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Your DEQ Online Account Registration and Set Up

Wastewater Operator Certification Program

DEQ

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State of Oregon
DEQ Department of Environmental Quality

System Overview

The Oregon Department of Environmental Quality has instituted the use of a modernized, cloud-based tool for a selection of compliance programs within the agency and several business processes that involve the public and regulated entities. This document describes how to register an account and establish links to the wastewater operator certification program in the Your DEQ Online database.

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.

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1. Wastewater Operator Certification

Oregon law requires owners of wastewater systems and drinking water systems (public and private) to have their systems under responsible control and direction of certified operators. Trained and certified operators are necessary to ensure that the systems are managed in a manner that fully protects public health and the environment.

The Oregon Department of Environmental Quality administers the program for domestic wastewater system operators. The Oregon Health Authority Drinking Water Services administers the certification program for drinking water system operators.

Please visit DEQ's Wastewater Operator Certification Program [webpage](#) for more information and program materials.
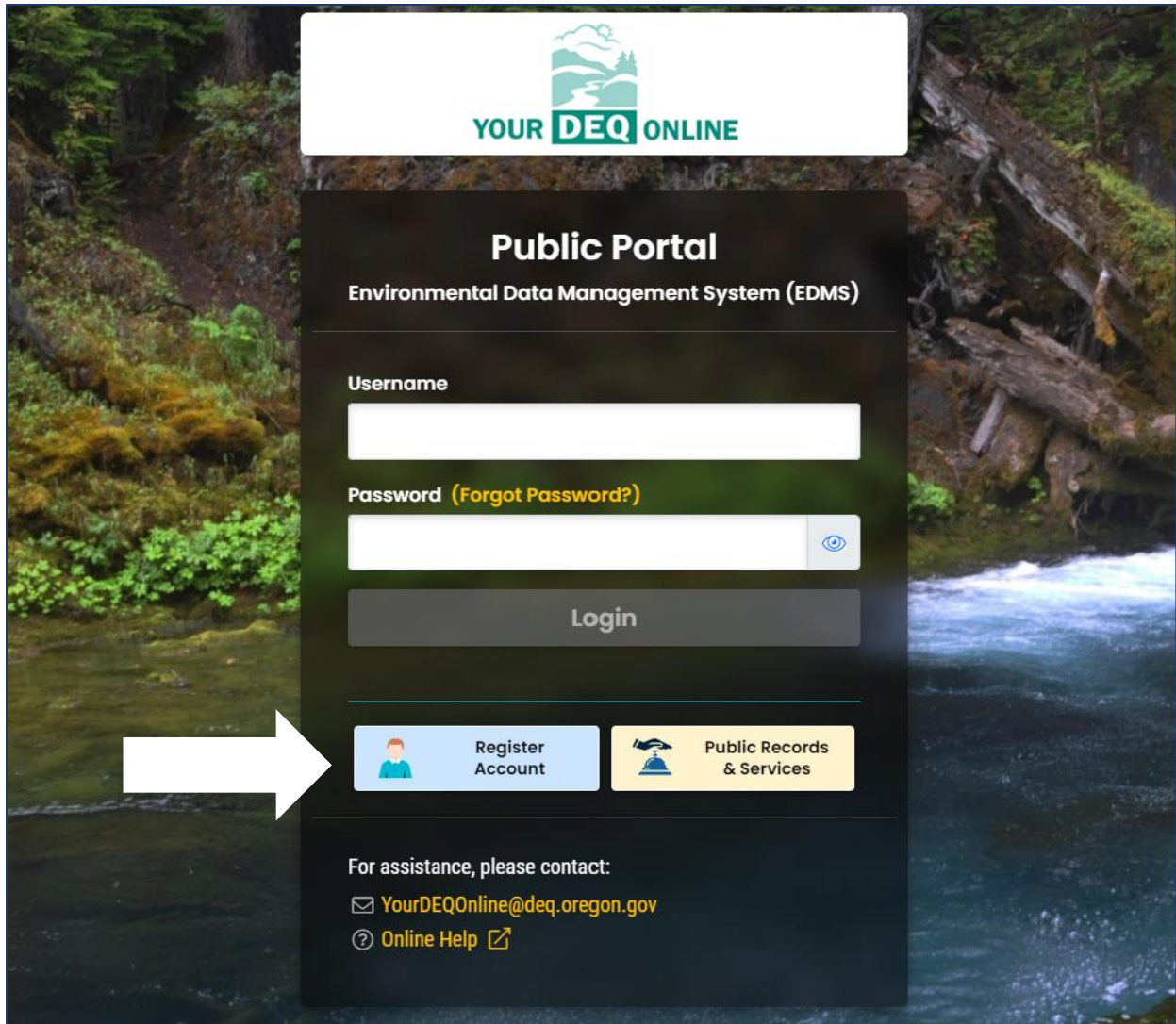
2. Your DEQ Online

Through Your DEQ Online, wastewater operators may apply for a certificate, renew or reinstate a certificate, and submit a supervisory wastewater system operator designation form. To get starting using Your DEQ Online,

1. Register an account
2. Complete identity verification
3. Establish links to the wastewater operator certificate submittal group, to a facility and to an existing wastewater operator certificate.

3. Register an Account

Navigate to the [Your DEQ Online Public Portal](#). Select "Register Account."

3.1 Basic Information

Complete all the required fields. You may choose your own username or use the one suggested. Your username will be your login name. Use an email address that will not be used for any other Your DEQ Online accounts or account types. Click "Next" when the required fields have been entered.

3.2 Select an Account Type

There are three account types to choose from: Responsible Official, or RO, Consultant and General Public. **Wastewater operators will choose the Responsible Official (RO) account type**. See the [Account Type fact sheet](#) for more details.

After selecting the account type, click "Next."

3.3 Security Questions

Use the drop-down menu to select each security question. Click the eye icon to verify your answers. Save your answers in a secure location. Security questions are required for all account

types. Each RO will be required to answer a question from their list to certify and finalize any submittal. Click "Next" when the required fields have been entered.

