Renewing a Backflow Technician Certification

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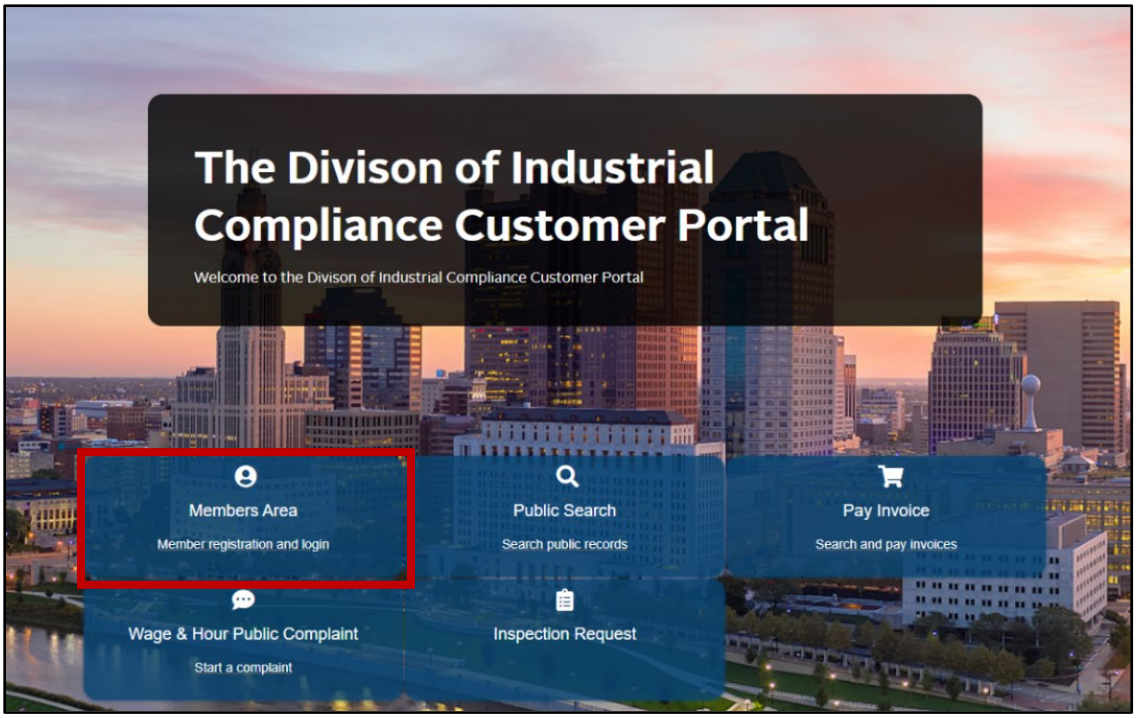
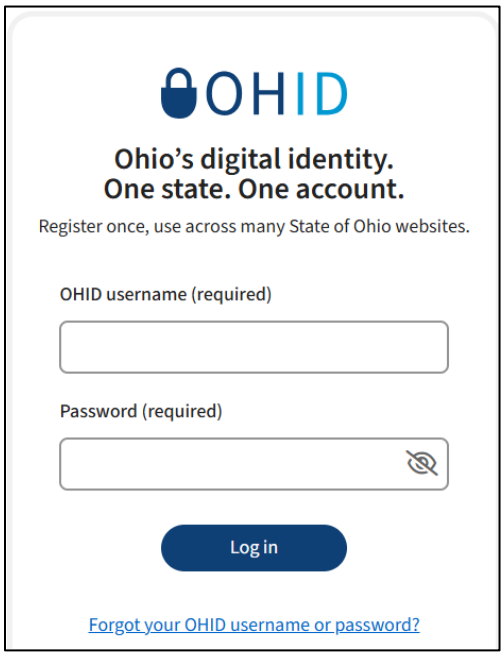
Logging into the IC Customer Portal

1. Open an internet browser window on your device (the State of Ohio recommends using Google Chrome, Microsoft Edge or Mozilla Firefox when visiting the Portal).
2. Go to the Portal (https://icportal.com.ohio.gov/) and click on “Members Area.”



