

Public Account Registration And Management

Your DEQ Online

Updated: 4/10/26



Document information

This document was prepared by
Oregon Department of Environmental Quality

Your DEQ Online

700 NE Multnomah Street, Suite 600

Portland Oregon, 97232

Contact:

Your DEQ Online Helpdesk

YourDEQOnline@deq.oregon.gov

Non-discrimination statement

DEQ does not discriminate on the basis of race, color, national origin, disability, age, sex, religion, sexual orientation, gender identity, or marital status in the administration of its programs and activities.

Visit DEQ's [Civil Rights and Environmental Justice page](#).

Table of Contents

Document information	2
Non-discrimination statement	2
1. System overview	6
1.1. Public records in Your DEQ Online.....	6
2. Your DEQ Online public user accounts	6
2.1. Three public user account types.....	6
2.2. Who should select an RO account type?	7
3. Register your account.....	7
3.1. Provide basic information.....	7
3.2. Select account type	8
3.3. Security questions	9
3.4. Review and confirm information.....	10
3.5. Activate your account.....	11
3.5.1. Follow confirmation instructions	11
3.5.2. Update password and PIN	12
3.5.3. Navigate to "My Account"	13
4. Identity verification for RO accounts.....	14
4.1. Option 1: E-Verify	14
4.1.1. Important tips for using E-Verify	15
4.1.2. Troubleshooting E-Verify	16
4.2. Option 2: Electronic Signature Agreement	16
5. Establish responsible official links	17
5.1. Link submittal groups and facilities.....	17
5.1.1. Select submittal group.....	17
5.1.2. Select facilities.....	18
5.2. Establish consultant delegation link	20
5.2.1. Navigate to My Account.....	20
5.2.2. Add consultant's account.....	21
6. Account management.....	25
6.1. Reset your password.....	25

6.2. Reset your PIN and security questions..... 26

7. Helpdesk and resources..... 27

7.1. Frequently asked questions: account types 27

1. System overview

Your DEQ Online is a cloud-based system designed to combine current DEQ business processes for permits, licenses and certificates across air, land and water divisions in one accessible portal. The system enables users to submit applications and renewals, upload reports, enter data, check the status of submittals, pay fees or fines, and manage account activity.

This document addresses how Your DEQ Online public users establish, validate, connect, and manage their individual accounts. Visit the DEQ website to find additional information about [Your DEQ Online](#).

1.1. Public records in Your DEQ Online

Anyone can use Your DEQ Online Public Records Services through the [Public Portal login page](#) to find published information and to participate in DEQ-issued public notice comment periods. Searchable information is limited to information that DEQ has published. If more information is needed, requests can be placed through the [Oregon DEQ Public Records Request system](#).

2. Your DEQ Online public user accounts

A public user account is necessary to use Your DEQ Online for taking part in regulated activity for [many of DEQ's programs](#). Anyone who is a member of the public, facility employee, environmental consultant, or legally authorized official or representative for a business, facility or site may register a Your DEQ Online user account.

2.1. Three public user account types

The Public Portal supports three types of public accounts – General Public, Consultant, and Responsible Official, often called an RO account.

The three account types have the following privileges:

Responsible Official (RO): Privileges granted upon identity verification and valid facility links.

- 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
- Participate in data entry/query, correspondence, track submittal review status

Consultant/Preparer: Dependent on RO authorization for a given site or facility.

- Prepare a submittal form on behalf of their RO
- Pay for services
- Participate in data entry/query, correspondence, track submittal review status

General Public

- Pay invoice for services with use of a reference number
- Add an attachment with comment on a DEQ-issued public notice

2.2. Who should select an RO account type?

An RO is a person who is legally accountable for submitting applications, renewals, reporting and other submittals to DEQ.

At least one person should hold a Responsible Official account for each site or facility in order to apply for, renew or otherwise manage a submittal. Multiple RO accounts may be linked to a facility as long as each RO meets the requirements of [40 CFR 122.22](#). Each RO account may link to one or more Consultant accounts for others associated with a facility or site who are not legally empowered to certify and sign submittals but would assist in preparing submittals.

