

Trouble accessing the operator portal?

- * The portal is optimized for usage with Internet Explorer. If you are having difficulty accessing the portal, please try using the Internet Explorer web browser.
- * If you are having trouble logging into your account, please follow the NCID instructions (<https://it.nc.gov/ncid/>) to reset your password/obtain username/unlock your account.
- * Your account may have become inaccessible and archived if you have not logged into the operator portal in more than one year. Please create a new NCID and send an email to certadmin@ncdenr.gov to link the new user name to your operator ID.
- * **Multiple NCIDs:** You only need one NCID account for usage on any NC program database. Once you have logged into the operator portal and connected your operator id number, it is tied to that NCID account and you **must** use that account to log into the operator portal. If you have both wastewater and water licenses, link them in the portal as shown below:

