PUBLIC ACCOUNT REGISTRATION AND MANAGEMENT

Updated December 8, 2023

YOUR DEQ ONLINE

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State of Oregon
DEQ Department of Environmental Quality

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I.   System Overview

The Oregon Department of Environmental Quality has instituted the use of a modernized, cloud-based tool for a selection of compliance programs. This document addresses how public users of this system establish, validate, connect, and manage their individual accounts.

Your DEQ Online is an Environmental Data Management System designed to combine current DEQ processes across air, land and water divisions in one convenient and easily accessible portal. The system enables users to submit applications, upload reports, enter data, check the status of applications, pay fees or fines, and manage account activity. In addition, the system allows for greater public access to environmental data without the need to request this information from DEQ staff.

Recommended browser: Google Chrome.

Visit the DEQ website to find additional information about Your DEQ Online or view the Your DEQ Online Help page.

A.   Access to Public Records in Your DEQ Online

A member of the public may use the Public Portal Public Records link without a registered account to access published information and to add comments to DEQ-issued public notices. The searchable information is limited to submittals and permits that are within the Your DEQ Online system and published by DEQ. For additional information not found in Your DEQ Online, use Oregon DEQ Public Records Request system: https://www.oregon.gov/deq/about-us/Pages/Request-Public-Record.aspx

II.   Public User Accounts

Who can register in Your DEQ Online?
Members of the public as well as facility employees, consultants, and legally authorized representatives can register for accounts in Your DEQ Online.

A.   Public User Account Types

What are the different user account types?
The Public Portal supports three types of public accounts – General Public, Consultant, and Responsible Official (RO).

At least one Responsible Official account must be created to complete a submittal. A facility can have multiple associated ROs, provided each RO meets the requirements of 40 CFR 122.22. There may also be one or more associated consultant accounts held by others connected with a facility or site who provide support.

The three account types have the following privileges:

1. Responsible Official (RO)
    - Privileges are based on verified identity and valid links to facilities
    - Prepare, certify, and submit a submittal as RO or as Additional Certifier
    - Pay for services

- Apply, amend, renew, or withdraw a submittal
- Track submittal processing status
- Manage submittal history
- Manage user account and contact information
- Use the system regularly for data entry/query, correspondence, tracking submittal review status

2. Consultant/Preparer (Prepare-only)
   - Privileges are based on RO authorization for a given site or facility
   - Prepare a submittal form on behalf of an RO
   - Pay for services
   - Use the system regularly for data entry/query, correspondence, track, and review the submittal status

3. General Public
   - Pay invoice for services with use of reference number
   - Add an attachment when entering a comment on a DEQ-issued public notice

A summary of user account types and account privilege is shown in the table below:

Action	Responsible Official	Consultant	General Public
Links themselves (as the RO) to associated facilities and submittals	✓		
Link consultants to facilities and submittals	✓		
Certify and submit documents and reports	✓		
Submit applications for permits, licenses	✓		
Prepare submittals including applications for new permits, renewals, amendments, name changes, transfers and terminations	✓	✓	
Prepare reports for scheduled or unscheduled reporting obligations	✓	✓	
Withdraw, amend or revise submittals as determined by submittal type and submittal configuration	✓	✓	
Manage submittal history	✓	✓	
Prepare documents and DMRs	✓	✓	
Correspond with DEQ staff and other users	✓	✓	
Enter data	✓	✓	
Perform queries	✓	✓	
Track and review submittals	✓	✓	
Pay invoices	✓	✓	✓
Include an attachment when commenting on a DEQ-issued public notice	✓	✓	✓

Who should select an RO account type?
An RO is a person who is legally authorized to sign NPDES permit applications, DMRs, notices of termination and other reports required by the permit. A person meeting one of the criteria below will select a RO account type:

- **Corporation** – president, secretary, treasurer, vice-president, or any person who performs principal business functions; or a manager of one or more facilities that is authorized in accordance with corporate procedure to sign such documents
- **Partnership** – General partner
- **Sole Proprietorship** – Owner
- **City, County, State, Federal, or other Public Facility** – Principal executive officer or ranking elected official
- **Limited Liability Company** – Member
- **Trusts** – Acting trustee

Refer to Code of Federal Regulations, [40 CFR 122.22](#), for the complete definition of who is authorized to sign submittal documents.

B.   Register Your Account

To initiate account registration for any of the three account types, the Public User selects the Register Account option on the Your DEQ Online Public Portal for GovOnline: https://ordeq-edms-public.govonlinesaas.com

1.   Complete Basic Information

- Complete all required fields. You may customize your username at this time. Going forward, this will be your login name.
- Use an email address that will not be used for any other Your DEQ Online accounts or account types.

2. Select an Account Type

- Choose from one of the three account types. Descriptions of each will appear in a box to the right of the selections. Then click "Next."

3. Security Questions

- Use the dropdown menu for each question selection.

Save your answers in a secure location. Security questions are required for all account types. Each Responsible Official will be required to answer a question randomly selected from their list to certify and finalize any submittal.

4. Final Review

- Review the account information and use the "Previous" button to make any corrections.

- Confirm that you're not a robot by checking the box, a checkmark will appear in the captcha box.
- Once you have reviewed the information and completed the robot check, click the "Register" button. This will produce a "Registration Successful" window and instruction to check your email.

C. Activate Account

1. Locate confirmation email and follow instructions

- Check your email for the confirmation email. You'll find temporary login credentials and instructions to update temporary password and PIN. Avoid extra spaces during this step.
- All three account types require completion of five security questions, an account password, and an account PIN.

- Regarding the message: "Please note: Your PIN will be required for completion of each submittal," this is specific to Responsible Official as the only account type that may certify and complete submittals.


Thu 4/22/2021 3:02 AM
GovOnline@govonlinesaas.com
[UAT] Public Account Creation
To   EDMSinfo * DEQ

ⓘ Follow up. Start by Tuesday, April 27, 2021. Due by Tuesday, April 27, 2021.
You forwarded this message on 4/27/2021 2:42 PM.

EDMS System Message:

Dear Info YourDEQOnline:

This is to confirm successful creation of your account in the Your DEQ Online system.

To activate your account, please login to Your DEQ Online at https://oregon-public-uat.govonlinesaas.com with the following credentials:

Login Name: IYourDEQOnline
Temporary Password: iwGKMkUy
Temporary PIN: BigsTK5d

Please note: Your PIN will be required for completion of each submittal. You may update your password and PIN at any time by logging in to your account profile.

For assistance, please email or call the Your DEQ Online Helpdesk at: YourDEQOnline@deq.state.or.us

Regards,

Your DEQ Online Team

This is a message from Your DEQ Online: a central web-based hub for communities, businesses, and individuals that work with the Oregon Department of Environmental Quality. To log into the system or to request assistance, please click on this url: https://ordeq-edms-public.govonlinesaas.com/

2.   Update Password & Pin

- After clicking the link in the email, enter your temporary login information.
- You will then be prompted to change the password.
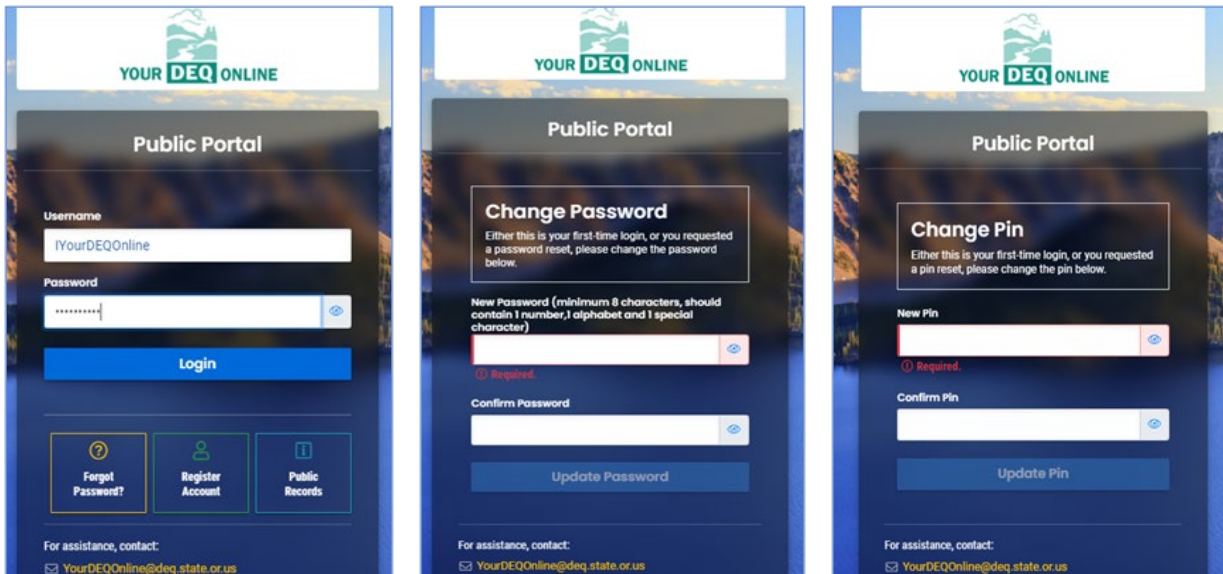
- Immediately following, you will be prompted to update your PIN.
- Since account type may be changed after account creation, all account types are required to set a PIN that would allow for certification of a submittal if the account is changed to an RO account in the future.
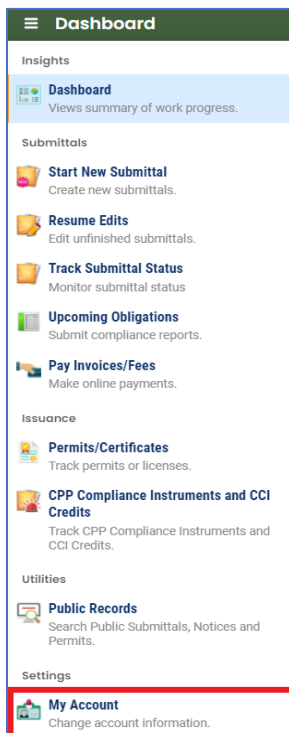
D.   Navigate to My Account

If you are a Responsible Official, you will see an identity verification pop-up message upon initial login that prompts you to validate your identity. Select the "Go to my account" choice which will bring you to your "My Account" information.

For all account types at any time, you may navigate to "My Account" by using the navigation pane on the left side of the screen and at the bottom of the list of links.

Another way to get to "My Account" is by clicking on your profile icon in the far upper right of the screen next to your username. The icon will be blank until you upload an image. When clicking on this, you'll see a window with your username and some of your account information. Select the edit "pencil" icon to the right of your username to navigate to "My Account". There, you will see a series of tabs across the screen that enable you to manage your account.

III.   Responsible Official Identity Verification

This section provides guidance to help the Responsible Official complete account set-up for full account privileges. After updating the password and PIN, a pop-up message will prompt identity verification. Full

privileges of the Responsible Official are only active after identity verification is complete. Full RO privileges include certification and finalizing submittals.

Verifying identity of the individual holder of the Responsible Official account type enables the individual to be held responsible for accuracy of submittals.
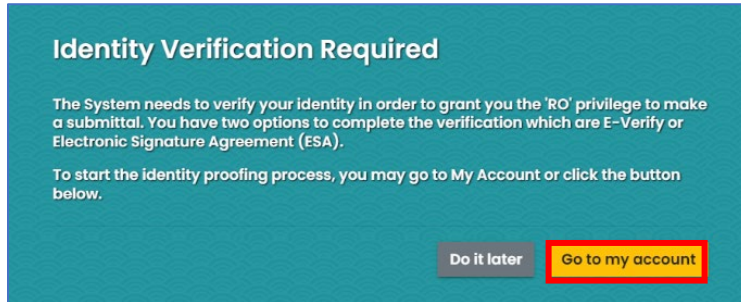
A.   E-Verify

E-Verify is a rapid and secure and instant identity verification tool that enables full Responsible Official account privileges in Your DEQ Online. After being prompted to complete identity verification, click "Go to my account" and select the Identity Verification tab. E-Verify will appear as Option 1.

1. Navigate to the Identity Verification tab.
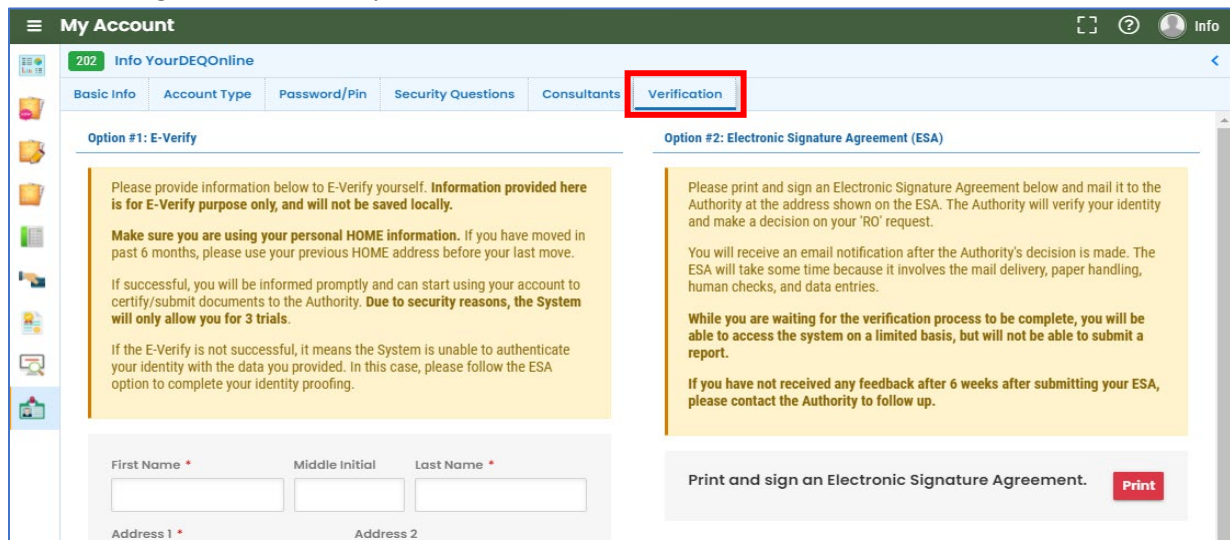
2. Follow the form instructions.

3. Provide required information and click the E-Verify submit button.
4. Proceed with use of Your DEQ Online!

Tips for using E-Verify
   a. When completing the E-Verify form fields, check the date of birth to be sure it is not already filled with today's date.
   b. Enter fields exactly as specified – no spaces in the phone number, date of birth format mm/dd/yyyy.
   c. Use your home address, not your work address.
   d. If you have moved in the last 6 months, use that previous address before your last move.

Troubleshooting E-Verify
   e. Clear your browser cache: https://www.pcmag.com/how-to/how-to-clear-your-cache-on-any-browser.
   f. Close all browsers and then reopen one browser window to log back in.
   g. Log back into the system with your username and password to: https://ordeq-edms-public.govonlinesaas.com/pub/login.
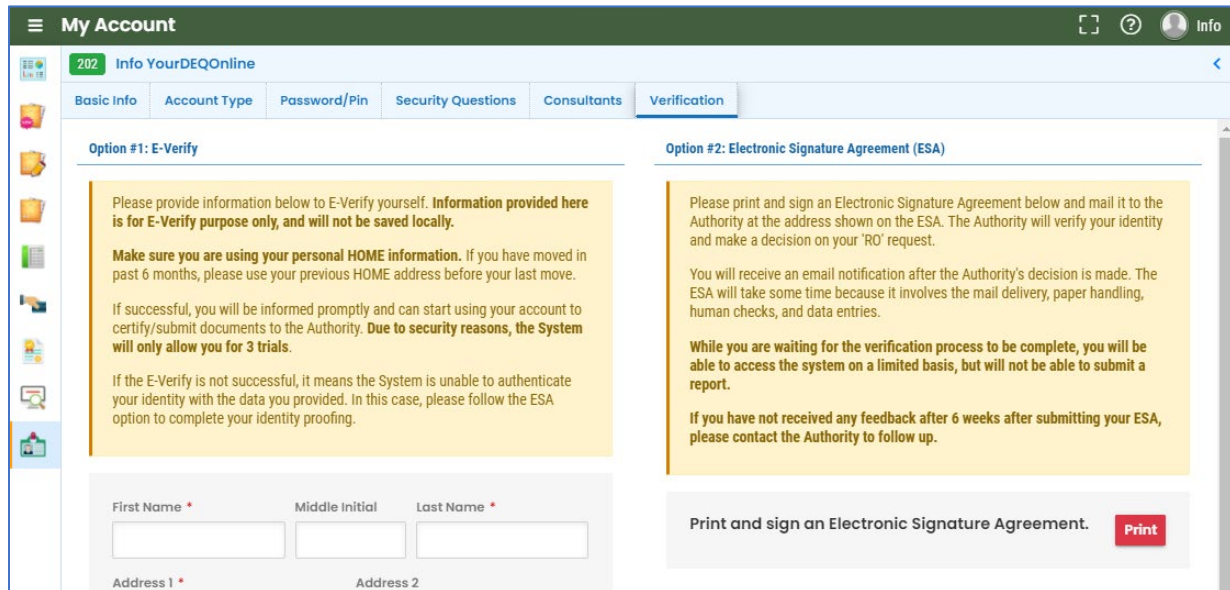
If you encounter any issues, please feel free to contact the helpdesk at yourdeqonlinehelp@deq.state.or.us.