An RO account is appropriate for someone meeting one or more of the following criteria:

- **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.

3. Register your account

To initiate account registration for any of the three account types, select the Register Account option on the [Your DEQ Online Public Portal for GovOnline](#).

3.1. Provide basic information

Complete all required fields. You may customize your username at this time. Going forward, this will be your login name. Be sure the email you enter here will not be used for any other Your DEQ Online accounts or account types.

← Oregon DEQ User Registration

1 Basic Information 2 Account Type 3 Security Questions 4 Review

Personal Info

Title: [dropdown] First Name: Example M.I.: E Last Name: Name

User Name: exampleaccount Email: ydotraining@deq.oregon.gov Employer: [empty]

ⓘ Email will be used to send out the password. Please make sure it's valid.

Job Title: [empty] Mobile Phone Number: 000-000-0000 Office Phone Number: 999-999-9999 Billing Notification Preference: By Mail By Email

Mailing Address

Country: United States Canada Other Country

Street Address: 700 NE Multnomah St Apt, Building, Unit, Suite, or Floor #: [empty]

City: Portland State: OR (Oregon) Zip Code: 97232

[Next](#)

Image 1: Basic information form for user registration

3.2. Select account type

Choose from one of the three account types. Descriptions of each will appear on the Account Type tab. Proceed by selecting the Next button.

← Oregon DEQ User Registration

✓ Basic Information 2 Account Type ③ Security Questions ④ Review

Account Type

⚠ Please Note: Account Type cannot be changed once registered.

Account Type *

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.

Help me choose Help me choose Help me choose

Previous Next

Image 2: Three account types to select from.

3.3. Security questions

Security questions are required for all account types. Each Responsible Official will be required to answer a question randomly selected from their list as part of the certification and finalization of each submittal.

Use the dropdown menu to select security questions and then enter your answers. Save your answers in a secure location.

✓ Basic Information
✓ Account Type
● Security Questions
⏪ Review

Security Questions

1 **Q** What is the first and last name of your oldest sibling?

A

2 **Q** where did you first meet your spouse?

A ...

3 **Q** what is your favorite hobby?

A

4 **Q** what is your favorite pet's name?

A

Image 3: Selecting security questions during account registration

3.4. Review and confirm information

Take time to review your entries and use the “Previous” navigation to make any corrections.

✓ Basic Information
✓ Account Type
✓ Security Questions
● Review


Final Review

Example Name


✉ 700 NE Multnomah St, Portland, OR 97232

✉ ydotraining@deq.oregon.gov

☎ 999-999-9999



I'm not a robot
reCAPTCHA is changing its terms of service.
[Take action.](#)



reCAPTCHA

Previous
Register

Image 4: Final review screen with robot check

After the final review, 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, select "Register". The Registration Successful window will appear, prompting you to check your email for an activation message that guides you through completion of your account registration.

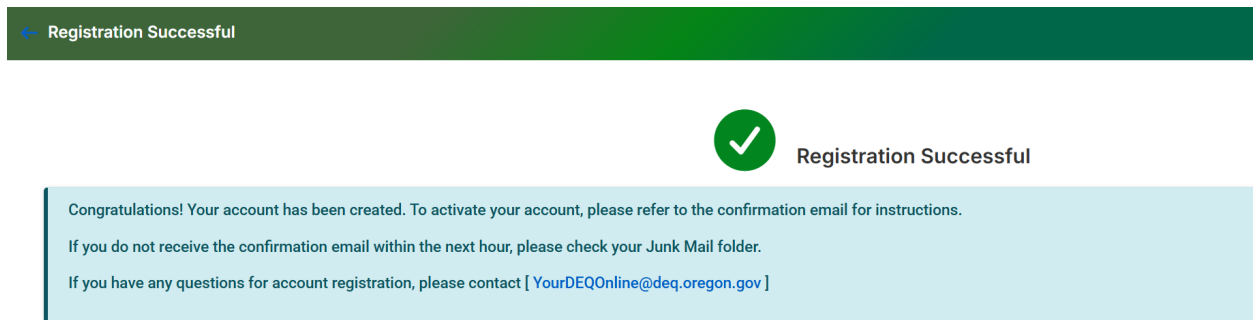


Image 5: Example of confirmation message after successful registration

3.5. Activate your account

After initiating account registration, the system uses your email address to guide you through the next phase. This also serves to validate your email address.

