



## **TCEQ REGULATORY GUIDANCE**

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Program Support and Environmental Assistance Division  
RG-628 • July 2022

# **User Manual for the On-site Activity Reporting System (OARS)**

Prepared by  
Technical Programs Team  
Program Support Section  
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Texas Commission on Environmental Quality

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TEXAS COMMISSION ON ENVIRONMENTAL QUALITY • PO BOX 13087 • AUSTIN, TX 78711-3087

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## **Welcome**

to the On-site Activity Reporting System (OARS)! This manual will help you use OARS to submit monthly activity reports electronically instead of by mail or fax. It has many other features as well to assist you in managing your jurisdiction. If you need help navigating through OARS, consult the table of contents (page ii) or the index at the end of this manual.

*Note: Email help is available at: [oars@tceq.texas.gov](mailto:oars@tceq.texas.gov)*

*Please do not use any other TCEQ email address for questions about OARS.*

# Logging In

Open an internet browser and, in the address box at the top, enter the URL for [OARS](http://www6.tceq.texas.gov/oars/)<sup>1</sup>. You should come to this page:

Figure 1. OARS Login Page

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ON ENVIRONMENTAL QUALITY

>> Questions or Comments:  
[oars@tceq.texas.gov](mailto:oars@tceq.texas.gov)

[OARS Home](#) [OSSF Home](#) [TCEQ Home](#) [Logout](#)

**You are trying to access OARS without having logged in. Please log in to resume.**

**Welcome to OARS: OnSite Activity Reporting System**

OARS is an on-line system that allows On-Site Sewage Facility (OSSF) Authorized Agents to submit their monthly OSSF activity reports to the TCEQ electronically.

**Login**

The password must meet the following requirements:

- Password must be 8 to 12 characters long
- Acceptable characters are a-z, A-Z, 0-9, !@#%&\*()
- Password requires at least one lower case, one upper case, one number and one of these: !@#%&\*()

Contact ID:

Password:

Login

**Forgot Your Password?** [Click Here to retrieve your Password!](#)  
For Authorized Agent Use Only

Next enter the **Contact ID** that the OARS administrator emailed to you and the initial **Password** that you received in that email. See the login example shown below:

**Contact ID:** LyndonJohnson  
**Password:** H#tsUT^z4AZQ <--(Example only, this will not be your initial password)

Click *Login* to sign into OARS. During your first login, the system will require you to select a new password and give you guidelines for making it a strong one.

<sup>1</sup> [www6.tceq.texas.gov/oars/](http://www6.tceq.texas.gov/oars/)

## The User Profile Page

After logging in the first time, you will come to the following user **Profile** page where you will set up your security information, including a strong password, a security question, and the answer to that security question.

**Figure 2. Profile Page**

**Profile**

**Please change your password to meet OARS security standards!**

**All fields are required.**

**Personal Information**

**User Name:**

**First Name:**

**Last Name:**

**Email:**

**Security Information**

The password must meet the following requirements:

- Password must be 8 to 12 characters long
- Acceptable characters are a-z, A-Z, 0-9, !@#%&\*^&()\*
- Password requires at least one lower case, one upper case, one number and one of these: !@#%&\*^&()\*

**Password:**

**Repeat Password:**

**Choose a security question<sup>1</sup>:**

**Answer to the security question:**

**General Information**

**TCEQ Region:**

**Associated AR Numbers:** 620333

<sup>1</sup> The security question will be asked when you use the forget password link.

You will be forced to this screen for your first login, or if you are a returning user with a weak password. But you can update your information at any time by selecting **Update Your User Info** on the home page (see **Figure 3** below and **Updating User Information** on page 8 of this manual). You

may want to document your security question and answer for your personal records on the note lines below. When you finish entering information on this page, click *Submit*.

## The OARS Home Page

After entering your security information, you should come to the OARS Home Page-User Tools (Main Menu). You can access all of OARS’s features from this page:

**Figure 3. OARS Home Page-User Tools (Main Menu)**

**OARS**

Choose your action from the lists below.

**User Tools**

**Monthly Activity Report**  
Submit a report by selecting the County.

Account Number	County	Status	Last Report	Account Balance
620333				-\$100.00
	TRINITY	Due	4/2012	

**Search for Contacts**

Local contact search

Licensed installer search [Exit](#)

**Profile**

Update Your User Info

**Reports**

**Authorized Agent Monthly Report Historical Information**

To search for a report, start by selecting a Research Council number from the links below.

