



**ACCOUNT SET UP and APPLYING FOR A NEW OR RENEWAL LICENSE, PERMIT, OR REGISTRATION**

**Department Online Services**

**Department of Health and Environmental Control**

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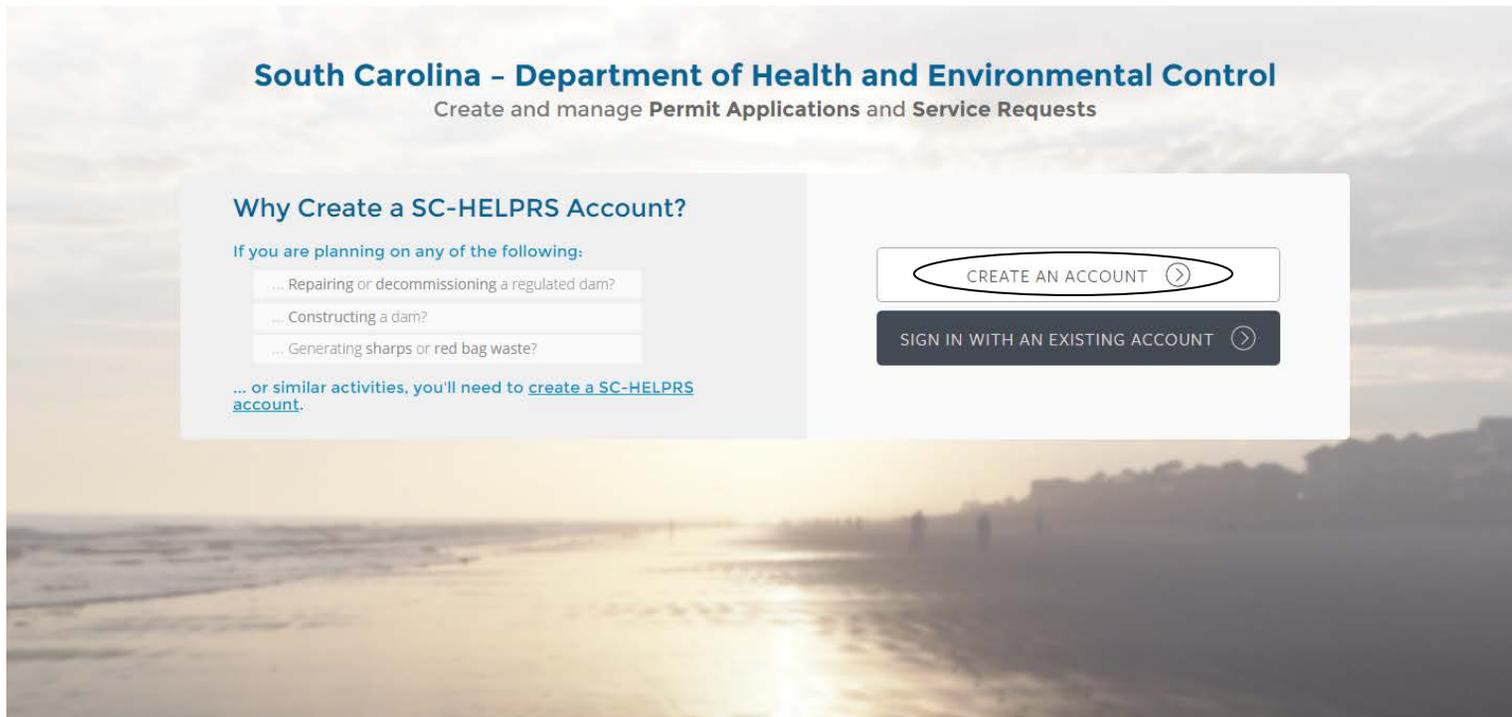
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## CREATE AN ACCOUNT

To be able to submit applications and information to the Department, you will need a user account. The first time you access the permitting system, you will need to create one. The website is available here: <https://epermweb.dhec.sc.gov/>. Select the option to create an account as circled below.



You will need to enter the required information (noted with a **\***) to create a user account. Once the account is set up, other users from your facility can be added to the account (See **INVITING OTHER USERS**). The email address entered here will be the username for the account. Also, notification emails sent by the permitting system and DHEC staff will be sent to this email account.

Once you have entered all required information, the Create Account button (circled below) will be activated. Click to create an account.

### Create an Account

Email Address

Confirm Email Address

Password

Confirm Password

Phone Number  Extension

Organization or Company Name

**Create Account** Cancel

#### Why Create an Account?

Creating an account will allow you to manage interactions with the agency. You'll be able to:

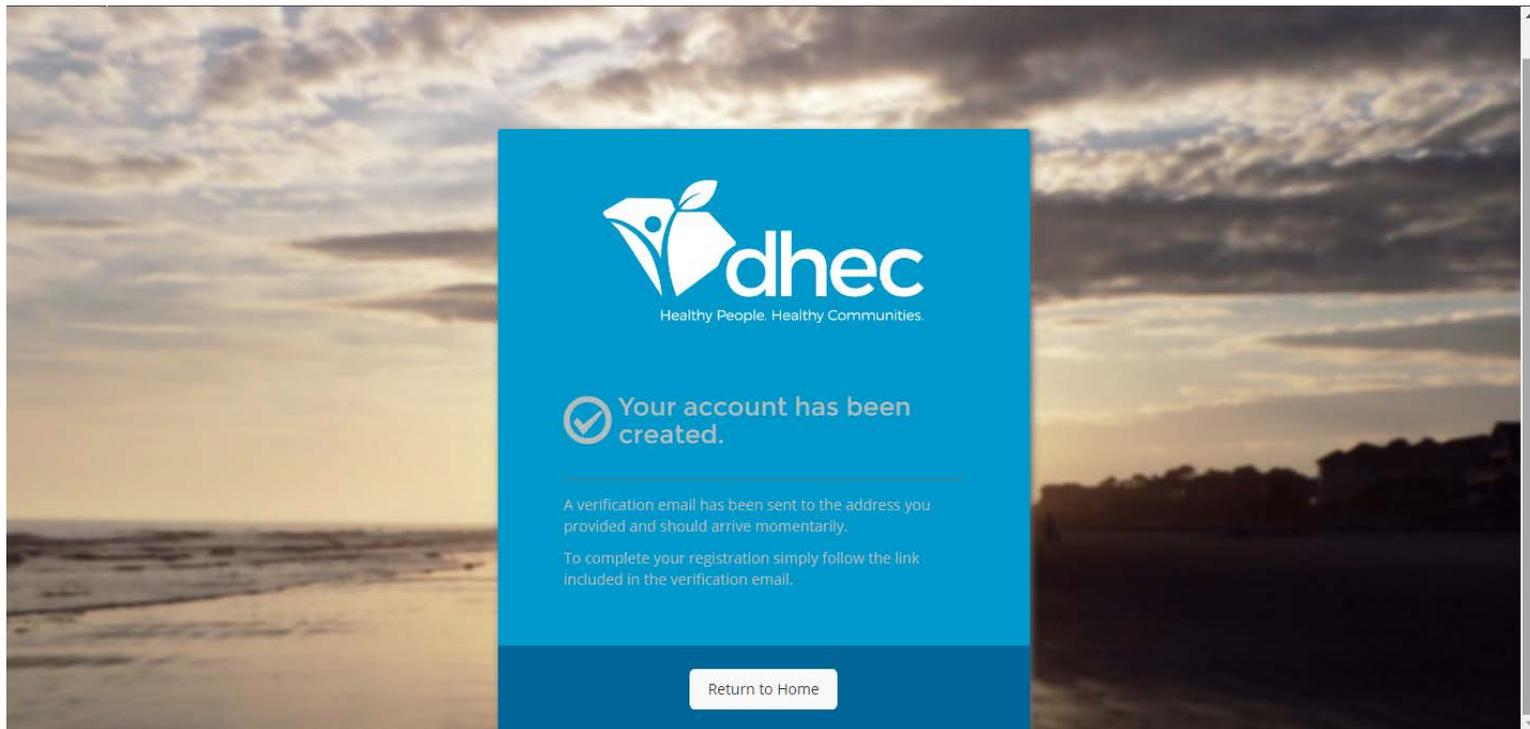
- Submit an application for a permit
- Change your permit (transfer, renewal, or modifications)
- Submit reports required by your permit including Discharge Monitoring Reports (DMRs) and other scheduled or unscheduled submittals