3. Enter your OHID and password.

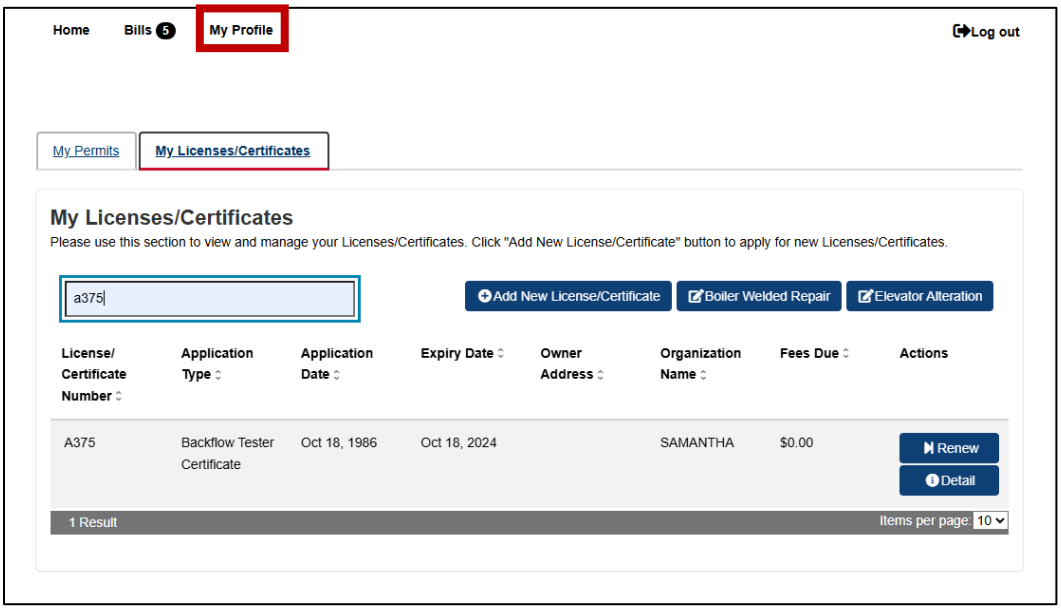
Note: Please remember, the email address associated with your OHID must match the email address the Division has on file for you. Conflicting information may lead to login issues or prevent access to your certification details.



Verifying Information

Before renewing your certification, it is important that you verify the information we have on file for you. To do so:

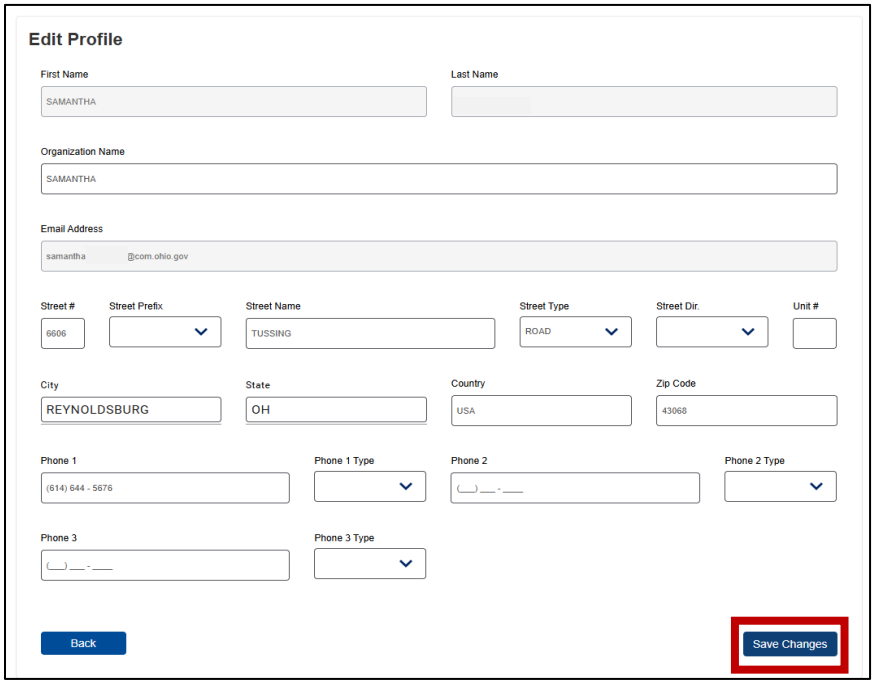
1. Click on "My Profile."