**Historical Information For: 620333**

Public Reports [Exit](#)

**Change of Address**

**Designated Representative Address**

To request a change of address for a D.R., start by selecting a Research Council number from the links below.

**D.R. Address For: 620333**

**Invoice Address**

To request a change of address for billing, start by selecting a Research Council number from the links below.

**Invoice Address For: 620333**

**Pay Your Invoice Online**

For instructions on paying your invoice online please see the [ePay](#) [Exit](#) site.

You may return to this page at any time by clicking the **OARS Home** tab at the top of the page.

## Entering Monthly Activity Reports

The **Monthly Activity Report** (MAR) section on the home page shows which counties have a MAR due (in red). To electronically submit a monthly activity report, click on the **County** for which you wish to submit a MAR. Clicking on the county name (in blue) will take you to the **Report Summary** page (p. 7 in this manual).

Figure 4. Monthly Activity Report Page

**Authorized Agent's Monthly On-site Sewage Facilities (OSSF) Activity Report**  
 for collection of program information and the Texas On-site Wastewater Treatment Research Council Fees

**AUTHORIZED AGENT:** TRINITY COUNTY AUTHORIZED AGENT  
**COUNTY:** TRINITY

**ACCOUNT NUMBER:** 820333  
**MONTH:** MAY **YEAR:** 2019

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**PRIMARY LICENSED DESIGNATED REPRESENTATIVE (DR)**  
 Name: REBECCA MARLOW Phone: (936) 328-3058 E-Mail address: REBECCA.MARLOW@GMAIL.COM

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**PERMITTING ACTIVITY**  
 (Count only Authorizations To Construct (ATC) issued during this report month)

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**DISPOSAL SYSTEM TYPES**  
 TOTAL NUMBER OF AUTHORIZATIONS TO CONSTRUCT FOR THIS MONTH: 0  
 (Total ATCs will automatically calculate above.)

Absorptive Mounds	0	Gravel-less Pipe	0	Pumped Effluent	0
Drip Irrigation	0	Leaching Chambers	0	Standard Trenches/Beds	0
Evapotranspiration Beds	0	Low Pressure Dosing	0	Surface Applications	0
EZFLOW Systems	0	PTI Systems	0	Other:	0

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**MONTHLY ENFORCEMENT ACTIVITY**

Complaints Received	0	Violations Issued: Nuisance	0	Violations Issued: Other	0
Complaints Investigated	0	Court Cases Filed: Nuisance	0	Court Cases Filed: Other	0
Court Convictions: Nuisance	0	Court Convictions: Other	0		

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**ACCOUNT ADDRESSES**

**Designated Representative (Primary):**  
 Name: REBECCA MARLOW  
 Address: 192 MILLER RD  
 City: LIVINGSTON  
 Zip Code: 77351 8900  
 Phone: (936) 328-3058  
 FAX: (936) 967-3787

Request an address change for the D.R.

**Invoice to be sent to:**  
 Name: TRINITY COUNTY TREASURER  
 Address: PO BOX 337  
 City: GROVETON  
 Zip Code: 75845 0337  
 Phone: (936) 642-1443  
 FAX: (936) 642-0578

Request an address change for the Invoice.

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**PLEASE SUBMIT COMPLETED REPORT FORMS BY THE 10th OF EACH MONTH.**

Submit Cancel  
 E-MAIL: [oars@tceq.texas.gov](mailto:oars@tceq.texas.gov)

The top of the form shows the name and account number of the authorized agent. Just below that is a drop-down list from which you should choose the correct month for the MAR you are submitting (cont'd next page).

The first section, **Primary Licensed Designated Representative (DR)**, shows the contact information for the primary DR of this authorized agent.

The next section, **Permitting Activity**, is where you should enter authorization and enforcement data for the appropriate month. You do not need to calculate the total numbers of **Authorizations to Construct issued** for this month.

As you fill in the boxes in the **Disposal System Types** sub-section, OARS will keep a running total in the box for total number of **Authorizations to Construct issued** for this month.