Note: If for some reason, Instant ID is not successful after three attempts, proceed to the right side of that screen, Option 2: Electronic Signature Agreement.

B.   Alternate verification method: Electronic Signature Agreement

This alternate option for identity verification requires the signed paper Electronic Signature Agreement (ESA) form to be reviewed by DEQ staff for validation.

1. Click the Electronic Signature Agreement (ESA) "Print" button and follow form instructions.

2. Send the completed, signed form to the address noted on the form. DEQ will send email notification after the determination of your status. This process may take time due to mail delivery, review and data entry.
    o   For expedited processing, you may additionally email the completed and signed form to YourDEQOnline@deq.state.or.us. This is in addition to mailing the signed original form.
    o   **PLEASE NOTE:** Failure to mail the printed and signed form may result in withdrawal of your account privileges.
3. While you are waiting for verification, you will be able to access the system on a limited basis but will not be able to certify and send a submittal.
4. If verification obstacles are encountered, DEQ staff will contact the Responsible Official.

Completing Identity Validation, whether using E-Verify or ESA, is required before a Responsible Official can certify and send submittals to DEQ.

IV.   Establish Responsible Official Links

In order for the Responsible Official to prepare and complete submittals, they need to establish links to a site or sites and select submittal types. Once these are established, the Responsible Official may delegate the permission to someone with a Consultant account to prepare submittals and make payments for specific Submittal Types on the Responsible Official's behalf.

Note: Only the Responsible Official account type can certify and send submittals.

A.   Link Submittal Groups and Facilities

1.   Navigate to My Account

- Go to "My Account" and open the "Account Type" tab.

2.   Select Submittal Group

- On the "Account Type" tab, select from the "Submittal Groups" list in that section of the page.

- After selecting additional submittal types, click 🅱 to save to ensure the facility list populates.

Note: In some cases, such as the Climate Protection Program, Greenhouse Gas Reporting, and Third-Party Verification, selection of the submittal group will require DEQ validation to proceed with those types of submittals and to delegate the RO ability to prepare submittals to a consultant. Pending validation will be indicated by a yellow "attention" symbol. Approved validation will be indicated by a green "thumbs up" symbol.

Submittal Group Selection

3.   Select Facilities

The following are instructions apply to RO accounts associated with **existing site or facility information** in Your DEQ Online.

- To locate and then link to your facility, scroll to the "Facility-Submittal Group Permissions" section.
- Select **Add Permissions ⌄** and search for the facility under the "Available Sites" section.
- Go to the "Type here to filter list" bar to search for the facility by name or address. The submittal groups associated with each facility are indicated by the air ⬤ , land ⬤ and water ⬤ icons.

  Note: For greenhouse gas reporting, you can find a reference sheet here to cross reference your EZ-Filer System ID with your new YDO System ID or FIS. Use this FIS number in the search bar to find your facilty.

- Select your facility by clicking the check box next to the name of the facility.
- Next, select the submittal group from the "Available Submittal Groups" section.
- Select the "plus" button ⊕ to add your selection to your account settings.
- Click 🅱 to save before navigating away from the page.
- If you need assistance with finding or adding a new facility, contact the Your DEQ Online Helpdesk: YourDEQOnline@deq.state.or.us

In some cases, such as a Stormwater 1200-C permit or a 401 Dredge and Fill application, a new facility would be added on the submittal form and then validated by DEQ. For the Climate Protection Program, Greenhouse Gas Reporting, and Third-Party Verification submittals, the linked facility must first be validated by DEQ.

Facility Selection

Saved Submittal Type and Facility Selections

| Basic Info | **Account Type** | Password/PIN | Consultants | Verification |

Account Type

🛈 Account type cannot be changed once assigned and saved.

◉ **RO**

A Responsible Official (RO) is responsible for ensuring that information submitted to the Authority on behalf of an associated facility (or facilities) is accurate through the portal. The RO may permit a consultant to prepare a submittal in the system through an associated account; however, only the RO may certify and submit the submittal.

○ **Consultant**

A Consultant may prepare a submittal form for a Responsible Official (RO). To prepare submittals for an RO, a Consultant account must be associated with an RO account (by the RO). Only an RO may certify and submit submittals.

○ **General Public**

A Public account has privileges to pay invoices and respond to the Authority's public notices. A Public account does not grant access to preparing or submitting a submittal in the portal.

Submittal Groups

Submittal group will affect your access right of submittals.