#### Certifier Agreement Form

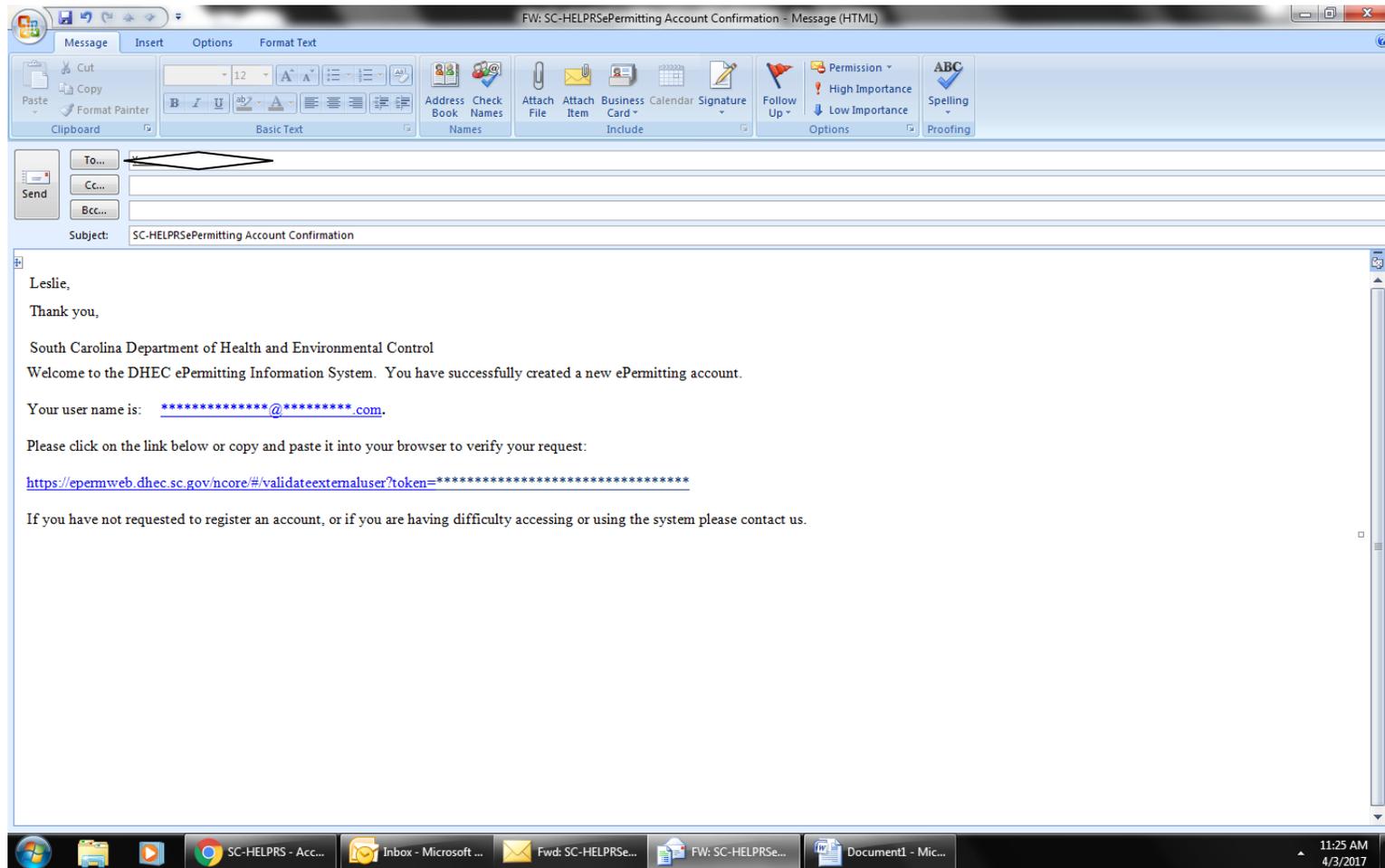
Certain types of forms and reports, particularly those administered under the federal NPDES program, require that the user submit a Certifier Agreement Form that must be approved by the department before these forms and reports can be submitted.

[Download the Certifier Agreement Form here](#)

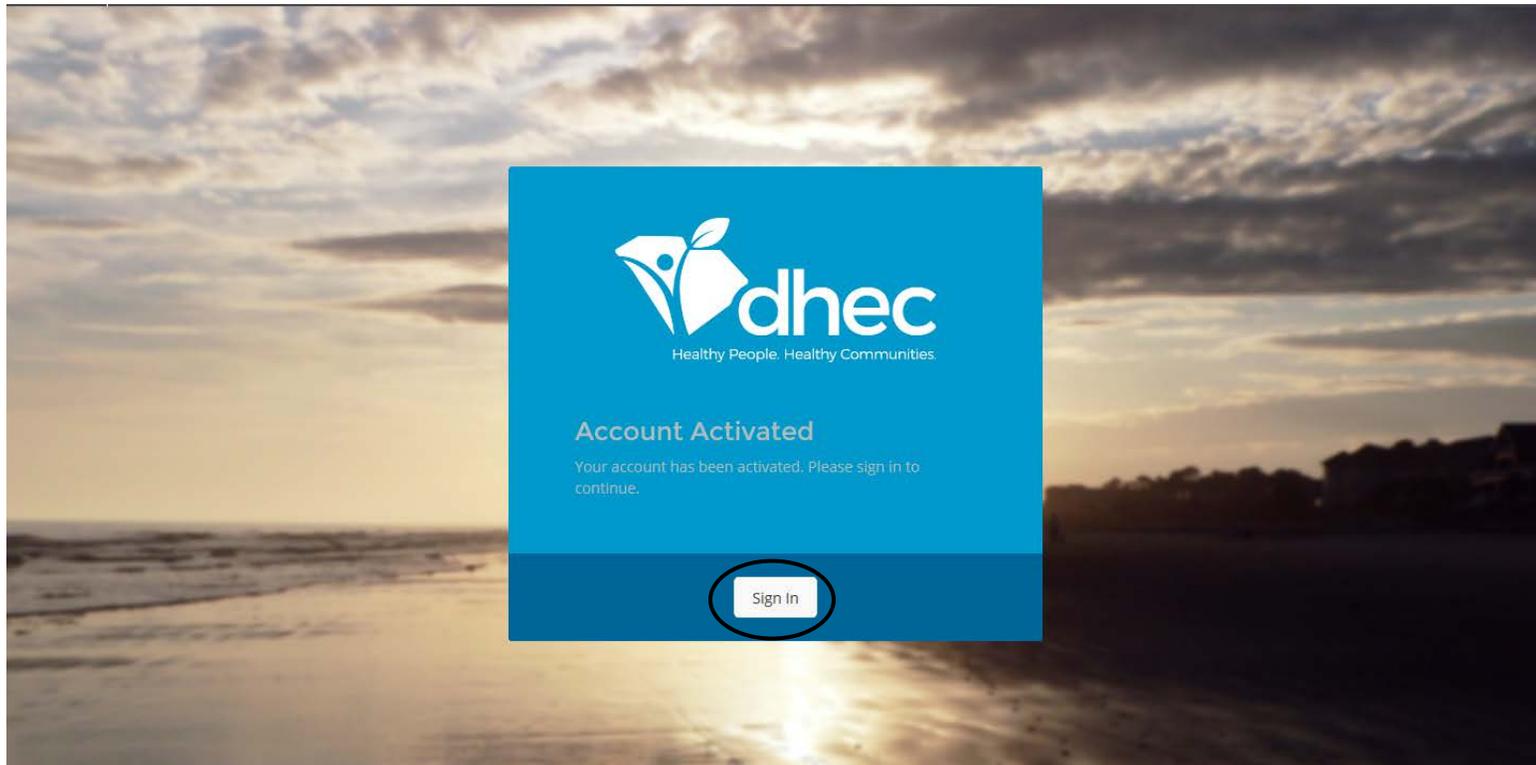
You will get an on-screen notification once your account has been properly created, as shown below.