Following are **Disposal System Types** and the rules that govern them in Title 30, Texas Administrative Code (30 TAC), Chapter 285:

Absorptive Mounds: 30 TAC sections 285.33(b) and 285.33(d)(3)

Drip Irrigation: 285.33(c)(3)

Evapotranspiration Beds: 30 TAC sections 285.33(b) and 285.33(b)(2)

EZ-flow Systems

Gravel-less Pipe: 30 TAC section 285.33(c)(1)

Leaching Chambers: 30 TAC section 285.33(c)(2)

Low Pressure Dosing: 30 TAC section 285.33(d)(1)

PTI Systems: Use of PTI Products in the drain field

Pumped Effluent: 30 TAC section 285.33(b)(3)

Standard Trenches and Beds: 30 TAC section 285.33(b)

Surface Applications: 30 TAC section 285.33(d)(2)

After completing the next sub-section, **Monthly Enforcement Activity (MAR)**, review the **Account Addresses** section. If either address is incorrect send an email to [oars@tceq.texas.gov](mailto:oars@tceq.texas.gov). (cont'd next page).



Finally, click *Submit*. You should come to the **Report Summary** page:

**Figure 5. Report Summary Page**

**REPORT SUMMARY**

Please review all information below for accuracy. If you find a mistake use the cancel button at the bottom of the screen to go back to the original form and make corrections. If all information is correct, use the Confirm button to transmit your report to the Agency.

**AUTHORIZED AGENT:** TRINITY COUNTY AUTHORIZED AGENT  
**ACCOUNT NUMBER:** 620333 **County:** TRINITY **MONTH/YEAR:** 5/2019  
**PRIMARY LICENSED DESIGNATED REPRESENTATIVE (DR)**  
**Name:** REBECCA MARLOW **Phone:** 3283058 **E-Mail address:** REBECCA.MARLOW@GMAIL.COM

PERMITTING ACTIVITY	MONTHLY ENFORCEMENT ACTIVITY
TOTAL AUTHORIZATIONS: 3	Complaints Received: 1
Absorptive Mounds: 1	Violations Issued: Nuisance: 0
Gravel-less Pipe: 0	Violations Issued: Other: 0
Pumped Effluent: 0	Complaints Investigated: 0
Drip Irrigation: 1	Court Cases Filed: Nuisance: 0
Leaching Chambers: 0	Court Cases Filed: Other: 0
Standard Trenches/Beds: 0	Court Convictions: Nuisance: 0
Evapotranspiration Beds: 0	Court Convictions: Other: 0
Low Pressure Dosing: 0	
Surface Applications: 1	
EZFLOW Systems: 0	
PTISYS Systems: 0	
Other: 0	

You may print this page after you submit the report.

I confirm that all the information above is correct, and wish to make this an official record.

If you find a mistake, use the cancel button to go back to the original form and make corrections.

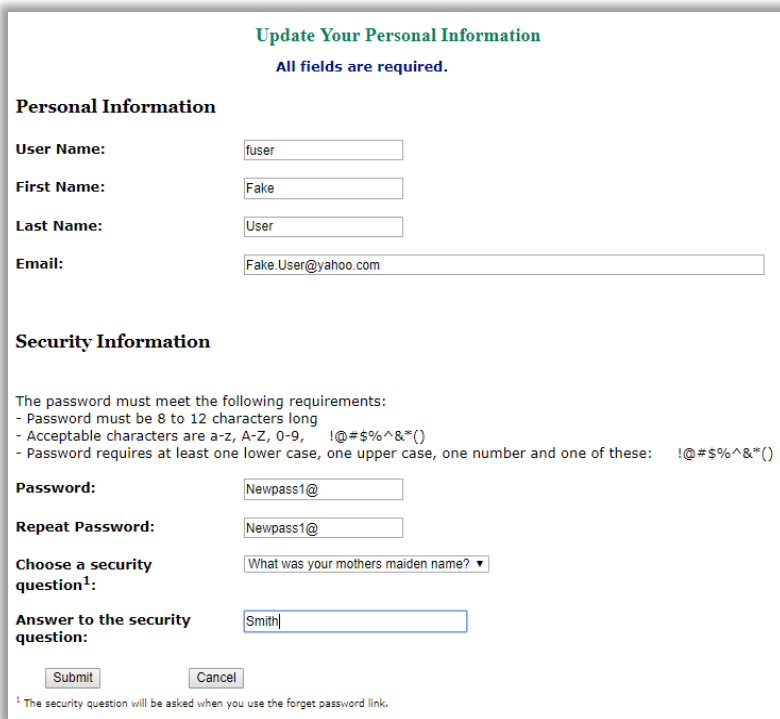
[BACK TO: OARS Home](#)

Review the information displayed on this page, then click *Confirm*. **You must confirm this report summary before your MAR will be submitted to TCEQ.**

## Updating User Information

To update your password and security information – click the **Update Your User Info** link under **Profile** at the home page. You should come to the **Update Your Personal Information** page, which contains the same fields as the **Profile** page shown in **Figure 2** on page 3 of this manual. To change your name or add a new person to the account, send an email to [oars@tceq.texas](mailto:oars@tceq.texas) and provide the account number along with the name and role of the person(s). An OARS administrator will contact you for further information.