☐ 7 401 - Dredge and Fill Project	☐ 2 401 - Hydropower Project	☐ 8 Asbestos
☑ 8 Climate Protection Program ⚠ ⚪ ∗	☐ 1 Gasoline Transporter	☑ 5 Greenhouse Gas Reporting ∗ 👍 🔴
☐ 10 Hazardous Waste	☐ 3 NPDES- Stormwater (Construction)	☐ 13 NPDES- Stormwater (Industrial)
☐ 3 NPDES: Public Agencies Only 1200-CA ∗	☐ 2 Sewage Disposal Service License	☑ 3 Third-Party Verification ∗ 👍 🔴
☐ 8 UIC - Underground Injection Control	☐ 2 WasteWater Operator Certificate	

Facility-Submittal Group Permissions (2)

You are only allowed to add submittal groups from **your selected submittal groups** above.

| 🗑 | Valley Landfills, Inc.
COFFIN BUTTE ROAD, Corvallis, OR 97330 | 216480 ☁ | 5 Greenhouse Gas Reporting ☁ | 👍 | 🔴 |
| 🗑 | Valley Landfills, Inc.
COFFIN BUTTE ROAD, Corvallis, OR 97330 | 216480 ☁ | 8 Climate Protection Program ☁ | ⚠ | ⚪ |

B.   Establish Consultant delegation link

To link the account to a Consultant account for delegation, the Responsible Official account must be linked to a site or sites and submittal types. The exact email address associated with the Consultant's Your DEQ Online account will be needed to establish this link.

**Note:** Only the Responsible Official account type can certify and finalize submittals.

1.   Navigate to My Account

- Go to "My Account" and open the "Consultants" tab.
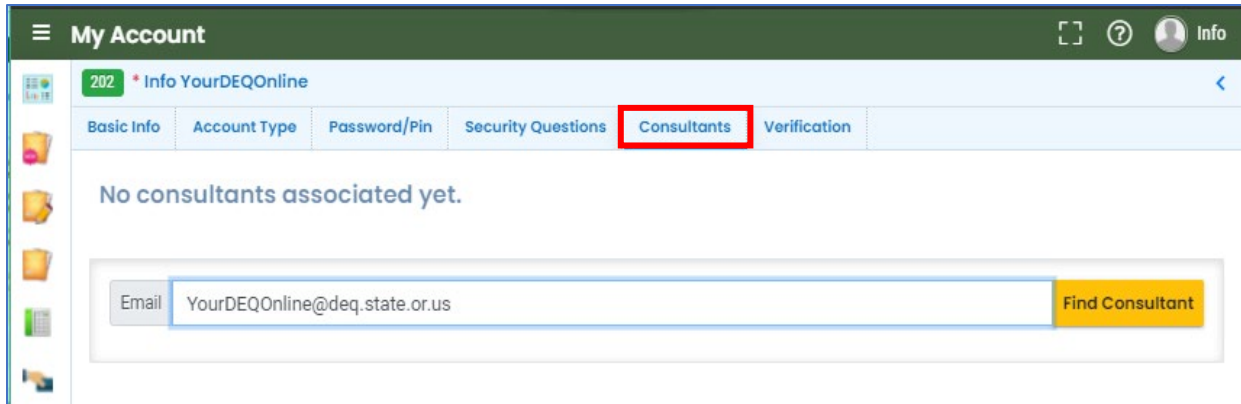
2.   Add Consultant's account

- Select `Add Consultants ▾` and enter the email address. Select `Find Consultant` and the account associated with that email address will appear below the search bar.

- Select the consultant by clicking 🔗 to the far right of the profile.

