

# County of Santa Clara

Consumer and Environmental Protection Agency

Department of Environmental Health

Hazardous Materials Compliance Division (HMCD)

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## FRONTCOUNTER USER GUIDE

### Introduction

FrontCounter ([frontcounter.sccgov.org](http://frontcounter.sccgov.org)) is the local electronic reporting portal used by Santa Clara County Department of Environmental Health, Milpitas Fire Department, Mountain View Fire Department, Palo Alto Fire Department, and Santa Clara County Fire Department (serving the cities of Campbell, Cupertino, and Los Gatos). The County is a Certified Unified Program Agency (CUPA). Those fire departments work as Participating Agencies (PA) along with the County to oversee electronic reporting by Unified Program regulated facilities within the County CUPA's jurisdiction.

FrontCounter is available for use by any regulated facility in Santa Clara County that is not located within the city limits of Gilroy, Santa Clara, or Sunnyvale (those three cities are themselves CUPAs and do not coordinate electronic reporting with the County CUPA). Facilities have the option of using either FrontCounter or the California Environmental Reporting System (CERS) website to comply with electronic reporting requirements. However, only one system may be used (i.e., you must use either FrontCounter or CERS, not both). Jurisdiction and contact information for Unified Program Agencies in Santa Clara County is available at [www.unidocs.org/members/whoregulateswhat.html](http://www.unidocs.org/members/whoregulateswhat.html). Additional information regarding Unified Program electronic reporting requirements is available at [www.sccgov.org/sites/hazmat/Pages/reporting.aspx](http://www.sccgov.org/sites/hazmat/Pages/reporting.aspx).

This document describes how to navigate and use FrontCounter. Each section starts with a page screenshot, with relevant parts surrounded by a red dashed rectangle and identified by a red number. Each number corresponds to a subsection (similarly colored with red text) giving more details about the circled area.

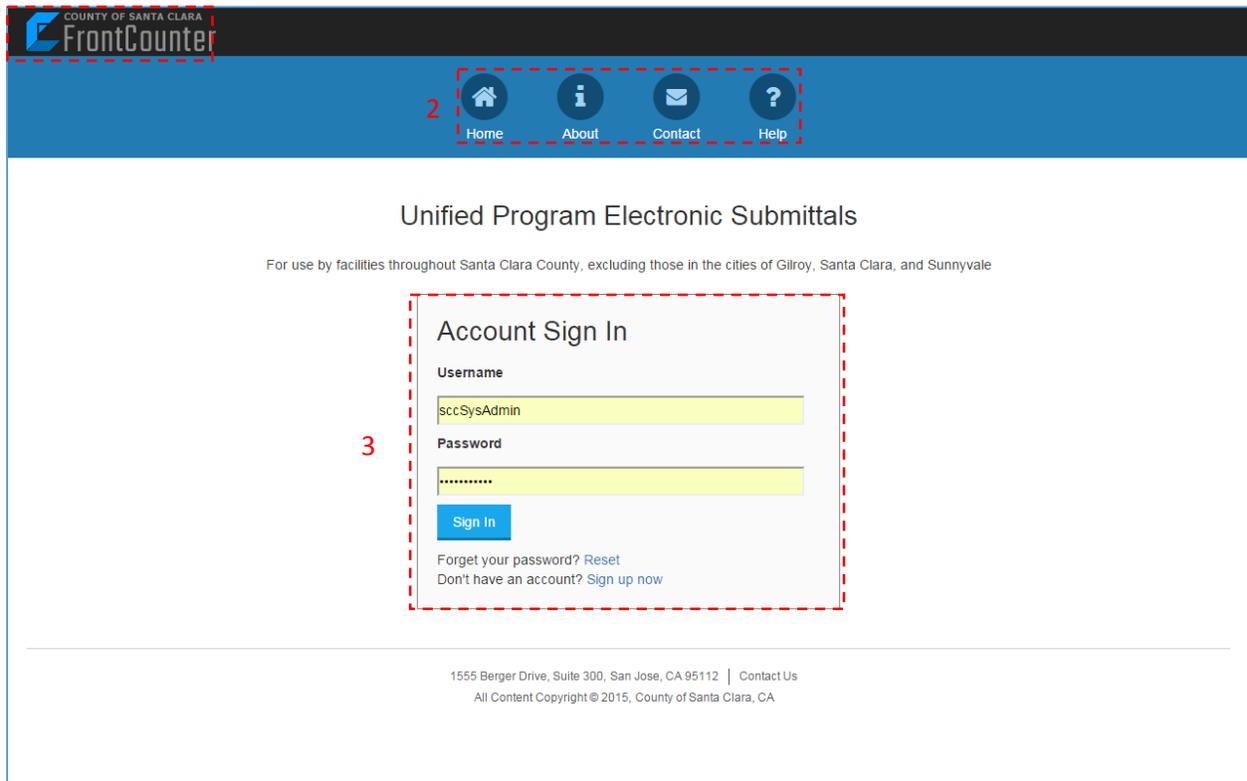
To begin, here are a few quick points to help you use the portal:

