Dental Amalgam Portal Service
Frequently Asked Questions

The following are Frequently Asked Questions we receive from registrants for Dental Amalgam Certifications. Many questions and phone calls may be avoided by reading the New User manual for first time registrants and the Renewal manual for those returning to recertify their facility (see here under Resources).

Q1. **What is my Logon ID or Password?**

If you cannot recall your logon ID or Password, but you'll need to use the "Forgot Your Password?" or "Help" link on the MyNewJersey logon page and request that the Password be reset.

Q2. **I logged in but do NOT see a DEP Apps bar. How do I get that?**

If you created your account through the DEP Online web site and do NOT see the **DEP Apps** bar on the My New Jersey "Welcome" screen, click on the **layout** link on the gray bar. Locate the DEP Apps "channel"; click on the ⊕ button to move it to content box. If DEP Apps DOES NOT appear on the layout screen, you either registered through the NJ Homepage or may have another logon ID which was used to Certify your amalgam usage. Please call us for assistance.

Q3. **How do I reset the Challenge/Responses?**

Click on the **Forgot Challenge Q/A** button. You will be asked to enter your Certification PIN. If you cannot remember that click on **Forgot PIN and Challenges** button. Otherwise, click on the **Reset Challenge Questions** button. Then, follow the instructions presented.

Q4. Incorrect or Forgotten Certification PIN?

If you have an old PIN which is less than 8 characters in length or have forgotten your PIN, you can create a new one either by clicking on the "User Profile" tab in DEP Online Workspace or the "Forgot Certification PIN" button (on the SERVICE CERTIFICATION page) in the portal service. Your PIN must be between 8 and 40 characters (inclusive), chosen from at least two of these groups: lowercase letters, uppercase letters, digits, and other characters (except space, quotes, <, >, & and \).

Q5. **The Service Summary shows one or more empty checkboxes for the Amalgam Separator/Best Management Practices/Recycled Amalgam, how do I correct that?**

Unfortunately, there is no way to correct any of those omissions. The best solution is to do another registration and remember to check all entries before submitting at each step. (See example.)

Q6. As the new owners of this practice, we submitted a Dental Waste Registration - New and the Service Summary/Certificate of Registration shows the previous owner's information. How can we get that corrected?

If you are using their old account to logon and submit registrations, the previous owner's information is being carried over. You should create a new account and logon id and submit a registration with the new owner's information. If you are still not seeing the correct information, contact us at NJDEP_AmalgamWaste@dep.nj.gov.

Q7. **How large of an Amalgam Collector do we HAVE to install? How often do we HAVE to change the Amalgam Separator waste container?**

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Although the Dental Rule for the State of New Jersey **DOES NOT** specify the size of the Separator or the frequency that the Amalgam Separator waste collector MUST be changed, the regulations require the owner of the dental facility to install an amalgam separator to serve every dental chair in the facility where amalgam waste is generated. The amalgam separator must be adequately sized for the maximum expected flow rate and conform to the ISO 11143 protocol.

Also, the facility MUST maintain and operate the amalgam separator according to its manufacturer's specifications. Most manufacturers REQUIRE that the Separator waste container be changed on an annual basis to maintain proper operation.

Q8. Is there any fee to register?

No. However, failure to register and install a separator may subject the practice to penalties under the New Jersey Water Pollution Control Act, and may require the practice to apply for and obtain an individual NJPDES SIU permit (>$5000 with associated monitoring, etc.).

Q9. How can I get copies of my previous registrations?

For those registrations completed in your account, scroll down to the section "My Services – Submitted". On the right-hand side of the table are three columns. The first "Summary" will display the Service Summary page. The third (labeled PDF) will display the official Certificate of Registration. The middle column labelled "History" will bring you to the SERVICE HISTORY page where you can get a snapshot view of the activities for the selected record. You only need the most recent registration's forms.

Q10. Why can't I register using my web browser?

NJDEP Online suggests Microsoft Internet Explorer 11, Mozilla Firefox 34 or later or Google Chrome 33 or later to operate correctly. It may not work with any other web browsers such Apple Safari. Failure to use to the correct browser version may cause data to display incorrectly and may disable some features.

