

RIDEM Permit, License, and Certification Online Portal User Guide - Arborists

This guide includes information for accessing the RIDEM Division of Agriculture and Forest Environment (DAFE) online portal, registering an account, renewing an arborist license, and applying for a new arborist license or the arborist exam.

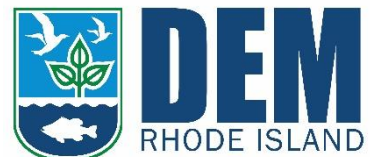
Please note: For the online portal to work properly, we require that **each user create one account** for all their relevant applications. In other words, each individual that holds an arborist license and/or a license/certification from another RIDEM Division of Agriculture and Forest Environment program must create their own account. This account will include all license/certifications associated with that individual (i.e. arborist license, wood operator license, pesticide applicator certifications, etc.). **A user account may not be linked to more than one arborist license.**

Contents

Accessing the Portal.....	1
Creating a New User Account.....	3
Initial Password Setup.....	4
Forgotten Password.....	5
Forgotten Username.....	6
Renewing a License – on a Desktop Computer.....	7
Renewing a License – on a Mobile or Tablet Device.....	8
Applying for a New License or an Arborist Exam.....	10
Frequently Asked Questions.....	12



URBAN & COMMUNITY
FORESTRY PROGRAM



Accessing the Portal

Open a web browser and enter the URL demri.my.site.com

The screenshot shows the login page for the Rhode Island DEM Division of Agriculture and Forest Environment (DAFE). The title "Rhode Island DEM Division of Agriculture and Forest Environment (DAFE)" is circled in red. The page includes a welcome message, a "Getting Started" section with links to help and guidance, and an "Additional Resources" section with links to the permit application center, DAFE webpage, FOIA requests, regulations, and environmental concerns. On the right, there is a login form with fields for "Username" and "Password", a "Log in" button, and links for "Forgot Password" and "Create New User Account". The DEM Rhode Island logo is also present.

*The RIDEM Office of Water Resources has a similar looking online portal that can only be used for Water Resources related applications. Confirm the title of the page says **Rhode Island DEM Division of Agriculture and Forest Environment (DAFE)** before continuing to ensure you are on the right portal.*

If you have already set up an account, you can log in on this page by entering your username (which is your email address used for the account) and your password.

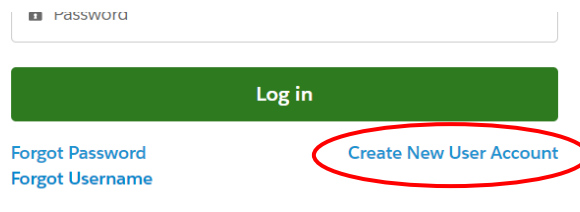
If you have *not* yet set up an account, please see page 3 for instructions on setting up an account for the first time.

If you need to reset your password or username, please see page 5 and 6 for instructions.

Creating a New User Account

If you have never used the online portal to renew your arborist license or another permit or certification you will need to create an account by following the steps below. If you have already set up an account, please see page 7 and 8 for instructions on how to renew your license.

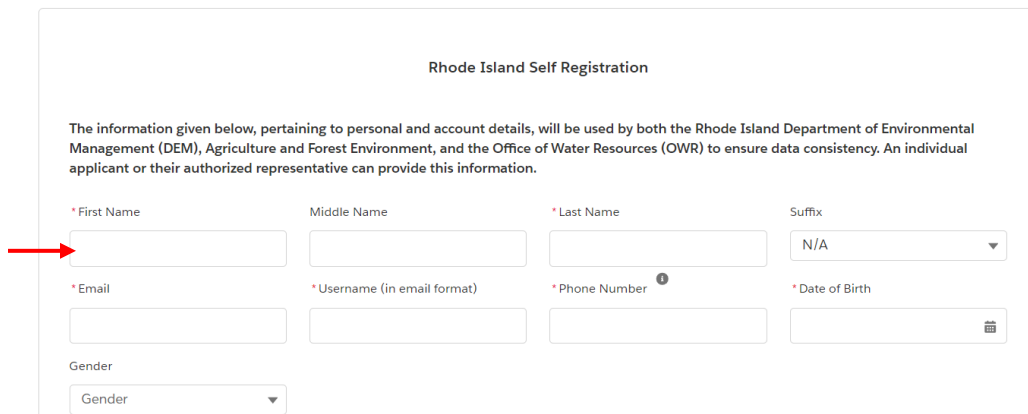
To create an account for the first time, click on **Create User Account**.



