

# Corrective Action User Walkthrough: New Portal Login

The updated URL for the PST Portal is: <https://apps.occeweb.com/pstportal>



Oklahoma Corporation Commission

(405) 521-2211 | Jim Thorpe Building, 2101 N. Lincoln, Oklahoma City, OK 73105 | Hours of Operation | Monday - Friday | 8:00am - 4:30pm

There are five scenarios to consider if you are experiencing difficulty logging in to the PST Portal.

1. You are a licensed environmental consultant who upgraded your account at some point prior to the PST Portal going live. (see 1 below)
2. You are a licensed environmental consultant who did not upgrade your account at some point prior to the PST Portal going live. (see 2 below)
3. You are a staff member of an environmental firm without a current environmental consultant license who upgraded your account at some point prior to the PST Portal going live. (see 3 below)
4. You are a staff member of an environmental firm without a current environmental consultant license who did not upgrade your account at some point prior to the PST Portal going live. (see 4 below)
5. You do not have an account and need to start from the beginning. (see 5 below)

**1. You are a licensed environmental consultant who upgraded your account at some point prior to the PST Portal going live.**

- a. From the URL listed above, click Login (see figure 1)
- b. The User name will be the email address you used when you upgraded your account. Your username **will not be** the LRC000XXX username that you have used in the past.
- c. The Password will be the same password you used to successfully login before the PST Portal went live.
- d. This will log you in and you will see the screen in figure 2.
- e. Click the button that says “Go To Corrective Action Portal”
- f. One you are transferred, you will see the home page you are used to seeing when you logged in before.
  
- g. **IF** you did upgrade your account, **BUT** you forgot the email that you used when you upgraded:
  - i. From the Login screen in figure 1, click “Forgot your password?”
  - ii. Enter every email address you own, one at a time, and click “Request Password”. See figure 4.
  - iii. **IF** you used one of those email addresses to upgrade your account then we will have a record of that email address, and the message you will receive is *‘Please check your email to reset your password.’* This message will display on the screen in figure 4.
  - iv. **IF** we do not have a record of the email address you entered on the screen in figure 4, when you click “Request Password” you will get a message on that screen that says *“The user does not exist or the email has not been confirmed.”* This means we do not have a record of that email address; you must not have used it when upgrading your account.
  - v. Please Note: entering any email address on the screen in figure 4 will not automatically send that an email to that address. **ONLY** if we have the email address on record will an email be generated.
  - vi. When you do finally receive a “Forgot my password” email, click the link in the email and you will be taken to a screen where you can change your password, and then login to the PST Portal.
  - vii. Check your email for a message from [noreply@occemail.com](mailto:noreply@occemail.com)
    1. This could be in the junk/spam folder. Confirmation emails must usually be moved to your inbox before the link in the email will work.
    2. Find a way to add [noreply@occemail.com](mailto:noreply@occemail.com) to your safe sender’s list, or your white list, or add a rule that will allow email from that address to come through.

