UST OPERATOR EXAM TUTORIAL

This is a tutorial on how to use and navigate the UST Operator Exam Website – from creating an account, to printing the authorization certificate.

If you have any questions regarding this tutorial or NYS Operator Training in general, email operatortraining@dec.ny.gov.
Creating an Account
This is the homepage for the UST Operator Exam, also known as the “Op App.”

If you have an account, you can sign in here.

If you’ve never created an account, click this.

Click any of these links to access the following:
- Operator Training Webpage
- Operator Training Guide
- Op App Tutorial
- NYS Bulk Storage Regulations
Create An Account

These are the rules regarding use of the Op App.

In addition to any obligations arising under acceptable use policies implemented by your internet provider, by logging into this application, you certify and agree under penalty of law to abide by the following:

1. The name on this account is your legal name. You will not create or use an account that is not your own account.
2. You shall use this application only for the purpose of registering for and taking an examination to become authorized as an operator of Underground Storage Tanks (USTs) as required by NYSDEC regulation, to maintain an account as an UST operator, or as otherwise authorized by NYSDEC.
3. You shall be responsible for any activity attributable to the use of your account, whether by you or any other person.
4. You shall not engage in activities that may cause interference with or disruption of this application, the related software, any network, information service, equipment or user thereof.
5. You shall not seek information on other users or attempt to obtain access to, copy, or modify other users’ files.
6. You shall not use this application for any illegal purpose, including, but not limited to, the transmission of obscene or harassing materials.
7. You must report any abuse or misuse of this application you become aware of to NYSDEC and you shall cooperate fully in any investigation into any such abuse or misuse.

* Indicates a required field.

First Name*
John

Last Name*
Smith

Address*
1050 W Addison Street

Address Line 2

City*
Chicago

State*
Illinois

Zip*
60613

Email Address*
john.elwood.smith@gmail.com

Password*

Confirm Password*

Fill in your information on this page, then click this.
This screen confirms that your account has been created. Now, you need to confirm your email.
When you check your email, you should see an email like this.
Inside it is a link that will activate your account and will verify your email. Click the link.
Clicking the link in the email opens this screen. Now you can log into the Op App: go to the homepage by clicking this.
Recovering your Password
If you have an account but have forgotten your password, click this.
Enter your email address above then click this. Otherwise, click ‘Cancel’ to go back to the homepage.

If you’ve forgotten the email address you used to create your account, email DEC at operatortraining@dec.ny.gov.
Signing In & the User Dashboard
Enter your email and password here, then click this to sign in.
Signing in brings you to the User Dashboard. From here, you can:

1. Edit your Profile Information,
2. Submit a Request for Reciprocity,
3. Access the Study Materials, or
4. Take an Operator Exam.
Editing Profile Information
If you want to edit your profile information, click this.
Here you can edit your profile information accordingly.

- Click this when you modify your account information.
- Click this when you change your password.
- Otherwise, click this to go back to the User Dashboard.
Submitting a Request for Reciprocity
If you decide to request reciprocity, click this.
Request Reciprocity

To request reciprocity for your operator authorization from another state, provide the information below.

- Submit only one reciprocity request per operator class.
- If you have already submitted a request for Class A/B Operator authorization, do not submit additional separate reciprocity requests for Class A and/or B Operator authorization.

* Indicates a required field.

**State**
Illinois

**Operator Name as it appears in Authorization by selected state**
John Smith

**Operator ID or Authorization Number issued by selected state**
62080

**Operator Class**
Class A/B UST Operator

**Expiration Date (Leave blank if not applicable)**
12/31/2015

Provide the necessary information regarding your operator credentials from a state with State Program Approval from the EPA; when you’re done, click this.

Otherwise, click this to go back to the User Dashboard.
Request Reciprocity

DEC has received your request for Bulk Storage Operator authorization by reciprocity. DEC will evaluate the information you provided and will respond by email to the address as shown in your user account.

Clicking 'Submit Request' will bring you to this screen; click this to go back to the User Dashboard.
The User Dashboard will look like this when you have a pending request for reciprocity.
If your request is denied, the listed status will reflect the denial.
If your request is approved, the listed status will reflect the approval.

In addition, your profile information will be updated to show your Authorization Number, Authorization/Operator Class, and Status.

You can also view and/or print your authorization certificate by clicking this.
Accessing the Reading Materials
If you want to read the study materials, click this then choose one.

Clicking Tank IQ opens a PDF copy (which you may print).
Clicking the Bulk Storage Regulations will open the DEC Bulk Storage webpage (where PDF copies of the PBS and CBS regulations reside).

Note that you can access the study materials anytime you’re signed in – before, during, or after an Operator Exam.
Starting an Operator Exam
If you want to take an Operator Exam, click one of these three.
Starting an Operator Exam will bring you to this screen (regardless of Operator Class).

These are rules regarding the Exam.

1. You will keep confidential all exam questions and answers. You shall not copy, capture, or otherwise record any questions or answers from the exam. You shall not disclose information on any questions or answers to any other person.
2. You certify that you have not received any information on questions or answers from the exam from another person, whether verbally or in writing.

Once you begin, you will have 2 hours 30 minutes to complete your exam. The exam consists of 87 questions. If you do not pass you must wait 24 hours before you can retake the exam. You can flag an individual question by clicking the flag button: 🚫
Click the flag button again when you are ready to unflag it. Flagged questions are saved to a list so you can quickly return to them later.