3.5.1. Follow confirmation instructions

Check for email from GovOnline using the address used in your initial account setup. If you do not see the confirmation message there, check your email's junk or spam filter. The confirmation message provides instructions to use temporary login credentials with your username and a temporary PIN. Avoid extra space before and after the temporary password when entering it into the login screen.

Note: 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 note is specific to Responsible Official accounts which certify and complete submittals.

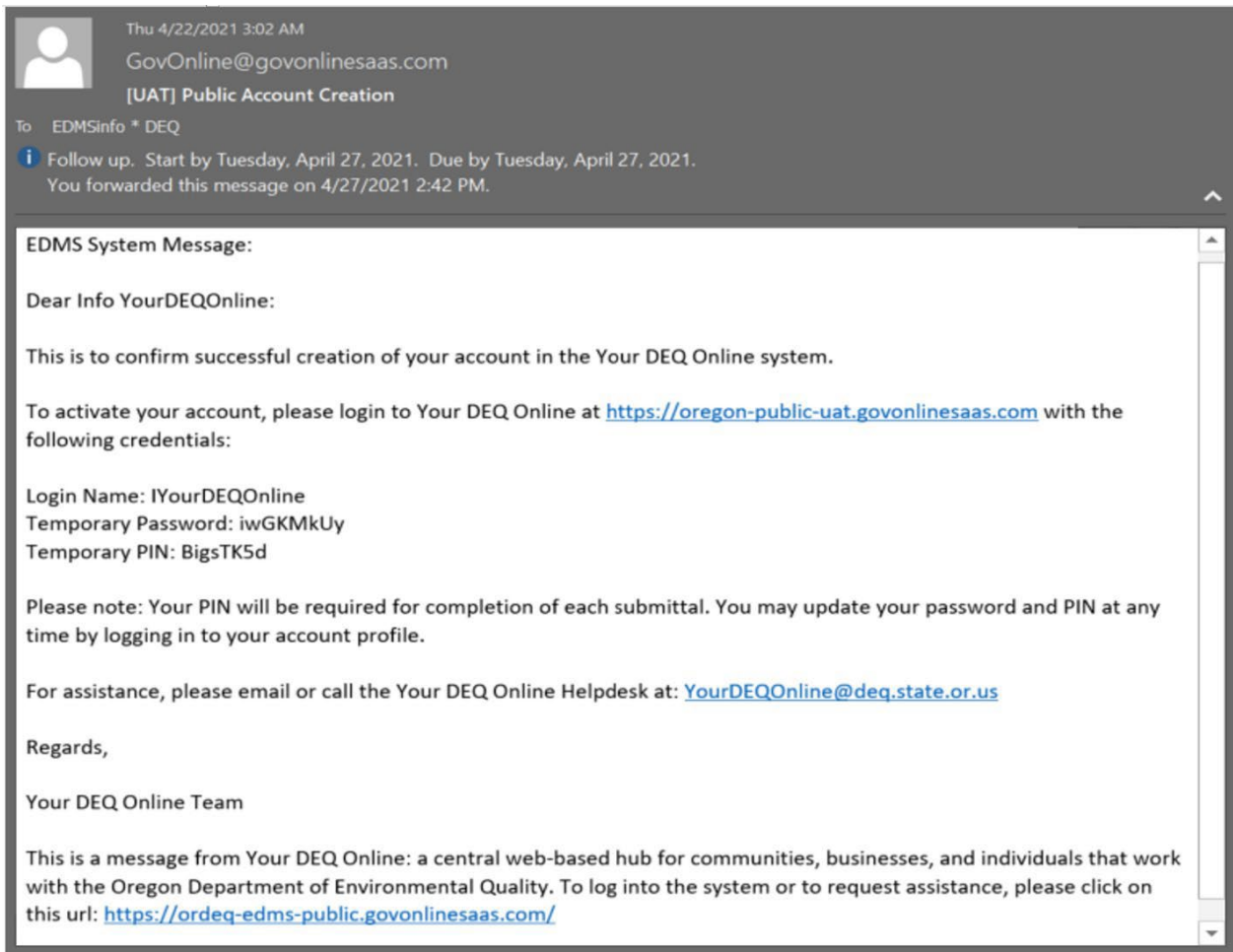


Image 6: Confirmation email with next steps sent to registrant's email.

3.5.2. Update password and PIN

The activation link in the email brings you to the Your DEQ Online Public Portal login. Once at the login, enter your username and temporary password. Avoid including spaces before or after your temporary login. Next, enter the password of your choosing that fits within the password requirements. Immediately following your password update, you will be prompted to update your PIN.

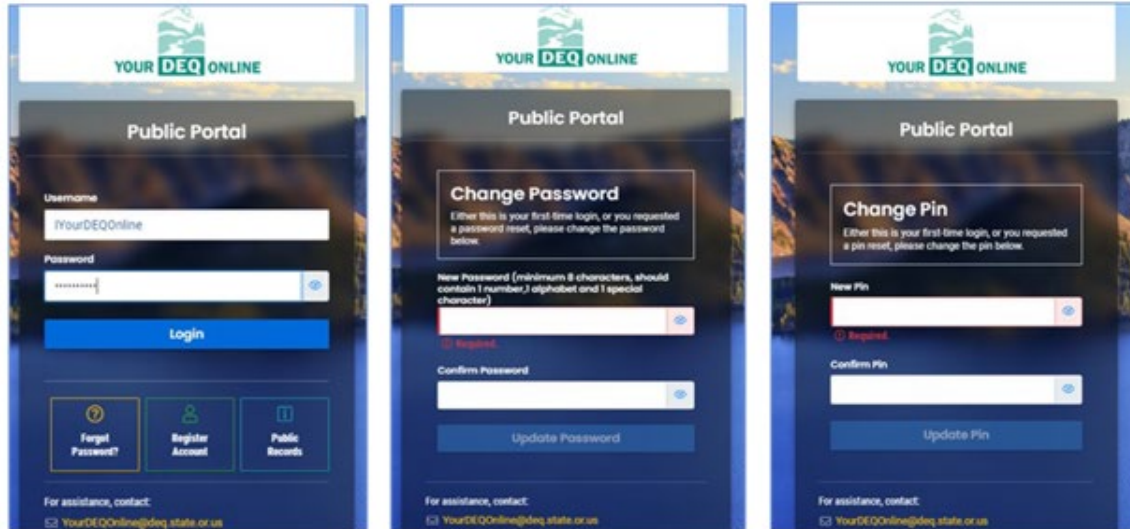


Image 7: Entering temporary password and setting personal password on login screen

3.5.3. Navigate to “My Account”

Once you have logged in to Your DEQ Online, you may navigate to “My Account” at any time to manage your account information including updates to password, PIN and security questions.

If you have selected a Responsible Official account, there will be an identity verification prompt upon initial login directing you to identity validation. Identity verification is required for this account type. By selecting the “Go to my account” choice, the “My Account” section will appear.

For all account types, navigation to “My Account” can be done by using the navigation pane to the left of the screen and scrolling down to “Settings”. It is also possible to use your profile icon link in the far upper right of the screen next to your username. After selecting this, a small window appears with your username and summary account information. Select the edit option to the right of your username to navigate to “My Account”.

Once on the “My Account” screen, a series of tabs can be seen for types of account information.