A login interface with a 'Password' input field, a green 'Log in' button, and two links: 'Forgot Password' and 'Forgot Username'. The 'Create New User Account' link is circled in red.

Fill out the online self-registration form* with your contact information.

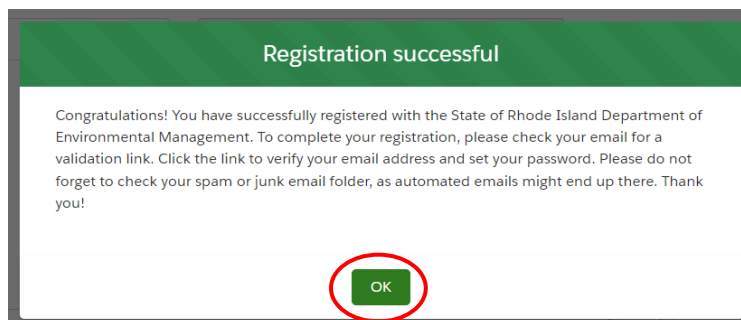
When creating an account for the first time be sure to use the **same personal phone number we have on file for your arborist license so your license data can be linked to your online portal account. This phone number can be changed after the account is set up.*



The 'Rhode Island Self Registration' form. It includes a title, a paragraph of instructions, and several input fields: First Name, Middle Name, Last Name, Suffix (dropdown), Email, Username (in email format), Phone Number (with an information icon), Date of Birth (with a calendar icon), and Gender (dropdown). A red arrow points to the First Name field.

Once completed, click **Register**.

You will receive a 'Registration Successful' popup window confirms that registration was successful (be sure you do not have popups blocked on your web browser). Click **OK**.



A 'Registration successful' popup window with a green header. The text reads: 'Congratulations! You have successfully registered with the State of Rhode Island Department of Environmental Management. To complete your registration, please check your email for a validation link. Click the link to verify your email address and set your password. Please do not forget to check your spam or junk email folder, as automated emails might end up there. Thank you!' An 'OK' button is circled in red at the bottom.

You will be redirected back to the login page. To finish setting up your account, you will need to set your password. Check your email* for a message from Salesforce containing a link to set up your password (this email will contain a link you need to click which will expire in 24 hours).

**Check your spam and/or junk folder if you do not see the message in your email inbox. If you still do not see the message in any of those folders, please email please email Beth Bannar at elizabeth.bannar.ctr@dem.ri.gov to request the link.*

Initial Password Setup

After clicking the link from the registration email, you will be taken to the reset password page. Enter your new password in the **New Password** text box, making sure the password meets the security requirements. Then enter the same new password in the **Confirm New Password** text box. Click on **Change Password** (even if you are setting your password for the first time).

Enter a new password for **mcridem002@yahoo.com**.
Make sure to include at least:

- ✓ 8 characters

Also include at least 3 of the following:

- ✓ 1 uppercase letter
- ✓ 1 lowercase letter
- ✓ 1 number
- ✓ 1 special character ⓘ

* New Password

..... Good

* Confirm New Password

..... Match

Change Password

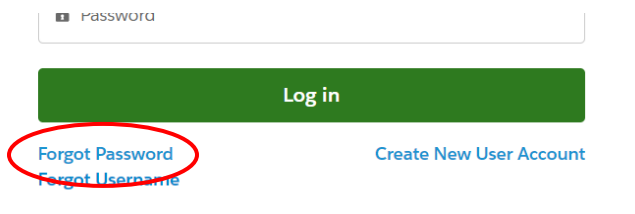
Password was last changed on 12/1/2023, 2:42 PM.