These are specific to a Class A/B Exam. Class A and Class B Exams will have a 2-hour time limit, and will consist of 65 and 50 questions, respectively (plus 7 ungraded Demographics questions).

Be sure to check this box before you click this.

If you’re not ready yet, click this.
The Exam Menu
This is the Exam Menu for a Class A/B Exam.

Questions are organized by topic group.

<table>
<thead>
<tr>
<th>Topic Group</th>
<th>Number of Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demographics (This section is not graded)</td>
<td>0/7</td>
</tr>
<tr>
<td>Corrosion Protection and Related Testing</td>
<td>0/3</td>
</tr>
<tr>
<td>Inventory Control</td>
<td>0/5</td>
</tr>
<tr>
<td>Overfill Prevention</td>
<td>0/3</td>
</tr>
<tr>
<td>Tank Leak Detection</td>
<td>0/8</td>
</tr>
<tr>
<td>Piping Leak Detection</td>
<td>0/8</td>
</tr>
<tr>
<td>Temporary/Permanent Tank Closure</td>
<td>0/3</td>
</tr>
<tr>
<td>Training of Class C Operators</td>
<td>0/3</td>
</tr>
<tr>
<td>UST System Record Keeping</td>
<td>0/8</td>
</tr>
<tr>
<td>Operation and Maintenance</td>
<td>0/8</td>
</tr>
<tr>
<td>Spill Reporting and Response Actions</td>
<td>0/8</td>
</tr>
<tr>
<td>Financial Responsibility</td>
<td>0/2</td>
</tr>
<tr>
<td>Spill Containment</td>
<td>0/4</td>
</tr>
<tr>
<td>Product and Equipment Compatibility</td>
<td>0/1</td>
</tr>
<tr>
<td>Tank System Basics</td>
<td>0/6</td>
</tr>
<tr>
<td>Dispensers</td>
<td>0/3</td>
</tr>
<tr>
<td>Tank Registration</td>
<td>0/6</td>
</tr>
</tbody>
</table>

This shows your progress.

Clicking on either of these will submit your Exam. Do not click on either one UNTIL you’re finished; you will not be able to change your answers after you submit the Exam.
The Exam Question
This is the layout of an Exam question.

Select the best answer out of the 4 options.

Note that the Demographics questions are optional, but provide DEC with valuable information regarding the regulated public.
Once you’ve selected an answer, your choice will be highlighted.

At this point, you can still change your answer or clear the answer altogether.

Notice how the progress bar turns green, and it says “2%” answered.

From here, you can either move to the next question, or go back to the Exam Menu.
Notice how this now reads “1/7” answered.
Flagging an Exam Question
If you come across a question that stumps you, and you want to go back to it later, you can ‘flag’ (or unflag) that question by clicking on this.

If you need to return to a previous question, click this.
Once the question is flagged, this turns red, and this appears.

One way of seeing questions that have been flagged is by clicking ‘Flagged Questions’ above.
Another way of seeing questions that have been flagged is by clicking ‘Flagged Questions’ at the bottom of the Exam Menu.
This shows the Flagged Questions in the Exam. Click on any one to go directly to that question.

Note that answering a question does not unflag that question. Also, you don’t have to unflag each flagged question to submit your Exam.
Submitting an Operator Exam
Before submitting your Exam, check that you’ve answered all questions.

Each topic group should have a green check on the right.

Also, “Exam Progress” should read “100%”, and the progress bar should be completely green.

When you’re ready to submit your Exam, click on either of these.
You will be asked to confirm that you're ready to submit your Exam.

Be sure to check this box, then click this.

If you're not yet ready to submit your Exam, click this.
Should you try to submit your Exam with unanswered questions, you’ll see this screen.

If you want to submit your Exam anyway, check this box, then click this.

This will tell you the number of unanswered questions left in your Exam.

Otherwise, click this to return to the Exam Menu.
Retaking an Operator Exam
If you submit your Exam and you did not have enough correct answers to pass, you’ll see this screen.

You did not receive a passing score on the Class A/B UST Operator exam.

You will be eligible to re-take this exam in 24 hours. Questions on the retaken exam may not be the same as those on the exam you just submitted.

If you wish to take the exam for a different Operator Class, you must also wait 24 hours. Links to study material are provided below:

- Operator Training Guide (Tank IQ)
- NYS Bulk Storage Regulations

From here, you can either go back to the User Dashboard or read Tank IQ and/or the Bulk Storage Regulations.
The User Dashboard will look like this while you're waiting to retake the Exam. The waiting period is shown above.
When the 24-hour wait is over, the User Dashboard will look like this. At this point, you may retake the Exam.
Passing an Operator Exam
If you submit your Exam and you successfully pass, you’ll see this screen.

Congratulations, you have passed the Class A/B UST Operator exam!

You are now authorized as a Class A/B UST Operator in New York.

Your Operator Authorization Number is **9FG-MAX**

You may print out a copy of your certificate below.

DEC's online database of authorized tank operators is updated nightly. To see your authorization online, please check the database, at tbd.gov, in 24 hours.

- **Print Certificate**
- **Back to Dashboard**

Click this to view and/or print your authorization certificate. You can also click this to go back to the User Dashboard.
Once you’ve passed, the User Dashboard will look like this.

View and/or print your authorization certificate by clicking this.