- Do not use your browser's "Back" button. Navigate using the links and buttons on the web pages.
- Any field marked with a red asterisk (\*) is a required field. Leaving such a field empty will prevent the information you have entered on the form from being saved.
- Please use Proper Capitalization or ALL CAPS.
- FrontCounter adjusts according to your screen resolution. While everything in this user guide may not look exactly as it does on your screen, it should look very similar.

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## A. The Home Screen



1. This is the FrontCounter logo. If you are logged in, clicking on the logo will automatically log you out and take you back to the Home/Sign In screen.

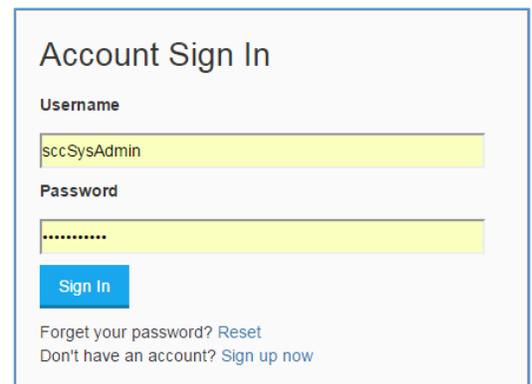


2. This is the home navigation menu. It is not available once you are logged in.



- The **Home** button is much like the logo – it will take you back to the Home/Sign In page.
- The **About** button takes you to the About Us page, where there are frequently asked questions about the site and hazardous materials regulations.
- The **Contact** button takes you to a page that lists contact information for the agencies using FrontCounter.
- The **Help** button takes you to a page that contains answers to frequently asked questions and links to forms you may need to complete your submissions.

3. Use the **Account Sign In** box to sign in using your username and password. If you need to create an account, click on **Sign up now** to go to the **Access Request Form**.



## B. Requesting Access to Your Facilities

**COUNTY OF SANTA CLARA**  
**FrontCounter**
**Request Portal Access**

Asterisks (\*) indicate required fields

Use this form to request access to portal records that do not currently have an authorized user (i.e., your "Business" does not currently have an authorized user or you are assuming responsibility as the new permit holder for an existing "Business" and/or "Facility" in the portal).

If your Business currently has an authorized user, please contact that person and request that they add you as an additional authorized user.

If you received a PIN in the mail, click here to login to the account already created for you. Access will only be granted to the business owner or an individual authorized by the owner. You will be notified by e-mail when your request has been processed, which may take up to 3 business days. Provide the following information to identify the Business and Facility records you want to manage on the portal. If your business has more than one facility, enter information for the primary regulated facility.

1

**If you have more than one facility, please enter the information for your primary facility**

\*  
\*  
\*  
\*

Facility is regulated under the following programs (check all that apply):\*
  Hazardous Materials Business Plan (HMBP)  
 Hazardous Waste Generator  
 Hazardous Waste On-site Treatment  
 Hazardous Waste On-site Recycling  
 Underground Storage Tank (and this business will be the permittee)

**Information about you**

\*  
\*  
\*  
  
\*

**Your Relationship to Owner: \***

I am the business owner or a corporate officer.  
 I am an employee authorized by the owner. (Must upload completed Authorization Form)  
 I am a contractor or consultant authorized by the owner. (Must upload completed Authorization Form)

2 [Get Blank Authorization Form](#)

3

1. If you have an Owner ID and PIN, provide them here and complete the required fields marked with a red asterisk, then click on the **Submit** button to gain immediate access to your facility records.

