



## **Environmental Health Services Public Portal Instructions**

### **UNDERGROUND STORAGE TANKS**

#### **Before you begin, here are some useful TIPS:**

1. Navigate between screens using the menu on the left hand column. Using the back arrow on your browser may cause some of your data to be lost.
2. The links/buttons respond to a single click. Clicking too quickly between links or clicking multiple links at one time may cause the system to crash and you will lose any unsaved data.
3. You can start and stop your data entry at any time, be sure to hit the “Save Changes” button at the bottom of each page before you log out.
4. The red asterisk \* indicates a required field. You won’t be able to save the form unless all these fields have information entered.
5. Site maps need to be accurate and legible. If the map cannot be read, it will be rejected.  
They do not need to be drawn by an architect or AutoCAD.
6. All the documents for upload should be saved as PDF. For further information or assistance please contact our office at (650) 372-6200.

#### **START AT**

[ehesubmit.smchealth.org](http://ehesubmit.smchealth.org)

The screenshot shows the login page for the Environmental Health San Mateo County Public Portal. At the top, it reads "ENVIRONMENTAL HEALTH SAN MATEO COUNTY" with the tagline "Protecting Our Health and Environment". Below this, it says "San Mateo County Environmental Health - Public Portal". A message states: "Please login below to electronically complete and submit your forms." There are two input fields for "Username:" and "Password:", followed by a red "Login" button. Below the input fields are two links: "Request a Username and Password." and "Portal User Instructions - Download and read before submitting." At the bottom, there is a "Contacts" section with the following information: Telephone M-F, 8:00am-5:00pm: (650) 372-6200; E-Mail: [smcupa@smcgov.org](mailto:smcupa@smcgov.org); and a link to the "San Mateo County CUPA Website".

You must request a Username and Password before you can begin use of the Portal. Simply follow the link and complete the form and submit. Your Username and Password will be



e-mailed to you once we verify the information. You will not be able to enter information until you receive the confirmation e-mail from our office. We will try to respond in a timely fashion.

If you have not received a response within 4 business days, please call our office at (650) 372-6291. Use the box bellow to write down your information.

**Username:** \_\_\_\_\_

**Password:** \_\_\_\_\_

After you enter your username and Password and you should see the screen below. If you have multiple facilities within the County, you will see a list of all the sites here.

Click on this link **only** if the information displayed in the table is incorrect. It will link to a form to request changes.

Click on this link to continue to the forms.

Portal Test Facility- six(456 MAIN ST /FA0055592) Home | Change Password | Logout

## ENVIRONMENTAL HEALTH

SAN MATEO COUNTY

Portal Home Page

**Step 1:**  
Please review the Facility, Address, and Owner information in the table below. If the information is incorrect, click the Update button to change the information. Change requests will be processed within 3-5 business days. **Do not proceed to the next step** until your update request has been processed. If there are no changes, you can certify your submission by clicking on the Annual Certification link.

Facility Name/DBA	Site Address	Facility Invoice Mailing Address	Owner	Annual Certification	
Portal Test Facility- six	456 MAIN ST	123 Test ST SAN MATEO, CA 94403	test owner	HMBP	<a href="#">Update Owner/DBA/Address</a>

**Step 2:**  
If the information in the table is correct, then click the button below.

[Proceed to forms](#)

Change your password by clicking on the *Change Password* link at the top of the page.

Click on "Underground Storage Tank" package to begin entering the tank information.

Portal Test Facility- six(456 MAIN ST /FA0055592) Home | Change Password | Logout

## ENVIRONMENTAL HEALTH

SAN MATEO COUNTY

submission packages submission home

Click on a submission package name to get started.

Name	
<a href="#">Hazardous Materials Business Plan</a>	<a href="#">Help and FAQ</a>
<a href="#">Underground Storage Tanks</a>	<a href="#">Help and FAQ</a>

NOTE: This site contains certain features that are disabled by popup blockers that prevent extra popup windows from opening in your browser. To access these features, please configure your browser to allow popups on this site and disable any installed popup blockers such as those included with the Yahoo and Google toolbars.

[General Submission Help and Instructions](#)



This next screen will show you the status of your submission. Initially, the status will show as "Unfinished". After you submit your UST forms, the new status will show as "Submitted".

Click on the site address link to access the UST forms.

Portal Test Facility- six(456 MAIN ST /FA0055592)

**ENVIRONMENTAL HEALTH**  
SAN MATEO COUNTY

Home | Change Password | Logout

**Underground Storage Tanks** [Select a different package](#)  
Click on the Site Address to open, view or edit a Underground Storage Tanks  
To view the reviewer's comments, click on the *Reviewer Comments* hyperlink  
Contact: [UST Manager](#)

Site Address	Created	Modified	Submission Status
<a href="#">456 MAIN ST</a>	6/23/14	7/1/14	Unfinished

After you submit the UST pages, you will see here a link to print your "Submission Summary".