After clicking **Change Password**, will be redirected to the portal homepage to log in with your username and password. After you have entered your information, click **Log In**.

Forgotten Password

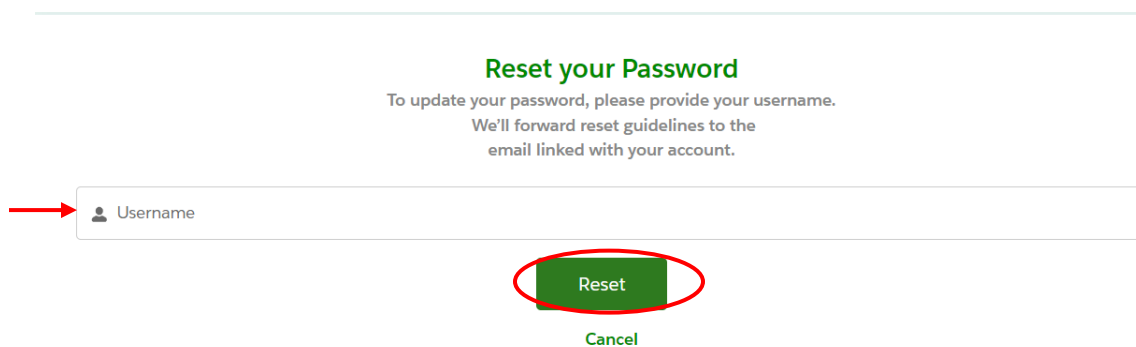
Follow these steps to reset a forgotten password:

1. Go to the login page of the portal (demri.my.site.com)
2. Click **Forgot Password**



A screenshot of a login page. At the top, there is a text input field labeled 'Password' with a small eye icon to its left. Below the field is a large green button labeled 'Log in'. Underneath the 'Log in' button, there are two links: 'Forgot Password' and 'Forgot Username', both in blue text. The 'Forgot Password' link is circled in red. To the right of these links is another link, 'Create New User Account', also in blue text.

3. Enter your **username** into the **Username** text box (usually this is the same as the email address associated with the account) and click **Reset**



A screenshot of a 'Reset your Password' page. The title 'Reset your Password' is in green. Below it, there is a message: 'To update your password, please provide your username. We'll forward reset guidelines to the email linked with your account.' Below the message is a text input field labeled 'Username' with a small person icon to its left. A red arrow points to the 'Username' field. Below the field is a large green button labeled 'Reset', which is circled in red. Underneath the 'Reset' button is a smaller green link labeled 'Cancel'.

4. Check your email* for a message from Salesforce with instructions on how to reset your password (this email will contain a link you need to click which expires in 24 hours)
**Check your spam and/or junk folder if you do not see the message in your email inbox. If you still do not see the message in any of those folders, please email please email Beth Bannar at elizabeth.bannar.ctr@dem.ri.gov to request the link.*
5. Click on the link provided in the email to take you to the password reset page
6. Enter a **new password** in the **New Password** text box, making sure it meets the security requirements
7. Re-enter the same **new password** in the **Confirm New Password** text box and confirm it matches
8. Click **Change Password**
9. Return to the login page and enter your username and new password
10. Click **Log in**

Forgotten Username

Typically, usernames are the same as the email address associated with the account. However, if that does not work, follow these steps for a forgotten username:

1. Go to the login page of the portal (demri.my.site.com)
2. Click **Forgot Username**
3. Enter your **email address** associated with the account and click **Submit**

Enter Email Address
To retrieve your username, enter your registered email address