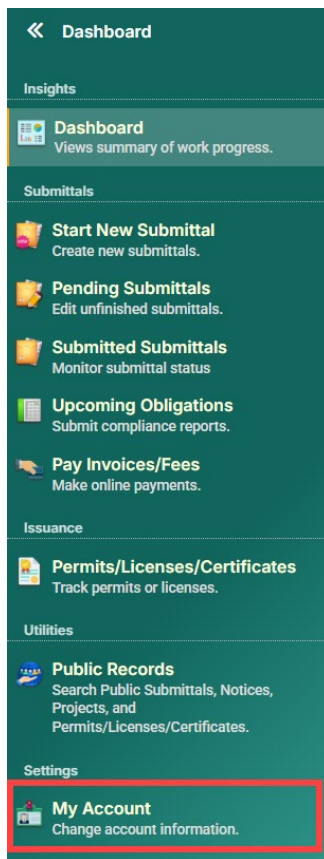


Image 8: User dashboard menu, My Account is on the bottom.

4. Identity verification for RO accounts

This section provides guidance to help individuals with Responsible Official accounts complete verification for full privileges. Verifying identity of the Responsible Official account holder enables the individual to certify, submit and be held responsible for accuracy of submittals.

4.1. Option 1: E-Verify

E-Verify is a rapid, secure, and instant identity verification tool that enables full Responsible Official account privileges in Your DEQ Online. Navigate to “My Account” and select the Verification tab. E-Verify will appear as Option 1.

⚠ Please try all E-Verify opportunities before ESA option is available.

E-Verify

Please provide information below to E-Verify yourself. Information provided here is for E-Verify purpose only, and will not be saved locally.

Make sure you are using your personal HOME information. If you have moved in past 6 months, please use your previous HOME address before your last move.

If successful, you will be informed promptly and can start using your account to certify/submit documents to the Authority. Due to security reasons, the System will only allow you for 3 trials.

If the E-Verify is not successful, it means the System is unable to authenticate your identity with the data you provided. In this case, please follow the ESA option to complete your identity proofing.

First Name *	Middle Initial	Last Name *
Example		Name
Address Line 1 *	Address Line 2	
500 Sardine Creek Rd	500 Sardine Creek Rd	
City *	State	Zip Code *
Gold Hill	OR	66049
Phone *	Date of Birth	SSN (Last 4) *
9999999999	04/14/2026	5959

Opportunity Left: 2 E-Verify

E-Verification Result

ⓘ ⚠ 04/15/2026 Verification still in progress after 6 retries.

Image 9: E-Verify on the Verification tab

The E-Verify form includes instructions on how to enter information for your verification. Provide required information and then select the E-Verify submit button.

4.1.1. Important tips for using E-Verify

- Check the date-of-birth field to ensure it is not already filled with today's date.
- Enter fields exactly as specified, no added spaces in phone number or date-of-birth format mm/dd/yyyy.

- Use your home address, not your work address.
- If you have moved in the last 6 months, use that address before your last move.
- DEQ does not record or store information you enter as part of the e-Verify process. This is processed by a state-contracted, secure vendor for one-time immediate verification.

▲ Please try all E-Verify opportunities before ESA option is available.

E-Verify

Please provide information below to E-Verify yourself. Information provided here is for E-Verify purpose only, and will not be saved locally.

Make sure you are using your personal HOME information. If you have moved in past 6 months, please use your previous HOME address before your last move.

If successful, you will be informed promptly and can start using your account to certify/submit documents to the Authority. Due to security reasons, the System will only allow you for 3 trials.

If the E-Verify is not successful, it means the System is unable to authenticate your identity with the data you provided. In this case, please follow the ESA option to complete your identity proofing.

First Name * Middle Initial Last Name *

Example Name

Address Line 1 * Address Line 2

500 Sardine Creek Rd 500 Sardine Creek Rd

City * State Zip Code *

Gold Hill OR 66049

Phone * Date of Birth SSN (Last 4) *

999999999 04/14/2026 5959

Opportunity Left: 2 E-Verify

Electronic Signature Agreement (ESA)

▲ Please try all E-Verify opportunities before ESA option is available.

Please print and sign an Electronic Signature Agreement below and mail it to the Authority at the address shown on the ESA. The Authority will verify your identity and make a decision on your RO request.

You will receive an email notification after the Authority's decision is made. The ESA will take some time because it involves the mail delivery, paper handling, human checks, and data entries.