2. If you do not have an Owner ID and PIN, you must complete a **FrontCounter User Authorization Form**. Click on the **Get Blank Authorization Form** link to download the form. Once the authorization form is filled out and signed, print/save it as a PDF file and click on the **Upload** button to open a new browser window where you can upload the signed form by following the step-by-step instructions provided. Finish by filling in as many fields as possible.

3. Use the **Submit** button once you have completed the Access Request Page. The **Cancel Changes** button resets the form. The **Home** button takes you back to the home page. In order to use the Home button, the form must be empty – click on the Cancel Changes button first if necessary. By doing so, you will lose any entered information.

### C. Updating the Owner’s Information

FrontCounter  
COUNTY OF SANTA CLARA

Business Owner Information

Asterisks (\*) indicate required fields.  
[Hide Menu](#)

**1** My Business  
Update Owner Info  
My Facilities  
Add a New Facility

**2** **Update Owner Information**  
Use this form to update business owner contact information.  
Click on *Continue to My Facilities* to update facility information or to request an owner name correction.

**Business Owner Name\*** Santa Clara County DEH  
Owner Phone Number\* 4089183400  
**Dun & Bradstreet Number\***  
Owner Mailing Address\* 1555 Berger Dr  
City\* San Jose  
Country\* USA  
State\* CA  
Zip Code\* 95112

**3** Save Changes Cancel Changes Continue to My Facilities

The Update Owner Information page is the first screen you see upon logging in. It acts as the home page once you are logged in.

1. This is the navigation menu that is present throughout the site when signed in. Clicking on any of the boxes within the menu will expand that section (and collapse any others that are open), giving you access to more links.
2. Complete the form if any information is incomplete or incorrect.
3. Click on **Save Changes** before proceeding to a different page or unsaved information will be lost. The **Cancel Changes** button resets the form. The **Continue to My Facilities** button brings you to the next page, which can also be accessed using the navigation menu.

## D. Changing or Adding Facility Information

The screenshot shows the 'My Facilities' page in the FrontCounter system. At the top right, there is a navigation menu with 'Home' and 'Logout' links, highlighted with a red dashed box and the number 1. Below this, the 'My Facilities' section contains a table with two rows of facility information. Each row has a blue button labeled 'Request Change to Owner, Facility Name or Address', highlighted with a red dashed box and the number 2. Below the table, there is an 'Add a Facility' button, highlighted with a red dashed box and the number 3. The table data is as follows:

Facility Name	Site Address	City	Owner
Santa Clara County DEH	1555 Berger DR STE 100	SAN JOSE	
Santa Clara County DEH	1555 Berger DR STE 300	SAN JOSE	

1. This is a secondary navigation menu – it contains essential links such as **Home** and **Logout**. This menu is present throughout the site.
2. This is a table of the facilities under your business account. If any permitted facilities are missing, please contact us immediately. If changes need to be made to a facility’s primary information such as the owner, facility name, or facility address, click on the button next to the facility.
  - a. Change Request

The screenshot shows the 'Change Request: Facility Name / Site Address' form. The form is divided into 'Current' and 'New' columns. The 'Current' column contains the following information:

- Effective Date: 05/04/2015
- Email: [Empty field]
- Owner Name: [Empty field]
- Facility ID: FA0273683
- Facility Name: Santa Clara County DEH
- Facility Address:
  - Street: 1555 Berger DR STE 100
  - City: SAN JOSE
  - State: CA
  - Zip: 95112

The 'New' column is currently empty. Below the form, there are two checkboxes:
 

- This is a Change of Ownership
- Request name change to the same owner

 and another two checkboxes:
 

- Facility Moved to New Location
- Updated address at same location

 At the bottom of the form, there are three buttons: 'Submit', 'Cancel Changes', and 'Home'.

All information on the left side of the form is the current information in the database. Request your changes using the right side of the form. **Submit** the form when you are finished. Click **Home** when you are ready to proceed.

3. If you need to add a new regulated facility, click this button. If you are unsure whether your facility needs to be added, please contact us.