2. Review your information and make any necessary updates.

Note: If you need to change your first/last name and/or your email address, please submit a request to bcctrade@com.ohio.gov.

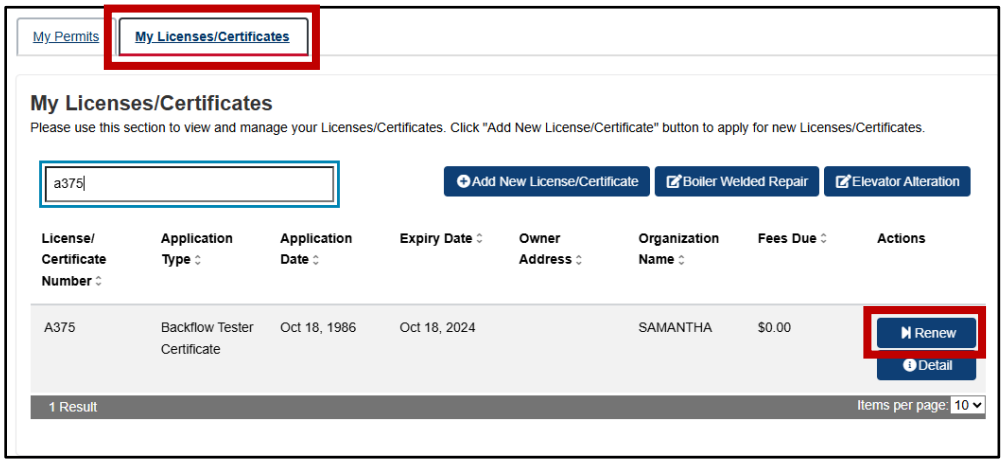
3. Once you have reviewed and/or updated your information, click “Save Changes.”