Note: See section 6 for instructions on how to reset your pin and security questions.

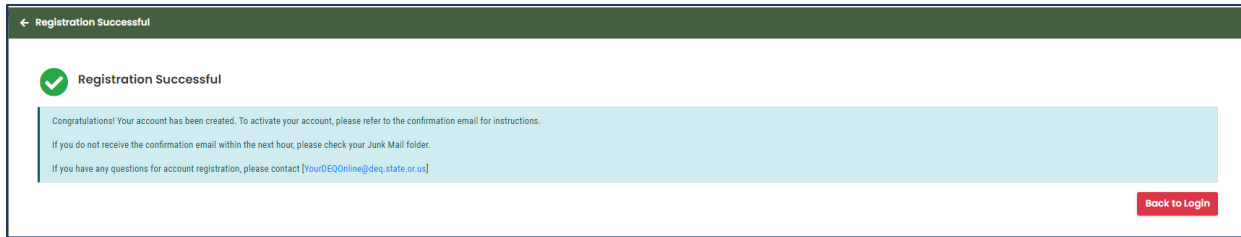# 3.4 Final Review

Review your account information and use the "Previous" button to make any corrections. Click "I'm not a robot" and complete the image identification verification.

Once you have reviewed the information and completed the security check, click "Register." This will produce a "Registration Successful" message with instruction to check your email.

3.5 Email Confirmation

Check your email for the confirmation email. You will find temporary login instructions to update your password and PIN. Avoid extra spaces during this step.

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

Note: If you don't see the email in your inbox, make sure to check your junk mail folder.
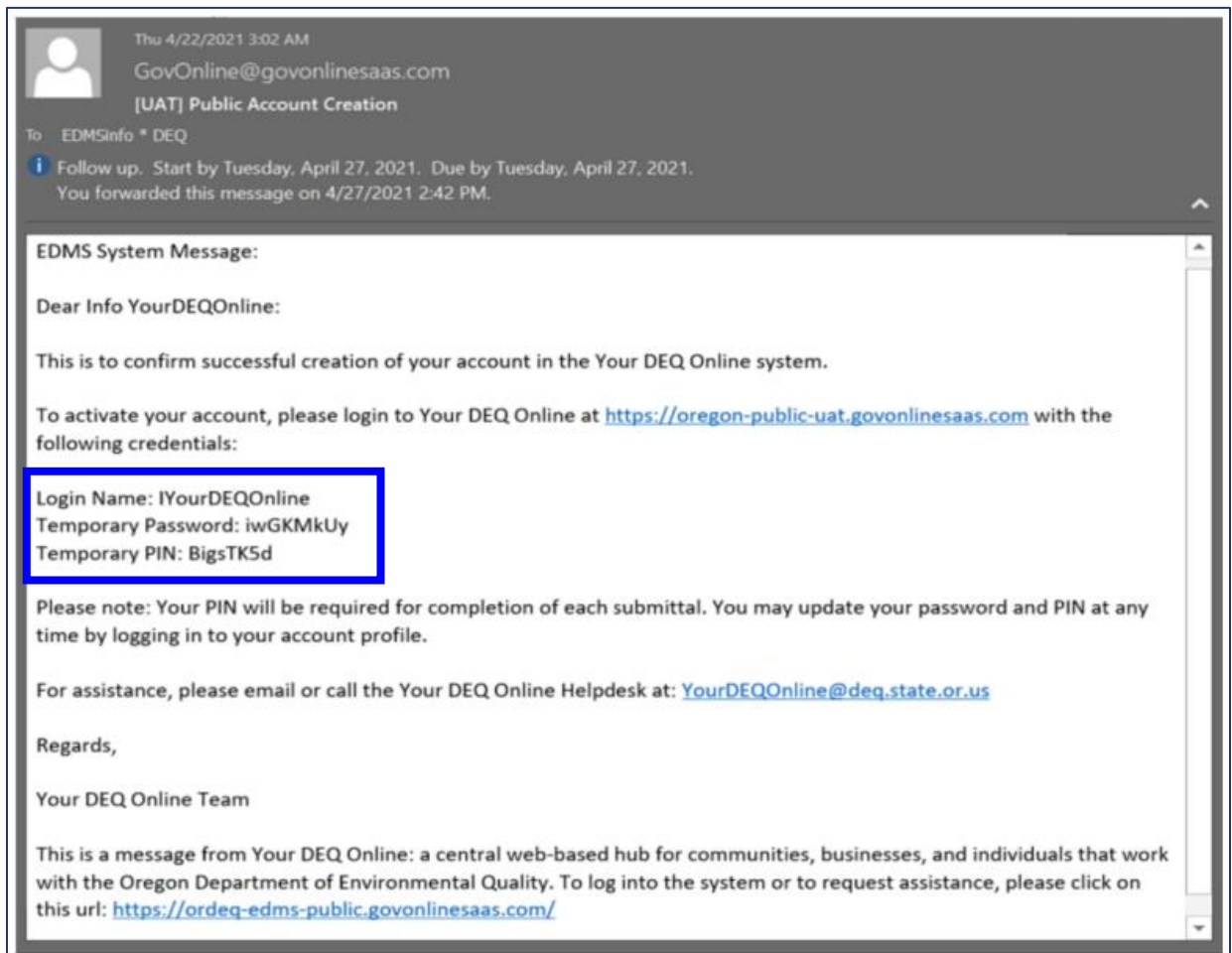
3.6 Update Password and Pin