**Figure 6. Update Your Personal Information Page**



**Update Your Personal Information**  
All fields are required.

**Personal Information**

User Name:

First Name:

Last Name:

Email:

**Security Information**

The password must meet the following requirements:

- Password must be 8 to 12 characters long
- Acceptable characters are a-z, A-Z, 0-9, !@#%&^\*()
- Password requires at least one lower case, one upper case, one number and one of these: !@#%&^\*()

Password:

Repeat Password:

Choose a security question<sup>1</sup>:

Answer to the security question:

<sup>1</sup> The security question will be asked when you use the forget password link.

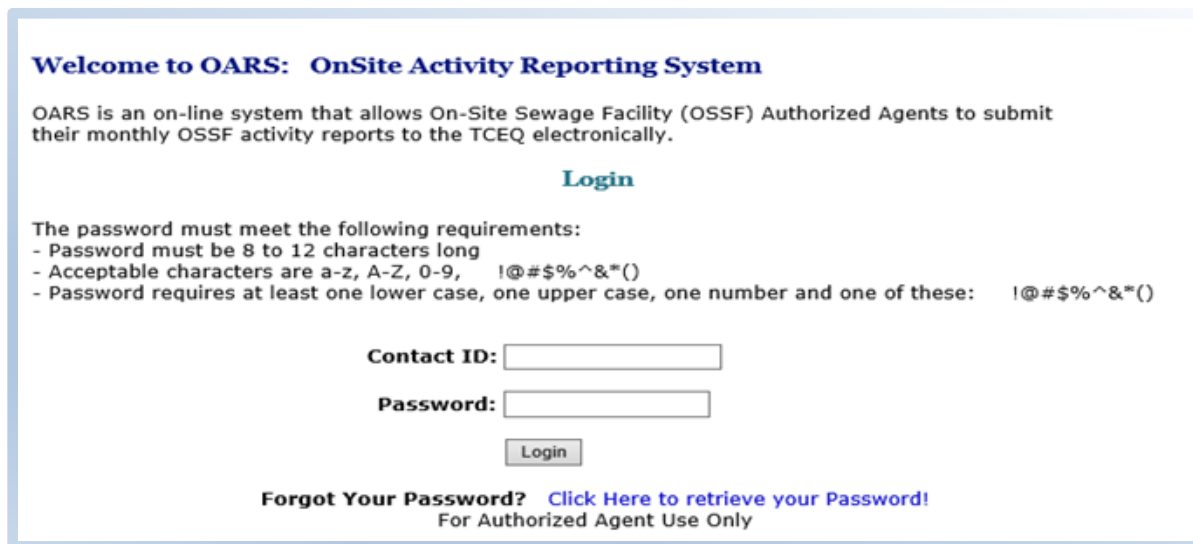
Here, you can change the personal information associated with your account. You can also change your password and choose a different security question.

## Resetting Your Password

Please go to the **Login** page and enter your **Contact ID**. Make sure that the **password box is cleared** then go to where it says: "Click Here to retrieve your Password." You will be emailed a temporary password. Enter your **Contact ID** and your temporary password. The next window will ask you to answer your security question. Last, you will be asked to create a new password using the password requirements.

Follow the **Login** requirements shown in the **Login** page:

Figure 7. Login Page



The screenshot shows the login page for OARS. At the top, it says "Welcome to OARS: OnSite Activity Reporting System". Below that, a paragraph explains that OARS is an on-line system for submitting monthly activity reports. The word "Login" is centered in blue. Underneath, there are three bullet points detailing password requirements: length (8-12 characters), acceptable characters (a-z, A-Z, 0-9, !@#\$%^&\*()), and complexity (at least one lower case, one upper case, one number, and one special character). There are two input fields: "Contact ID:" and "Password:". Below the password field is a "Login" button. At the bottom, there is a link "Forgot Your Password? Click Here to retrieve your Password!" and a note "For Authorized Agent Use Only".

**Welcome to OARS: OnSite Activity Reporting System**

OARS is an on-line system that allows On-Site Sewage Facility (OSSF) Authorized Agents to submit their monthly OSSF activity reports to the TCEQ electronically.