Q11. How do I determine which version of Internet Explorer I have?

To determine which version of Internet Explorer you have, please click on the gear icon near the upper right corner (under the Close button). On the menu which appears, click on the line About Internet Explorer and a window will pop up with the version information.

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Example for Q5 (Return to Q5)

Service Summary shows one or more empty checkboxes:

NOTE: If any one of these was mistakenly NOT checked, you CAN ONLY correct that omission by performing another Renewal!!

Based upon the statements by the responsible party of the practice indicated above, the practice has registered and is certifying for the period beginning October 1st of the previous year and ending September 30th of the current year, or beginning upon commencement of operations, to the following checked items pursuant to N.J.A.C. 7:14A-21.12:

☑ The practice generated amalgam waste.

☐ The practice implemented the required Best Management Practices.

☐ The separator(s) listed above was/were in operation, and served every dental chair where amalgam waste was generated.

☐ Amalgam was recycled with the Licensed Recycling Contractor(s) listed above.

☑ The responsible party of the practice is certifying to the accuracy of the information on this certificate.

Correction to above omissions are made on this screen:

Version: 6.3
Currently logged in: Tom Cosmas (TOMCOSMAS2015)
Server: Server_1

Help | Logout

REGISTRATION SPECIFIC INFORMATION   Please Note!

Please enter the number of chairs serviced by each separator next to the "Make" name of each separator entered, eg. "Solmetex-4".

| 1 - Instructions |
| 2 - Site Information |
| 3 - Contacts |
| 4 - Applicability Phase I |
| 5 - Terms and Conditions |
| 6 - Registration Specific Information |
| 7 - Certification |
| 8 - Summary |

Please Note
You may click on a previously visited page (above) to navigate back to that screen.

Requirements
Check the Certify checkbox if you wish to certify a requirement.

Requirement	Due Date (MM/DD/YYYY)	Certify	Comments
Certification that this facility had the required operational amalgam separator(s): due by March 31st, for the previous calendar year.	03/31/2017	☒	
Certification that this facility implemented and followed the required BMPs: due by March 31st, for the previous calendar year.	03/31/2017	☒	

Check Both of These!

Separator(s):

Make	Model	Remove
Make - # Chairs!	Model	

Add Row

* Has amalgam waste been sent out for recycling during the past twelve months? ○ Yes ○ No

Licensed Recycling Contractor Information:

| Name of Licensed Recycling Contractor	Remove
Recycler Name (ONLY if sent out!)	

Add Row

* Required

Continue

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Enabling Compatibility Mode in Internet Explorer 10 and 11

In order for DEP Online Services to work correctly in Internet Explorer 10 on Windows 7 or Windows 8, IE 10 and 11 must be set to Compatibility Mode.

1. Open **Internet Explorer 10 or 11**.

2. On the **Tools** menu, click **Compatibility View settings**.
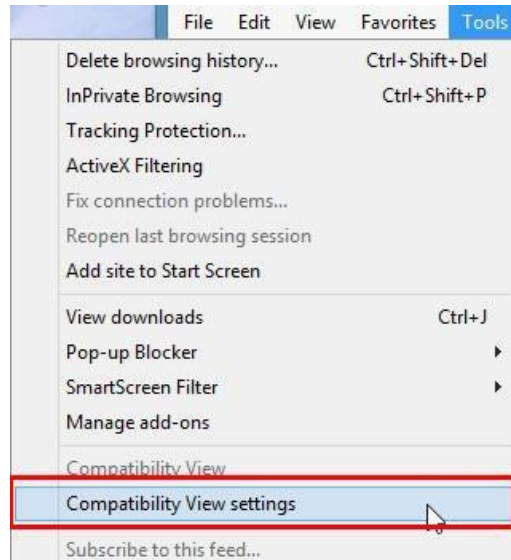
3. Perform the following:

a. In the **Add this website:** box, type **state.nj.us**, and then click **Add**.

b. Click **Close**.