2. **You are a licensed environmental consultant who did not upgrade your account at some point prior to the PST Portal going live.**
  - a. From the URL listed above, click Login (see figure 1)
  - b. The User name will be the same username you used before the PST Portal went live.
  - c. The Password will be the same password you used to successfully login before the PST Portal went live.
  - d. This will log you in and you will see the screen in figure 3.
  - e. You will not be able to navigate anywhere in any portal until you complete the screen in figure 3.
  - f. Once you do, log out, then log back in using the email address as your username. Use the same password.
  - g. This will log you in and you will see the screen in figure 2.
  - h. Click the button that says “Go To Corrective Action Portal”
  - i. One you are transferred, you will see the home page you are used to seeing when you logged in before.
  - j. IF you forgot your password:
    - i. Sorry, we are all out of options at this point. PST Staff can no longer reset passwords. The reset password function requires a valid email account in order to work, and since we do not have an email address on record for your account, there is no way to use the self-service function.
    - ii. You will need to go back to the Login screen in figure 1, and register for a new account.
    - iii. You must provide an email address.
    - iv. Check your email for a message from [noreply@occemail.com](mailto:noreply@occemail.com)
      1. This could be in the junk/spam folder. Confirmation emails must usually be moved to your inbox before the link in the email will work.
      2. Find a way to add [noreply@occemail.com](mailto:noreply@occemail.com) to your safe sender’s list, or your white list, or add a rule that will allow email from that address to come through.
    - v. Click the confirmation link in that email.
    - vi. Login using your email address as your username and the password you created.
    - vii. You will see the screen in figure 5.
    - viii. Click Request Access
    - ix. You will see the screen in figure 6.
      - x. Click the Request Access button for the Corrective Action Portal.
    - xi. You will see the screen in figure 7.
    - xii. Enter your last name and the last 4 of your SSN.
    - xiii. Click Request Corrective Action Portal Access.
    - xiv. If we find a match in our internal licensing system, we will grant you access. You will be forwarded to the screen in figure 2.
      - xv. Click the button that says “Go To Corrective Action Portal”
    - xvi. One you are transferred, you will see the home page you are used to seeing when you logged in before.
    - xvii. PLEASE NOTE: If you created a new account in this manner, please contact PST and let them know to schedule your other account for removal.

**3. You are a staff member of an environmental firm without a current environmental consultant license who upgraded your account at some point prior to the PST Portal going live.**

- a. From the URL listed above, click Login (see figure 1)
- b. The User name will be the email address you used when you upgraded your account. Your username **will not be** the same username you used before the PST Portal went live.
- c. The Password will be the same password you used to successfully login before the PST Portal went live.
- d. This will log you in and you will see the screen in figure 2.
- e. Click the button that says “Go To Corrective Action Portal”
- f. One you are transferred, you will see the home page you are used to seeing when you logged in before.
  
- g. **IF** you did upgrade your account, **BUT** you forgot the email that you used when you upgraded:
  - i. From the Login screen in figure 1, click “Forgot your password?”
  - ii. Enter every email address you own, one at a time, and click “Request Password”. See figure 4.
  - iii. **IF** you used one of those email addresses to upgrade your account then we will have a record of that email address, and the message you will receive is *‘Please check your email to reset your password.’* This message will display on the screen in figure 4.
  - iv. **IF** we do not have a record of the email address you entered on the screen in figure 4, when you click “Request Password” you will get a message on that screen that says *“The user does not exist or the email has not been confirmed.”* This means we do not have a record of that email address; you must not have used it when upgrading your account.
  - v. Please Note: entering any email address on the screen in figure 4 will not automatically send that an email to that address. **ONLY** if we have the email address on record will an email be generated.
  - vi. When you do finally receive a “Forgot my password” email, click the link in the email and you will be taken to a screen where you can change your password, and then login to the PST Portal.
  - vii. Check your email for a message from [noreply@occemail.com](mailto:noreply@occemail.com)
    1. This could be in the junk/spam folder. Confirmation emails must usually be moved to your inbox before the link in the email will work.
    2. Find a way to add [noreply@occemail.com](mailto:noreply@occemail.com) to your safe sender’s list, or your white list, or add a rule that will allow email from that address to come through.

**4. You are a staff member of an environmental firm without a current environmental consultant license who did not upgrade your account at some point prior to the PST Portal going live.**