→

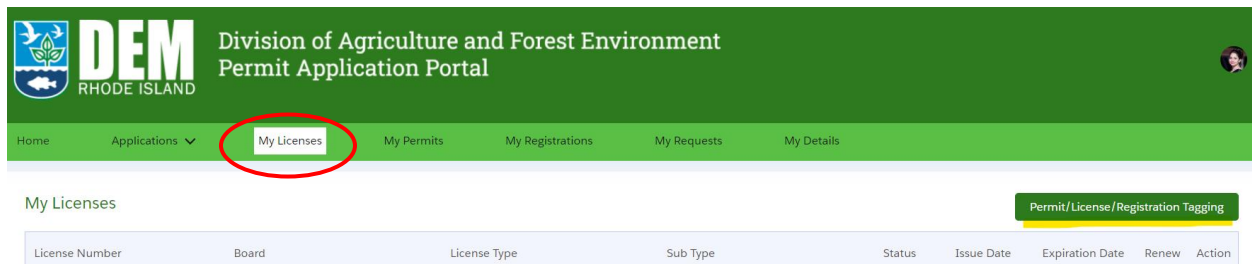
4. Check your email* for a message from Salesforce with your username and follow any instructions (this email will contain a link you need to click which expires in 24 hours)
**Check your spam and/or junk folder if you do not see the message in your email inbox. If you still do not see the message in any of those folders, please email please email Beth Bannar at elizabeth.bannar.ctr@dem.ri.gov to request the link.*
5. Return to the login page and enter your username and password
6. Click **Log in**

Renewing a License – on a Desktop Computer

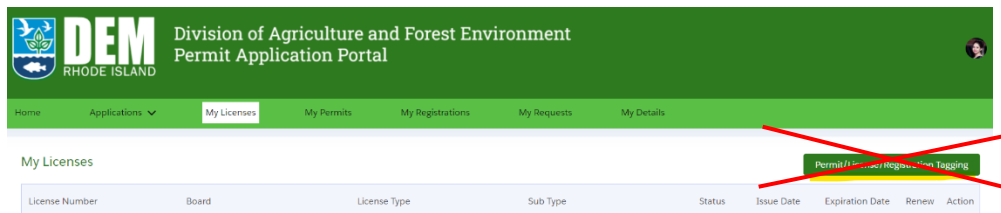
We recommend using a desktop computer and the Chrome browser for the best user experience. **If you are using the portal on a smart or tablet device**, see page 8 for instructions.

All active arborist licenses expire at the end of the year and must be renewed to remain active. The renewal window for the following year opens on **October 1st**. You will not be able to renew your license for the following year before that date.

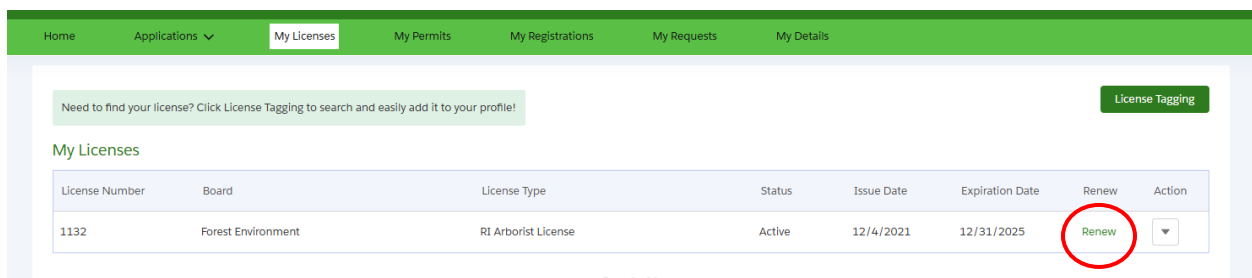
When you create your account and login for the first time, all active licenses should be reflected under the **My Licenses** tab, which can be accessed by logging in to the portal and clicking the **My Licenses** button at the top of the screen.



*If you do not automatically see your arborist license on this page, please email Beth Bannar at elizabeth.bannar.ctr@dem.ri.gov to have your license added to your account. The Permit/License/Registration Tagging button will **not** work for an arborist license.*



To renew a license, click the word **Renew** in the license row to complete the appropriate form and submit any necessary payment.



