Frequently Asked Questions (FAQs) – Virginia Department of Health MyHD Portal for Onsite Sewage System Maintenance

Q: What fees are associated with submitting maintenance reports?

A: The submission of alternative onsite sewage system operation and maintenance (O&M) reports has a $1 fee per report. The submission of conventional onsite sewage system maintenance reports or pump-out reports has no associated fee. The MyHD portal will automatically calculate the amount owed based on the number of alternative and/or conventional reports submitted.

Q: What types of credit cards and prepaid cards are accepted for payment?

A: MasterCard, Visa, Discover, American Express, and associated debit cards are still accepted. While most prepaid cards are also accepted by the card processor, it is impossible to be certain, as the number of different types of prepaid cards is always increasing and is created and monitored by the card brands themselves. In general, the MyHD portal will accept most prepaid cards that are tied to a specific user's name and billing zip code.

Q: Who can submit a maintenance report through the MyHD portal?

A: Maintenance providers with a valid alternative and conventional onsite sewage system operator license, alternative and conventional onsite sewage system installer license, and sewage haulers with a VDH permit can submit conventional maintenance and pump-out only reports through the MyHD portal. Only licensed Master Alternative Onsite Sewage System Operators are eligible to submit an alternative operation and maintenance (O&M) report through the MyHD portal. Additionally, licensed class 4 or higher wastewater works operators can submit alternative discharging maintenance reports.

Q: What happens if a local health department rejects our report?

A: Maintenance providers can view the status, whether approved or rejected, in the "Your Prior Submissions" section after logging into the MyHD maintenance portal website (https://myhealthdepartment.com/virginia). Local health department Environmental Health (EH) staff may contact the maintenance providers to discuss the rejection of a report, or an operator may choose to contact the appropriate local health department to get clarification.

Q: When selecting an "Outcome of Visit" related to a pumpout, what does "exempt" mean?

A: Options for the septic tank pumpout outcome mirror the options for pumpout requirements with the Chesapeake Bay Protection Act. Selecting "exempt" indicates the system is exempt from those requirements (e.g. an effluent filter is installed). For further clarification, please contact local health department EH staff.

Q: We use OnlineRME/Carmody/another system. How can we submit maintenance reports to VDH?

A: Maintenance providers who utilize software platforms of other companies need to work with those companies to ensure their reports are being transmitted to the VDH MyHD maintenance portal. The MyHD maintenance portal has an existing transfer link (API) set up with OnlineRME and Carmody, and other companies may request the API details if they would like to set up a connection. Maintenance providers must export their maintenance reports from these systems and complete required payments before VDH can review them and credit the homeowner for meeting the regulatory requirements of an inspection.

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Q: Who should I contact for more information about interpreting or understanding the MyHD maintenance portal dropdown lists and data entry fields?

A: Please refer to the MyHD maintenance portal training guide posted on https://www.vdh.virginia.gov/environmental-health/onsite-sewage-water-services-updated/. If these tools do not answer your questions, please contact your local health department EH staff.

Q: Who should I contact for more information about the MyHD maintenance portal functionality?

A: Please refer to the MyHD maintenance portal training guide posted on https://www.vdh.virginia.gov/environmental-health/onsite-sewage-water-services-updated/. If you still have questions, please send all your questions and feedback to ehdministrators@vdh.virginia.gov mailbox.

Q: How will I know if VDH has released any new information about the MyHD maintenance portal?

A: Please check one of the two VDH websites ([https://www.vdh.virginia.gov/environmental- health/onsite-sewage-water-services-updated/](https://www.vdh.virginia.gov/environmental-health/onsite-sewage-water-services-updated/) or [https://www.vdh.virginia.gov/environmental- health/information-for-onsite-system-service-providers/](https://www.vdh.virginia.gov/environmental-health/information-for-onsite-system-service-providers/)) to get the most recent copy of the FAQs and maintenance portal user resources.