- a. From the URL listed above, click Login (see figure 1)
- b. The User name will be the same username you used before the PST Portal went live.
- c. The Password will be the same password you used to successfully login before the PST Portal went live.
- d. This will log you in and you will see the screen in figure 3.
- e. You will not be able to navigate anywhere in any portal until you complete the screen in figure 3.
- f. Once you do, log out, then log back in using the email address as your username. Use the same password.
- g. This will log you in and you will see the screen in figure 2.
- h. Click the button that says “Go To Corrective Action Portal”
- i. One you are transferred, you will see the home page you are used to seeing when you logged in before.
- j. IF you forgot your password:
  - i. Sorry, we are all out of options at this point. PST Staff can no longer reset passwords. The reset password function requires a valid email account in order to work, and since we do not have an email address on record for your account, there is no way to use the self-service function.
  - ii. You will need to go back to the Login screen in figure 1, and register for a new account.
  - iii. You must provide an email address.
  - iv. Check your email for a message from [noreply@occemail.com](mailto:noreply@occemail.com)
    1. This could be in the junk/spam folder. Confirmation emails must usually be moved to your inbox before the link in the email will work.
    2. Find a way to add [noreply@occemail.com](mailto:noreply@occemail.com) to your safe sender’s list, or your white list, or add a rule that will allow email from that address to come through.
  - v. Click the confirmation link in that email.
  - vi. Login using your email address as your username and the password you created.
  - vii. You will not have access to any portal, and you will not be in our licensing system. At this point, you are going to have to get the principal or CEO of your company to contact PST by phone (NOT email – PST Staff need to verify the identity of the calling CEO) and provide your name and email address to PST staff. PST Staff will associate your account with the access you need at their convenience.
  - viii. Once that manual association has taken place, login and you will see the screen in figure 2.
  - ix. Click the button that says “Go To Corrective Action Portal”
  - x. One you are transferred, you will see the home page you are used to seeing when you logged in before.
  - xi. PLEASE NOTE: If you created a new account in this manner, please contact PST and let them know to schedule your other account for removal.

## 5. You do not have an account and need to start from the beginning.

- a. From the URL listed above, click Login (see figure 1)
- b. Click the Register link
- c. Complete the registration form and click “Register New Account”
- d. A confirmation email will be sent to the email address you provided. Check your email for a message from [noreply@occemail.com](mailto:noreply@occemail.com)
  - i. This could be in the junk/spam folder. Confirmation emails must usually be moved to your inbox before the link in the email will work.
  - ii. Find a way to add [noreply@occemail.com](mailto:noreply@occemail.com) to your safe sender’s list, or your white list, or add a rule that will allow email from that address to come through.
- e. Click the confirmation link in that email.
- f. Login using your email address as your username and the password you created.
  
- g. IF you are a licensed environmental consultant
  - i. Click Request Access
  - ii. You will see the screen in figure 6.
  - iii. Click the Request Access button for the Corrective Action Portal.
  - iv. You will see the screen in figure 7.
  - v. Enter your last name and the last 4 of your SSN.
  - vi. Click Request Corrective Action Portal Access.
  - vii. If we find a match in our internal licensing system, we will grant you access. You will be forwarded to the screen in figure 2.
  - viii. Click the button that says “Go To Corrective Action Portal”
  - ix. One you are transferred, you will see the home page for the Corrective Action Portal.
  
- h. IF you are not licensed, but you are a staff member of an environmental firm
  - i. You will not have access to any portal, and you will not be in our licensing system. At this point, you are going to have to get the principal or CEO of your company to contact PST by phone (NOT email – PST Staff need to verify the identity of the calling CEO) and provide your name and email address to PST staff. PST Staff will associate your account with the access you need at their convenience.
  - ii. Once that manual association has taken place, login and you will see the screen in figure 2.
  - iii. Click the button that says “Go To Corrective Action Portal”
  - iv. One you are transferred, you will see the home page for the Corrective Action Portal.



## Login

User name

Password

Remember Me?

Forgot your password?  
Register if you don't have an account.

**PST Portal Disclaimer**

By logging on to this site you represent, agree and affirm that you are an authorized user and agree to be bound by all laws and rules applicable to your use of this site including but not limited to the Oklahoma Corporation Commission and other state and federal laws and rules. Unauthorized use of this site, or any false representation made in connection therewith may be punished to the full extent of the law including, but not limited to, discipline, fine, imprisonment, or both.

**Figure 1**

Oklahoma Corporation Commission  
Petroleum Storage Tank Portal

Welcome, [Home / Corrective Action Portal / Home](#)

[Corrective Action Portal](#)

[Home](#)

## Corrective Action Portal

[Go To Corrective Action Portal](#)

**Figure 2**

Welcome,

### Upgrade Account.

Your account needs to be upgraded to use an email address as the user name. Please enter the email address you would like your user name to be changed to.

