



Jefferson County Health Department will champion positive health outcomes and behaviors through innovative programs and community engagement.

Public Water Samples Portal Instructions

REGISTERING FOR AN ACCOUNT:

1. Go to www.citizenserve.com/Jefferson
2. Click "Login" at top of page
3. Click "Register now" on the right-hand side of the page
4. Select "Online Registration" from the drop-down menu
 - Selecting "**Anonymous**" will not give you the ability to apply for any licenses and will further prolong the registration and application process. Please follow the registration process from top to bottom. Hit "**SUBMIT**" to complete the registration process.

NOTE: ITEMS WITH A RED LINE ARE REQUIRED AND MUST BE FILLED OUT BEFORE PROCEEDING

APPLYING FOR A PUBLIC WATER SAMPLE:

Before you can begin submitting your Public Water Samples you **MUST** Apply for a Public Water Sample License. Applying for this license will create a file that you will use to submit all Public Water Samples.

1. Go to www.citizenserve.com/Jefferson
2. Click "**Public Water Sample**" under "**Online Services Available**"
3. If you have not registered for an account, please refer back to "**Registering for an Account**" otherwise proceed with logging in using your login credentials
4. You will be redirected to the "Public Water Sample" Apply for a license Page
5. After Providing a Business Name and Address, select "**FIND ADDRESS**"
6. Provide your DNR ID# and County you are registered in.

NOTE: ITEMS WITH A RED LINE ARE REQUIRED AND MUST BE FILLED OUT BEFORE PROCEEDING

7. Hit "**SUBMIT**" You have now applied for a Public Water License and can proceed with submitting your Public Water Samples.



Jefferson County Health Department
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Phone: 636-797-3737 Fax: 636-797-4631
www.jeffcohealth.org



Public Health
Prevent. Promote. Protect.



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HOW TO SUBMIT PUBLIC WATER SAMPLES: ("Inspection" = Water Sample)

1. Go to www.citizenserve.com/Jefferson
2. Click "Login" at top of page
NOTE: If you have NOT registered for an account please refer back to "**Registering for an Account**" otherwise proceed with logging in using your login credentials. If you have NOT applied for a Public Water Sample License you will NOT be able to submit your samples. Please refer back to "Applying for a Public Water Sample"
3. Once you have logged in, you will be redirected to "My Account" page. Select the "View My Requests" Tab on the far-left side of the page
4. You will be redirected to "My Requests" page. From here under "License #" click on corresponding Public Water Sample License# you were given when you applied
5. You will be re-directed to "View License" page. Select "Request an Inspection" Tab on the far-left side of the page
6. You will be redirected to "Request an Inspection" page
7. **Inspection Type:** "Public Water Sample". **Desired Date:** This will be the date you are submitting your sample
8. ALL fields on the Public Water Sample MUST be filled out.
9. Once all fields have been filled out, click "Submit". You have now submitted a Public Water Sample

(IF YOU ARE SUBMITTING MORE THAN ONE SAMPLE REPEAT STEPS 5-9)



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