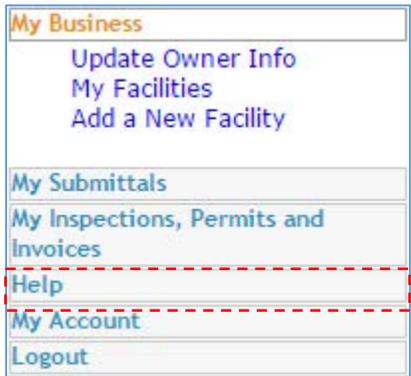
a. Request New Facility Record

The screenshot shows the 'Request New Facility Record' form in the FrontCounter system. The form is titled 'Request New Facility Record' and includes the following elements:

- Header:** 'COUNTY OF SANTA CLARA FrontCounter' logo and the page title 'Request New Facility Record'.
- Instructions:** 'Asterisks (\*) indicate required fields'. 'Use this form to request the creation of a new "Facility" record (i.e., a site address that does not already exist in the portal). If you are the new owner of an existing Facility, please use the "Request Portal Access" form to request transfer of ownership to you. You will be notified by e-mail when your request has been processed, which may take up to 3 business days. Enter information for the new facility:'
- Form Fields:** 'Facility Name\*', 'Site Address\*', 'City\*', and 'Zip Code\*'. Each field is represented by a text input box.
- Regulation Programs:** A section titled 'Facility is regulated under the following programs (check all that apply):\*' with four checkboxes: 'Hazardous Materials Business Plan (HMBP)', 'Hazardous Waste Generator', 'Hazardous Waste On-site Treatment', and 'Hazardous Waste On-site Recycling'. A note below the checkboxes states: 'Underground Storage Tank (and this business will be the permittee)'. The 'Underground Storage Tank' checkbox is currently checked.
- Additional Notes:** A section titled 'You may use the section below to provide more information regarding your request. Additional Notes:' followed by a large text area.
- Request Dates:** Two text input boxes labeled 'Request Date' and 'Processed Date'.
- Buttons:** 'Submit', 'Cancel Changes', 'Print', and 'Home' buttons at the bottom of the form.

Complete the form and submit it. Use the [Print](#) button if you would like to save a copy for your records; only print after submitting the form. When finished with this form, click on the [Home](#) button.

### E. Viewing and Starting Submittals



To proceed to a submittal, return to a page which contains the left-hand navigation menu (shown below). Click on **My Submittals**. This will collapse any other section of the menu, and expand the My Submittals portion. A list of possible submittals for your business will show here.



Click on the type of submittal you wish to make.

The screenshot shows the FrontCounter interface for Santa Clara County DEH. The page title is 'Hazardous Materials Business Plan' and the contact is 'HMBP Administrator'. A table lists two submittals. The first row is highlighted with a red dashed border, and its 'Annual Certification' button is also highlighted with a red dashed border. The table has columns for Facility, Site Address, City, Modified, Required, Status, and Submission options.

Facility	Site Address	City	Modified	Submission		
				Required	Status	
Santa Clara County DEH	1555 Berger DR STE 100	SAN JOSE	5/2/15	Yes	Unfinished	<a href="#">Proceed To Forms</a> <a href="#">Annual Certification</a> <a href="#">Read only Archives</a>
Santa Clara County DEH	1555 Berger DR STE 300	SAN JOSE	4/22/15	Yes	Unfinished	<a href="#">Proceed To Forms</a> <a href="#">Annual Certification</a> <a href="#">Read only Archives</a>

A table of your facilities will show. Next to each facility are a number of options:

- **Proceed to Forms** – Use this to start your submittal.
- **Annual Certification** – Use this only if you have made a previous submittal, and no changes have occurred since.
- **Read only Archives** – Use this to see any past submittals for the facility.

## F. The Hazardous Materials Business Plan

### 1. Regulated Activities

The screenshot shows the 'Regulated Activities' form in the FrontCounter system. The page is titled 'Step 1 of 3' and includes a navigation menu on the left with options like 'Facility Information', 'Regulated Activities', and 'Owner Operator ID'. The main content area is blue and contains sections for 'I. Facility Identification' and 'II. Activities Declaration'. A map of the San Jose area is visible. At the bottom, there are buttons for 'Print', 'Save Changes', and 'Cancel Changes'. Red dashed boxes and letters (a, b, c, d, e) highlight specific areas of the interface.