Email

**Figure 3**

### Forgot your password?

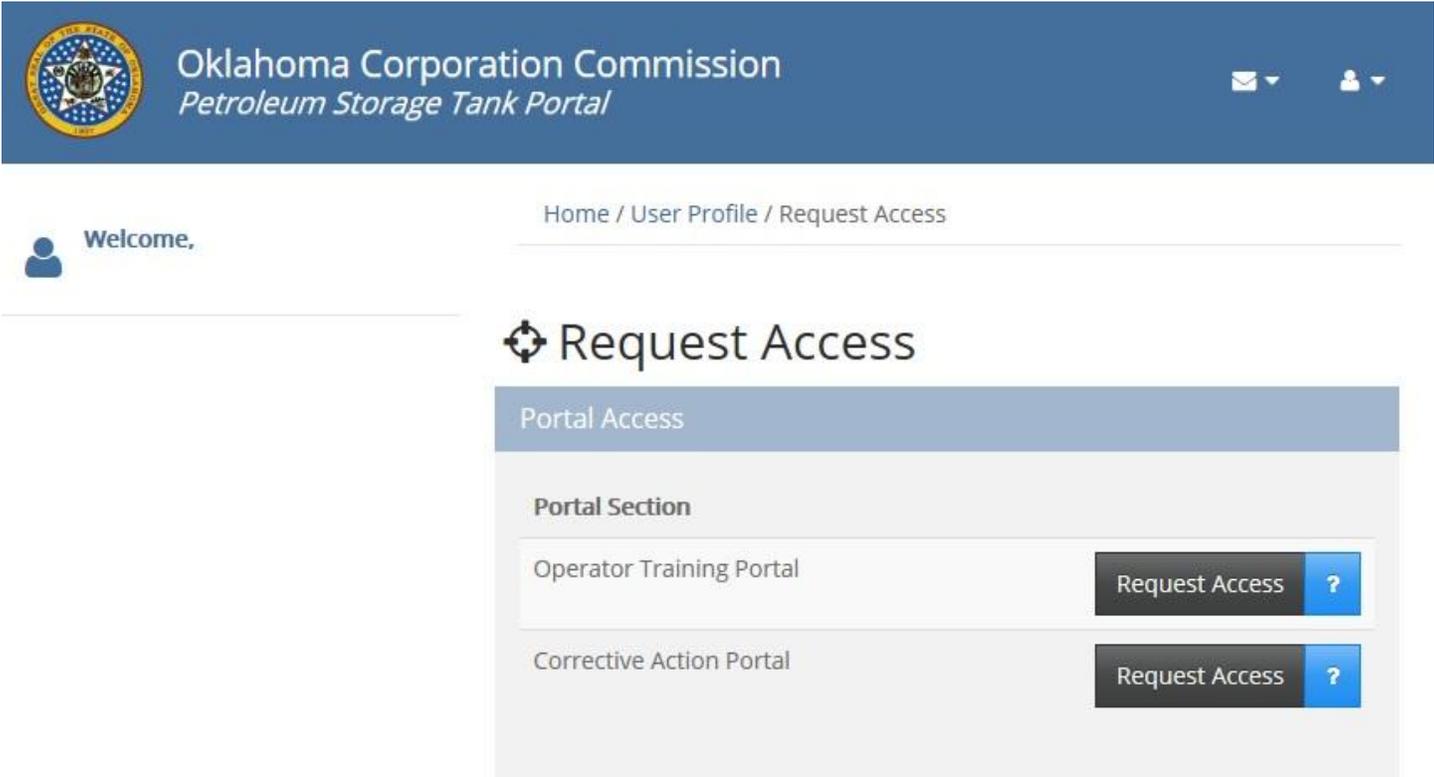
Enter your email.

Email

**Figure 4**



**Figure 5**



**Figure 6**



 Welcome

Home / User Profile / Request Access / Request Access To Corrective Action Portal

## Request Access To Corrective Action Portal

### Attention!

If you are a licensed environmental consultant, complete the section below to request access to the Corrective Action Portal.

Last Name

Last 4 of SSN

Request Corrective Action Portal Access

Cancel

**Figure 7**