After clicking the link in the email, enter your temporary login information. You will be prompted to change the password and pin.
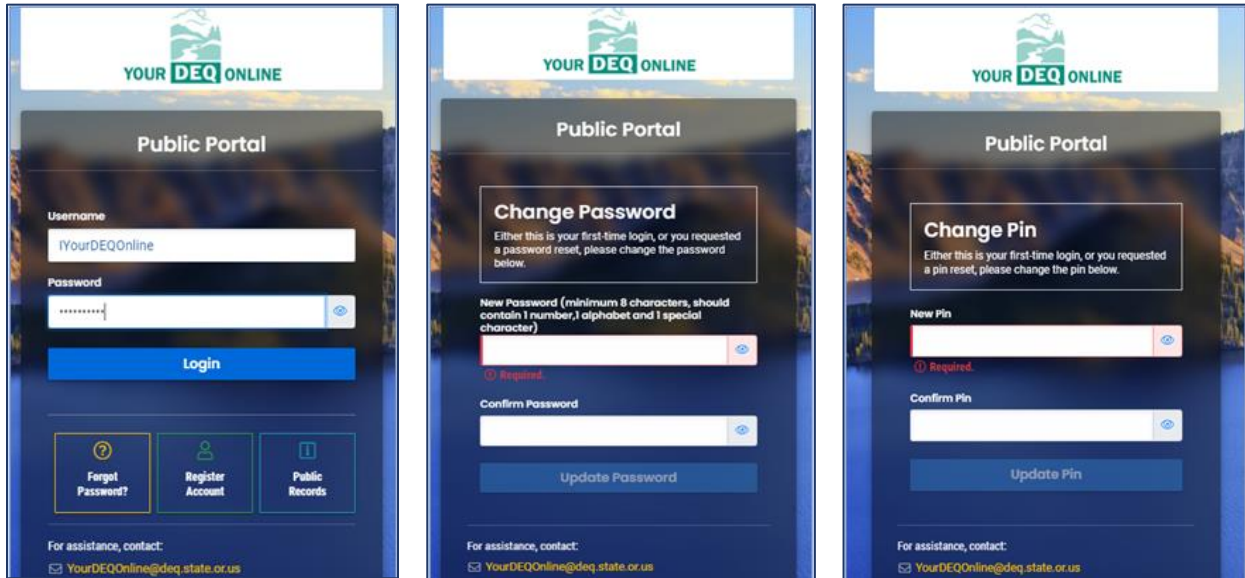
4. Responsible Official Identity Verification

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. **Full privileges of the Responsible Official are only active after identity verification is complete.** Select the "Go to my account" choice which will bring you to your "My Account" information.
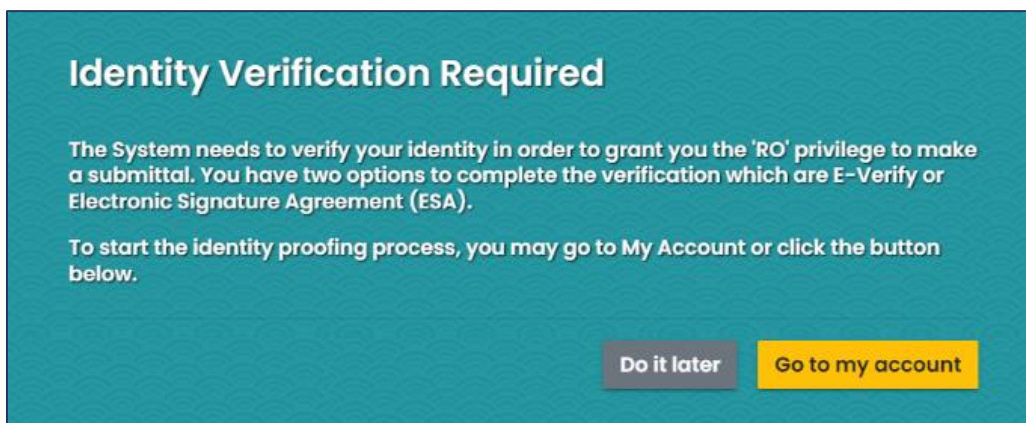
4.1 E-Verify Method

E-Verify will appear as the first option. E-Verify is a rapid, secure and instant identity verification tool that enables full Responsible Official account privileges in Your DEQ Online. Follow the instructions listed at the top of the column to complete the form.

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 six months, use your previous address.

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 re-open 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.

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

4.2 Alternate Verification Method: Electronic Signature Agreement

This alternate option for identity verification requires DEQ's review and validation of the signed paper Electronic Signature Agreement (ESA) form.

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

2. Send the completed, signed form to the address noted on the form. DEQ will send an email notification after confirming your status. This process may take time due to mail delivery, review and data entry.
    - For expedited processing, you may also email the completed and signed form to YourDEQOnline@deq.oregon.gov. This is in addition to mailing the signed original form.
    - **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 there's a problem with verification, DEQ staff will contact the Responsible Official.

Note: Completing identity validation, whether using E-Verify or ESA, is required before a Responsible Official can certify and send submittals to DEQ.

4.3 Navigation Menu

Your DEQ Online may be accessed through many different browsers such as Safari, Chrome or Firefox. Internet Explorer is not a suitable browser.

The dashboard is your initial landing pad when logging into Your DEQ Online. It shows a summary of current and pending activity for your account. The navigation menu on the left side