- This row of links will take you to the corresponding sections. Note that the color of the background in the main portion of the page usually matches the color of the section you are under (in this case, blue indicates that we are on Step 1).
  - Step 1 – This step includes forms that will need to be completed as part of your submittal.
  - Step 2 – A cover sheet allows you to include comments to your submittal. This is not a required step.
  - Step 3 – All of your information remains in a draft mode until this step, where you submit your forms. This step will also inform you if there are any problems with your submittal before you make the submission.
  - Help and FAQ** – This takes you back to FrontCounter’s Help page.
  - Submission Log** – Use this tool to search for past submittals.
  - Submission Home** – This takes you back to the Submission Home, described previously in this guide under Section F.
- Notice the navigation menu has changed. It now displays only links related to the submittal you are making. In order to back out to another submittal or another section of the site, please use the upper-right navigation menu to go Home.
- The name of the form you are on is indicated here.
- Complete this form. Remember to scroll down to reach the end of the form.
- Use these buttons to print, save, or reset the form. You must save changes before leaving the page, otherwise any information you entered will be lost. If there are any errors during saving, details about what went wrong will display in a message at the top of the page (within the blue background).

Regulated Activi.. (1)

**Asterisks (\*) indicate required fields**

**No changes have been saved. If you leave this page now, all changes will be lost!**  
**Please complete the following required field(s)**  
**Regulated Activities**

**I. Facility Identification**

**Facility ID:** FA0273683  
**CERS ID:**  
 Santa Clara County DEH  
 1555 Berger DR STE 100  
 SAN JOSE CA 95112

Is the facility name or site address incorrect? [Update your profile here](#). DO NOT PROCEED with this submission until your request has been processed by Portal Management.



**EPA ID Number**

Latitude 37.3736868 Longitude -121.8958498

- i. If there are any errors during saving, details about what went wrong will display in a message here.
- ii. The **EPA ID Number** is a required field only if the facility generates hazardous waste.

After you have completed this form, move to the next one using the left-hand navigation menu.

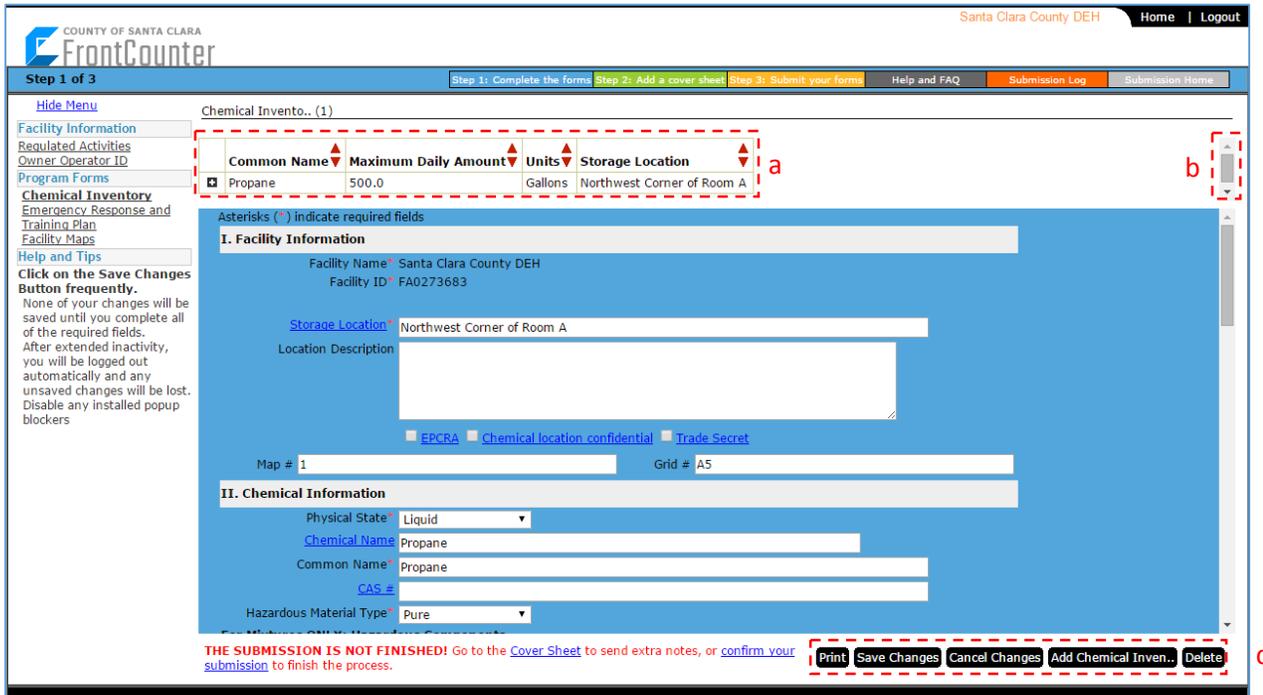
<a href="#">Facility Information</a>
<a href="#">Regulated Activities</a>
<a href="#">Owner Operator ID</a>
<a href="#">Program Forms</a>
<a href="#">Chemical Inventory</a>
<a href="#">Emergency Response and Training Plan</a>
<a href="#">Facility Maps</a>
<a href="#">Help and Tips</a>