**STEP 1 OF 3: COMPLETE THE FORMS**

**I. UST Facility**

The UST facility form has 8 required sections you need to complete. Scroll down to complete all the required information (\*).

Use the links on this menu to navigate between forms.

New Permit: for new UST facilities.  
Confirmed/Updated Information: for existing UST facilities.



Section V requires you to upload a copy of your “UST Certification of Financial Responsibility”. Select a Financial responsibility method and then upload the document.

Click “Upload” and follow the 3 steps to save your document.

Section VI requires you to upload a copy of the “Owner Statement of Designated UST Operator Compliance”.

Click “Upload” and follow the 3 steps to save your document.

After you have entered all the required information click “Save Changes”.



## II. UST Tanks

The UST tank forms will have the general information of the tanks that are registered with San Mateo County. You must complete all the required 9 sections for each tank.

Complete the information for the first tank and then **Save Changes**.

Click here to enter the UST Tank information.

This table will show the list of existing tanks.

New Permit: for new UST facilities.  
Confirmed/Updated Information: for existing UST facilities.

THE SUBMISSION IS NOT FINISHED! Go to the [Cover Sheet](#) to send extra notes, or confirm your submission to finish the process.

**Save Changes**

Once you have entered and saved the information for the **first tank**, click on the “+” symbol next to the Tank name to access the form for the next tank. Complete the required fields and save the information for the second tank.



Portal Test Facility- six(456 MAIN ST /FA0055592) Home | Change Password | Logout

**ENVIRONMENTAL HEALTH**  
SAN MATEO COUNTY

Step 1 of 3 Step 1: Complete the forms Step 2: Add a cover sheet Step 3: Submit your forms Help and FAQ Submission Log Submission Home

Click on the **Save Changes** Button to save the form. After saving the form, click on the links below to complete ALL the forms in your submission package

- UST Facility
  - UST Tank**
  - UST Monitoring Plan
  - UST Response Plan
- UST Installation

**Tips**

- Click on the **Save Changes Button frequently**. You will be logged out of the system after extended inactivity and any unsaved changes may be lost.
- Disable any installed popup blockers
- Complete every form in the package

**Finished?** Go to the [Cover Sheet](#) to send extra notes, or [confirm your submission](#).

UST Tank (2) Expand Table View Expand Form View

Tank ID	Tank Use	Tank Contents	Tank Capacity	Tank Manufacturer
X1X1	Motor Vehicle Fueling	Regular Unleaded	10000.0	
X2X2	-- none selected --	-- none selected --	0.0	

Asterisks (\*) indicate required fields

Type of Action (Check one item only. For an UST permanent closure or removal, complete only this section and Sections I, II, III, IV, and IX below)\*

New permit  
 Confirmed/Updated Information  
 UST Permanent Closure on Site  
 Renewal Permit  
 Temporary UST Closure  
 UST Removal

Date UST Permanently Closed

Date Existing UST Discovered

**I. Facility Information**

Facility ID FA0055592  
Business Name Portal Test Facility- six  
Site Address 456 MAIN ST  
City SAN CARLOS

**THE SUBMISSION IS NOT FINISHED!** Go to the [Cover Sheet](#) to send extra notes, or [confirm your submission](#) to finish the process.

Print Save Changes Cancel Changes

### III. UST Monitoring Plan

You must enter one monitoring plan per UST. If you have changed the name of the tank on the UST Tank form, it won't be reflected on the monitoring plan forms until the plan is approved.

Complete the information for the first tank and then **Save Changes**.

Click here to enter the UST Tank information.

New Plan: for new UST tank.  
Confirmed/Updated Information: for existing UST tanks.

Portal Test Facility- two(123 Test ST /FA0052428) Home | Change Password | Logout

**ENVIRONMENTAL HEALTH**  
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Step 1 of 3 Step 1: Complete the forms Step 2: Add a cover sheet Step 3: Submit your forms Help and FAQ Submission Log Submission Home

Click on the **Save Changes** Button to save the form. After saving the form, click on the links below to complete ALL the forms in your submission package

- UST Facility
  - UST Tank
  - UST Monitoring Plan**
  - UST Response Plan
- UST Installation

**Tips**

- Click on the **Save Changes Button frequently**. You will be logged out of the system after extended inactivity and any unsaved changes may be lost.
- Disable any installed popup blockers
- Complete every form in the package