of the screen is the primary way to navigate through the system. **The navigation menu can be expanded and collapsed by clicking the arrow button at the bottom left corner.** Some functions, such as adding new submittals, can also be accessed directly from the dashboard.
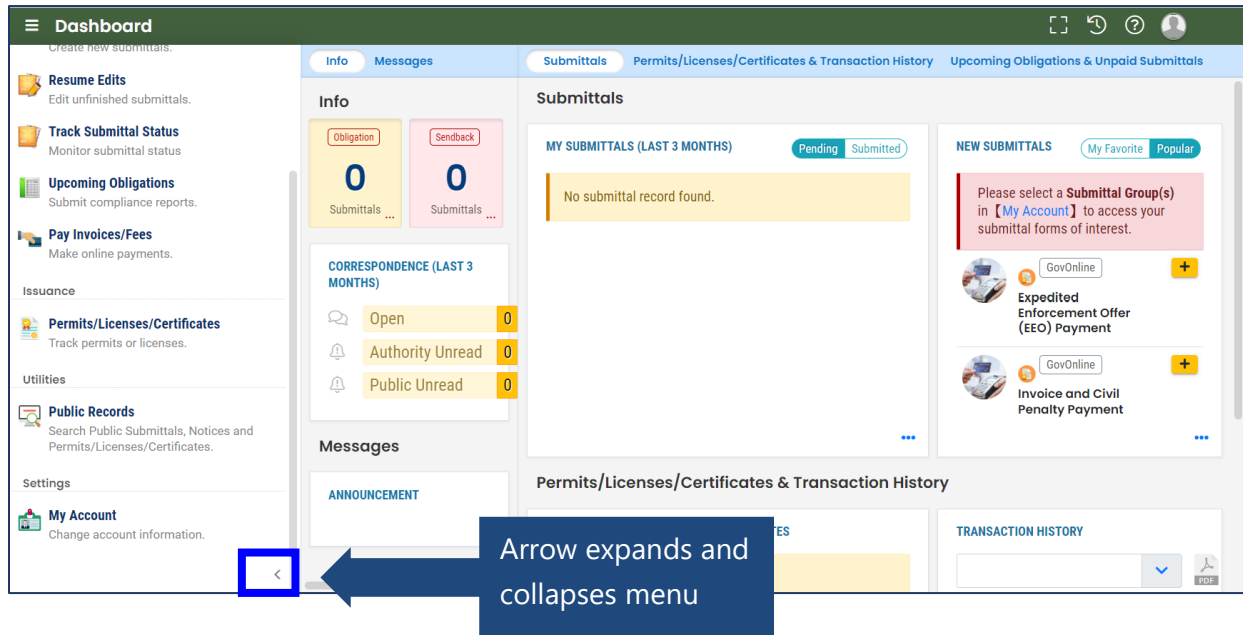
Start New Submittal: This feature is used to initiate submittals to DEQ such as applying for a new operator certificate, renewing or reinstating an operator certificate, or submitting a supervisory operator designation form.

Resume Edits: Allows you to resume editing any submittals that have been started, but not yet submitted to DEQ.

Track Submittal Status: Shows the status of all complete submittals and allows you to review the submittal.

Upcoming Obligations: Displays any upcoming obligations for which a submittal can be started.

Pay Invoices/Fees: Allows for online payment of invoices or fees to DEQ.

Permits/Licenses/Certificates: Allows you to search for and view DEQ issued licenses.

Public Records: Allows you to search for and view all published submittal records.

My Account: Allows you to change your contact information, submittal groups, and other account options.

4.3.1 Icons

You will see the following common icons as you navigate the system.

Loading: This icon will appear while the system processes an action.

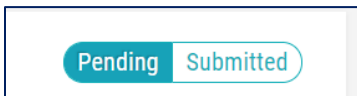**Save:** This icon allows the user to save changes made on a page.

Edit: Clicking this icon allows the user to edit the selected submission.

View: Clicking this icon allows the user to view a selected submission.

Delete: Clicking this icon allows the user to delete entries.

Submittal Selection: This button allows the user to toggle between pending and submitted obligations on their dashboard.

Requirement: This icon will appear when a particular field in a submittal is required.

# 5. Establish Links to Set-Up your Account

In order for the Responsible Official to prepare and complete submittals, they need to establish links to the wastewater operator certificate submittal group and to a facility. Additionally, if the RO has an existing certificate, they will need to link to that certificate so they can apply to renew or reinstate.