You will also get a notification email, sent to the email address entered earlier. Please click on the link in the email or copy and paste the address into your browser to verify your request to create an account. This link will take you directly to your new account.



Once you have clicked the link to verify your request to create an account, you will need to log into the permitting system. You may do so by clicking the Sign In button as circled below. If you choose to not log in at this time, follow the instructions in the **LOG IN** Section to log into the system.



A set of security questions must be chosen and answered as part of setting up the new account. These questions will be used to reset the account's password, if needed, and may be used to confirm certain submissions or changes.

Once the account security questions have been appropriately chosen and answered, the Save button will be activated, as circled below. Clicking this button will activate your account.

**Set Up Security Questions**

⚠ To continue using the SC-HELPRS system, you are required to set security questions.

**Question 3**  
What is the name of a college you applied to but didn't attend?

**Answer 3**

**Question 4**  
What is your oldest siblings middle name?

**Answer 4**

**Question 5**  
What school did you attend for sixth grade?

**Answer 5**

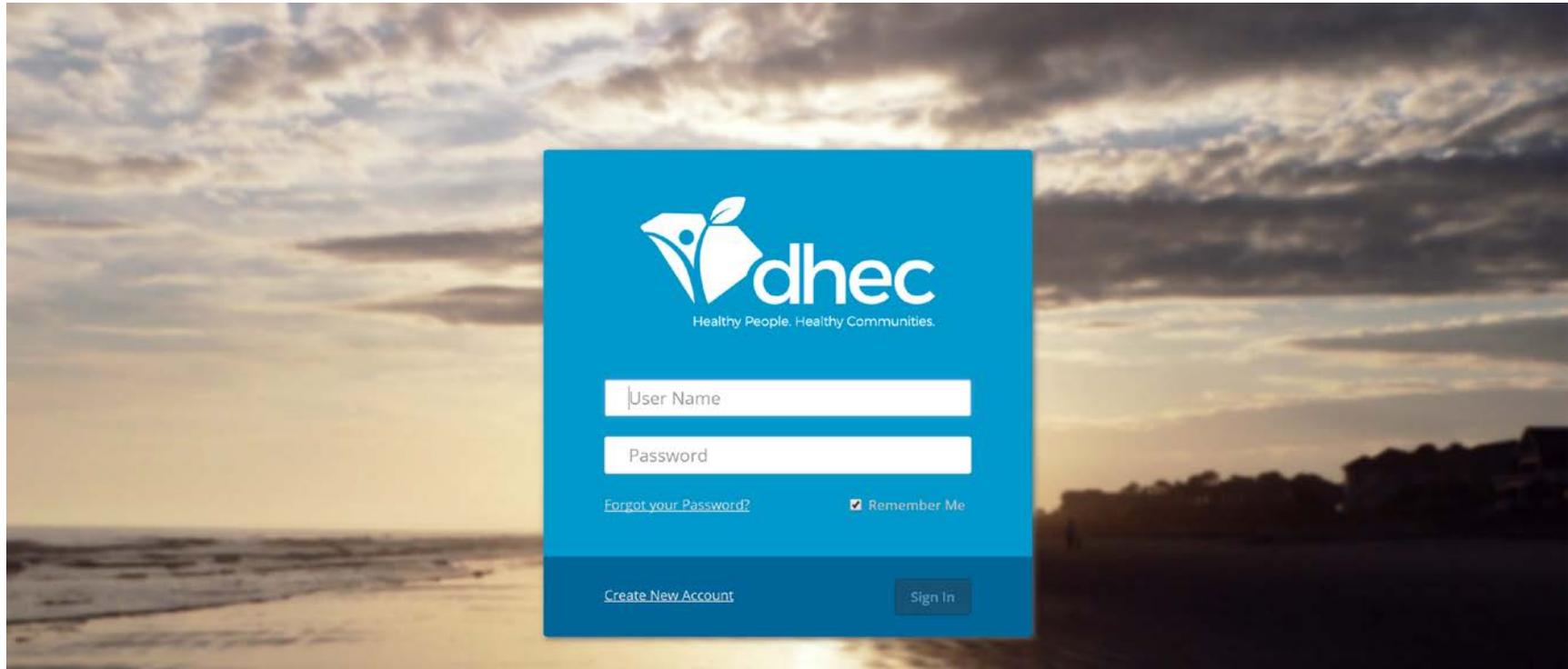
**About Security Questions**  
Security questions are used in the event you forgot your account password or wish to change your existing password. SC-HELPRS will also ask you to answer a randomly chosen security question when submitting certain types of applications and reports.

**Resetting Security Questions**  
Contact SC-HELPRS support if you need to reset your Security Questions.

**Save**

## LOG IN

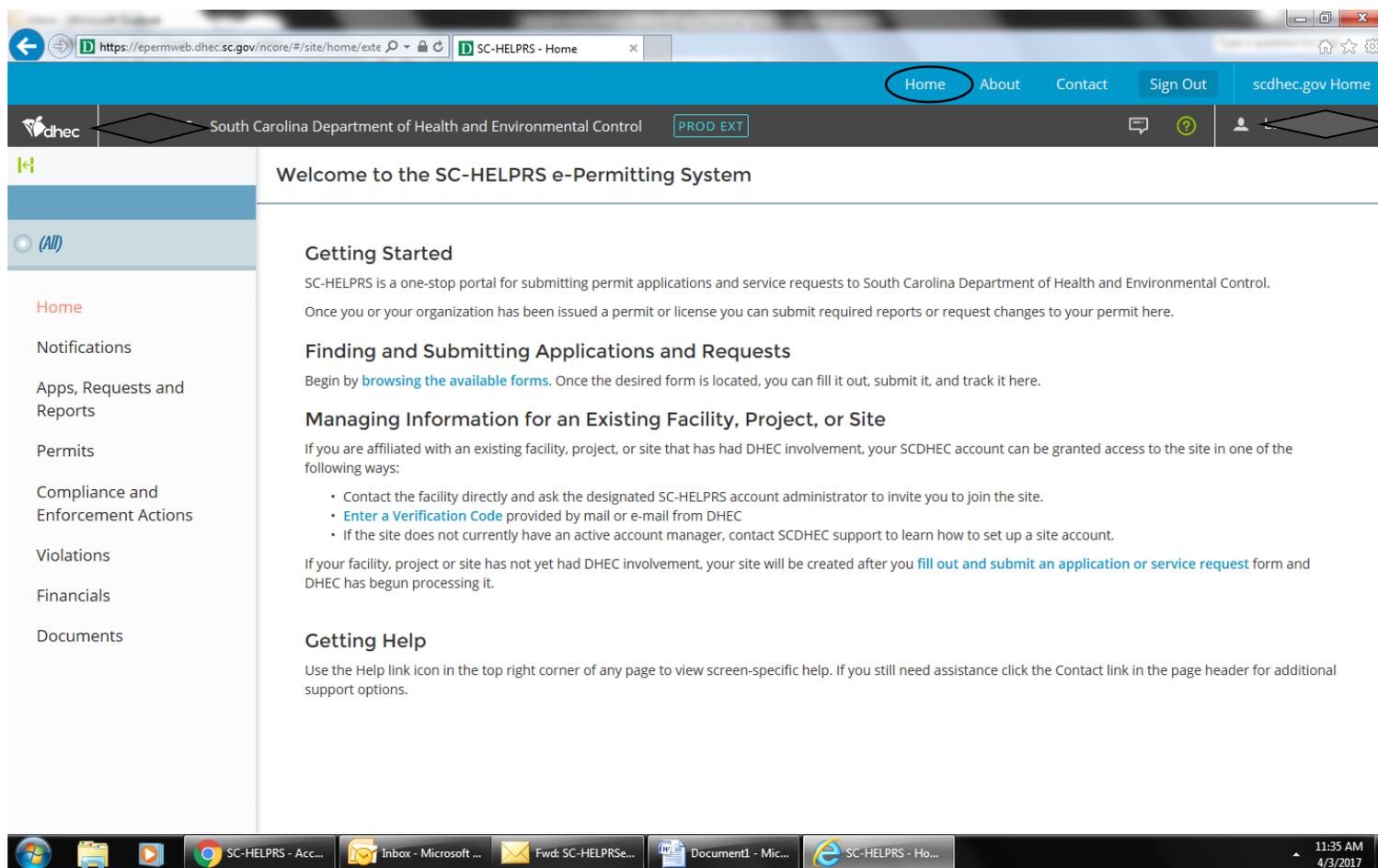
To log in, click here: <https://epermweb.dhec.sc.gov/ncore/#/login>. You should see a screen like the one below. You will need to enter your username (the email that was used to create the account) and your password. If you do not remember your password, click 'Forgot Your Password' and your security questions will be used to allow you to reset the password.



