environmental Quality”.
  - b. If you believe your application is fee exempt, or if the fee charged appears incorrect, then contact the office (631.852.5700) for requirements.
  - c. Your application will not be considered submitted and will not be queued for review by The Department until the application fee is paid.
  - d. The application will be queued for review once the application fee is paid. You will get a receipt of payment, and an application reference number, upon submitting payment.
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### III. How to Submit Documents, Make Payments, and Download SCDHS Issued Approvals:

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

The screenshot shows a navigation menu with 'Environmental Quality' highlighted. Below it are buttons for 'Create an Application' and 'Search Records'. A 'Records' section follows, displaying a table with columns for Date, Record Number, Record Type, Description, Project Name, Address, Expiration Date, Status, Action, and Short Notes. The first record's 'Record Number' (R-24-0050) is highlighted with a red box.

Date	Record Number	Record Type	Description	Project Name	Address	Expiration Date	Status	Action	Short Notes
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
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
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
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. **If you can’t find your record number**, then refer to Section I. [\[page 2\]](#)



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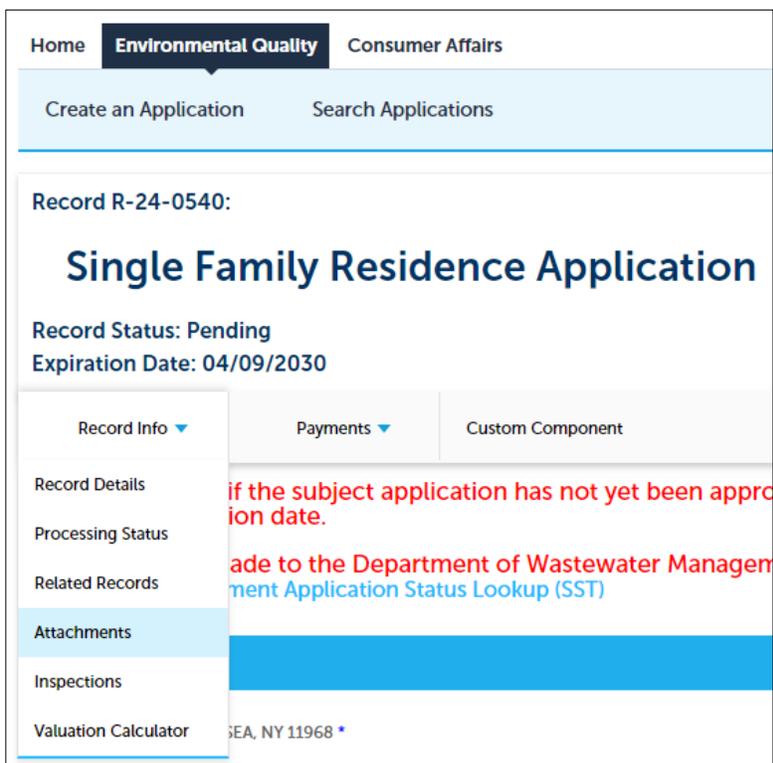
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- 3) **To view or upload documents**: click the “Record Info” tab, and select “attachments”. To make a payment, instead click “Payment Info” – see next page.
- a. To view and download a document, click the blue file name.
  - b. To upload a new document, click the ‘Add’ button at the bottom of the page.
  - c. **You cannot remove documents after they’ve been uploaded.** If a document has been mis-typed, or was uploaded in error, then re-upload the corrected document, and also upload a letter explaining the mistake. See [\[page 11\]](#).
  - d. If a document is unavailable, then contact your Wastewater Management reviewer assigned to the job.



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- 4) **To make a payment:** in the 'Action' column, click "Payments" and select "fees", or, click the blue reference number, then click the "Payment Info" tab.
- a. If a fee isn't available to be paid, then contact the Wastewater Management front desk and ask for a fee to be invoiced.
  - b. Certain fees will not be available to be paid until after the corresponding document type is uploaded (e.g. Board of Review Application, Renewal or Transfer Form).
    - i. After uploading a form which requires an accompanying payment, return to the 'My Records' page and then re-open the application. New fees will not be shown until the application is re-opened.
  - c. To pay a renewal fee, first you have to upload an [Application to Update](#) form. A renewal fee will not become available to pay until a document is uploaded and categorized as a "Renewal / Update Form".
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## IV. **Editing Existing Application Information and Contact Information:**

### 1) **Application Information:**

- a. You cannot edit any application information after the application has been submitted.
- b. If a correction needs to be made, then upload a letter explaining the change request or mistake, and / or contact your Wastewater Management reviewer assigned to the job for requirements.

### 2) **Documents:**

- a. You cannot remove any documents after they've been uploaded.
- b. 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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### 3) Application-Specific Contact Information:

- a. You cannot edit any contact information after an application has been submitted.
- b. If contact information for a specific application needs to be changed or updated, then upload a letter under that reference number, explaining the change request or correction required.
- c. To add a new contact to an application, upload a letter, signed by the current Applicant or Agent, that authorizes and indicates the new contact's information.
- d. A [transfer form](#) may be required – contact your Wastewater Management reviewer assigned to the job for requirements.

### 4) My General Contact Information:

- a. Due to Department policies, you cannot edit your own contact information.  
  
If your personal contact information changes and / or you need to update numerous applications, then submit a [Public Portal Help Request](#), or, submit a signed letter from your office explaining the change request to [HealthWWM@SuffolkCountyNY.gov](mailto:HealthWWM@SuffolkCountyNY.gov).
- b. To change your User ID, password, or email address, after logging in, click 'Account Management' (top right of screen). In the 'Login Information' section, click 'edit'.