5.1 Submittal Group and Facility Links

1. Select My Account ![icon] from the navigation menu, and then select the Account Type tab.
2. In the Submittal Groups section, click the Wastewater Operator Certificate. A green thumb icon will appear letting you know that you are linked to the group.
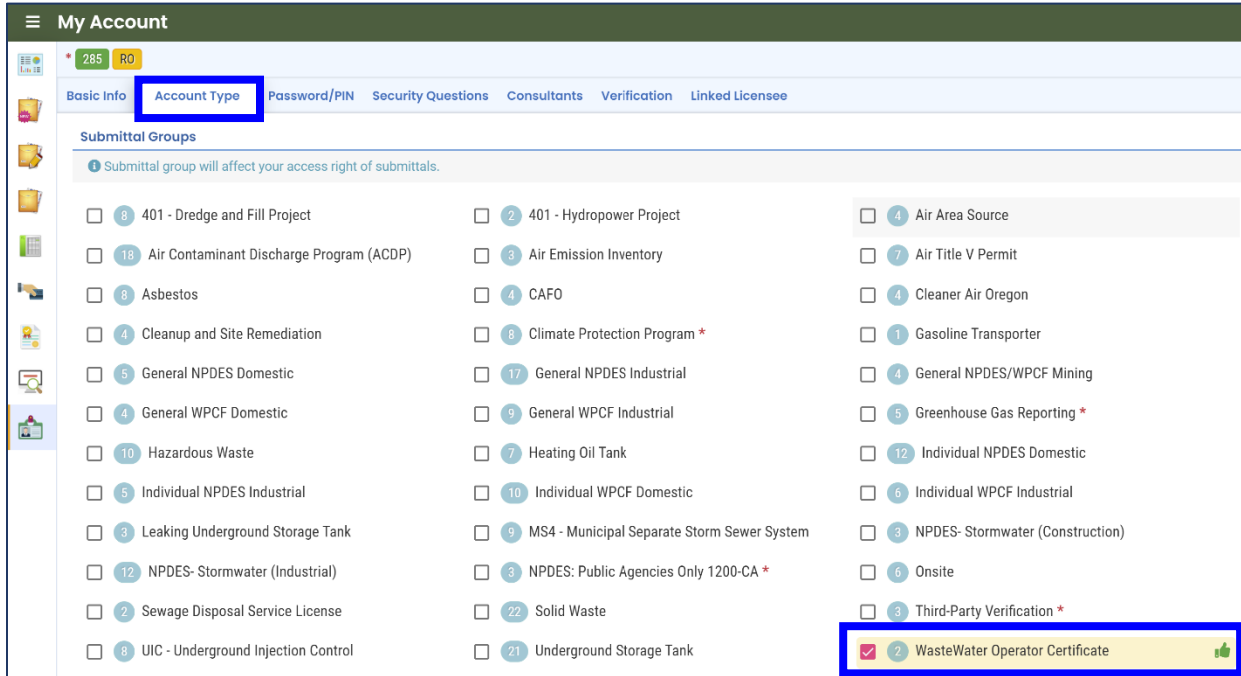
3. In the Facility-Submittal Group Permissions section, click "Add Permissions" and search for your facility by name or address. **If you are not currently employed by a facility, you do not need to set up a facility link.**
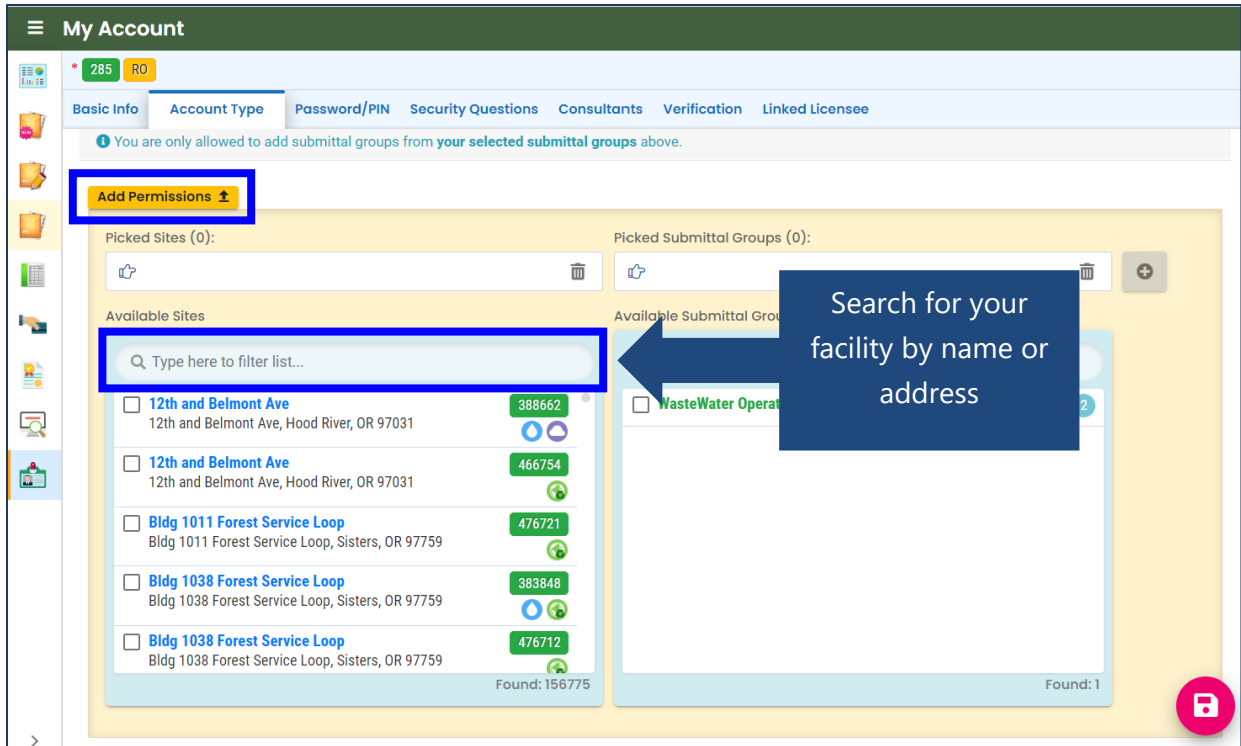
4. Once you have located your facility, click the check box.
5. Next, select the check box for the Wastewater Operator Certificate on the right column under available submittal groups. Click the plus icon.
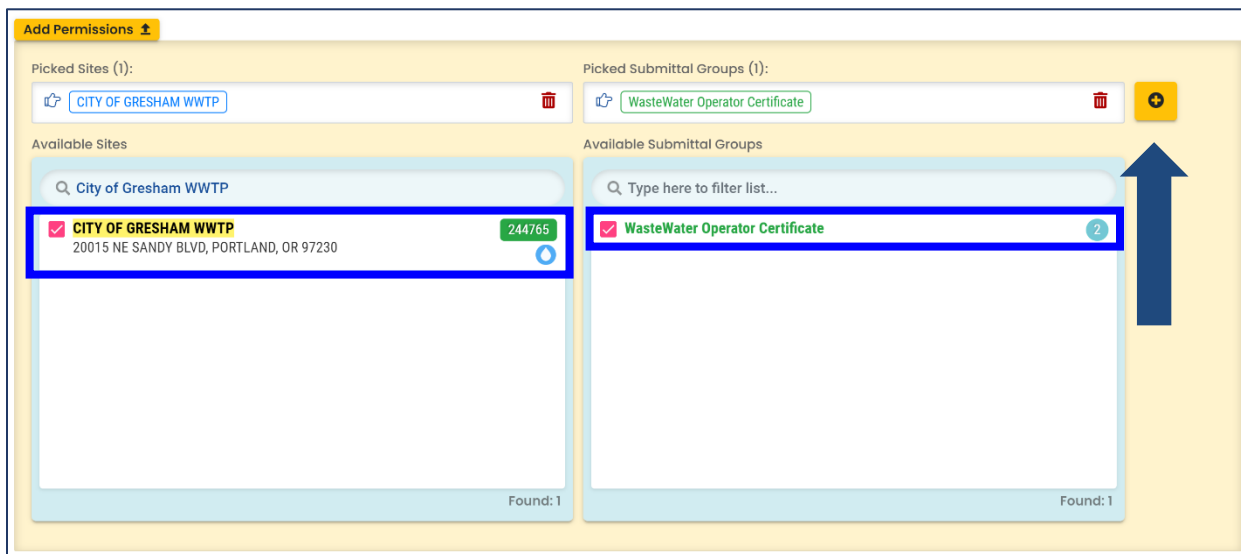
6. Once you have added the permissions, a green thumb icon will appear. Select save before you navigate away from the page.