**Login**

The password must meet the following requirements:

- Password must be 8 to 12 characters long
- Acceptable characters are a-z, A-Z, 0-9, !@#\$%^&\*()
- Password requires at least one lower case, one upper case, one number and one of these: !@#\$%^&\*()

Contact ID:

Password:

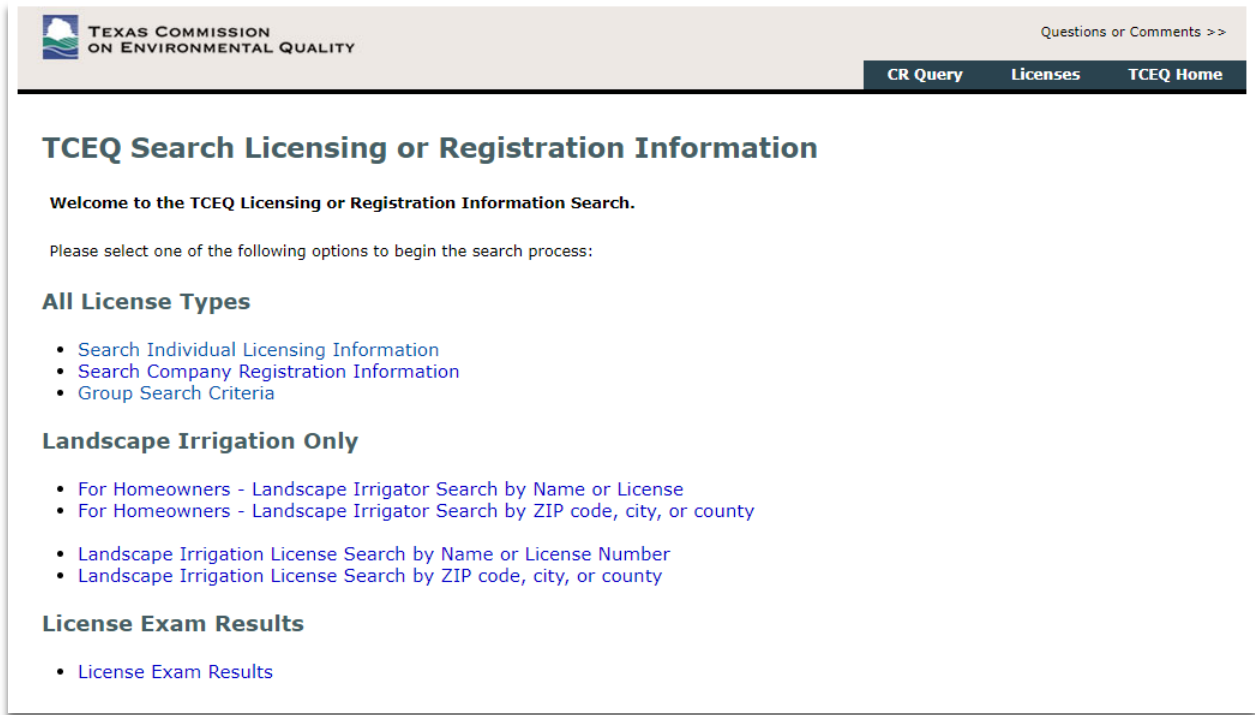
Login

**Forgot Your Password? [Click Here to retrieve your Password!](#)**  
For Authorized Agent Use Only

## Finding a Licensed Installer

After logging in, click the **OARS Home** tab, it will bring you to the home page. To find a licensed installer click on “Licensed Installer search” in the Search for Contacts section (See p. 4). The link will take you to the [TCEQ Search Licensing or Registration Information page](#)<sup>2</sup>. The screen you get should look like this:

**Figure 8. TCEQ Search Licensing or Registration Information Page**



This TCEQ page has been in use for several years and is relatively easy to navigate.

<sup>2</sup> [https://www2.tceq.texas.gov/lic\\_dpa/](https://www2.tceq.texas.gov/lic_dpa/)

After selecting **Search Individual Licensing Information**, you will get a screen like this:

**Figure 9. Search Individual Licensing Information Page**

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Questions or Comments >>

Search Options CR Query Licenses TCEQ Home

### TCEQ Search Licensing or Registration Information

**Search Individual Licensing Information** ⓘ

Enter the individual's First Name or Initial and Last Name; or the individual's License Number. If you enter a license, all other fields will be disregarded.