*If you are able to view your license but do not see the green **Renew** button, it is likely that your license has already been renewed for the active renewal period (see the expiration date of your license to confirm), or there is a pending renewal application for the active renewal period that has not yet been processed by RIDEM staff (see the **Applications>Ongoing Applications** tab to confirm). If you confirm that your license has not yet been renewed nor that there is a pending application for this renewal but you still do not see the green **Renew** button, please email Beth Bannar at elizabeth.bannar.ctr@dem.ri.gov to have the **Renew** button activated for your license.*

Renewing a License – on a Mobile or Tablet Device

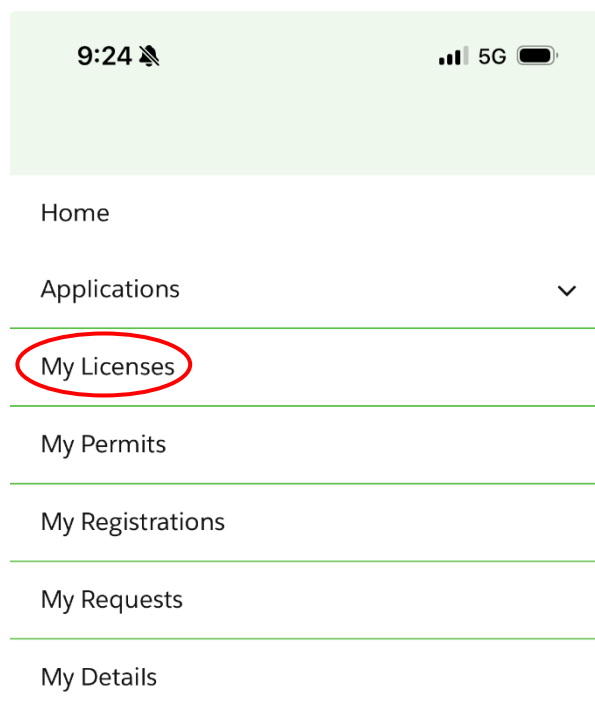
The online portal is available to use on mobile or tablet devices, but we recommend using a desktop computer and the Chrome browser for the best user experience. **If you are using a desktop computer**, see page 7 for instructions.

All active arborist licenses expire at the end of the year and must be renewed to remain active. The renewal window for the following year opens on **October 1st**. You will not be able to renew your license for the following year before that date.

When you create your account and login for the first time, all active licenses should be reflected under the **My Licenses** tab. To get to the **My Licenses** tab on a mobile or tablet device, first log in to the portal then tap the **three grey bars** in the top left corner.



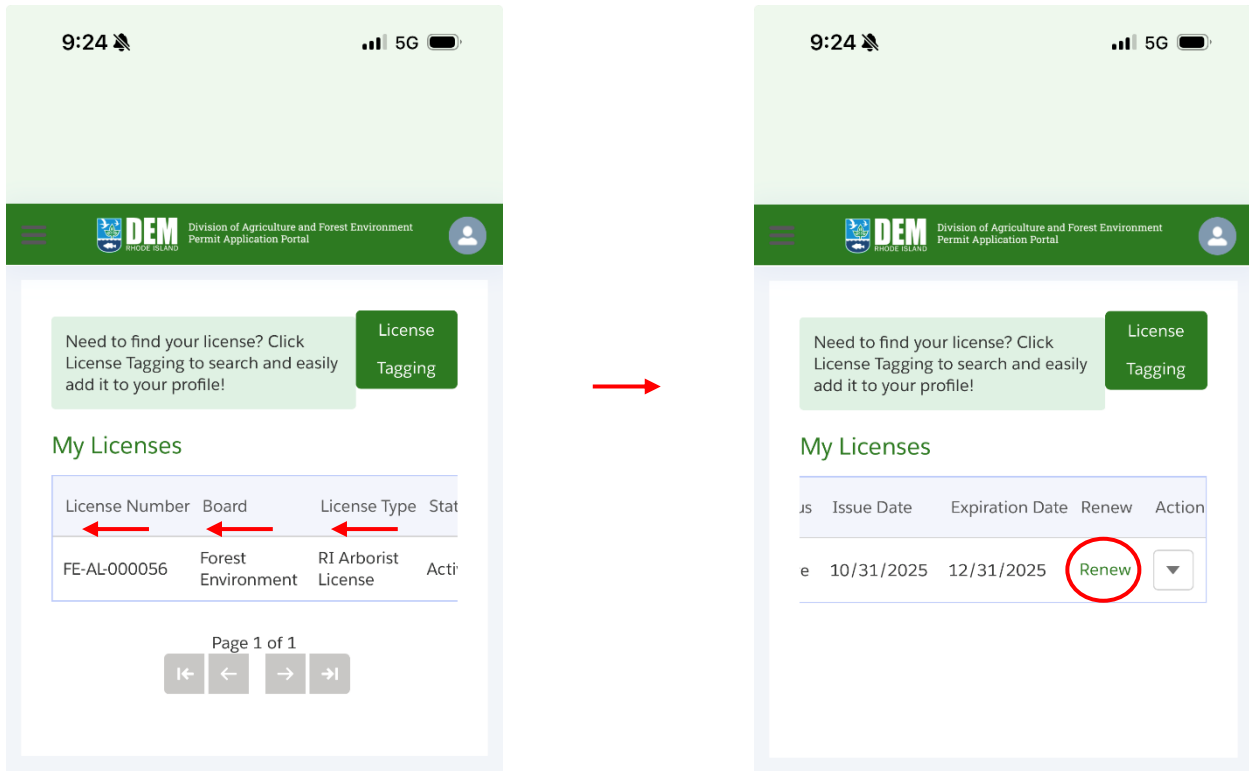
This will open a menu of options. Tap **My Licenses**.