## APPLYING FOR A LICENSE, PERMIT, OR REGISTRATION

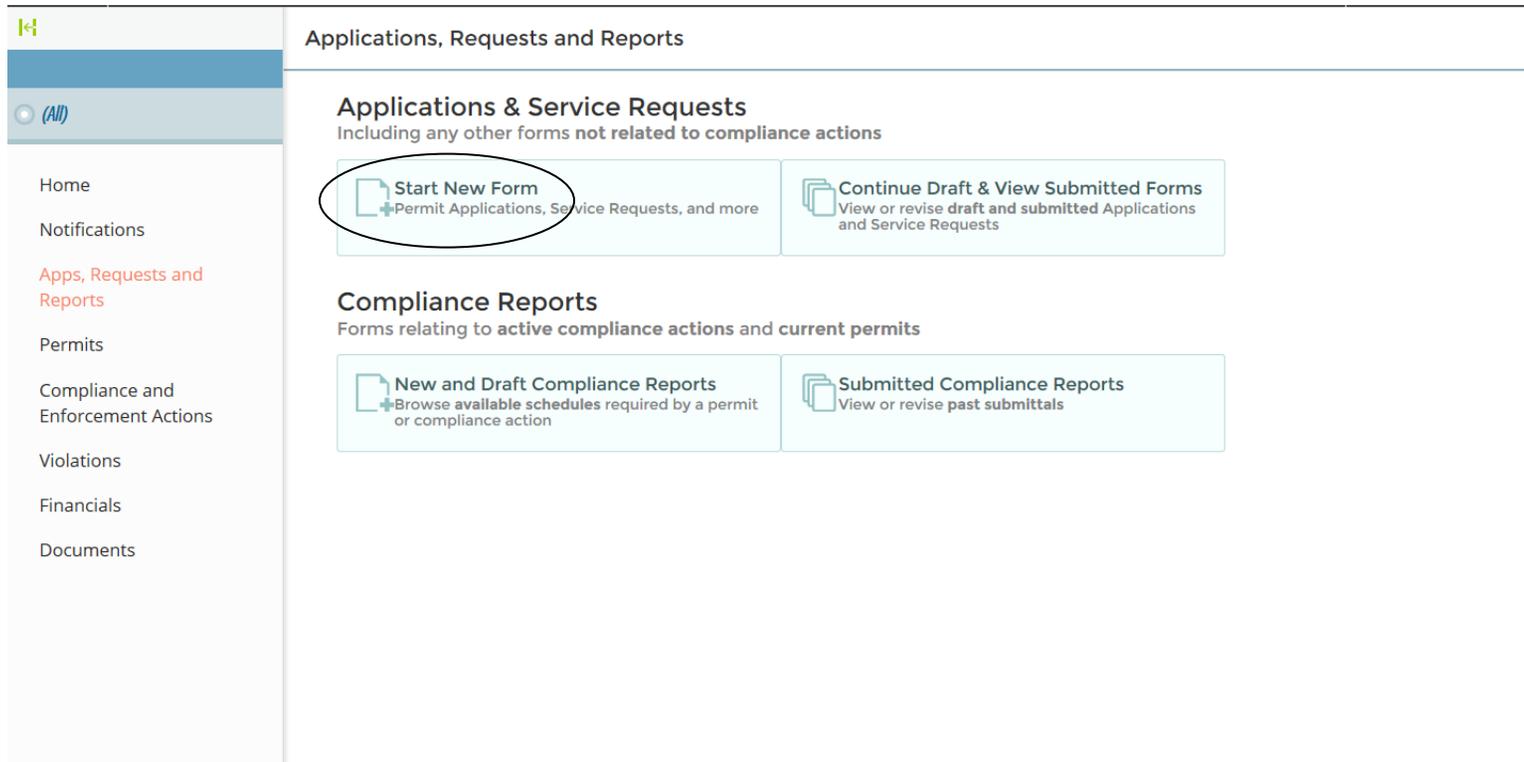
There are two main ways to access the permitting system to complete an application or submit data to the Department. Both are described below.

When you log in to the permitting system, this will be the first screen you see. It is the 'Home' screen. If you click the 'Home' button (circled below) at any time, you will be returned to this screen.

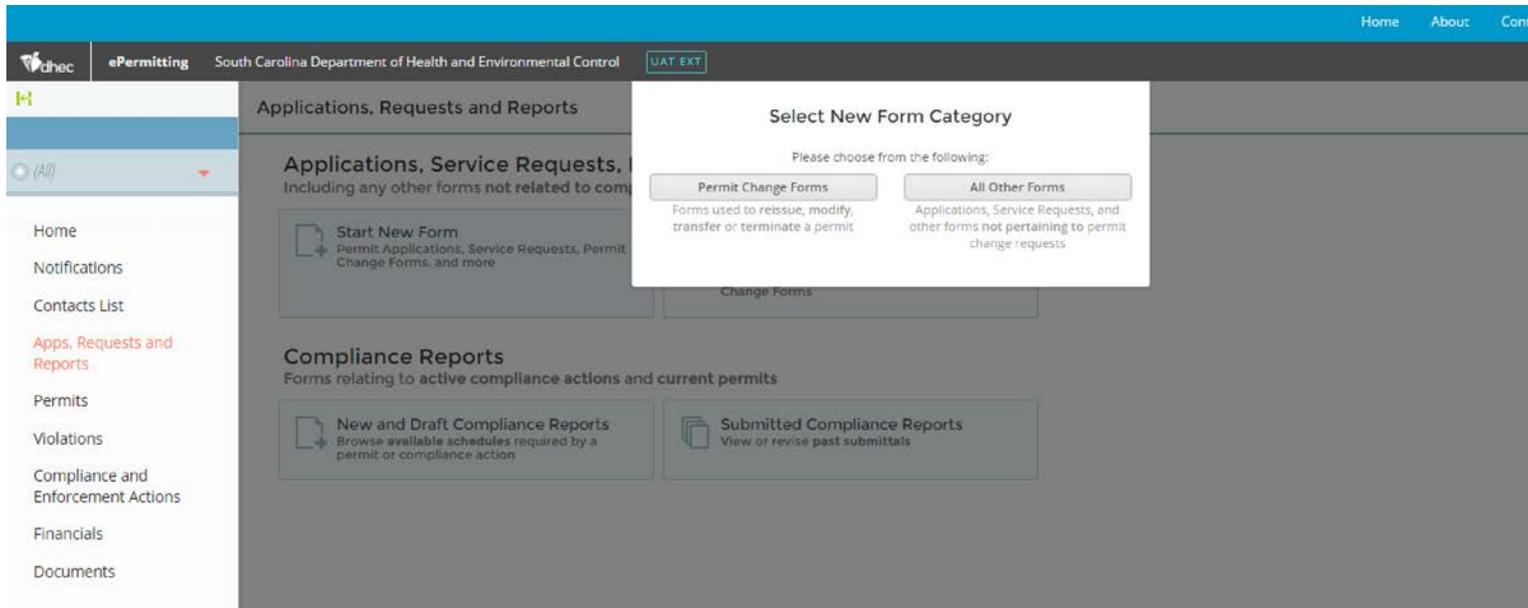


# FACILITY APPLICATIONS

To apply for or renew a license, permit, or registration with the Department, you will need to start a new form. You will get to this screen by clicking **'browsing the available forms'** or 'Apps, Requests and Reports' on the Home page. On this page, click the 'Start New Form' button as circled below.



If your facility has submitted application(s) to the Department in the past, you will see the screen below. To renew or revise a previously submitted application, select 'Permit Change Forms'. To fill out an application for a new permit, license, or registration, select 'All Other Forms'.