2. Owner Operator ID

- a. Note that this form is split into multiple tabs. You can navigate through the information by clicking on the tabs. Do not attempt to save before completing all of the tabs. The final tab, **Show All**, displays all of the forms on one screen. You may use this instead of the individual tabs. Any fields updated in the individual tabs will automatically update the Show All tab and vice versa.

### 3. Chemical Inventory

After entering and saving at least one chemical, the page will change slightly:



- a. Your previously entered chemicals will appear in a table here. Clicking on the plus sign to the left of the common name will bring up the chemical in the main form, where you may edit information.
- b. If the table has too many rows, use this scrollbar to scroll down and see them.
- c. Note that the buttons at the bottom of the page have changed. There are two additional buttons: Add Chemical Inventory and Delete.
  - i. Use **Add Chemical Inventory** to add another materials. The form will reset, but your previously entered chemicals will not be deleted and are available in the table at the top.
  - ii. Use **Delete** to remove a chemical from the inventory. This will delete the chemical currently displaying in the main form – use the plus sign described above to find the correct chemical before deleting.

4. Emergency Response and Training Plan

a. If you have prepared your Emergency Response and Training Plan on a separate file, it may be uploaded using this button. The rest of the form below this button need not be filled out if the plan is uploaded here.

5. Facility Maps

Read the instructions on the page. At the bottom of this form is an option to upload a document as your site map. After uploading, save changes to the form. Much like the Chemical Inventory, a table will appear at the top of the page showing all of your previously uploaded maps. Two buttons will appear at the bottom of the page: **Add Facility Maps** and **Delete**. These work just like they do in the Chemical Inventory.

6. Submitting



In order to add a cover sheet, click on Step 2 on the colored bar towards the top of the page, shown above, or click on the “Cover Sheet” link in the message that shows at the bottom of the page, shown below.

**THE SUBMISSION IS NOT FINISHED!** Go to the [Cover Sheet](#) to send extra notes, or [confirm your submission](#) to finish the process.

Again, a cover sheet and comments are not required. In order to skip this step, click directly on Step 3 on the colored bar or on the “confirm your submission” link on the footer message.

**Submission Cover Sheet: SCC HMBP**

You're almost done! Review the contents of your submission and click on the **Confirm Submission** button at the bottom of this page. The submission recipient will be notified of your submission via email.

**Submission Identification**

Submission Contents: SCC HMBP  
 From: Santa Clara County DEH  
 To: HMBP Administrator  
 Cover Sheet:

**Form Contents**

Form Name	Number of Forms	Minimum Allowed	Maximum Allowed
Chemical Inventory	1	1	unlimited
Emergency Response and Training Plan	1	1	1
Facility Maps	1	1	unlimited
Owner Operator ID	1	1	1
Regulated Activities	1	1	1

**Certification**

By clicking on the Confirm Submission button below, I am certifying the following:  
**Based on my own knowledge and/or on my inquiry of those individuals responsible for obtaining the information, I, null (Account: Santa Clara County DEH / username: null), certify on 5/4/15 7:37 PM under penalty of law that I have personally examined and am familiar with the information submitted and believe the information is true, accurate, and complete.**

Last Submitted: Not submitted

**Confirm Submission**

If there are any problems with the submittal, this page will let you know. In order to fix them, click back on Step 1 on the colored bar and move to the relevant form(s) using your left-hand navigation menu. When corrections have been made, return here. Click the **Confirm Submission** button if no problems are shown.