- Click 💾 to save to complete this link.
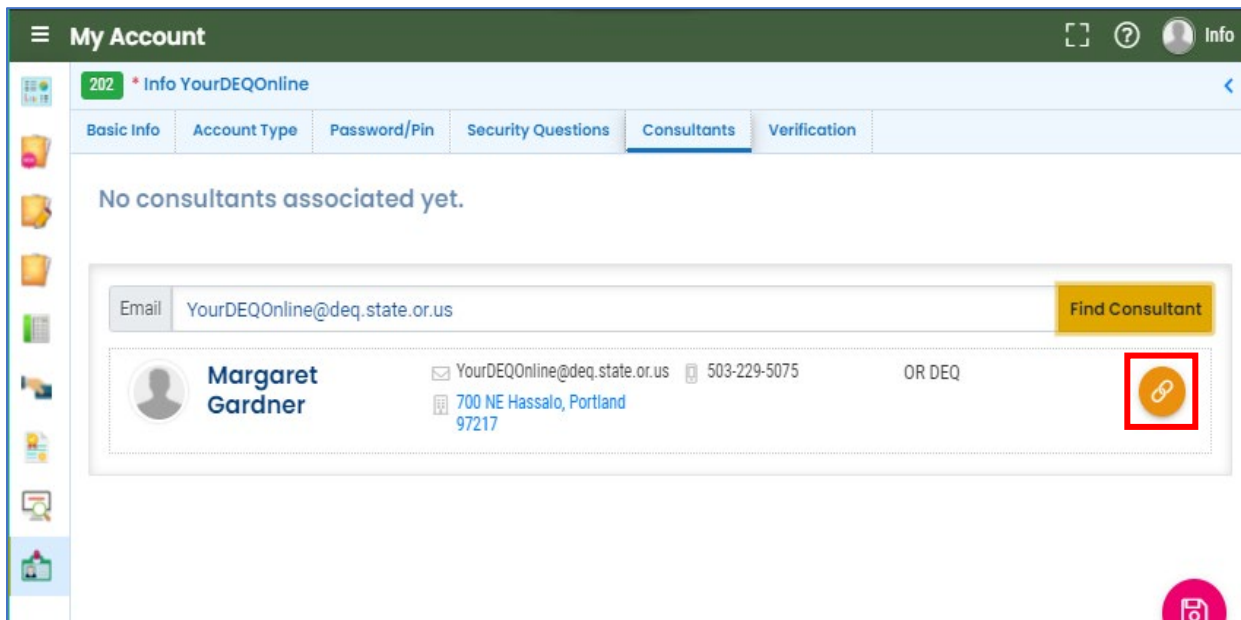
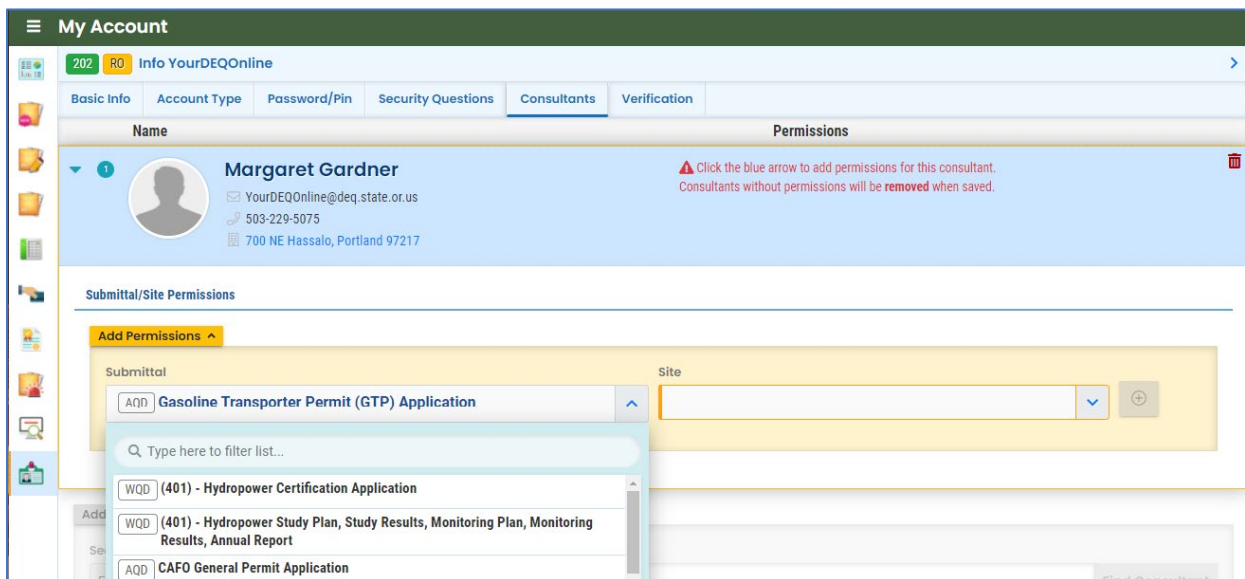### 3.   Delegate Submittal Type and Site Permissions

- Click the blue triangle next to the Consultant's profile for the "Submittal/Site Permissions" box.
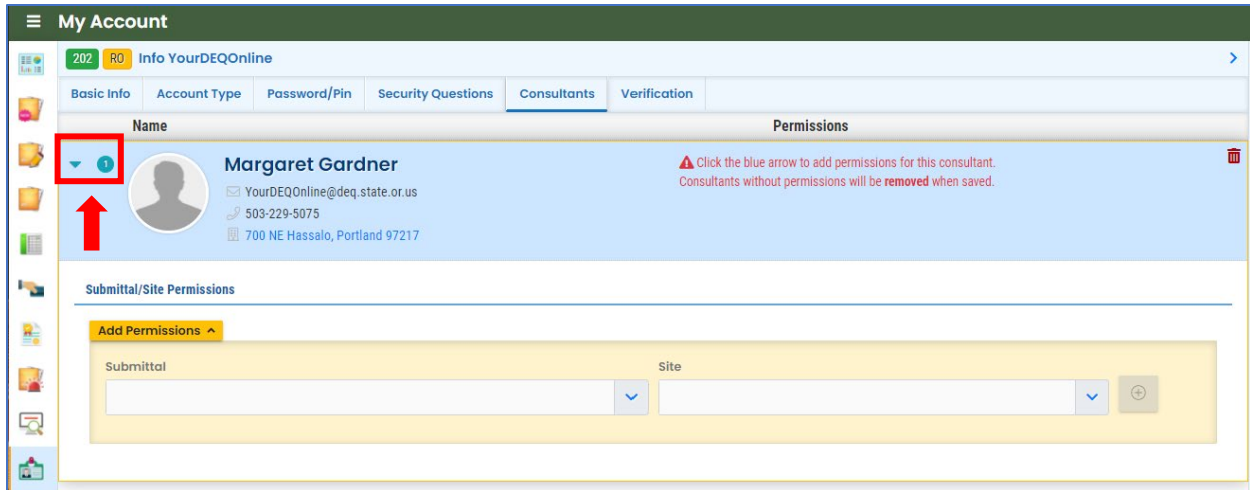
- Click **Add Permissions ▼** and select from the submittal and site dropdown lists. Available options are carried over from your own account**.**
- For submittals on behalf of new sites, the site field will be left blank. The Consultant will be able to initiate a submittal as delegated to them and create a new facility on the submittal form.

Note: For new sites, once the submittal has been received and the site has been validated by DEQ the RO will need to add permissions back to the consultant for that specific site once it becomes available in the site dropdown list. It is recommended that the Consultant ask the RO to provide site permissions within 72 hours of submitting on behalf of a new site.

Submittal Selection

Site Selection

Ready to Save

- Click ⊕ to add the site and submittal, and then click 💾 to save before navigating away from the page.

