



Office of the State Fire Marshal

July 2, 2015

Notification to Contractors

Wednesday, July 8 at 0800 the UST Permit Application button will be available to all active UST contractors at the OSFM Contractor Portal. Please refer to the Notification that was posted 4/24/2015. You should also access the Help Manual posted at the Portal under Help Information. Starting on page 21 of the Help Manual there are several new pages which were added to assist you with navigating the online Permit Application process. Print these and have them handy for reference as you familiarize yourself with this new process. Of all the online enhancements we have added to the Portal, this is by far the most ambitious due to the potential complexity of applying for some kinds of permitted UST activity. However, we think that you will quickly come to appreciate the convenience of access and the validation features that will help eliminate missed steps and missing details. In addition there is now the option of paying the permit fee online with a credit card or e-check. A service charge applies to either, but the charge is significantly less than postage.

We are sure that there will be a learning curve for users. There might even be a few unexpected glitches discovered as this is launched and applied to many different job situations. As long as you work with us and we work with you, we'll all get through this, and we believe that eventually this will be a process you will really come to appreciate. Help will be available by calling the office, and we also purchased a license for software called TeamViewer that will allow a user here in our office to temporarily see your computer screen. This lets us see exactly what is going on at the user's end to better redirect you. We have found this tool to be very useful during the limited launch we did in the last 2 months. There is a link to the TeamViewer software under Help Information.

Here are the contacts for help in our office:

- Daniel: (217) 524-7628
- Shelly: (217) 785-7812
- Fred: (217) 557-3131

Read through the instructions in the Help Manual, look closely at all the information on the permit application screens, take your time getting used to the new process, and call if you need help. If this is a little bumpy at first, we're sure it will eventually smooth out as everyone gets accustomed to this new online process.