

Non-North Carolina State Employee First Time Users

If you DO NOT have a North Carolina Government email address, go to the North Carolina Learning Center log in page at: <https://ncgov.csod.com/client/ncgov/default.aspx>

If this is your first time using the North Carolina Learning Center, click on “[Register - Click here to create an account](#)” located below the User ID and Password fields.



North Carolina Learning Center

User ID:

Password:

[Forgot Username?](#)

[Forgot Password? click here](#)

[Register - Click here to create account](#)

On the next screen, please enter your information into the required fields. You will create your own User ID and password.

Notes:

- Do not enter a “EE Code”.
- For Category, select “Associated State Agency”.
- For Association, select “Dept. of Environmental Quality”.
- To create a password, please follow the rules listed on the screen.
- It is VERY IMPORTANT to remember your User ID and Password for future reference.
- Once you have entered information in all the required field, click “Log In”



IF YOU HAVE AN EXISTING ACCOUNT:
• Do NOT create a new account
• Click the “Forgot Username” or “Forgot Password” links on the login page as needed
• For additional assistance, have your Agency/University Training Contact, or EEO Program Administrator contact the OSPI/LMS Support team

¹ Required field

EE Code Not Required,
leave it blank.

* Category: Associated State Agency

EE Code (Enter code)

Category: Associated State Agency

Assoc/Link: Dept. of Environmental Quality

* Association: Dept. of Environmental Quality

* Passwords must contain both upper and lower case letters
* Passwords must contain alpha and numeric characters
* Passwords must be 4 - 20 characters
* Passwords cannot have leading or trailing spaces
* Passwords cannot be the same as the Username, User ID, or email address

New password:
Confirm password:

Already a user? [Login here](#)
Return to browsing? [Click here](#)