Facility-Submittal Group Permissions (1)

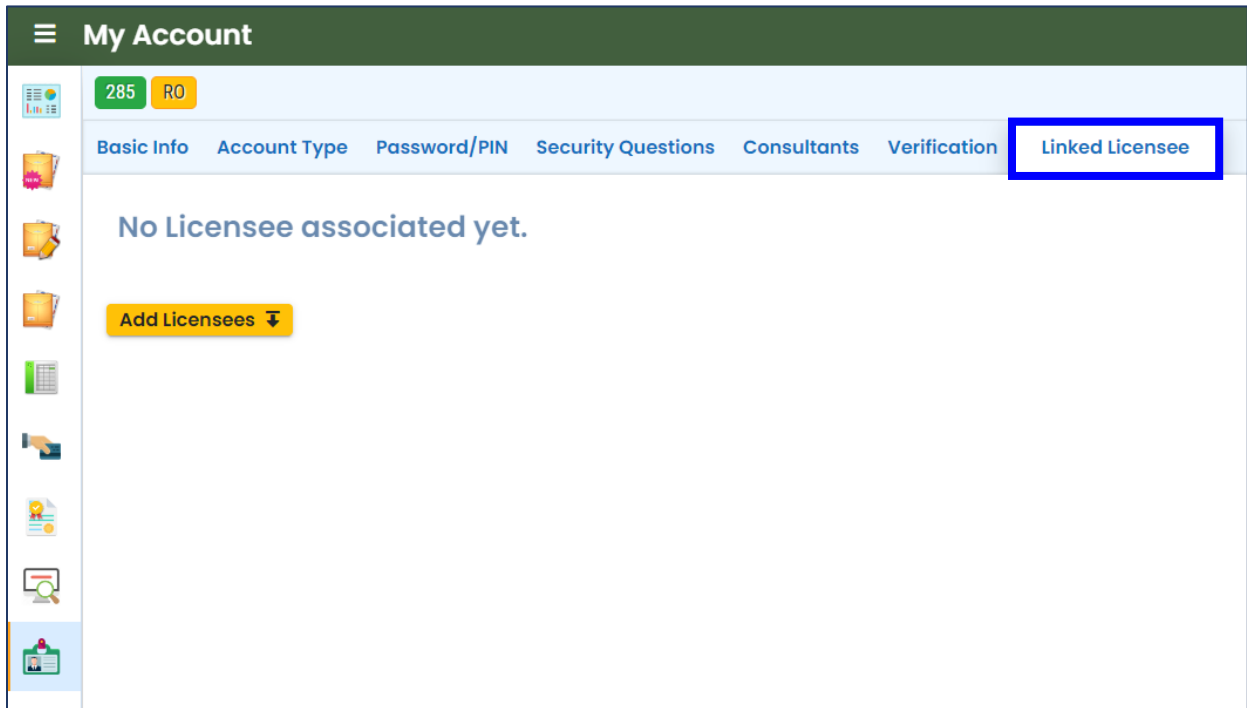ℹ️ You are only allowed to add submittal groups from **your selected submittal groups** above.

🗑️ **CITY OF GRESHAM WWTP**
20015 NE SANDY BLVD, PORTLAND, OR 97230

[244765] ⚪   2️⃣ **WasteWater Operator Certificate**   👍

Add Permissions ⬇️

5.2 Link to Your Existing Certificate

Existing certificates will be migrated into Your DEQ Online. To link to your existing certificate,

1. Select to My Account 🪪 from the navigation menu, and then select the Linked Licensee tab.
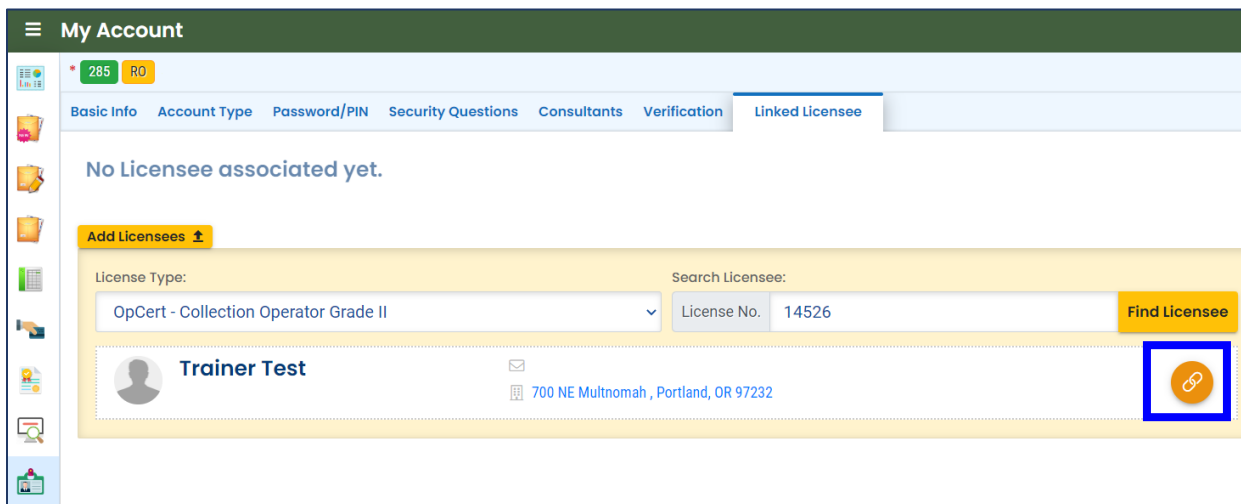