You will then be taken to a list of available forms. For each type of facility, there will be a form for **new** facilities to apply and another form for **renewing** a license, permit, or registration. Please chose the appropriate form. You can search terms in the 'Form Name' and/or 'Description' filters (circled below). Once you highlight the form you need to fill out, the appropriate 'Begin Submission' button will be activated. Click this button to start working on the form.

As more Department Programs transition into the permitting system, more forms will be added to this list.

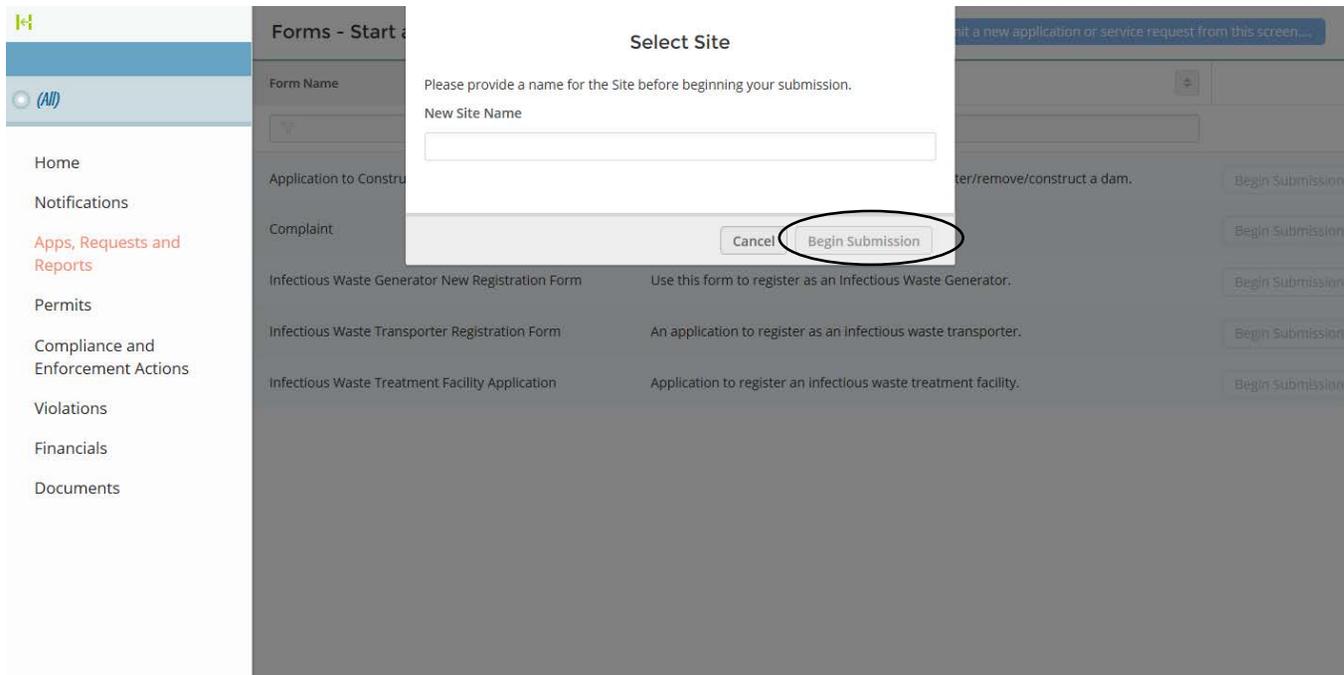
The screenshot shows a web application interface for starting a new form. The title is "Forms - Start a New Form". There are two buttons at the top: "View All Apps, Requests and Reports" and "Find and submit a new application or service request from this screen...". Below the title is a table with columns for "Form Name", "Description", and "Begin Submission". The table lists several forms, including "Application to Construct/Modify a Dam", "Complaint", "Infectious Waste Generator New Registration Form", "Infectious Waste Transporter Registration Form", and "Infectious Waste Treatment Facility Application". Two empty input fields in the header are circled in black.

Form Name	Description	Begin Submission
Application to Construct/Modify a Dam	Application for a construction permit to modify/alter/remove/construct a dam.	Begin Submission
Complaint	Complaint Form	Begin Submission
Infectious Waste Generator New Registration Form	Use this form to register as an Infectious Waste Generator.	Begin Submission
Infectious Waste Transporter Registration Form	An application to register as an infectious waste transporter.	Begin Submission
Infectious Waste Treatment Facility Application	Application to register an infectious waste treatment facility.	Begin Submission

## CREATING A SITE - New Licenses, Permits, and/or Registrations

Before an application can be filled out, a Site must be created. This Site is the location where regulated activities occur. The Site Name should be the name of the company or the owner of the business, if the business is not a company. For example, the Site Name may be the same as the name of the organization as filed with the Secretary of State.

Once you have entered the Site Name, the 'Begin Submission' button (circled below) will be activated. Click to begin submission of the application you have chosen for this site.



## COMPLETING AND SUBMITTING AN APPLICATION

Each application form will have its own sections and instructions. Please contact Program staff if you have questions about the information needed. All required information must be entered before the form can be submitted.

The final Section (Certify & Submit) of any application has an option to Save and Exit (circled below) so that you do not have to complete the form in one session. If you Save and Exit, Department staff will not have access to any of the information on the form until the form is submitted. You do not have to complete all information on the form to reach this Section. It can be selected by clicking on the Section name in the left portion of the screen (circled below).

BACK to Home

**Infectious Waste Generator New Registration Form** Revision 4 U.S. 988-1980-80428 4/19/2017

Last saved a few seconds ago **SAVE PROGRESS**

- Processing Info
- Waste Generator Information (Facility)
- Applicant
- Waste Generator Information (Additional Contacts)
- Waste Generator Status
- Infectious Waste Management Practices
- Disposal
- Review
- Certify & Submit**

**PREVIOUS SECTION Review**

### Certify & Submit

This step allows you to certify the form as complete and accurate and to submit the form to DHEC for review and processing.

Please note: Any work you perform filling out a form will not be accessible by DHEC staff or the public until you actually submit the form in the 'Certify & Submit' step. At the time of submission, it will be transmitted to DHEC and it will become part of the public record.

I certify under penalty of law that I have personally examined and am familiar with the information submitted in this and all attached documents and that based on my inquiry of those individuals immediately responsible for obtaining the information, I believe that the submitted information is true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fines and imprisonment.

**FINALIZE SUBMISSION Submit Form** **FINISH LATER Save and Exit**

You can move throughout the application without having to enter all required data but the system will not allow you to submit the application until all required data has been entered. The Section that is missing information will have a red 'x' next to it (see Disposal Section circled below) and the 'Submit Form' button will not be available. If there is a fee associated with your application, the amount will be displayed in a tag at the top of the screen (circled below). Submission of the application is taken as agreement with the Certification Statement on the final page of the Application. To submit the Application, click 'Certify & Submit' as circled below.



From: "ePermitting" <[ePermitting@dhec.sc.gov](mailto:ePermitting@dhec.sc.gov)>  
Date: Apr 6, 2017 3:09 PM  
Subject: UAT INT Test Email - ePermitting Account Site Invitation  
To: <[\\*\\*\\*\\*\\*@\\*\\*\\*\\*\\*.com](mailto:*****@*****.com)>  
Cc:

Leslie,

You have been invited by \*\*\*\*\* at [\\*\\*\\*\\*\\*@dhec.sc.gov](mailto:*****@dhec.sc.gov) to be associated to site '\*\*\*\*\*' with a role of '\*\*\*\*\*' in the DHEC SC-HELPRS Information System.