While you are waiting for the verification process to be complete, you will be able to access the system on a limited basis, but will not be able to submit a report.

Print and sign an Electronic Signature Agreement. **Print**

Image 10: "ESA" option on the right once 3 attempts are made to E-Verify on the Verification screen.

If E-Verify is not successful after three attempts, proceed to Option 2: Electronic Signature Agreement and follow the instructions provided on the screen.

4.1.2. Troubleshooting E-Verify

- [Clear your browser cache.](#)
- Close all browsers and then reopen one browser window to log back in.
- Log back into [Your DEQ Online](#) with your username and password.

For technical issues, contact the [Your DEQ Online helpdesk](#).

4.2. Option 2: Electronic Signature Agreement

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

1. Select Electronic Signature Agreement (ESA) "Print" and follow form instructions.

Electronic Signature Agreement (ESA)

▲ Please try all E-Verify opportunities before ESA option is available.

Please print and sign an Electronic Signature Agreement below and mail it to the Authority at the address shown on the ESA. The Authority will verify your identity and make a decision on your 'RO' request.

You will receive an email notification after the Authority's decision is made. The ESA will take some time because it involves the mail delivery, paper handling, human checks, and data entries.

While you are waiting for the verification process to be complete, you will be able to access the system on a limited basis, but will not be able to submit a report.

Print and sign an Electronic Signature Agreement.

Print

Image 11: Detailed view of the "ESA" option

2. Send the completed, signed form to the address on the form. DEQ will send notification after determination of your status. Allow time for mail delivery, review and data entry.
 - For expedited processing, email the completed and signed form to YourDEQOnline@deq.oregon.gov. This is in addition to mailing the signed original form.
 - PLEASE NOTE: Failure to mail the printed and signed form may result in withdrawal of your account privileges.
3. While waiting for verification, you may access the system on a limited basis but will not be able to certify and send a submittal.
4. If DEQ encounters verification obstacles, staff will contact the Responsible Official.
5. Completing Identity Validation, whether using E-Verify or ESA, is required before a Responsible Official can certify and send submittals to DEQ.

5. Establish responsible official links

For the Responsible Official to prepare and complete submittals, they need to establish links to a site or sites and select submittal types. After that, the Responsible Official may delegate permission to someone with a Consultant account to prepare submittals and make payments for specific Submittal Types on the Responsible Official's behalf. It is not possible to delegate the responsibility of certifying and submitting submittals.

5.1. Link submittal groups and facilities

5.1.1. Select submittal group

Navigate to the "My Account" section and select the "Account Type" tab. This will enable you to select from the "Submittal Groups" list in that section of the page.

Make your selection of submittal types and then use the save function to see the facility list.

Note: In some cases, selection of the submittal group will require DEQ validation before proceeding with those submittals or linking to Consultants for help preparing submittals.

Programs for which the DEQ approval requirement applies are indicated with an asterisk next to the program name in the submittal group selection menu. Pending validation will be indicated by a yellow "attention" symbol. Approved validation will be indicated by a green "thumbs up" symbol.

