

# INSTRUCTIONS : TankHelper Online Training

## Login or Create a New User

For first time users:

Click on the “Choose a Program”, then Choose the DEQ TankHelper Option. Once the login for TankHelper comes up, select “Create a new account” and complete the required fields as noted by an asterisk (\*). You will create a username and password which will be specific to you and your training; please be sure to record this information for your records to ensure you are able to return to your training. Note: The primary email you enter must be unique. This email is used to issue certificates and send updates.

Returning users:

- ❑ Click on the “Choose a Program”, then Choose the DEQ TankHelper Option. Once the login for TankHelper comes up, enter your Username and Password and click on the Login button.

Forgot your username or password:

- ❑ If you cannot remember your username or password, click on the “Forgot username or password?” link located under the “Create new account” sign in information.
- ❑ To reset your password, submit your username or your email address. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.

## View Dashboard:

The screenshot shows the DEQ Tank Helper Online Training dashboard. The top navigation bar includes the DEQ Montana logo, a hamburger menu, and user options for Notifications and Profile. The main content area is titled 'Learning' and features a list of training items with 'Start' or 'Go to course' buttons. A right-hand sidebar contains an 'Available Courses' section with instructions. A footer section provides contact information for support.

Annotations in the image include:

- Dashboard serves as a home page for TankHelper training.
- Notifications
- Profile
- Available Courses →  
Go to the Available Courses list then choose which Training Program or Course you need to complete.
- All available courses to Owners/Operators
- CONTACT US  
Montana Department of Environmental Quality, UST Program  
Phone: 1-406-444-5300 | Email: dequstprogram@mt.gov
- Contact Information for Support
- Programs and Courses enrolled in already. The Green check mark indicates completion

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## Update User Profile:

Once logged in, update your profile with your Facility ID

1. This is important for tracking which Facility you are taking operator training or corrective action plans. This ID will display on your certificate once you complete training.
2. Click on the *User Profile icon* in the top right corner
3. In the menu click on *Profile icon* then, click on the *Edit Profile* link
4. Scroll all the way down to the *Other Fields* section, expand it and enter your Facility ID
5. Click *Update Profile*

The screenshot shows the user profile page for Christopher Dubois. The 'User details' section includes fields for Email address (Christopher.Dubois@mt.gov), Country (United States), Facility ID (###-####, 99-99999), Operator Training (Class A & B Operator), and Tenant (Department of Environmental Quality). The 'Edit profile' link is highlighted with a red circle and the number 3. The Facility ID field is highlighted with a red circle and the number 4. The user profile icon in the top right corner is highlighted with a red circle and the number 2, and the profile icon in the dropdown menu is highlighted with a red circle and the number 1.

The screenshot shows the 'Other fields' section of the user profile page. The 'Facility ID' field is highlighted with a red circle and a red arrow. The 'Update profile' button is highlighted with a red circle. The page also includes a file upload section with a dashed box and a blue arrow pointing down, and a list of accepted file types: Image files to be optimised, such as badges .gif .jpe .jpeg .jpg .png.

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## View Available Programs and Courses:

### *Operator Training Programs*

- Class A & B Operator (contains 5 lessons & 1 quiz)
- Class A Operator (contains 5 lessons & 1 quiz)
- Class B Operator (contains 5 lessons & 1 quiz)

### *Corrective Action Plan re-training courses*

- Spill & Overfill (contains 1 lesson & 1 quiz)
- Corrosion Protection (contains 1 lesson & 1 quiz)
- Leak Detection (contains 1 lesson & 1 quiz)
- Walkthrough Inspections (contains 1 lesson & 1 quiz)
- New Testing Requirements (contains 1 lesson & 1 quiz)

## Select a Training Option and view course layout:

The screenshot displays the TankHelper online training interface for the 'Administration Lesson (Class B)'. The interface includes a navigation menu on the left with options like 'Badges', 'Competencies', 'Grades', 'Dashboard', 'Calendar', and 'Private files'. The main content area shows the course structure with sections: 'History & Purpose of the underground storage tank program', 'Release Reporting', 'Class C Operator Training', and 'Lesson Quiz'. A 'Table of contents' sidebar on the right lists the course components. Red arrows highlight specific features: 'Completion Indicator' (a red dot next to the lesson title), 'Link to Videos' (a red dot next to the video links), and 'Link to Quiz' (a red dot next to the 'Take Administration Quiz' link). A 'Contact Information for Support and Instructions if needed.' link is also visible in the top right corner.

## Compete Training:

### *Watching the Training Modules:*

The Operator Training and Corrective Action Plan options contain all lessons, video training modules, summary training points, and links to quizzes needed to complete your training. All the information on this page is loaded based upon training category you selected. Links to individual video training modules are included in each lesson.

Click on each link to watch the video training modules associated with each lesson.

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Should you wish to read the transcripts associated with each video you may click on the *view the transcript* link located at the top of the video screen.

Within each video training module there are summary training points which display below the video. These will help in passing the quizzes.

## Take lesson quizzes:

- To pass each quiz, you will need an 80% or higher
- You may reattempt a quiz if you failed to score 80%
- Make sure you have watched the videos and read the over the training points

## Receive a Certificate:

Once you complete the required course lessons and pass the quizzes with an 80% or higher, you will receive a certificate in your email in PDF format. Retrieve and print the certificate(s) associated with your training from within the "Certification" section. Be sure to print these, as they are required for verification of your training completion. The Certificate will display the Facility ID provided in your profile and the date it was awarded on. See the example below.



## Get TankHelper Support:

For more information about using the TankHelper service, or if you have questions regarding your facility or underground storage tanks, please contact the Montana Department of Environmental Quality, UST Program by calling 1.406-444-5300 or send Email to [dequstprogram@mt.gov](mailto:dequstprogram@mt.gov).