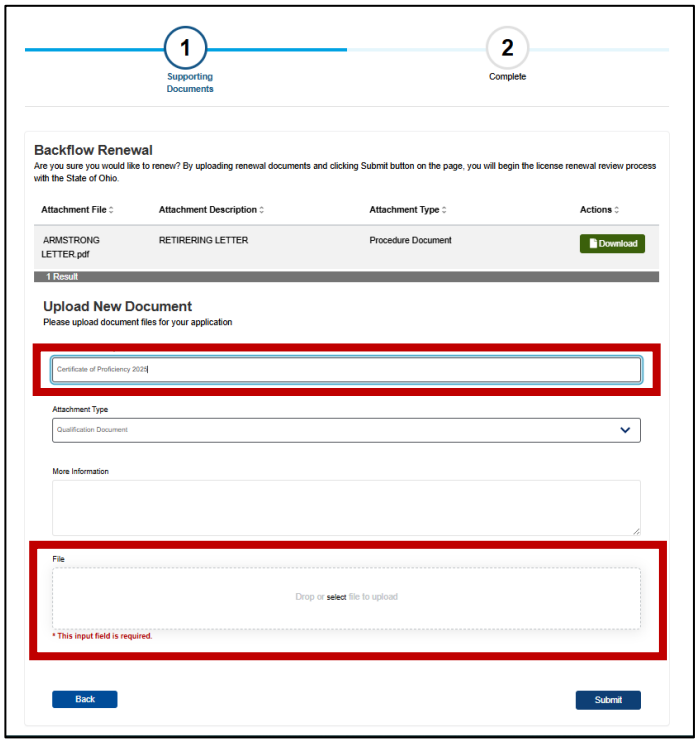
Renewing License/Certificate

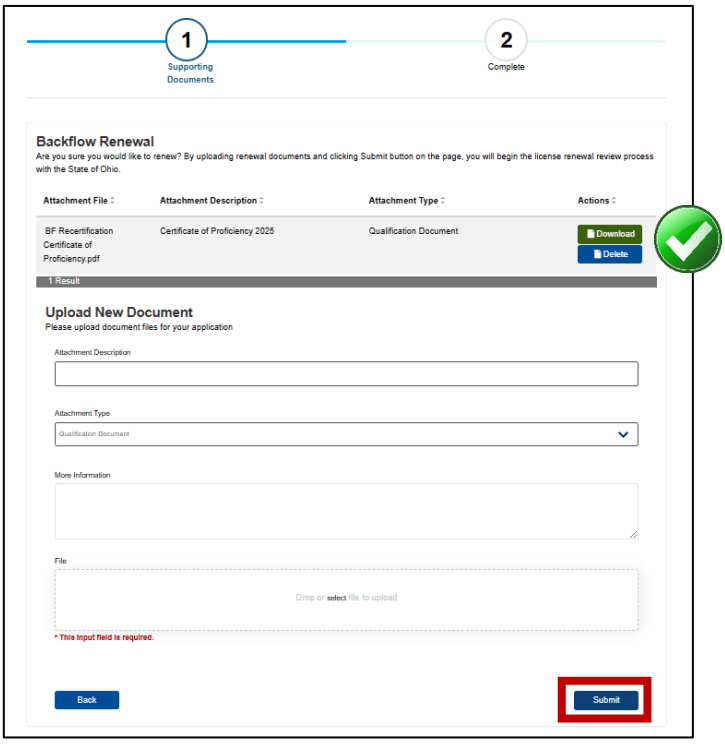
The renewal window for backflow technician certifications will open 90 days before the certification is due to expire. To renew:

1. Click on the “My Licenses/Certificates” tab.
    a. If you are eligible to renew, a renewal button will appear on your license.
2. Click the “Renew” button.

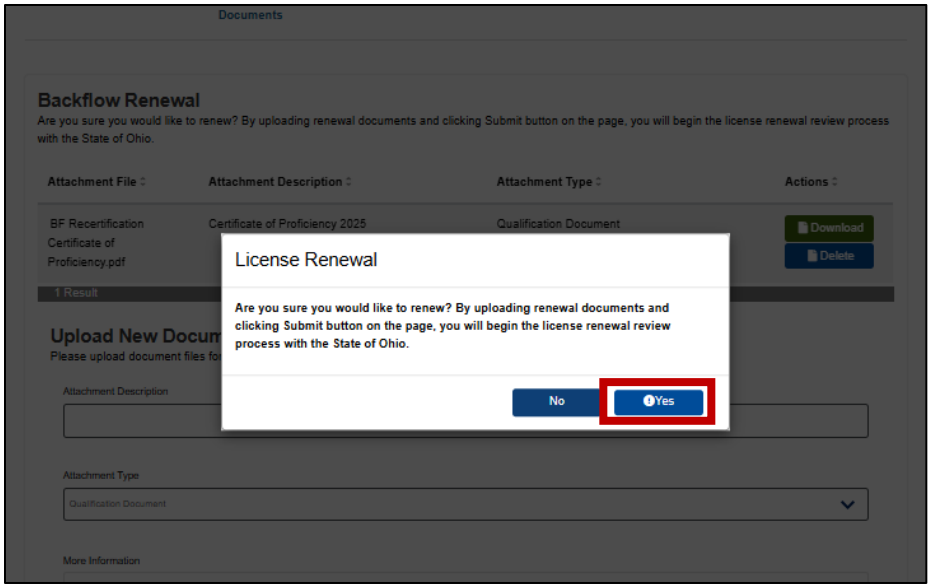


3. Enter an attachment description and upload a copy of your certificate of proficiency.
4. Once your document has been successfully uploaded, click “Submit.”