Saved
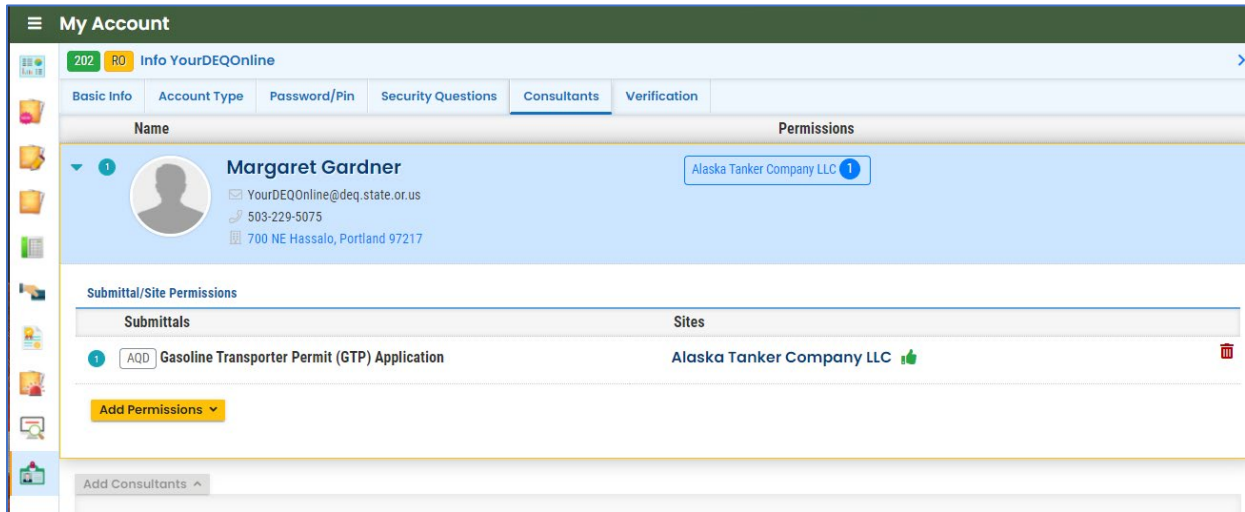
4.   Add More Permissions

- To add permissions to a consultant account that has already been linked, select to add additional submittal groups and sites linked to your RO account. Repeat as needed.

Add Permissions

Always Save

- Always click to save before navigating away from a page.

Saved
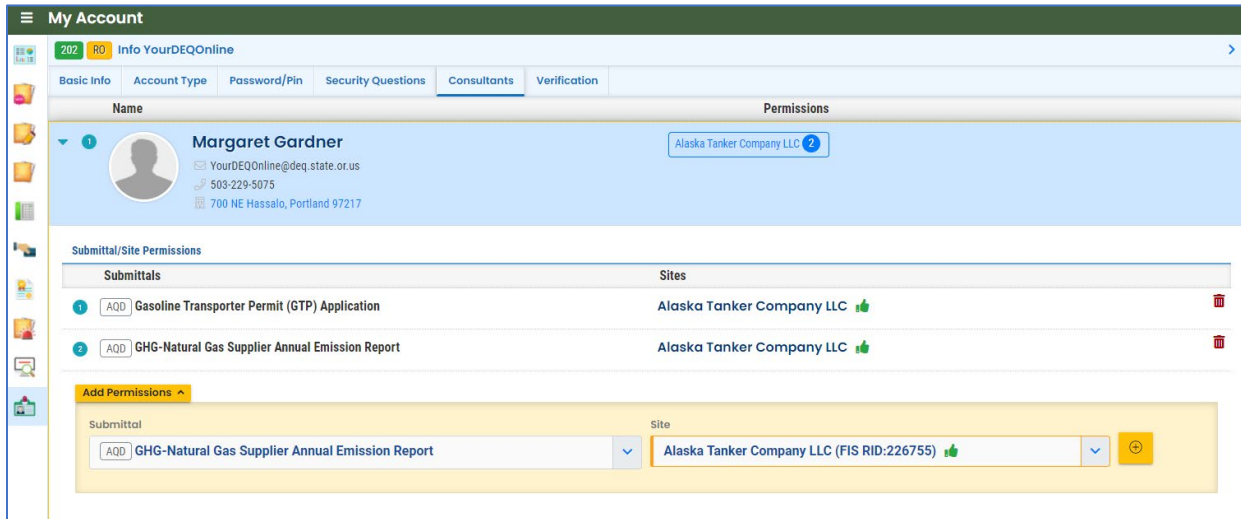
V. Account Management

Public users may update their contact information at any time. To change account type or facility information, contact the Your DEQ Online Helpdesk or the DEQ Program for which you submit or maintain reporting, permits, licenses, certifications, or other obligations.

