

Frequently Asked Questions about CEUs



Question: How many CEU's do I need?

Answer:

View the tables below that outline the CEU requirements for each type of license.

Requirements for First Renewal Period					
License Type	Basic Installer	Advanced Installer	Inspector	Onsite Soil Evaluator	Percolation Tester
General CEU	20	20	20	20	20
Select Criteria	8	8	8	8	8
*Note that Advanced Installers earn 10 General, 10 Advanced for completing the Advanced Certification Class. *Percolation Tester is being phased out as of 1/1/2027.					

Requirements for Second Renewal or More					
License Type	Basic Installer	Advanced Installer	Inspector	Onsite Soil Evaluator	Percolation Tester
General CEU	8	12	12	12	8
Select Criteria	0	8	8	8	0
*Percolation Tester is being phased out as of 1/1/2027.					

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Question: What is the difference between General and Select Criteria CEUs?

Answer:

General CEU's are general wastewater education credits.

Select CEU's are the education credits for the accreditation type you have. For example, if you have an Advanced Installer certification, you will need Advanced Installer credits. If you are licensed as an Inspector, you will need Inspector credits.

Question: How can I access my certificates?

Answer:

There are a few variables that will affect which channel you need to go through to access your certificates. See the following options below.

**Note that for any in-person seminar classes, certificates are handed out at the conclusion of the class.*

Option 1 - If you took classes through Missouri Smallflows Organization and are a current member you can access your certificate of completion and earned CEUs through our Member Portal.

If you've accessed the member portal before, please follow the steps below to access your certificate:

1. Go to our website: <https://www.mosmallflows.org>
2. Navigate to the Member Portal:
Home Page → Membership → Member Portal → Log In
3. After logging in, under Classes, use the blue arrow button to download your certificate:
You will need Adobe (PDF) to view this certificate. [You can download a free version here.](#)

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If this is your first time using the member portal, please follow the steps below to access your certificate:

1. Visit <https://www.mosmallflows.org>
2. Click:
Home Page→ Membership → Watch Tutorial Video→ Member Portal → Create Account
3. Use the same email address you used to register for the seminar when creating your profile.
4. Once your account is created, log in and scroll down to your classes. Under Classes, you will see a blue arrow. Click that arrow and your certificate will open from there.
 1. You will need Adobe (PDF) to view this certificate. [You can download a free version here.](#)

Option 2 - If you took classes through Missouri Smallflows Organization and are not a member, [RENEW MEMBERSHIP HERE](#). Otherwise, you may email MSO at education@mosmallflows.org for your certificates but it could take up to one week to receive them by email.

Option 3 - If you're looking for your certificate from taking any online classes, these can be found on the [NOWRA Learning Platform here](#).

Option 4 - If you need your conference CEU certificates, please email education@mosmallflows.org.

Option 5 - If you did not take classes through Missouri Smallflows Organization, you will need to contact the organization that you took the class through.

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Question: What do I do if my certification/license has expired?

Answer:

DHSS does allow professionals to have 45 days past their expiration date to complete CEUs. However, if your certification or license is expired, and you should not be working. Once you pass the 45-day mark, you will need to retake the certification class and exam.

If you have not passed the 45-day mark, reach out to DHSS and renew your certification like usual.

DHSS Phone: 573-751-6095, option 5, option 2

Question: How do I renew my license?

Answer:

To renew your certification or license with DHSS, you must submit 3 items to DHSS:

1. **Renewal Form** – You can request this form from DHSS owtscourses@health.mo.gov or MSO education@mosmallflows.org.
2. **Payment Receipt for Certification or License Renewal** – [Pay online here](#). Choose “Pay Permit Fee Online” – Then “One-Time Payment” – look for the right certification or license renewal in the drop-down menu.
3. **Copies of CEUs**

Compile all these items and email them to DHSS: owtscourses@health.mo.gov. If you decide to mail everything, note that it may take several weeks to receive your renewal. If you plan to mail everything, follow the directions on the form.

Missouri DHSS only emails new certification/license cards. Supply DHSS with a valid email address to receive this new card. If you require a physical copy, you will need to contact DHSS and request one.

DHSS Phone: 573-751-6095, option 5, option 2

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Question: Can I submit my renewal information to DHSS early?

Answer:

The earliest you may submit your renewal information is **30 days** prior to the expiration date.

Question: Where can I earn CEUs to renew my certification/license?

Answer:

1. You can go through MSO:
 - a. [Seminar Calendar here](#)
 - b. [Online classes webpage here](#)
2. You can go through the [state \(DHSS\) here](#)