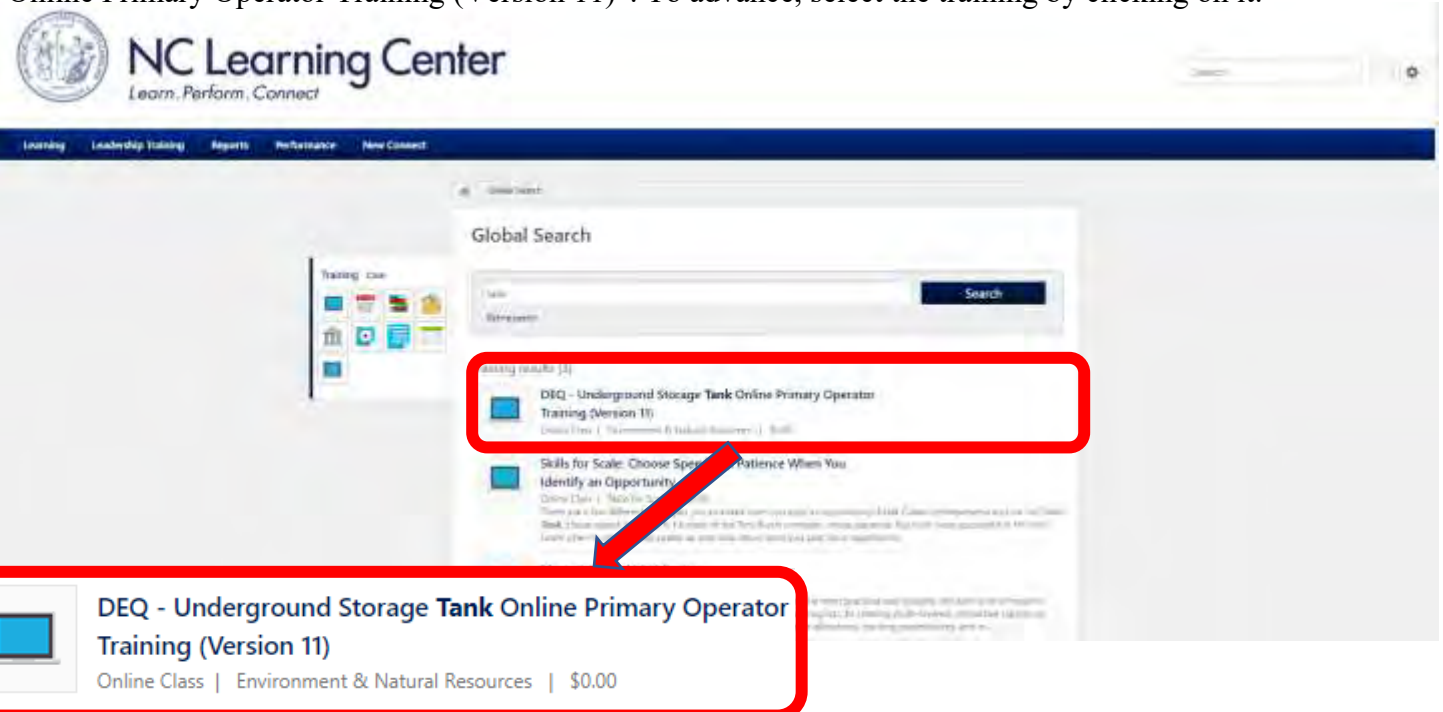
Cancel Log In



Once you have successfully created your account, you will then enter the NC Learning Center where you can search for the DEQ – Underground Storage Tank Online Primary Operator Training (Version 11)”. Either type the word “**tank**” in the Search tab at the top right of the screen or copy and paste “**DEQ – Underground Storage Tank Online Primary Operator Training**” in the same search box. Search by clicking on the magnifying glass.



On the next screen you will see the results of your search. You should see “DEQ – Underground Storage Tank Online Primary Operator Training (Version 11)”. To advance, select the training by clicking on it.

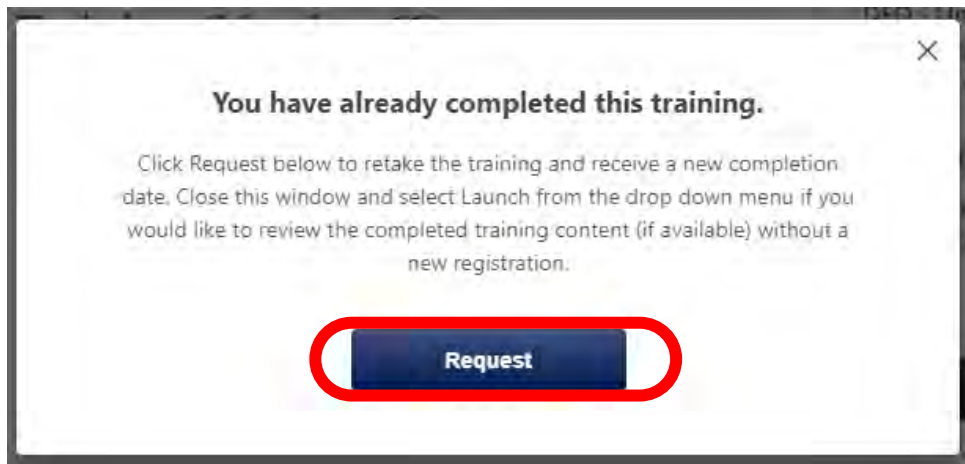


On the next screen, click on the “Request” button.

NOTE: If you have completed online PO Training in the past, click on Request in the **center** of the word “Request”. If you completed Primary Operator Training online before, there are additional instructions on how to update facility information. Go to the following website to get a copy of those instructions: <https://www.deq.nc.gov/waste-management/dwm/ust/tank-school/registration-process-po-retraining/open>.



If you have already completed the training, you will see this pop-up. Select Request again to advance to the training.



On this screen, fill in additional contact information in each box. Please make SURE to list the facility names and ID numbers for ALL facilities you need credit for Primary Operator Training, then click “Submit.” If you need to complete PO Training for multiple facilities, you are welcome to email me a list, just make sure to at least enter one facility ID #.

DENR - Underground Storage Operator Training

*Important: This course works best using Internet Explorer browser. Also, please ensure all pop up blockers are disabled in your browser: On Internet Explorer: 1. Launch IE - > Go to Tools -> Internet options 2. Go to the 'Privacy' Tab 3. Search for a checkbox "Turn on Pop-up Blocker" 4. If you check it - the pop-up blocker gets enabled on your browser and pop-ups are blocked. 5. If you Uncheck it - the pop-up blocker gets disabled on your browser and pop-ups are allowed. Attention Primary Operator: You MUST enter the following information or your online training session will not be properly recorded! Do NOT proceed to the online training course until AFTER you have completed ALL of the following fields below. At the end of the training, you can access the completed tab of your transcript and next to the training select "Print Certificate".