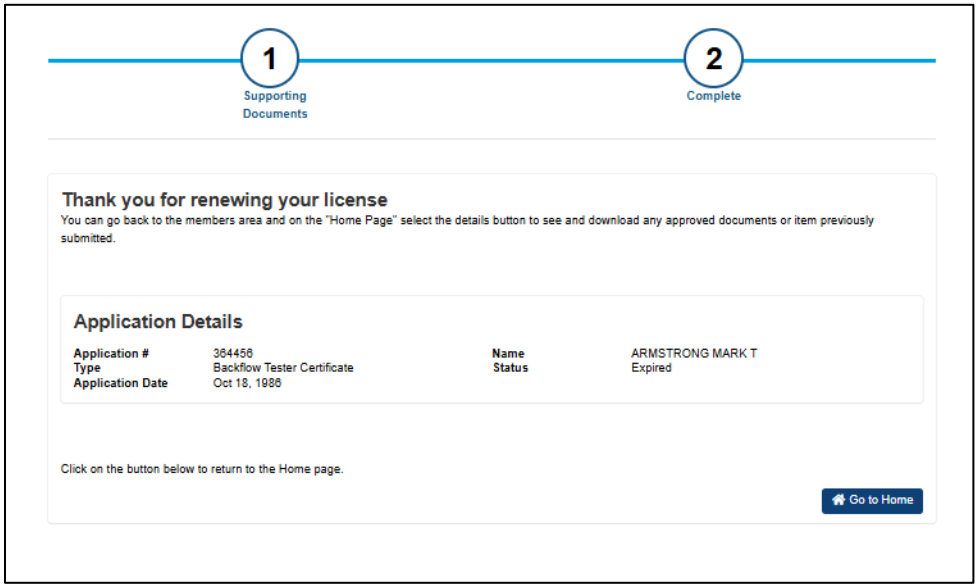




5. A confirmation pop-up will appear asking if you want to renew your license. Click “Yes” to continue.



6. After successfully submitting the renewal application, you will be directed to a page confirming everything is complete!



7. Once the Division has reviewed, and approved, your renewal application, you will receive an email notifying you of any required actions – such as paying an invoice or downloading your certificate.

Subject: Action Required

You have one or more actions to be taken.

Please visit your DIC portal and take appropriate action.

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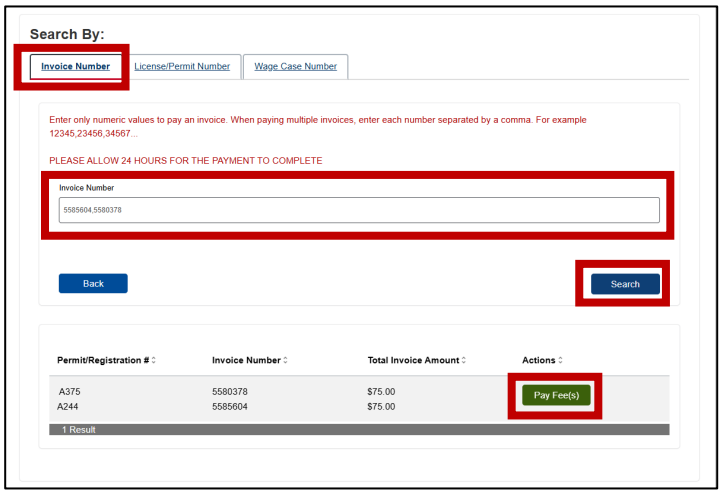
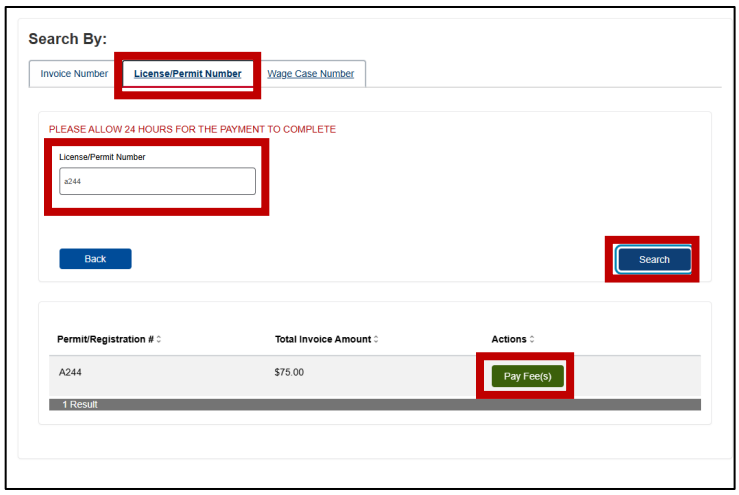
Paying Fees/Invoice(s)

1. There are three available methods to pay the required fee(s):
    a. Option 1: Pay Invoice
    b. Option 2: Bills
    c. Option 3: License/Certificate Details