**First Name or Initial:**

**Last Name:**

OR

**License Number:** ⓘ

Fill out the relevant information and click *Search*.

## Retrieving Historical Information

After logging in, click the **OARS Home** tab, it will bring you to the home page. Under **Reports** you should see a link for **Authorized Agent (AA) Monthly Report Historical Information**. Click it to look up reports from your county(ies) of jurisdiction. Choose a county and set the range of dates relevant to your search. For example, if you want to look at reports from the year 2000, enter "January 2000" and "December 2000" as your **Date From** and **Date To**, respectively.

Figure 10. Set Your Report Date (search) Page

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ON ENVIRONMENTAL QUALITY

Questions or Comments:  
[oars@tceq.texas.gov](mailto:oars@tceq.texas.gov)

OARS Home OSSF Home TCEQ Home Logout

### AA Monthly Report

#### Set Your Report Dates

If you wish to narrow your results by a date range, then input appropriate dates below then select "Get Report". Or you may leave the dates blank.

Report for Account Number: 620146

Choose a county  
MONTGOMERY   
WALKER

Date From:  Date To:

Get Report

After you click *Get Report*, the records that fall in your requested range will be displayed on the next page. Here’s an example:

**Figure 11. Authorized Agents Monthly Report - Application Report (Detail Page)**

**Authorized Agents Monthly Report**  
**Application Report - Detail**

**Date From:** 01-Jan-2000      **Date To:** 01-Dec-2000      **Report Date:** 21-Jun-19  
**County:** MONTGOMERY  
 SAN JACINTO RIVER AUTHORITY AUTHORIZED AGENT 620146

Doc Number	Month From	Year From	Apps. Proc.	Comments
30568	1	2000	14	
30569	2	2000	5	
30570	3	2000	7	
30571	4	2000	4	
30572	5	2000	7	
30573	6	2000	7	
30574	7	2000	7	
30575	8	2000	10	
30576	9	2000	5	
30577	10	2000	4	
30578	11	2000	6	
30579	12	2000	6	

## Paying Authorized Agent Invoices Electronically

After logging in, click the **OARS Home** tab, it will bring you to the home page. To pay your AA bills online, click the [ePay link<sup>3</sup>](#) under **Pay Your Invoice Online**. You will come to the following page:

Figure 12. TCEQ ePay Page

The screenshot shows the TCEQ ePay page. At the top left is the TCEQ logo and the text "TEXAS COMMISSION ON ENVIRONMENTAL QUALITY" and "EPAY • ONLINE PAYMENT APPLICATION". At the top right is a link for "Questions or Comments >>" and a "TCEQ Home" button. The main content area contains a welcome message, a paragraph about credit card payments, and a list of instructions. On the right side, there is a registration form titled "Enter ePay:" with fields for "Your Name:", "E-mail:", and "Confirm E-mail:", and an "OK" button.

Welcome to ePay, the TCEQ's online payment application. This application uses the Texas.gov Online Portal by NICUSA to provide a secure environment for your financial transaction. TCEQ does not store your banking account or credit card information after the payment transaction has been completed.

Credit card payments made to TCEQ prior to October 1st, 2020, incurred Texas.gov costs which were paid by TCEQ. Effective October 1st, 2020, customers choosing to make payment to TCEQ by credit card will be required to pay the non-refundable Texas.gov costs at time of payment. The Texas.gov costs support the ongoing operations and enhancements of Texas.gov, which is provided by a third party in partnership with the State.

- >> You may pay a single transaction by credit card of \$80,000.00 or less which may include multiple vouchers in the transaction.
- >> You may pay by electronic funds transfer regardless of the cost of each item.
- >> Credit card checks are NOT valid for electronic funds transfers!
- >> You **cannot** use this ePay application to renew an occupational license. You **can** use it to pay the application fee for a new license. For assistance with occupational licenses, see [how to renew your license online](#) or [how to apply for a new license](#).
- >> **Important!** If you make a payment and you do not receive a transaction confirmation page or email, please do not try to pay again. Please contact the STEERS/ePay Help Line at 512-239-6925 or email [steers@tceq.texas.gov](mailto:steers@tceq.texas.gov) to see if your payment was successful.

**Enter ePay:**

Your Name:

E-mail:

Confirm E-mail:

OK

If you do not have an existing ePay account, or do not know how to use ePay; Click the **Questions or Comments** link at the top right corner of this page. It will direct you to a list of appropriate phone numbers for assistance.

<sup>3</sup> <https://www3.tceq.texas.gov/epay/>



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