



## FAQs for Boilers and Pressure Vessels

### 1. What is the website?

-[www.citizenserve.com/oci](http://www.citizenserve.com/oci)

### 2. How do I reset my password?

- On the log in screen enter your username then select forgot your password.

### 3. How do I change or update my information on my account?

-Once logged select My Account at the top of the page. Look on the left side of the screen and select Update my information.

### 4. How do I make a payment?

-There are two (2) ways to make a payment. First option is to log into your account select My Account at the top of the page look on the left side of the screen and select "Make a Payment". Second option log into your account stroll down to Safety Inspection Services click on Pay Invoices and arrow down to the second pay invoices in that blue box. Next enter **ONLY** your File Number and then click on submit. **(We suggest that you complete both options because you can have invoices in both sections)**

### 5. How do I print my invoice?

-There are two (2) ways to make a print invoice. First option is to log into your account select My Account at the top of the page look on the left side of the screen and select "Make a Payment" once the icon stop spinning the invoice will appear on the screen and you will hit CTRL+P at the same time to print out that invoice. Second option log into your account stroll down to Safety Inspection Services click on Pay Invoices and arrow down to the second pay invoices in that blue box. Next enter **ONLY** your File Number and then click on submit. The next screen that appears will be your invoice select CTRL+P at the same time to print that screen. **(We suggest that you complete both options because you can have invoices in both sections)**

## **6. How do I print my operating permits?**

-Under the My Account page select View my request on the left side of the screen and your permit numbers will appear. Select the permit number that you wish to print the operating permit. Once you select the permit number look in the middle of the screen and you will see the documents tab select that tab and the select mass merge operating permit htm. Once it downloads on your keypad hit CTRL+P at the same time.

## **7. How do I request an inspection?**

-Under the My Account tab click on view my request on the left side of the screen. Click on the permit number that needs inspection. On the left side select Request an Inspection your inspection type is as followed: **(if this equipment has been inspected before you will select Routine Boiler Inspection, but if this is a new piece of equipment that has just been installed you will select Initial Boiler Inspection)**

## **8. How long after an inspection has occurred before I receive an invoice?**

-The invoice should be in the account within 48 hours after the inspection has been completed.

## **9. When do I receive my operating permit?**

-After the invoice has been paid and processed the operating permit will be available within 24 hours

## **10. What license number do I need to renew every 2 years?**

-The boiler qualifier license number that you must renew begins with **BQ**

## **11. Does the state have a list of approved boiler installers for consumers to choose from?**

-Go on the website [www.citizenserve.com/oci](http://www.citizenserve.com/oci) at the top of the screen select the Reports tab. Stroll down and select Active Boiler Installers License Holders then enter in the city where service is needed.

## **12. How do I find my File Number?**

-Log into your account select view my request on the left side of the screen, select one of the permit numbers listed. “View my Permit” should be at the top of the screen. On this screen your file number is listed as the **“Project Number”**

## **13. What do I do if I receive a failed inspection?**

-If you receive a fail inspection you can print that detail inspection report on your portal by selecting view my request, click on the permit number the on the View my Permit page in the middle of the screen select the Inspections tab this where you can print out your inspection detail report which will have the inspectors contact information at the bottom of it. Once you have fixed the issues that were listed on the failed inspection you will then email your inspector and let them know that the violations have been corrected and you will need them to come out again and reinspect. At that time you will need to wait for that inspector to respond and give you further instructions.