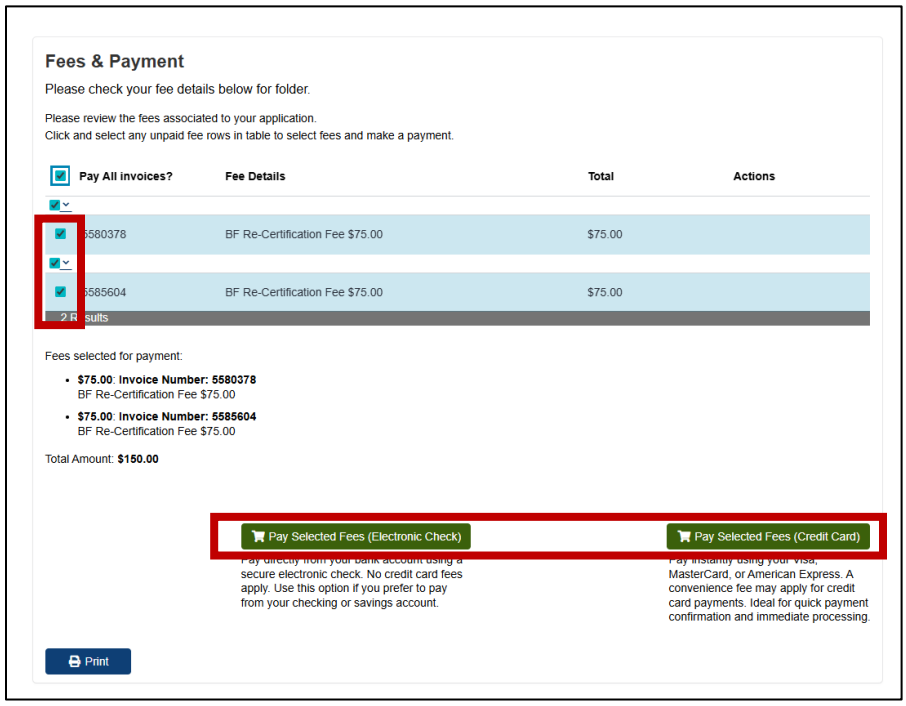
2. **Option 1: Pay Invoice**
    a. Go to the Portal (https://icportal.com.ohio.gov/), click “Members Area,” and log in with your OHID and password – See Logging on to IC Customer Portal.
    b. Enter the invoice number(s) or certification number, then click “Search.”
        i. **If paying multiple invoices, enter each invoice number separated by a comma, with no space between them. You can only enter one certification number at a time.**