A. Reset Your Password

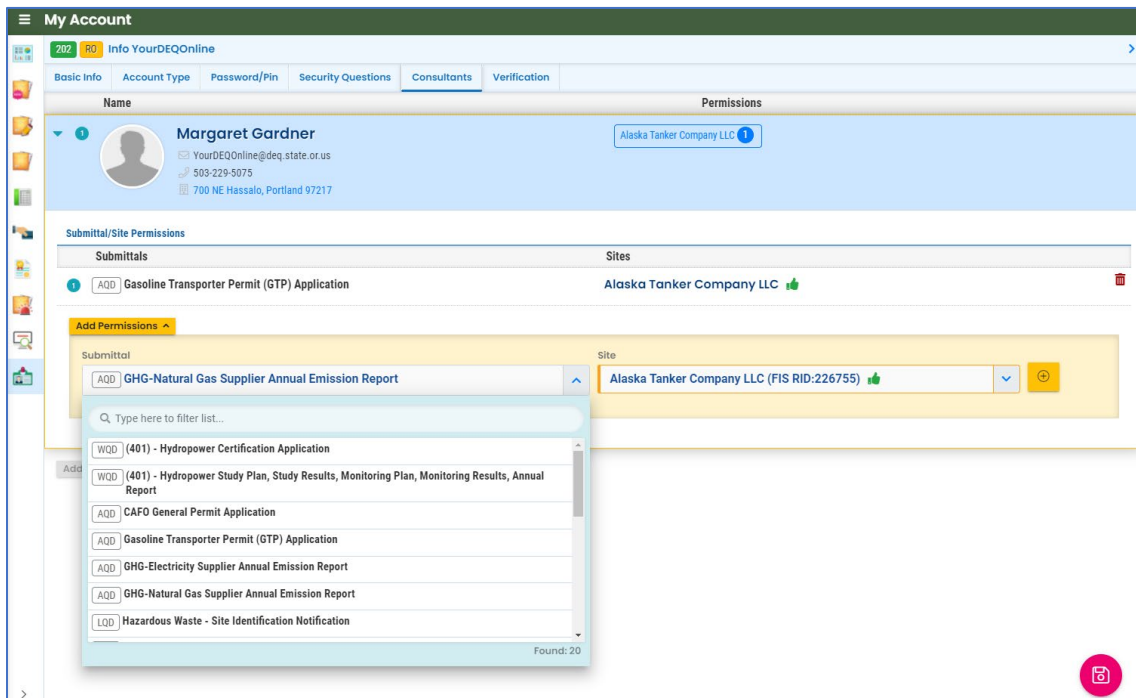If you have forgotten your password or username, click the "Forgot Password" button on the login screen. Enter your email address to receive an email with instructions.
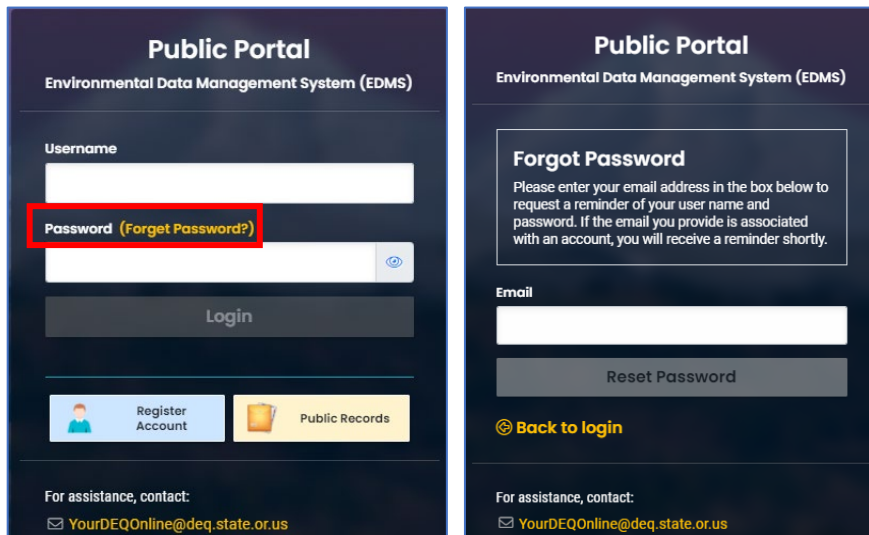
B. Reset Your Pin and Security Questions

1. Navigate to My Account

- Go to "My Account" and open the "Password/Pin" tab.
- Enter and save your new pin.

- Go to the "Security Questions" tab to enter and save your new security questions.

Security Questions

C.   Frequently Asked Questions: Account Types

About the Responsible Official (RO) role in Your DEQ Online:
- The RO is the person authorized to act as the certifier of submittals on behalf of a facility/company/site.
- RO account sharing between individuals is not permitted. Each RO must have their own individual account according to EPA CROMERR compliance as well as state and agency technology use rules.
- A company may designate more than one RO account holder.

- An RO may link their account with more than one company.
- An RO may access and edit another RO's submittal for the same company if they are linked to the same facility and submittal group.
- If a submittal needs to be transferred in some way (RO leaves, for example), there is a method for transferring with help from the Your DEQ Online Helpdesk.
- An RO may delegate certain permissions for a site and submittal type to a consultant. This is limited to the RO's selected facilities and submittal groups for their own account. You can't share it if you don't have it.
- One RO may link facilities and submittal types to multiple Consultants, and multiple ROs may link their facilities and submittal types to a single Consultant.

About the Consultant role in Your DEQ Online:
- The Consultant must register an account before an RO is able to link to it.
- Links from an RO to a Consultant are limited to the RO's own linked facilities and submittal groups.
- To link to the Consultant, the RO will need that consultant's email address that was used to register an account in Your DEQ Online.
- Consultant submittals may be viewed by an RO who has linked to the Consultant for that specific submittal type and facility.
- Consultants are not able to certify and submit. Only the RO can do that.
- It is possible for someone to hold both an RO account and a Consultant account, however these require unique email addresses. For example, an RO for one company may need to act as a Consultant for another company.

D. Helpdesk and Resources

If you have questions about account set-up, encounter issues with the account registration process, need help with identity verification or any other account management concerns, please consult the [Help page](#) or contact the Your DEQ Online Helpdesk.

- For general information, training, and resources, go to Your DEQ Online Help:
  https://yourdeqonlinehelp.oregon.gov
- For technical assistance and Your DEQ Online questions:
  [Your DEQ Online Helpdesk](#) (Not compatible with Internet Explorer)
  YourDEQOnline@deq.state.or.us