This will bring you to the **My Licenses** tab.

*If you do not automatically see your active arborist license on this page, please email Beth Bannar at elizabeth.bannar.ctr@dem.ri.gov to have your license added to your account. The Permit/License/Registration Tagging button will **not** work for an arborist license.*

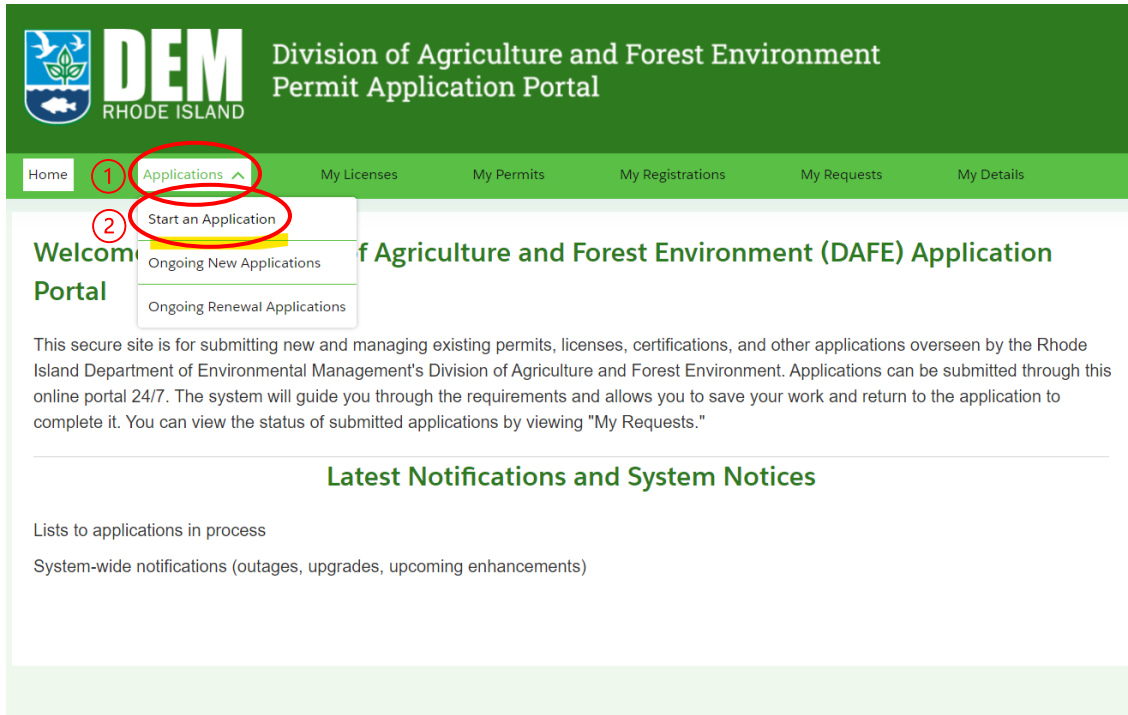
To renew a license, tap the word **Renew** in the license row to complete the appropriate form and submit any necessary payment. *You will need to slide the table to the left to see the **Renew** button.*