2. Click "Add Licensees" and select your certificate type from the drop down menu. Enter your certificate number and select "Find Licensee." **If you hold more than one certificate type, linking to one of those certificates will automatically link all of your certificate types to your account.**
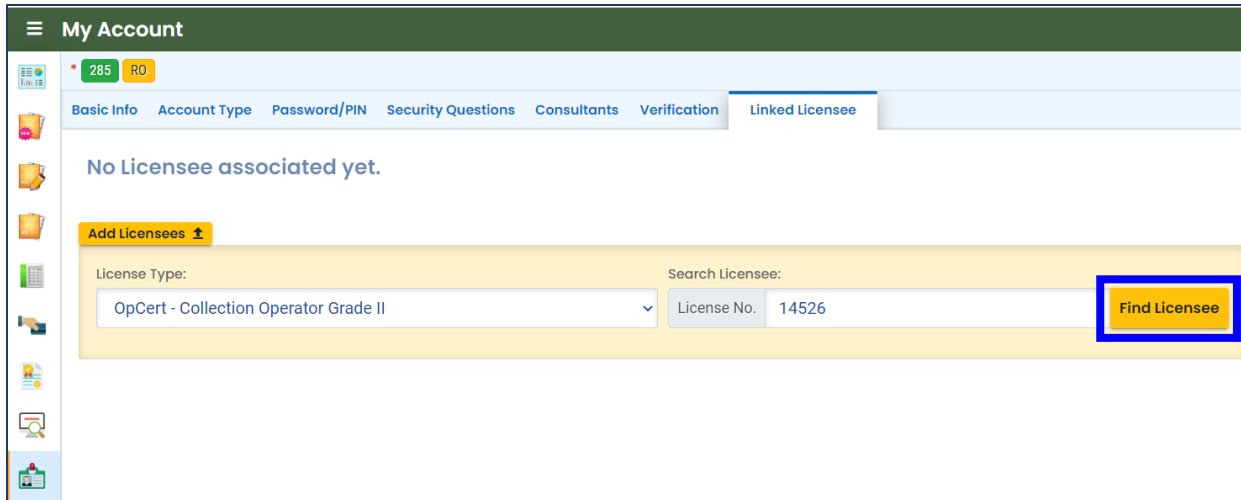
3. Select the link icon to add the existing certificate.

4. When the certificate is linked, a triangle icon will appear indicating that DEQ staff will review and approve the link. Select save before navigating away from the page.
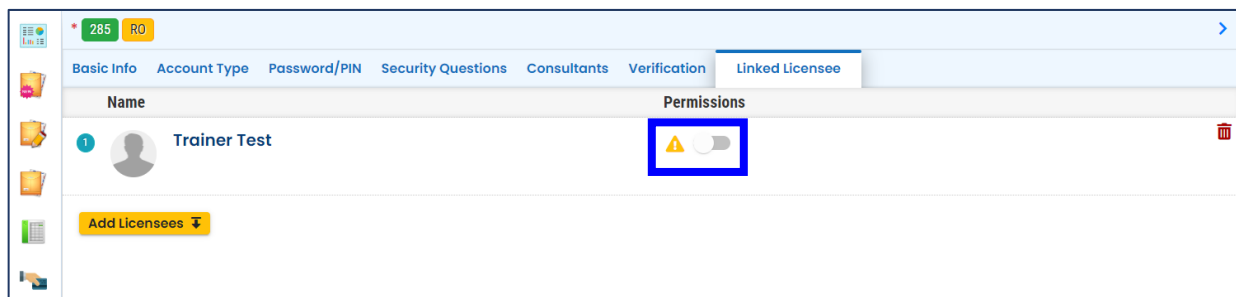
5. Once DEQ approves the link, there will be a green thumbs up next to the certificate permissions and your Responsible Official account is linked to your existing wastewater operator certificate.
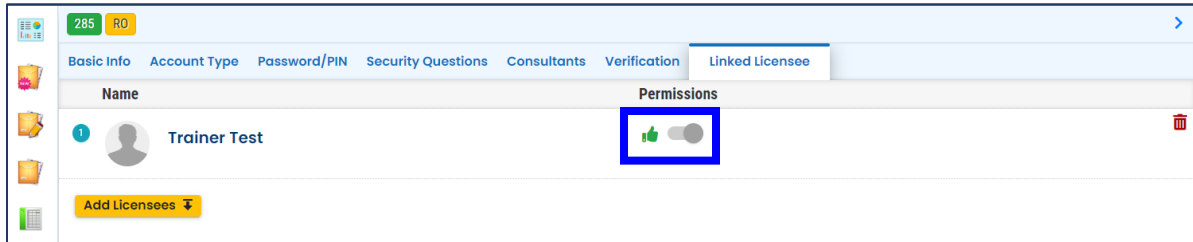