DENR - Underground Storage Operator Training Details

Business Address: ←

Business Telephone: ←

Facility Name (list all if training for more than one facility): ←

Facility ID # (number found on the permit under the expiration date) (list all if training for more than one facility): ←

NOTE: If you are completing training to become a Primary Operator for a facility or re-training to satisfy an NOV, please be sure to include your Facility ID #. The Facility ID is located on the facility’s operating permit. You are welcome to email me at gina.williams@deq.nc.gov or call (910) 489-3604 and I will be glad to assist you with your facility information. If you are completing the Primary Operator Class for training purposes only, please enter “Training” in the place of the facility named and facility ID #.

Once all your information is entered, click on Submit.

On the next screen, click “Launch” in the center of the button.

The screenshot shows the NC Learning Center website interface. At the top left is the NC Learning Center logo with the tagline "Learn. Perform. Connect." Below the logo is a navigation bar with "Home", "Learning", and "Leadership Training". The main content area displays two course cards. The left card is titled "ONLINE CLASS DEQ - Underground Storage Tank Online Primary Operator Training (Version 11)" and has a "Details" link and a "Show More" link. The right card is titled "ONLINE CLASS DEQ - Underground Storage Tank Online Primary Operator Training (Version 11)" and has a "Launch" button. A red circle highlights the "Launch" button on the right card, and a red arrow points from it to a larger "Launch" button at the bottom of the page, which is also circled in red.

1. A separate window should appear where the training will take place. Give the screen at least 30 seconds to load. If the training does not load, try clicking “launch” again. If the training will still not load, you may need to **DISABLE** the pop-up blocker.



Click on < > to go back or advance the slides.

When that window appears, you will see a play button in the bottom left corner of the screen. The slides do not have audio content. You can use the arrow buttons to the right of the play button to move forward or backward in the slides.

You will have quiz questions as you complete each section of training. Select your answer(s) and click on the ✓ at the bottom right of the screen to check your answer.

The Primary Operator's daily responsibilities are:

- A. Operation, maintenance, and record-keeping for the UST facility
- B. Knowledge of the UST regulations
- C. Can be a third-party contractor
- D. Only A and B

Select your answer(s).

Click on ✓ to check your answer(s).

The screenshot shows a quiz interface with a title bar at the top left reading 'DBQ - Underground Storage Storage Tank Online Primary Operator Training (V.4)' and a 'RESOURCES' link at the top right. The main content area contains the question and four radio button options. A callout box on the left points to the radio buttons, and another callout box at the bottom right points to a checkmark icon in the bottom right corner of the screen.

Upon completing the training, you will see your score and results:

Quiz

Your Score 100% (300 points)

Passing Score 75% (225 points)

✓ Congratulations, you passed!