c. Once the results appear, click “Pay Fee(s)” to proceed

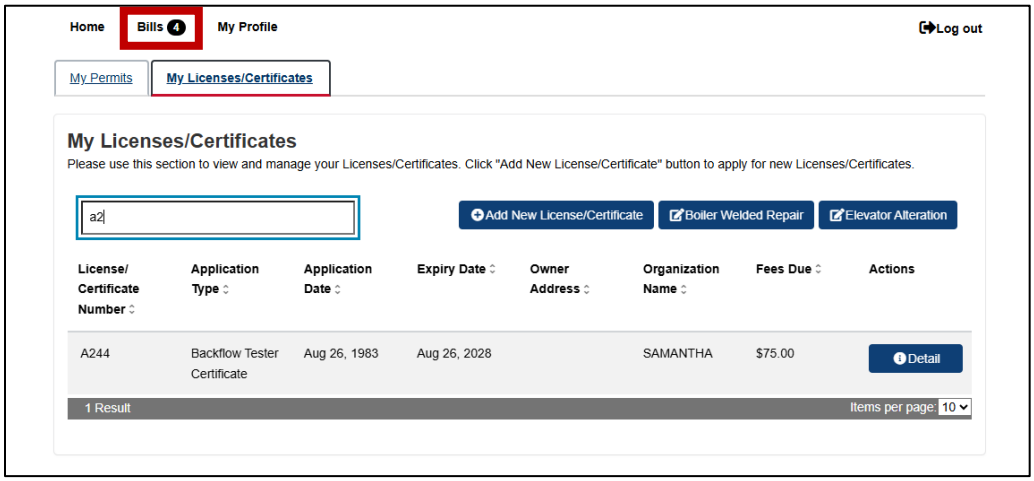




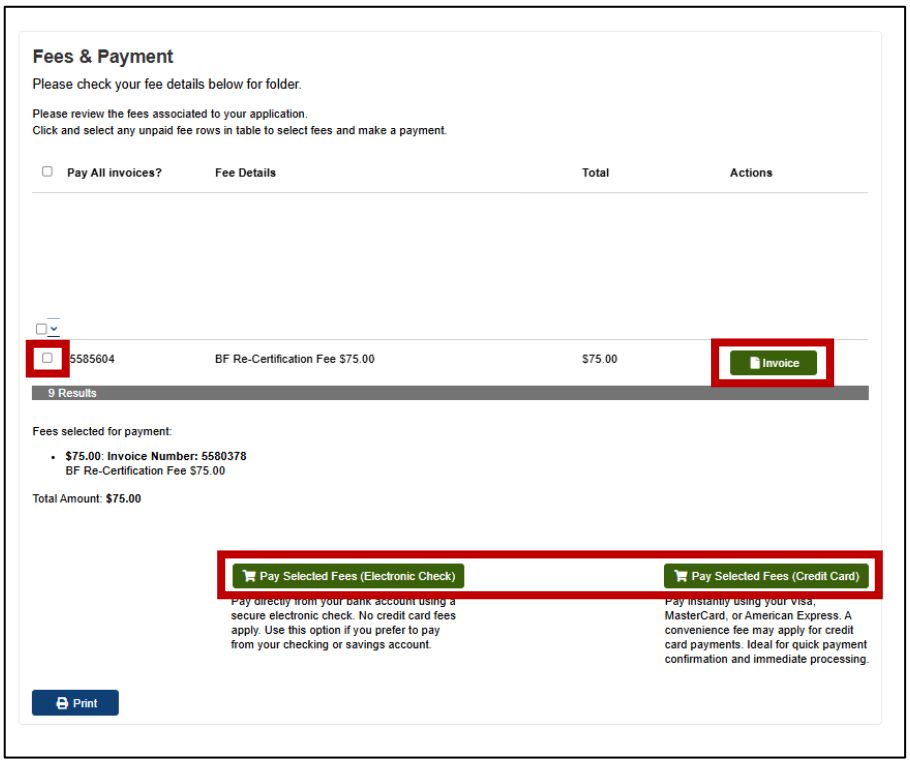
d. Select the invoice(s) you wish to pay, then click “Pay Selected Fees (Electronic Check)” **OR** “Pay Selected Fees (Credit Card).”
   i. You will be directed to the portal payment page, where you can enter in the information associated with your credit card or financial institution, then proceed accordingly.



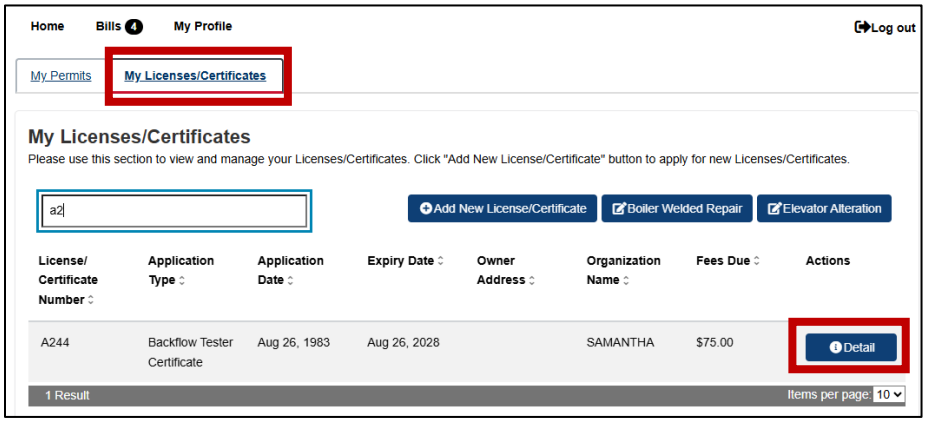
3. **Option 2: Bills**
    a. Go to the Portal (https://icportal.com.ohio.gov/), click “Members Area,” and log in with your OHID and password – See Logging on to IC Customer Portal.
    b. Once you are logged in, click “Bills” located at the top of the page.