**Finished?** Go to the [Cover Sheet](#) to send extra notes, or [confirm your submission](#).

UST Monitoring Plan (2) Expand Table View Expand Form View

Tank ID

New Tank X1X1  
 X2X2

Asterisks (\*) indicate required fields

Type of action  New plan  Change of information

Tank ID New Tank X1X1

**I. Facility Information**

Facility ID FA0055592  
Business Name Portal Test Facility- six  
Name  
Site Address 456 MAIN ST  
City SAN CARLOS  
ZIP 94070  
State CA

**II. Equipment Testing And Preventative Maintenance**

Testing, preventive maintenance, and calibration of monitoring equipment (e.g., sensors, probes, line leak detectors, etc.) must be performed at the frequency specified by the equipment manufacturers' instructions, or annually, whichever is more frequent, and that such work must be performed by qualified personnel. (23 CCR 2632, 2634, 2638, 2641)

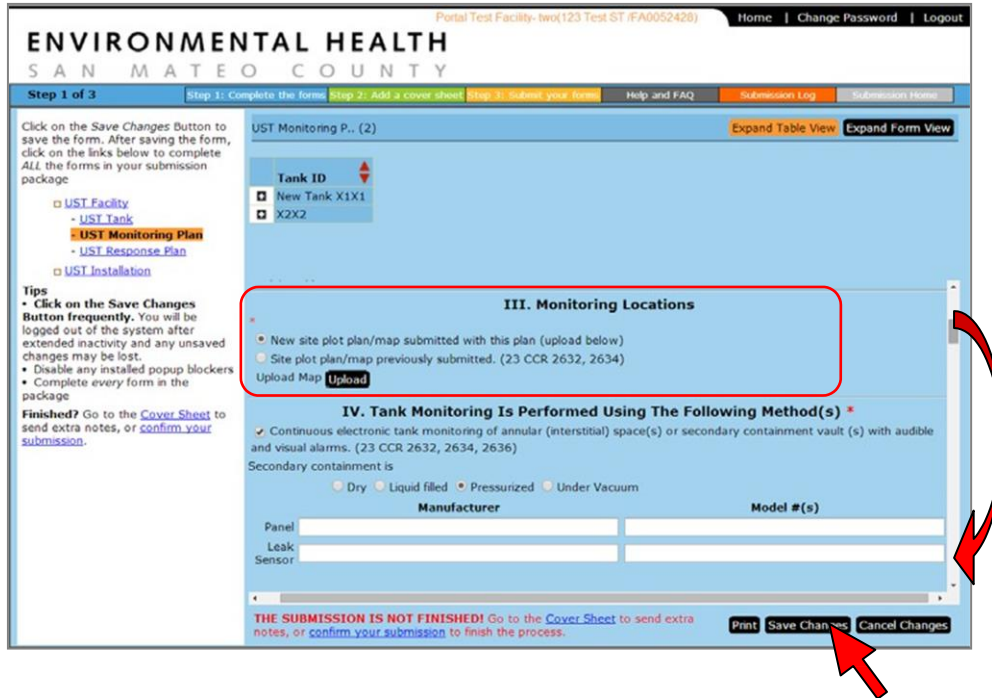
Monitoring equipment is serviced\*

**THE SUBMISSION IS NOT FINISHED!** Go to the [Cover Sheet](#) to send extra notes, or [confirm your submission](#) to finish the process.

Print Save Changes Cancel Changes



Section III requires you to save a site map. If you are submitting a new map click on the first option and upload your map. If you have previously submitted your map, click on the second option.



Once you have entered and saved the information for the first tank, click on the “+” symbol next to the Tank name to access the form for the next tank. Complete the required fields and save the UST Monitoring Plan information for the second tank.

**IV. UST Response Plan**

Complete one UST Response Plan for your UST facility. Scroll down to complete all required fields and **Save Changes**.



Portal Test Facility- twc123 Test ST #FA0052428 Home | Change Password | Logout

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Step 1 of 3 Step 1: Complete the form Step 2: Add a cover sheet Step 3: Submit your form Help and FAQ Submission Log Submission Home

Click on the Save Changes Button to save the form. After saving the form, click on the links below to complete ALL the forms in your submission package

- UST Facility
  - UST Tank
  - UST Monitoring Plan
  - UST Response Plan**
  - UST Installation

**Tips**

- Click on the Save Changes Button frequently. You will be logged out of the system after extended inactivity and any unsaved changes may be lost.
- Disable any installed popup blockers
- Complete every form in the package

**Finished?** Go to the Cover Sheet to send extra notes, or confirm your submission.

Asterisks (\*) indicate required fields

Type Of Action\*  New Plan  Change of Information

Upload existing Response Plan (option)

**Spill Control And Cleanup Methods**

This plan addresses unauthorized releases from UST systems and supplements the emergency response plans and procedure Hazardous Materials Business Plan.