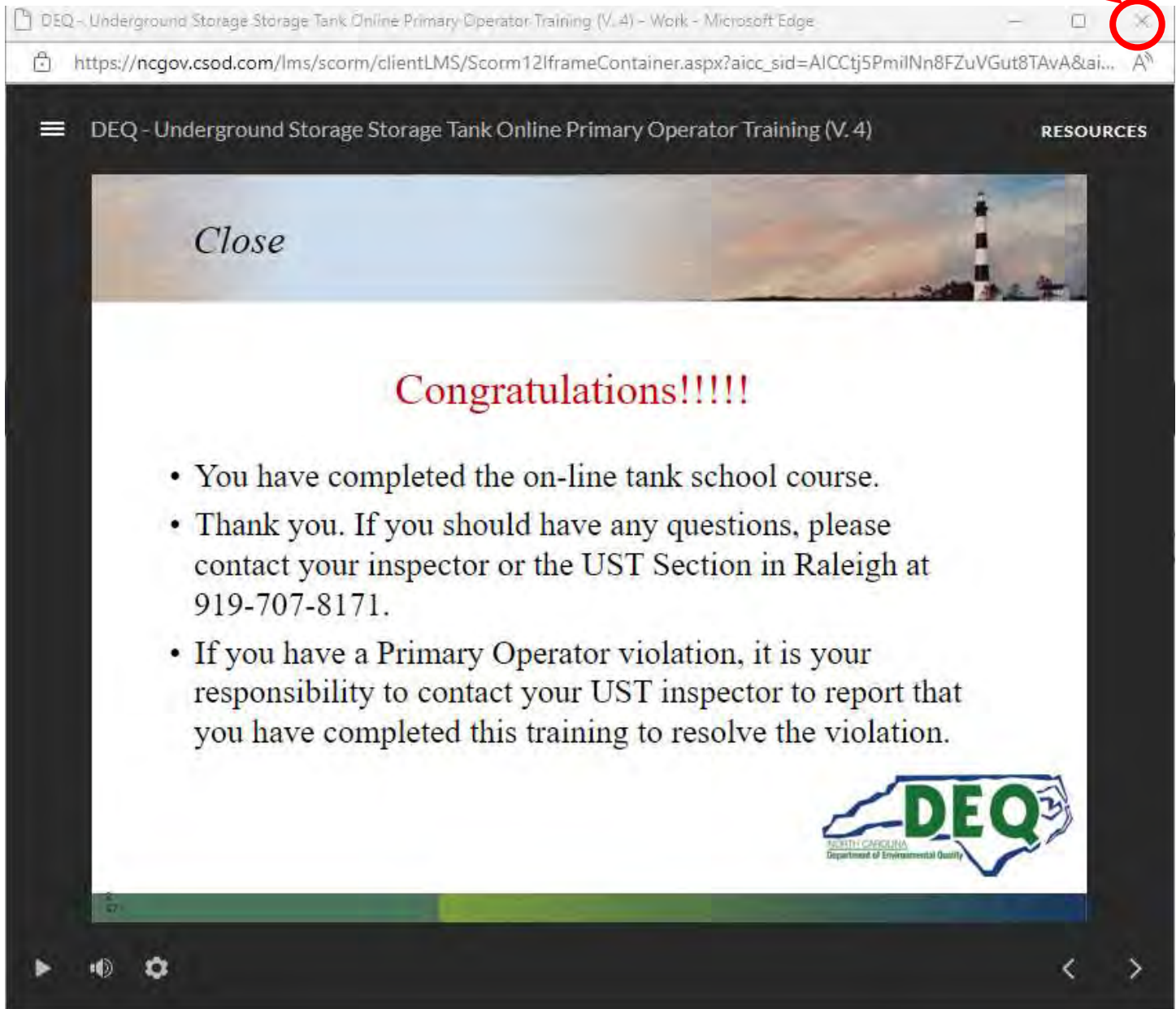
Continue Review Quiz

Click continue to advance to the next screen.

The screenshot shows a quiz results screen with a title bar at the top left reading 'DBQ - Underground Storage Storage Tank Online Primary Operator Training (V.4)' and a 'RESOURCES' link at the top right. The main content area displays the quiz title, the user's score (100% / 300 points), the passing score (75% / 225 points), and a green box with a checkmark and the text 'Congratulations, you passed!'. At the bottom, there are two buttons: 'Continue' and 'Review Quiz'. A callout box at the bottom right points to the 'Continue' button.

Next, close this window and you should return to the NC Learning Center page. Click on the dropdown menu on the right of the screen. To view your Primary Operator Training Certificate, select View Certificate. Another pop-up screen should appear with your certificate.

Click on the X to close the screen.



DEQ - Underground Storage Storage Tank Online Primary Operator Training (V.4) - Work - Microsoft Edge


https://ncgov.csod.com/lms/scorm/clientLMS/Scorm12IframeContainer.aspx?aicc_sid=AICCTj5PmilNn8FZuVGut8TAvA&ai...

DEQ - Underground Storage Storage Tank Online Primary Operator Training (V.4) RESOURCES

Close

Congratulations!!!!

- You have completed the on-line tank school course.
- Thank you. If you should have any questions, please contact your inspector or the UST Section in Raleigh at 919-707-8171.
- If you have a Primary Operator violation, it is your responsibility to contact your UST inspector to report that you have completed this training to resolve the violation.