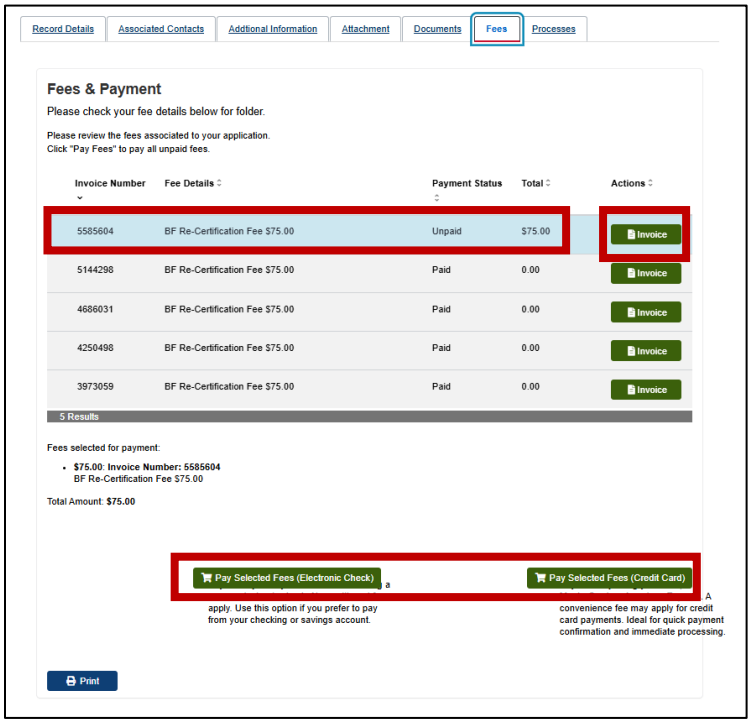
    c. You will see a list of fee(s) associated associated with your account. Select the invoice(s) you wish to pay, then click “Pay Selected Fees (Electronic Check)” **OR** “Pay Selected Fees (Credit Card).”
        i. You will be directed to the portal payment page, where you can enter in the information associated with your credit card or financial institution, then proceed accordingly.
    d. You can also view a copy of your invoice by clicking “Invoice.”

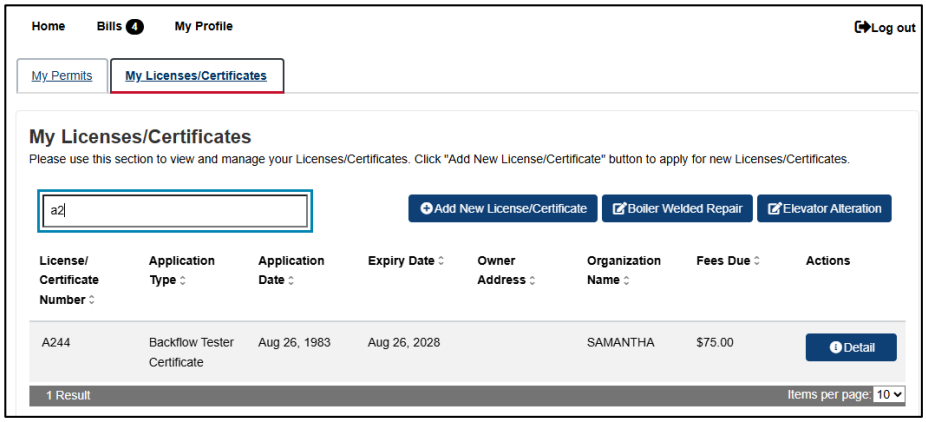


4. **Option 3: License/Certificate Details**
    a. Go to the Portal (https://icportal.com.ohio.gov/), click “Members Area,” and log in with your OHID and password – See Logging on to IC Customer Portal.
    b. Click “My Licenses/Certificates” to view your certification, then select the “Detail” button next to your certification.



    c. Select the “Fees” tab, then click “Pay Selected Fees (Electronic Check)” **OR** “Pay Selected Fees (Credit Card).”
        i. You will be directed to the portal payment page, where you can enter in the information associated with your credit card or financial institution, then proceed accordingly.
    d. You can also view a copy of your invoice by clicking “Invoice.”



Downloading Documents

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