Click the link below or copy and paste the link into your web browser to accept the invitation:

[https://epermpub.dhec.sc.gov/ncore/#/acceptinvite?token=\\*\\*\\*\\*\\*](https://epermpub.dhec.sc.gov/ncore/#/acceptinvite?token=*****)

Thank you,

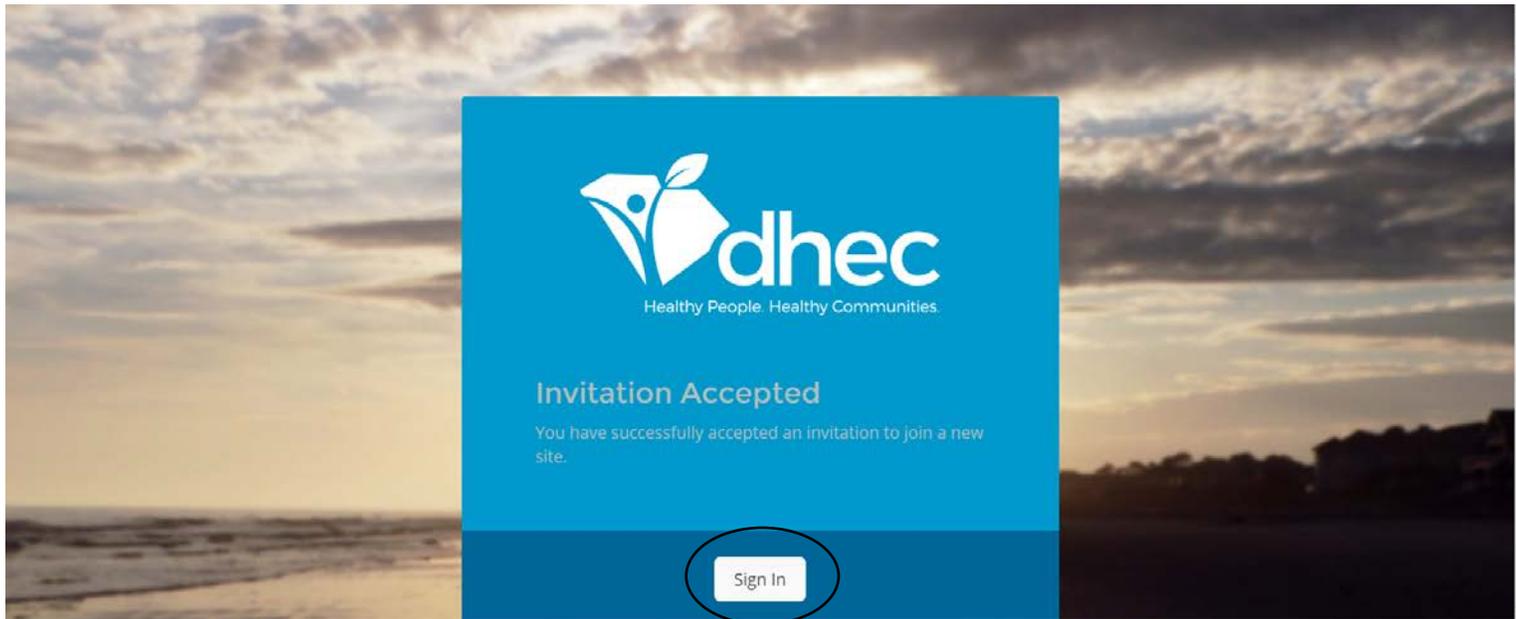
South Carolina Department of Health and Environmental Control

If you receive a verification code by mail, click on '[Enter a Verification Code](#)' on the Home Screen. You will be taken to the User Screen where you can enter the Verification Code provided in the Verification Code box, circled below, then click 'Submit'.

If you are associated with more than one facility or Department Program, you will receive separate invitations or Verification Codes. Once you enter and submit a code, you will be able to enter and submit another code.

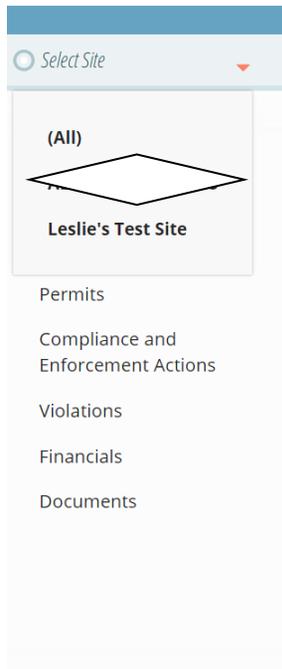
The screenshot displays the 'User Profile' interface. On the left is a navigation menu with items: Home, Notifications, Apps, Requests and Reports, Permits, Compliance and Enforcement Actions, Violations, Financials, and Documents. The main content area is titled 'User Profile' and has two tabs: 'Details' and 'Sites'. The 'Sites' tab is active, showing a table with columns: Name, My Role, Administrator, and Show in Main Menu. The table is currently empty, displaying 'No results found.' Below this is the 'Account Verification' section, which includes the instruction: 'If you have been provided with a verification code, enter it below to associate your login with the account.' There is a text input field labeled 'Verification Code' which is circled in black, and a 'Submit' button below it.

You will get a notification on screen once you have successfully activated the link sent in an email or entered a verification code from a letter. You can then sign in to the system to connect to your site by clicking the button as circled below.



## SUBMITTING A RENEWAL APPLICATION

Log in to the system (see LOG IN Section for assistance, if necessary) use the menu on the left side of the screen to select the site you are applying for by clicking the orange arrow. You should only see the site(s) you were invited to apply for. You can then follow the instructions shown in the COMPLETING AND SUBMITTING AN APPLICATION Section above.



The screenshot shows a web interface for site selection. At the top, there is a blue header with the text "Select Site" and a small orange downward-pointing arrow. Below this is a list of site options. The first option is "(All)" with a diamond-shaped icon. The second option is "Leslie's Test Site" with a diamond-shaped icon. Below the site options is a vertical menu with the following items: "Permits", "Compliance and Enforcement Actions", "Violations", "Financials", and "Documents".

### Getting Started

SC-HELPRS is a one-stop portal for submitting permit applications and service requests to South Carolina Department of Health and Environmental Control. Once you or your organization has been issued a permit or license you can submit required reports or request changes to your permit here.

### Finding and Submitting Applications and Requests

Begin by [browsing the available forms](#). Once the desired form is located, you can fill it out, submit it, and track it here.

### Managing Information for an Existing Facility, Project, or Site

If you are affiliated with an existing facility, project, or site that has had DHEC involvement, your SCDHEC account can be granted access to the site in one of the following ways:

- Contact the facility directly and ask the designated SC-HELPRS account administrator to invite you to join the site.
- [Enter a Verification Code](#) provided by mail or e-mail from DHEC
- If the site does not currently have an active account manager, contact SCDHEC support to learn how to set up a site account.

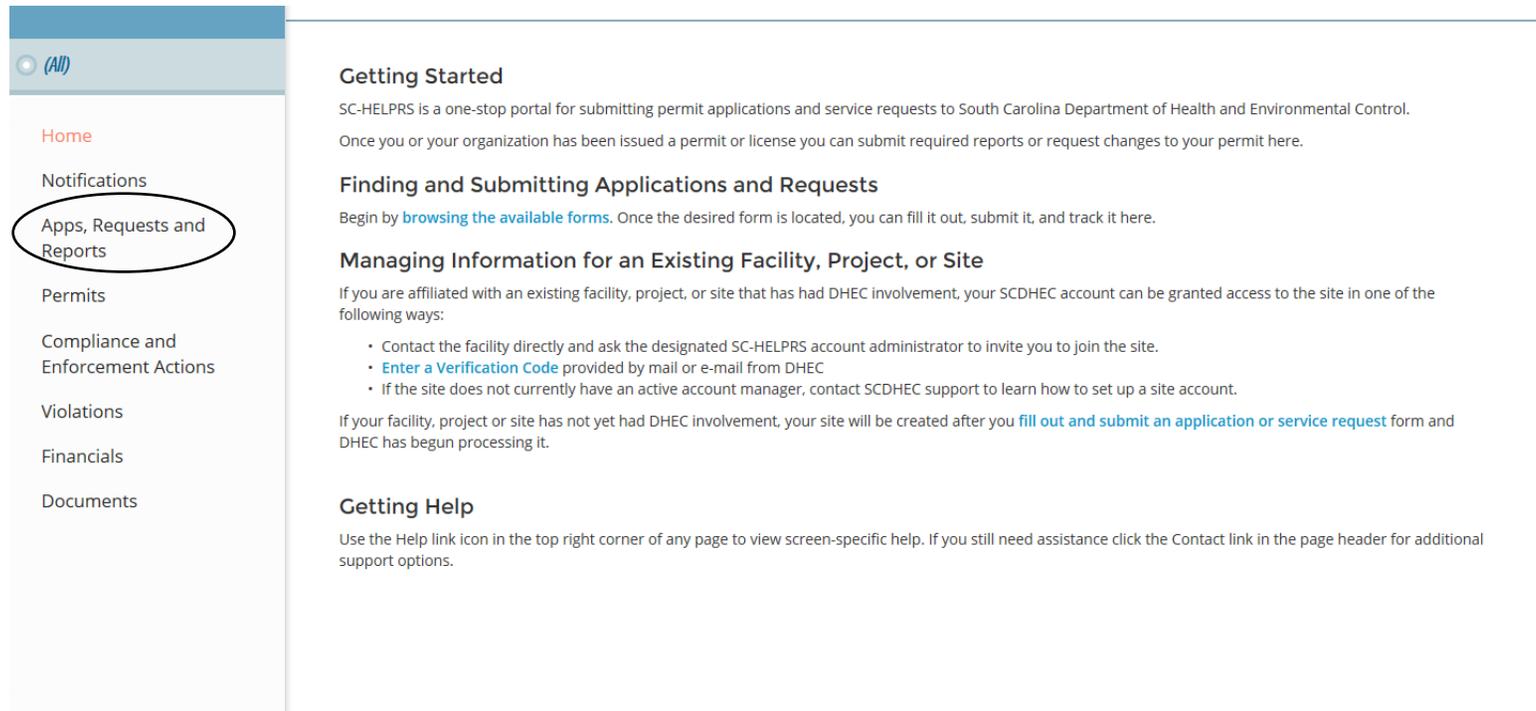
If your facility, project or site has not yet had DHEC involvement, your site will be created after you [fill out and submit an application or service request](#) form and DHEC has begun processing it.