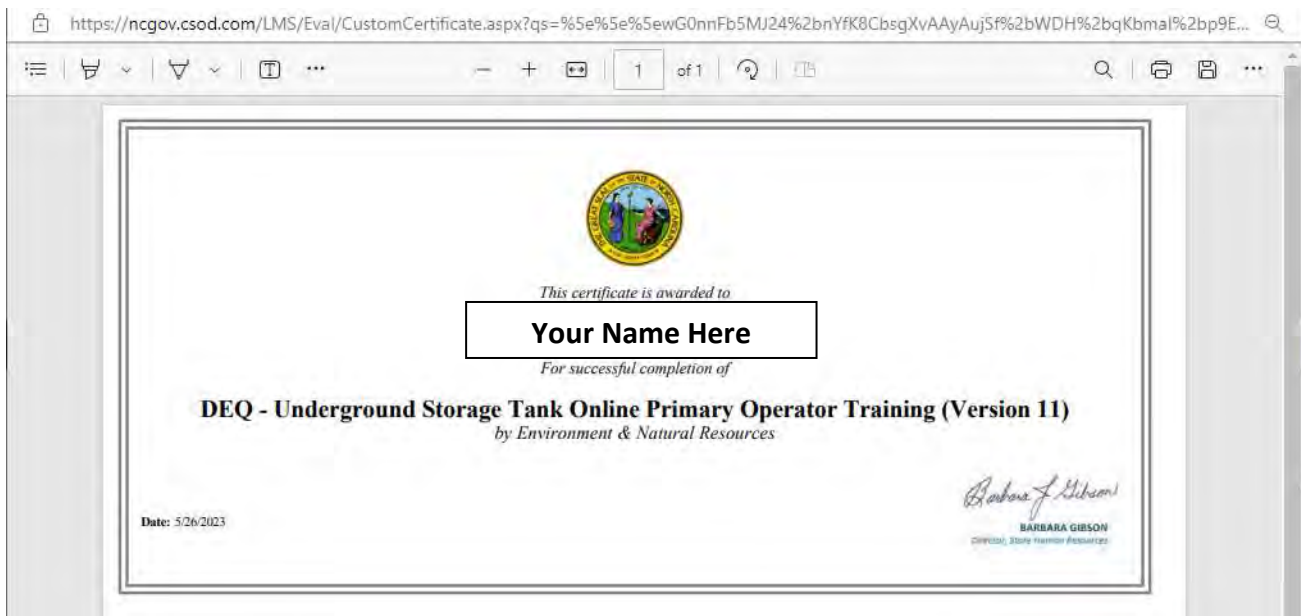


47

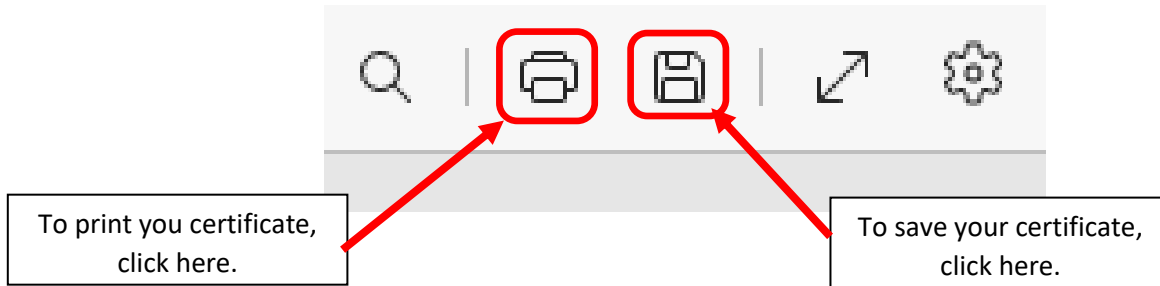
Now you will be back at the NC Learning Center where you can view, print, or save your Primary Operator Certificate. Click on the drop-down arrow next to request.

The screenshot shows the NC Learning Center website. At the top left is the logo with the text "NC Learning Center" and "Learn. Perform. Connect." Below the logo is a navigation bar with links for Home, Learning, Leadership Training, Reports, Performance, and New Content. The main content area displays an "ONLINE CLASS" titled "DEQ - Underground Storage Tank Online Primary Operator Training (Version 11)". A "Request" button is highlighted with a red circle. A red arrow points from this button to a dropdown menu that is also highlighted with a red circle. The dropdown menu contains the following options: "View Certificate", "Launch", "Evaluate", and "View Training Details". A text box on the left with the text "Select View Certificate." has a red arrow pointing to the "View Certificate" option in the dropdown menu.

