



## User Guide: Create a New Account Forgot Password/Username Overview

The OWR Application Portal will be available starting Tuesday, May 6 for applicants to create their profiles. Subscribe for the latest updates and resources on the new system at [dem.ri.gov/owr-portal](http://dem.ri.gov/owr-portal). Once the system launches, visit the above link and click on the “Launch OWR Portal” button. Once the page loads, you may use the instructions in this guide to create an account.

### CREATE NEW USER ACCOUNT

- The log in page for the OWR Portal has several options for an applicant:
  - Create New User Account:** Self-register for users to create login credentials and fill out forms.
  - Forgot Username:** For applicants who previously registered but forgot their login username.
  - Forgot Password:** For applicants who previously registered but forgot their login password.

#### Rhode Island DEM Office of Water Resource (OWR) Groundwater and Freshwater Wetlands Protection Programs

This secure site is for submitting new and managing existing permits, professional licensing, certifications, and other applications overseen by the DEM's Office Water Resources related to the following programs:

- [OWTS \(Septic\)](#)
- [Freshwater Wetlands](#)
- [Stormwater Construction Permitting](#)
- [Rhode Island Pollutant Discharge Elimination System \(RIPDES\) Construction General Permit \(CGP\)](#)
- [Stormwater Underground Injection Control](#)
- [Water Quality Certification](#)

To apply for other permits, licenses, certifications, or registrations please go to the [DEM Permit Application Center](#)

#### Additional Resources

- [Pre-Application Meeting](#)
- [Record Searches](#)
- [OWR Website](#)
- [DEM Records Requests \(FOIA\)](#)
- [Rules and Regulations](#)
- [Report Environmental Concern](#)

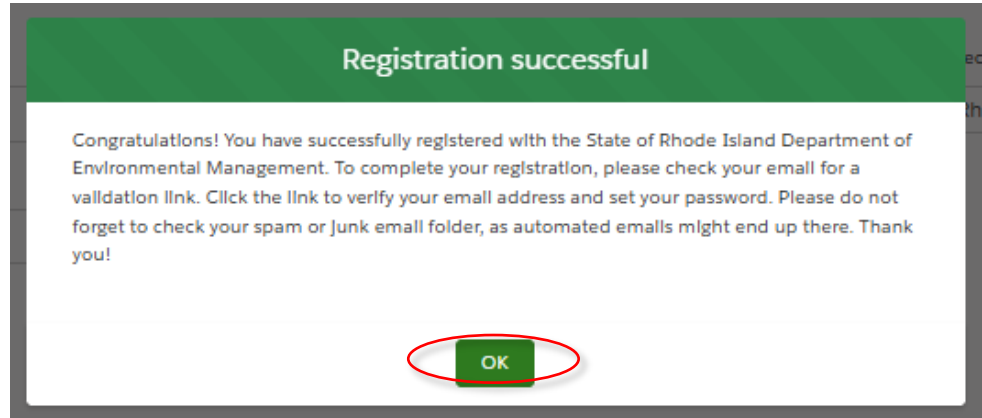
#### Getting Started

- [System Help and Guidance](#)
- [Request Technical Assistance](#)



- Click on the **Create New User Account** link located at the bottom right of the landing page.
- Fill out the online self-registration form. Once completed, click on **“REGISTER.”**

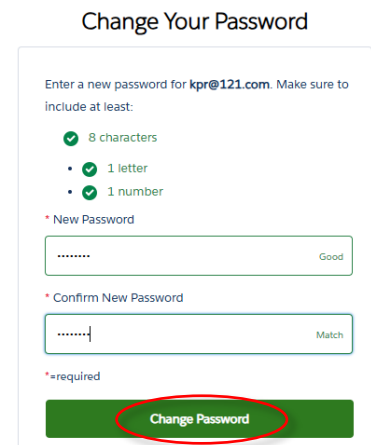
- After clicking on the "Register" button, the applicant should receive a "Registration Successful" popup window confirming that the registration was successful. Click "OK"



After clicking "OK," the applicant will be directed back to the login page. They should check their email for a message from Salesforce containing a link to set up their login password. Please check your SPAM folder if you don't see the message in your inbox.

### PASSWORD SETUP

- After clicking on the link from the email, the applicant will be taken to a page where they can set their password. Create a password that meets the requirements and click on **Change Password**.
- The "Change Password" button directs back to the log-in screen.



### FORGOT PASSWORD

- Go to the Login Page
- Click on "Forgot Password?"
- Enter Your Information:** Use the email or username associated with the account.
- Check Your Email:** Look for an email with instructions on how to reset your password. Verify that you used the email address associated with your account and check your spam folder if you do not see the email in your inbox.
- Follow the Link:** Click on the link in the email and follow the instructions.
- Create a New Password:** Enter a new password, making sure it meets security requirements, like length and special characters.
- Confirm the New Password:** Re-enter the new password to confirm it.
- Log In:** Once your password is reset, return to the login page and enter your credentials with the new password.

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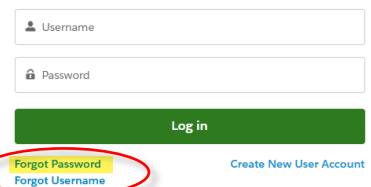
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## FORGOT USERNAME

1. Go to the Login Page.
2. Click on "Forgot Username?"
3. **Provide Your Information:**  
Enter the email address associated with your account.
4. **Check Your Email:** Look for an email that contains your username. This may take a few minutes to arrive.
9. **Follow the Link:** Click on the link in the email and follow the instructions.
5. **Log In:** Once you have your username, go back to the login page and enter it along with your password.

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- [D](#)
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- [R](#)

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- [B](#)



Username

Password

[Log in](#)

[Forgot Password](#)  
[Forgot Username](#)

[Create New User Account](#)

### Enter Email Address

To retrieve your username, enter your registered email address

[Submit](#)

[Cancel](#)