### Getting Help

Use the Help link icon in the top right corner of any page to view screen-specific help. If you still need assistance click the Contact link in the page header for additional support options.

## REVISING AN APPLICATION

An application can be revised, if necessary, before it has been processed by the Department. To access the application, log in to your permitting system account (see LOG IN Section, if needed). You will be taken to the Home Screen. Select 'Apps, Requests, and Reports' as circled below.



The screenshot shows the SC-HELPRS Home Screen. On the left is a vertical navigation menu with the following items: Home, Notifications, Apps, Requests and Reports (circled in black), Permits, Compliance and Enforcement Actions, Violations, Financials, and Documents. The main content area on the right contains the following sections:

- Getting Started**

SC-HELPRS is a one-stop portal for submitting permit applications and service requests to South Carolina Department of Health and Environmental Control. Once you or your organization has been issued a permit or license you can submit required reports or request changes to your permit here.
- Finding and Submitting Applications and Requests**

Begin by [browsing the available forms](#). Once the desired form is located, you can fill it out, submit it, and track it here.
- Managing Information for an Existing Facility, Project, or Site**

If you are affiliated with an existing facility, project, or site that has had DHEC involvement, your SCDHEC account can be granted access to the site in one of the following ways:

  - Contact the facility directly and ask the designated SC-HELPRS account administrator to invite you to join the site.
  - [Enter a Verification Code](#) provided by mail or e-mail from DHEC
  - If the site does not currently have an active account manager, contact SCDHEC support to learn how to set up a site account.

If your facility, project or site has not yet had DHEC involvement, your site will be created after you [fill out and submit an application or service request](#) form and DHEC has begun processing it.
- Getting Help**

Use the Help link icon in the top right corner of any page to view screen-specific help. If you still need assistance click the Contact link in the page header for additional support options.

Select 'Continue Draft & View Submitted Forms' as circled below.

The screenshot shows a web application interface. On the left is a vertical navigation menu with the following items: Home, Notifications, Apps, Requests and Reports (highlighted in red), Permits, Compliance and Enforcement Actions, Violations, Financials, and Documents. The top header area contains the text 'Applications, Requests and Reports'. The main content area is divided into two sections. The first section is titled 'Applications & Service Requests' with the subtitle 'Including any other forms not related to compliance actions'. It contains two buttons: 'Start New Form' (with a plus icon and subtitle 'Permit Applications, Service Requests, and more') and 'Continue Draft & View Submitted Forms' (with a document icon and subtitle 'View or revise draft and submitted Applications and Service Requests'). The second section is titled 'Compliance Reports' with the subtitle 'Forms relating to active compliance actions and current permits'. It contains two buttons: 'New and Draft Compliance Reports' (with a plus icon and subtitle 'Browse available schedules required by a permit or compliance action') and 'Submitted Compliance Reports' (with a document icon and subtitle 'View or revise past submittals'). The 'Continue Draft & View Submitted Forms' button is circled in black.

You will be taken to a list of all the forms that you have created, with the status of each. Once you highlight the form you need to fill out, the appropriate 'Begin Submission' button will be activated. Click this button to start working on the form.

Items with a status of 'Completed' cannot be revised. If new information needs to be provided for applications with a 'Completed' status, a new application will need to be created. See the **COMPLETING AND SUBMITTING AN APPLICATION** Section to create a new application.

Forms - Drafted or Submitted <span>View All Apps, Requests and Reports</span>					
Relates To	Form Name	Created By	Submission Reference Number	Received Date	Status
Leslie's Test Site	Application - Infectious Waste Generator New Registration Form		HN4-1MDP-BQX3H		<b>Draft</b> <a href="#">Continue Draft Submission</a>
	Permit Change - Infectious Waste Generator Registration Renewal Form		HN4-1NT0-S9XNE	04/20/2017	<b>Preprocessing</b> <a href="#">View or Revise Submission</a>
Leslie's Test Site	Application - Infectious Waste Generator New Registration Form, Processor: Leslie E Yasinsac (YASINSLE@TESTdhec.sc.gov, )		HN4-1MDP-BQX3H	04/12/2017	<b>In Process</b> <a href="#">View or Revise Submission</a>
	Application - Infectious Waste Generator New Registration Form			05/28/2010	<b>Completed</b>
	Application - Infectious Waste Generator New Registration Form			03/22/2013	<b>Completed</b>
	Application - Infectious Waste Generator New Registration Form			01/19/2016	<b>Completed</b>

If you open a document, you must review the document again before it can be resubmitted, even if you do not make any changes.

BACK to Home

**Infectious Waste Generator New Registration Form**

Revision 4 - v2.4 - HNS-1MEDP-802334 - 4/19/2017

Last saved a few seconds ago **SAVE PROGRESS**

- Processing Info
- Waste Generator Information (Facility)
- Applicant
- Waste Generator Information (Additional Contacts) 2
- Waste Generator Status
- Infectious Waste Management Practices
- Disposal 1
- Review**
- Certify & Submit

**PREVIOUS SECTION**  
Review

### Certify & Submit

This step allows you to certify the form as complete and accurate and to submit the form to DHEC for review and processing.

Please note: Any work you perform filling out a form will not be accessible by DHEC staff or the public until you actually submit the form in the 'Certify & Submit' step. At the time of submission, it will be transmitted to DHEC and it will become part of the public record.

