

Dental Amalgam Portal Service

Frequently Asked Questions

The following are Frequently Asked Questions we receive from registrants for Dental Amalgam Certifications. Many questions can be resolved by reading through the Manuals located on https://nj.gov/dep/dwq/pretreatment_dap.htm, and reading the below questions. If you have continued issues, please contact the Bureau of Surface Water and Pretreatment Permitting at 609-292-4860, or email NJDEP_AmalgamWaste@dep.nj.gov.

1. Does is cost anything to register?

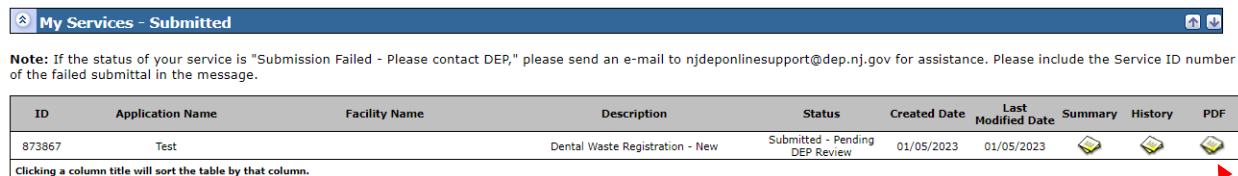
No, registering through the NJDEP Business Portal is FREE. However, if a facility fails to register they will be required to apply for an NJDEP Significant Industrial User Permit, which may cost >\$5000.

2. 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. If you have continued technical difficulties, please email njdeponlinesupport@dep.nj.gov, or call the NJ Office of Information Technology at 1-800-NCC-HELP (1-800-622-4357).

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

For those registrations completed in your account, scroll down to the section “My Services - Submitted”.



My Services - Submitted									
Note: If the status of your service is "Submission Failed - Please contact DEP," please send an e-mail to njdeponlinesupport@dep.nj.gov for assistance. Please include the Service ID number of the failed submittal in the message.									
ID	Application Name	Facility Name	Description	Status	Created Date	Last Modified Date	Summary	History	PDF
873867	Test		Dental Waste Registration - New	Submitted - Pending DEP Review	01/05/2023	01/05/2023			
Clicking a column title will sort the table by that column.									

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 forms.

4. 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.

5. 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 \).

6. 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.

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

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.

8. Why do I have to re-register every year?

NJAC 7:14A-10.12 states that the owner of any dental facility that generates amalgam waste must register and certify compliance with the NJDEP annually. This annual certification helps the department ensure waste amalgam containing harmful pollutants is not released into the environment.

9. I have an amalgam separator, but I don't use it. What do I do?

If you have an amalgam separator, we would recommend you register and certify it annually, even if you do not consistently use it.

To dispose of your dental amalgam separator, contact the manufacturer for proper disposal methods.

10. 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.

11. 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 as Apple Safari. Failure to use the correct browser version may cause data to display incorrectly and may disable some features.

12. 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.

13. If a chair-side trap collecting large amalgam waste is provided and recycled separately from an amalgam separator, is that considered a separate separator that needs to be registered?

Yes, chair-side traps that collect amalgam should be registered separately UNLESS the waste stream ultimately combines into one unit that passes through the amalgam separator. If the waste stream from the chair-side trap passes through the amalgam separator then ONLY the amalgam separator needs to be registered.