*If you are able to view your license but do not see the green **Renew** button, it is likely that your license has already been renewed for the active renewal period (see the expiration date of your license to confirm), or there is a pending renewal application for the active renewal period that has not yet been processed by RIDEM staff (see the **Applications>Ongoing Applications** tab to confirm). If you confirm that your license has not yet been renewed nor that there is a pending application for this renewal but you still do not see the green **Renew** button, please email Beth Bannar at elizabeth.bannar.ctr@dem.ri.gov to have the **Renew** button activated for your license.*

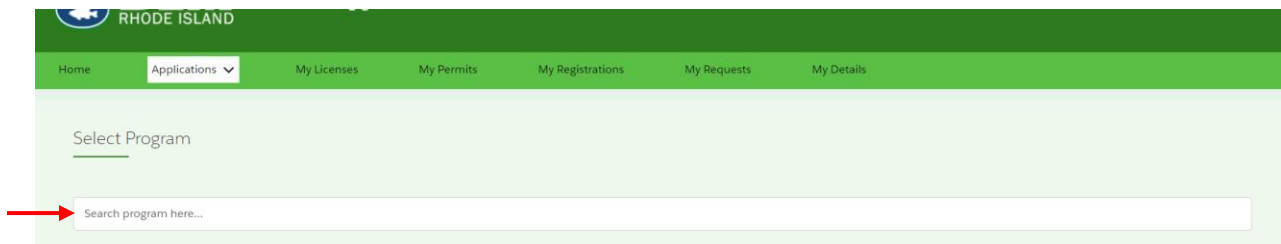
Applying for a New License or an Arborist Exam

Click on **Applications** (1) then **Start an Application** (2). You will be redirected to the program selection page.

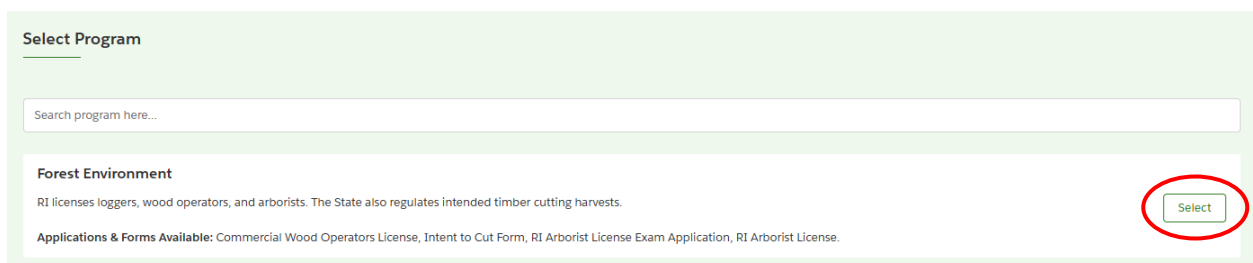


You have two options for accessing the program you need. You can search for the specific program* by entering its name in the search bar or by scrolling through the pages of programs.

For an arborist license or an arborist exam application, select or search for the **Forest Environment program.*



Once you find the appropriate program, click **Select**.



You will be redirected to the application selection page where you can search for an application* by name or scroll through the list of applications.

For an arborist license application, select **RI Arborist License*

*For an arborist exam application, select **RI Arborist License Exam Application***

Once you have selected the appropriate application, follow the instructions on the form. At the end of the form, you will be redirected to a page to submit payment.