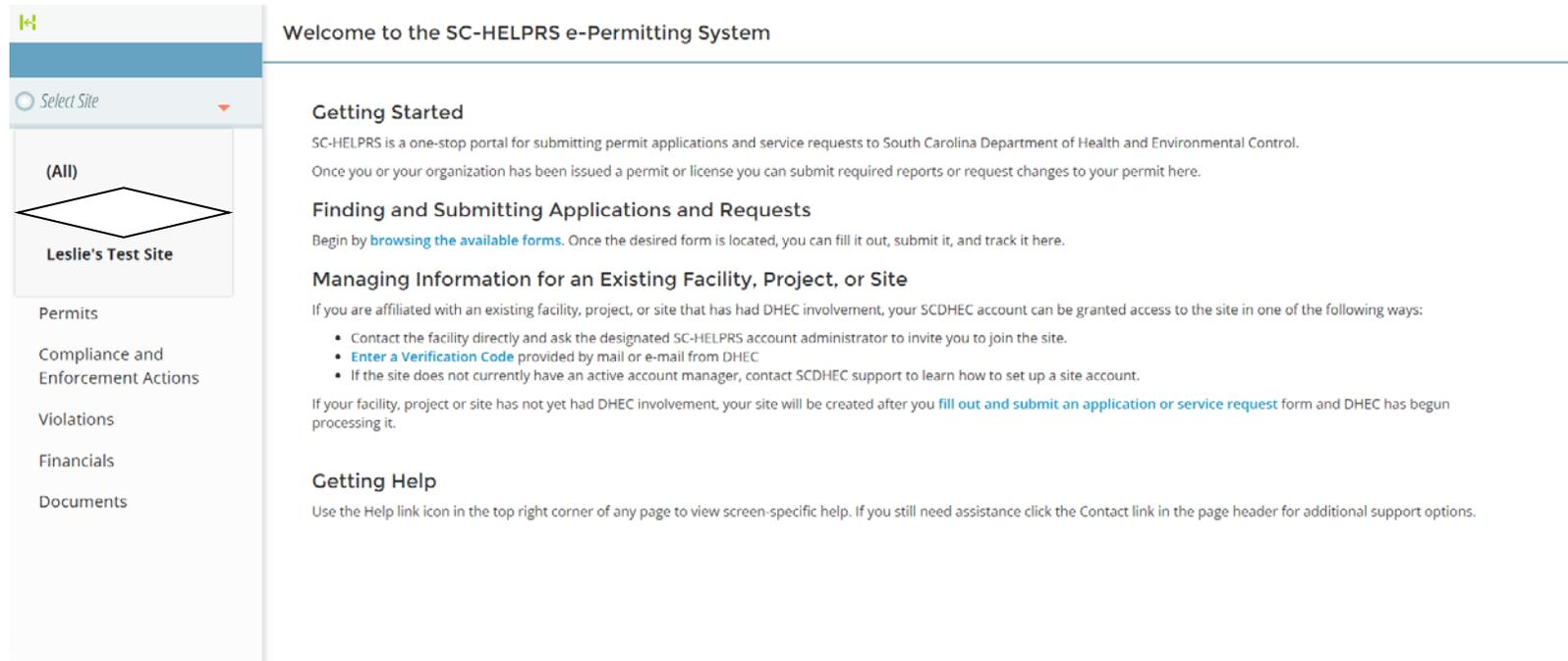
I certify under penalty of law that I have personally examined and am familiar with the information submitted in this and all attached documents and that based on my inquiry of those individuals immediately responsible for obtaining the information, I believe that the submitted information is true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fines and imprisonment.

**FINALIZE SUBMISSION**  
Submit Form

**FINISH LATER**  
Save and Exit

## INVITING OTHER USERS

To invite other users to view, edit, or administer information in the permitting system, click in the Select Site (or All) box on the left side of the screen and select the site the new user will have access to. It may be useful to have other users if other people interact with the Site (e.g., Billing, Administrative) or for times when the initial user is unavailable (e.g., vacation, change of position).



The screenshot displays the SC-HELPRS e-Permitting System interface. On the left is a navigation sidebar with a 'Select Site' dropdown menu. The dropdown is open, showing '(All)' and 'Leslie's Test Site'. Below the dropdown are links for 'Permits', 'Compliance and Enforcement Actions', 'Violations', 'Financials', and 'Documents'. The main content area is titled 'Welcome to the SC-HELPRS e-Permitting System' and contains several sections: 'Getting Started', 'Finding and Submitting Applications and Requests', 'Managing Information for an Existing Facility, Project, or Site', and 'Getting Help'.

Welcome to the SC-HELPRS e-Permitting System

Select Site

(All)

Leslie's Test Site

Permits

Compliance and Enforcement Actions

Violations

Financials

Documents

### Getting Started

SC-HELPRS is a one-stop portal for submitting permit applications and service requests to South Carolina Department of Health and Environmental Control. Once you or your organization has been issued a permit or license you can submit required reports or request changes to your permit here.

### Finding and Submitting Applications and Requests

Begin by [browsing the available forms](#). Once the desired form is located, you can fill it out, submit it, and track it here.

### Managing Information for an Existing Facility, Project, or Site

If you are affiliated with an existing facility, project, or site that has had DHEC involvement, your SCDHEC account can be granted access to the site in one of the following ways:

- Contact the facility directly and ask the designated SC-HELPRS account administrator to invite you to join the site.
- [Enter a Verification Code](#) provided by mail or e-mail from DHEC
- If the site does not currently have an active account manager, contact SCDHEC support to learn how to set up a site account.

If your facility, project or site has not yet had DHEC involvement, your site will be created after you [fill out and submit an application or service request](#) form and DHEC has begun processing it.

### Getting Help

Use the Help link icon in the top right corner of any page to view screen-specific help. If you still need assistance click the Contact link in the page header for additional support options.

The menu on the left side will display options for Sites. Select 'Authorized Users' as circled below.

**SITE**

Leslie's Test Site

Home

Notifications

Details

Apps, Requests and Reports

Permits

Compliance and Enforcement Actions

Violations

Financials

Documents

**Authorized Users**

### Getting Started

SC-HELPRS is a one-stop portal for submitting permit applications and service requests to South Carolina Department of Health and Environmental Control. Once you or your organization has been issued a permit or license you can submit required reports or request changes to your permit here.

### Finding and Submitting Applications and Requests

Begin by [browsing the available forms](#). Once the desired form is located, you can fill it out, submit it, and track it here.

### Managing Information for an Existing Facility, Project, or Site

If you are affiliated with an existing facility, project, or site that has had DHEC involvement, your SCDHEC account can be granted access to the site in one of the following ways:

- Contact the facility directly and ask the designated SC-HELPRS account administrator to invite you to join the site.
- [Enter a Verification Code](#) provided by mail or e-mail from DHEC
- If the site does not currently have an active account manager, contact SCDHEC support to learn how to set up a site account.

If your facility, project or site has not yet had DHEC involvement, your site will be created after you [fill out and submit an application or service request](#) form and DHEC has begun processing it.

### Getting Help

Use the Help link icon in the top right corner of any page to view screen-specific help. If you still need assistance click the Contact link in the page header for additional support options.

Click 'Invite User to Join' as circled below to invite a new User. They will receive an invitation as described in the **BECOMING A SYSTEM USER** Section.

The screenshot shows a web application interface for user management. On the left is a navigation menu with the following items: Home, Notifications, Details, Apps, Requests and Reports, Permits, Compliance and Enforcement Actions, Violations, Financials, Documents, and Authorized Users. The main content area is titled 'Users' and contains a table of users. Above the table are search filters for Name, Role, Login, and Joined Date. A green button labeled 'Invite User to Join' is circled in red. A blue information banner at the top right states: 'This screen lists external users authorized to access and manage data for this site.' The table contains one row with the following data: Name (empty), Role (Administrator), Login (empty), and Joined Date (04/06/2017). An 'Open' button is located at the end of the row. Two diamond-shaped annotations are present: one pointing to the 'Name' column header and another pointing to the 'Role' column header.

Name	Role	Login	Joined Date	
	Administrator		04/06/2017	Open

Fill out required information for the new user. Roles are described in the right column. Once the information has been entered, the 'Send Invitation' will be activated (as circled below). Click to send the invitation. The new user can follow the instructions in the **BECOMING A SYSTEM USER** Section above.

The screenshot shows a web application interface for inviting a new user. On the left is a navigation menu with options like Home, Notifications, Details, and Authorized Users. The main area is titled 'Invite User' and contains three input fields: 'Name' (filled with 'Jog Bag'o'donuts'), 'Email' (filled with 'donut@gmail.com'), and 'Role' (a dropdown menu set to 'Editor'). At the bottom of the form, a green 'Send Invitation' button is circled in red, with a grey 'Cancel' button next to it. On the right side, there is a sidebar with the following content:

- About Inviting Users**  
Invite users to view or edit a site's information. An email will be sent to the address you supply. The email will contain a link for the invitee to activate the invitation. The invitee will be asked to make an account if they do not have one already. You may wish to contact the invitee to ensure they look out for the invitation email.
- Roles**  
Roles provide different capabilities:
  - Viewer** - May view site information but can't make any changes
  - Editor** - May fill out forms and reports. May require certifier permissions to submit, depending on form type
  - Administrator** - Can edit site information, invite other users to join the site, inactivate users, and request certifier permissions for users
- Certifier Agreement Form**  
Certain types of forms and reports, particularly those administered under the federal NPDES program, require that the user submit a Certifier Agreement Form that must be approved by the department before these forms and reports can be submitted.  
[Download the Certifier Agreement Form here](#)