

RIDEM Online Portal FAQs - Arborists

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.



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