Note: You will be asked for your employer information. We use this information to post our list of companies that hire licensed arborists in RI to the Urban and Community Forestry website. **If you want your arboriculture company posted on this list, enter the information for the company you work for in this section.** Do *not* select **Yes** under the question **Are you self employed?**, even if you are the owner of the business!

Arborist Information

Are you Self Employed?

Yes

No

Employer: PlanIT Geo, Inc

Telephone: [Empty]

Street: PO Box 1334

City/Town: Wheat Ridge

State: Colorado

Zip Code: 80034

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Frequently Asked Questions

What is the link to the online portal?

The link to the online portal is demri.my.site.com. You should bookmark this link in your browser for easy access.

I am trying to register my account/reset my password but I am not getting any emails from Salesforce to continue, what do I do?

First, check your spam and junk folders of your email to see if the email was sent there by accident. If that happened, be sure to add noreply@salesforce.com to your Safe Senders list in your email setting so future emails are not sent to your spam or junk folders.

If you still do not see the email in your spam or junk folders, please email Beth Bannar at elizabeth.bannar.ctr@dem.ri.gov to request the link.

I don't see my arborist license in the **My Licenses** tab, how do I add it to my account?

To add your license to your account, please email Beth Bannar at elizabeth.bannar.ctr@dem.ri.gov. The **Permit/License/Registration Tagging** button will **not** work for arborist licenses.

If I don't see my arborist license in the **My Licenses** tab, can I just submit an intake application for a new arborist license?

No. Submitting an application for a new arborist license will bring you to the incorrect form and will create a new license for you. If you already have an RI arborist license, be sure you are going to the **My Licenses** tab and clicking the green **Renew** button next to your license.

I see my arborist license in the **My Licenses** tab, but I don't see a green **Renew** button, how can I renew my license?

If you are able to view your license but do not see the green **Renew** button, it is likely that your license has already been renewed for the active renewal period (see the expiration date of your license to confirm), or there is a pending renewal application for the active renewal period that has not yet been processed by RIDEM staff (see the **Applications>Ongoing Applications** tab to confirm). If you confirm that your license has not yet been renewed nor that there is a pending application for this renewal but you still do not see the green **Renew** button, please email Beth Bannar at elizabeth.bannar.ctr@dem.ri.gov to have the **Renew** button activated for your license.

I no longer have access to the email I used to set up my account. Should I make a new account in the online portal?

No. The new account will not be linked to your arborist license information. Please email Beth Bannar at elizabeth.bannar.ctr@dem.ri.gov to have your email address updated.

I work in an office that needs to renew multiple arborist licenses for our employees, can I put all their licenses on one account and renew them myself?

No. For the online portal to work properly, we require that **each user create one account** for all their relevant applications. In other words, each individual that holds an arborist license and/or a license/certification from another RIDEM Division of Agriculture and Forest Environment program must create their own account. This account will include all license/certifications associated with that individual (i.e. arborist license, wood operator license, pesticide applicator certifications, etc.). **A user account may not be linked to more than one arborist license.**

If you would like to renew the license on behalf of someone else, you may set up the individual account for them by entering all of their contact information into the online profile. Then, you can log in to their individual account on their behalf to complete the renewal form for them.

I just successfully submitted my application, what happens now?

Once the application is submitted, a member of the Division of Forest Environment staff will review the information received and either alert you if additional information or funds are needed to complete the application or, if accepted, that your application is approved.

If you applied for a new arborist license or renewed an existing license, a physical copy of your license will be mailed to you after your application is approved.

If you applied for an arborist exam, you will be emailed details regarding the exam including the date of the exam, where it will be held, and relevant materials to study. If you are unable to attend your scheduled exam date, please email Beth Bannar at elizabeth.bannar.ctr@dem.ri.gov to be rescheduled for the next available exam date. You do **not** need to submit a new application to be rescheduled.

I see an option to print my arborist license, can I print a copy of the license myself?

At this time, arborist license cards are not able to be printed by users. If you did not receive a physical copy of your license or need a replacement, please email Beth Bannar at elizabeth.bannar.ctr@dem.ri.gov to have a new license sent to you. You can use the print option online to print a copy of the license certificate for yourself.