- If safe to do so, facility personnel will take immediate measures to control or stop any release (e.g., activate pump sh if necessary, safely remove remaining hazardous material from the UST system.
- Any release to secondary containment will be pumped or otherwise removed within a time consistent with the ability o containment system to contain the hazardous material, but not greater than 30 calendar days, or sooner if required b agency. Recovered hazardous materials, unless still suitable for their intended use, will be managed as hazardous was
- Absorbent material will be used to contain and clean up manageable spills of hazardous materials. Absorbent material become too saturated to be effective or which is no longer intended for use will be managed as hazardous waste unli determination in accordance with 22 CCR 66262.11 finds that it is non-hazardous. Used absorbent material, reusable stored in a properly labeled and sealed container. Waste material shall be disposed appropriately.
- Facility personnel will determine whether any water removed from secondary containment systems, or from clean-up been in contact with any hazardous material. If the water is contaminated, it will be managed as hazardous waste unli determination in accordance with 22 CCR 66262.11 finds that it is non-hazardous. If the water has a petroleum sheer colors), it is contaminated. A thick floating petroleum layer may not necessarily display rainbow colors. Water (hazard hazardous) from sumps, spill containers, etc. will not be disposed to storm water systems.
- We will review secondary containment systems for possible deterioration if any of the following conditions occur:
  - Hazardous material in contact with secondary containment is not compatible with the material used for second
  - Secondary containment is prone to damage from any equipment used to remove or clean up hazardous mater secondary containment
  - Hazardous material, other than the product/waste stored in the primary containment system, is placed inside a containment to treat or neutralize released product/waste, and the added material or resulting material from st combination is not compatible with secondary containment

**THE SUBMISSION IS NOT FINISHED!** Go to the Cover Sheet to send extra notes, or confirm your submission to finish the process.

Click here to enter the UST Tank information.

New Plan: for new UST facilities.  
Confirmed/Updated Information: for existing UST facilities.

**IV. UST Installation**

This Certification form must be submitted upon the completion of installation or upgrading of tanks and/or piping associated with a UST system. Installation or upgrading of multiple tank systems may be addressed on one form. Complete the form and save the changes.

**If this is not applicable to you, skip this section.**

**STEP 2 OF 3: ADD A COVER SHEET**

In this section you can advise us of any other information that may help us process your submittal. This section can be left blank if you don't have comments.

Portal Test Facility- twc123 Test ST #FA0052428 Home | Change Password | Logout

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Step 2 of 3 Step 1: Complete the form Step 2: Add a cover sheet Step 3: Submit your form Help and FAQ Submission Log Submission Home

Submission Cover Sheet: UST

**Cover Sheet Instructions**

Sometimes you may wish to send extra notes regarding the forms being submitted, but can find no place on the forms themselves for such notes. The "Submitter's Comments" field, on this cover sheet, provides a place for such notes. The cover sheet is submitted at the same time as the forms, and is stored together with the archived forms. Additional comments are not required for a submittal. Save your additional comments by clicking on the Save Comments button. To finish your submittal, click on the Submit button at the bottom of this page.

**I. Attached Comments**

Cover Page Comments

Click here to go to this step.





**STEP 3 OF 3: SUBMIT YOUR FORMS**

Please review your submission to be sure the forms you completed match the count shown. Click on Confirm Submission to submit your forms.

Portal Test Facility- two(123 Test ST /FA0052428) Home | Change Password | Logout

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Step 3 of 3 Step 1: Complete the forms Step 2: Add a cover sheet Step 3: Submit your forms Help and FAQ Submission Log Submission Name

Submission Cover Sheet: UST

You're almost done! Review the contents of your submission and click on the **Confirm Submission** button at the bottom of this page. The submission recipient will be notified of your submission via email.

**I. Submission Identification**

Submission Contents: UST  
From: Portal Test Facility- two(123 Test ST /FA0052428)  
To: UST Manager  
Cover Sheet:

**II. Form Contents**

Form Name	Number of Forms	Minimum Allowed	Maximum Allowed
UST Facility	1	1	1
UST Installation	0	0	1
UST Tank	2	1	unlimited
UST Monitoring Plan	2	1	unlimited
UST Response Plan	1	1	1

Last Submitted: Not submitted

**Confirm Submission**

**Review Process:**

We will review your submission and send you an acceptance or deficiency notice with needed corrections.

If you have any questions during this submittal process, please contact our office at (650) 372-6200 or contact us via e-mail at [smcupa@smcgov.org](mailto:smcupa@smcgov.org).

For more information go to:

<http://smchealth.org/electronicreporting>