When you click on View Certificate, a pop-up window will appear with your certificate. Your certificate should look like the one below with your name in the center:



You may print your certificate by clicking on the image of the printer at the top right of the pop-up screen. You can also save your certificate by clicking on the image of the disk.

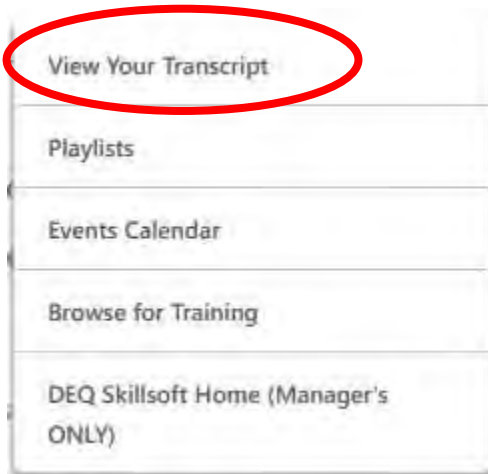


You also have the option to return at a later date and log into LMS to view, print, and save your most recent Primary Operator Training certificate. Log back into the NC Learning Center and click on “Learning” at the top left of the Screen. Then go to “View Your Transcript”.

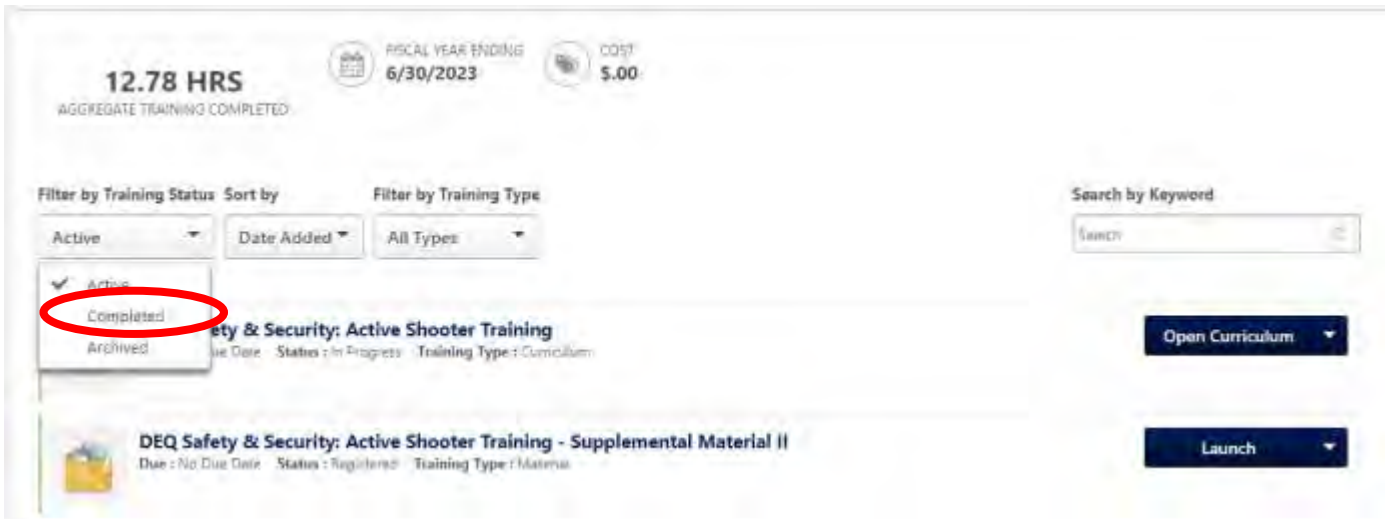


NC Learning Center

Learn. Perform. Connect



Next click on the drop-down menu under the Filter by Training Status labeled “Active”. Select “Completed.”



On the next screen you should see the DEQ-Underground Storage Tank Online Primary Operator Training (Version 11). Click on the drop-down arrow next to View Certificate.



By clicking on View Certificate in the drop-down menu, you will be able to view, print, or save your certificate by following the same steps covered in the previous steps.