6. Password, Pin and Security Questions

6.1 Reset 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 reset instructions.
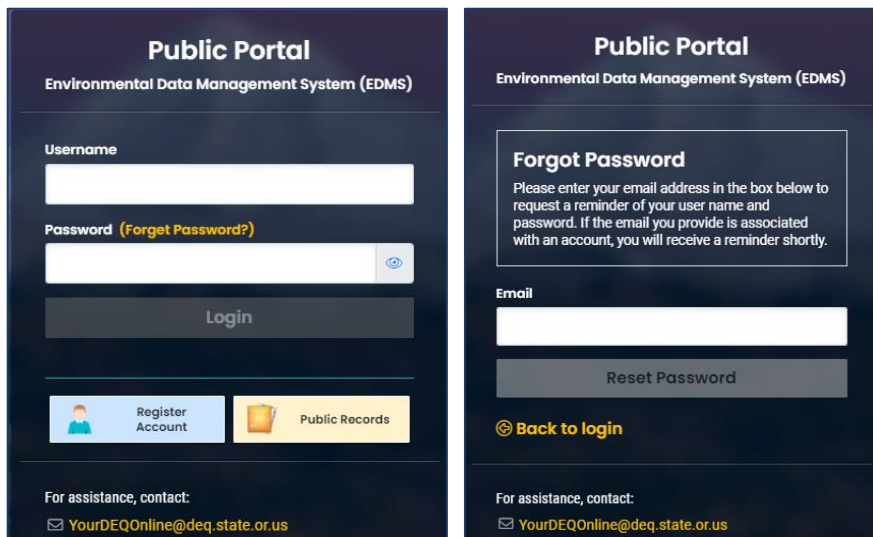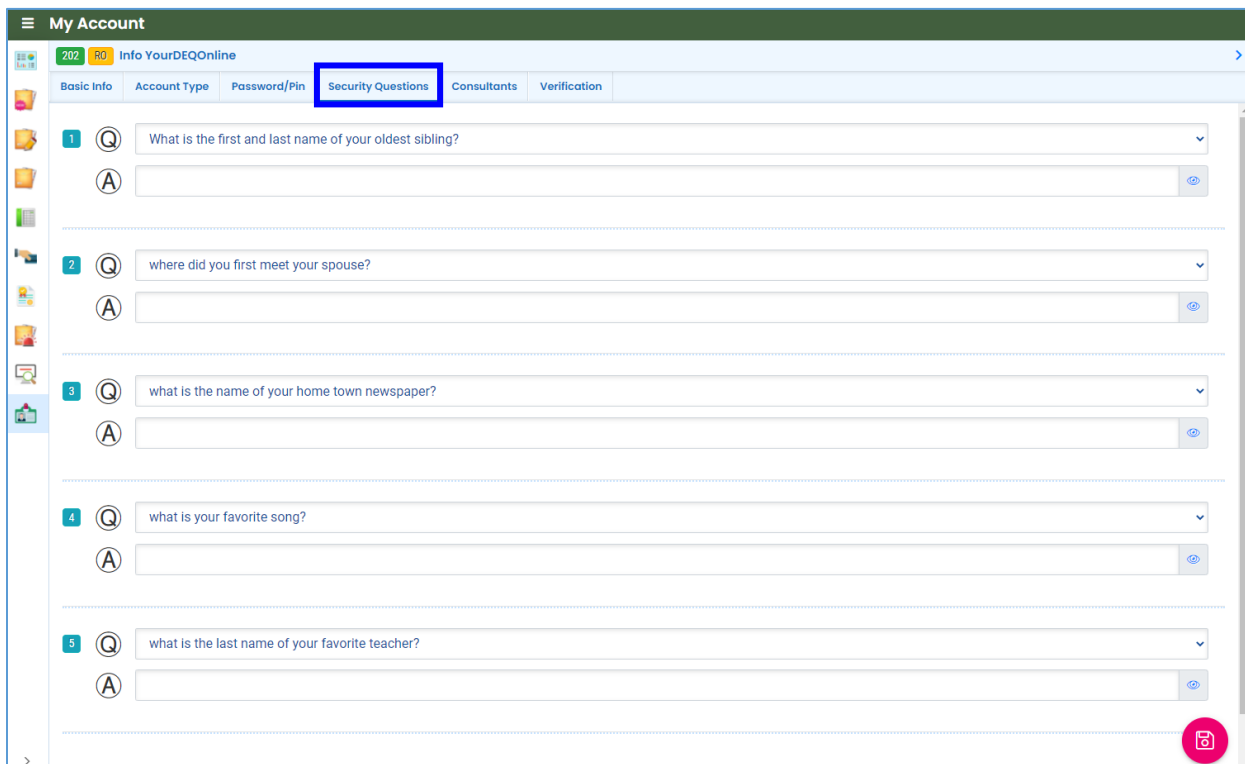

6.2 Reset Pin

1. Select to My Account ![icon] from the navigation menu, and then select the Password/Pin tab.
2. Enter and save your new pin number.
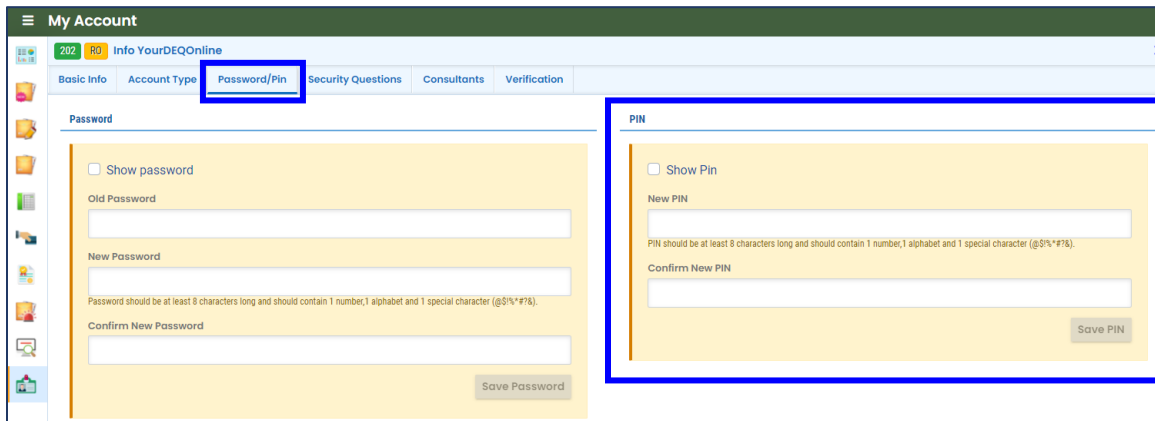
6.3 Reset Security Questions

1. Select to My Account from the navigation menu, and then select the Security Questions tab.

2. Create new security questions and answers and click save .

7. Helpdesk and Resources

If you have questions not answered by this guide, please consult the Your DEQ Online [Help page](#) or contact DEQ:

>
> For technical assistance:
> > [Your DEQ Online Helpdesk](#)
> > (Not compatible with Internet Explorer)
>
> For Wastewater Operator Certification program questions contact:
> > opscert@deq.oregon.gov
>
> Your DEQ Online log in portal:
> > https://ordeq-edms-public.govonlinesaas.com/pub/login