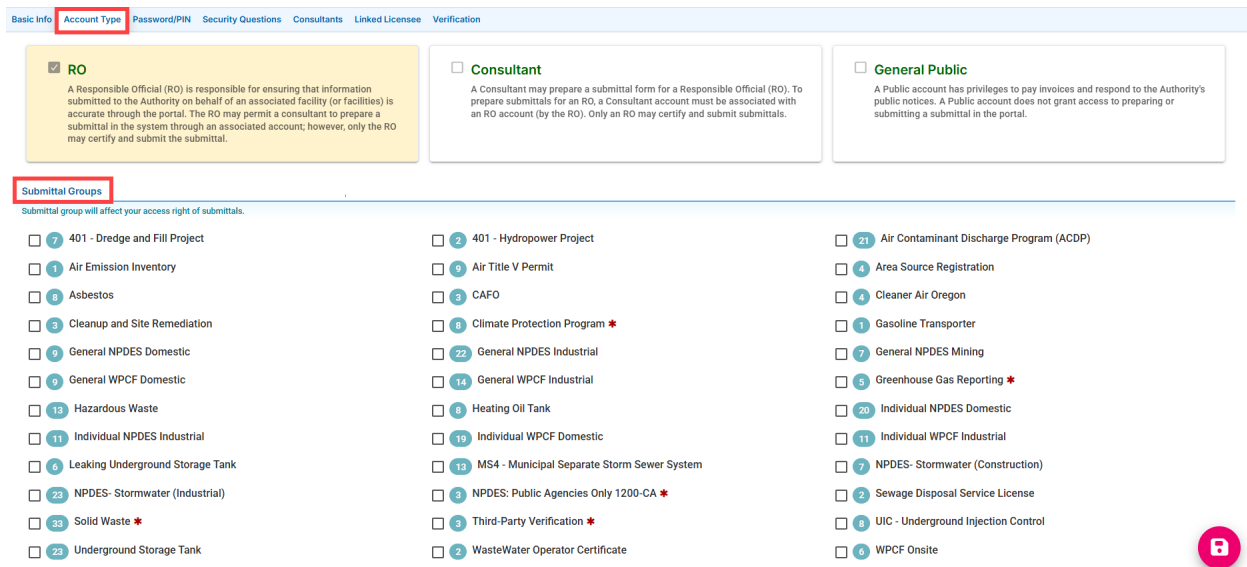


Image 12: Submittal group selection screen

5.1.2. Select facilities

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

1. Navigate to "Facility-Submittal Group Permissions" to locate and link to your facility.
2. Select "add permissions" and search for the facility under the "Available Sites" section.
3. 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 air, land, and water icons.

Note: For greenhouse gas reporting, use the reference sheet 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 facility. Go to [YDO FIS reference](#).

4. Select your facility by clicking the check box next to the name of the facility.
5. Next, select the submittal group from the "Available Submittal Groups" section.
6. Select the "plus" button to add your selection to your account settings.

7. Select the save function before navigating away from the page.

For assistance finding or adding a new facility, contact the [Your DEQ Online helpdesk](#).

Special circumstances: In some cases, such as a Stormwater 1200-C permit or a 401 Dredge and Fill application, you would add a new facility in the submittal form and DEQ would validate. For the Climate Protection Program, Greenhouse Gas Reporting, and Third-Party Verification submittals, the linked facility must first be validated by DEQ before an RO can take further action on it.

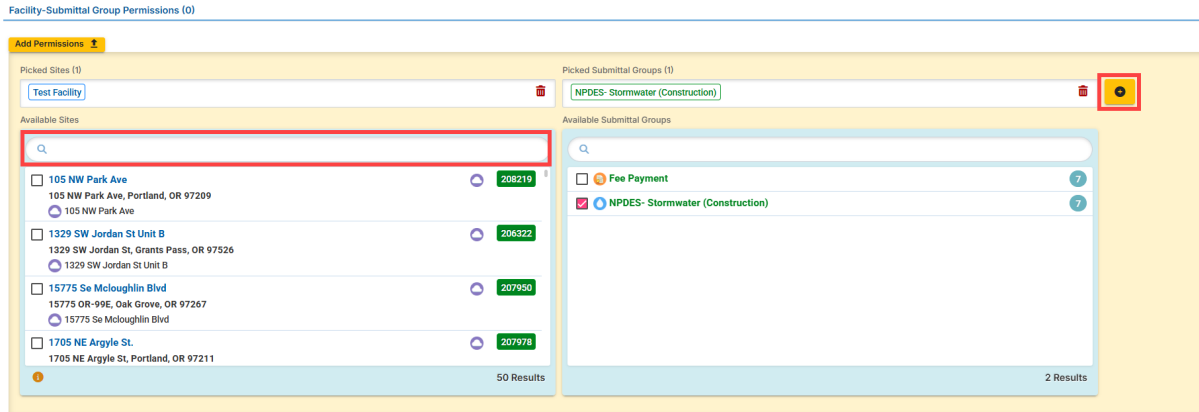


Image 13: Facility selection screen

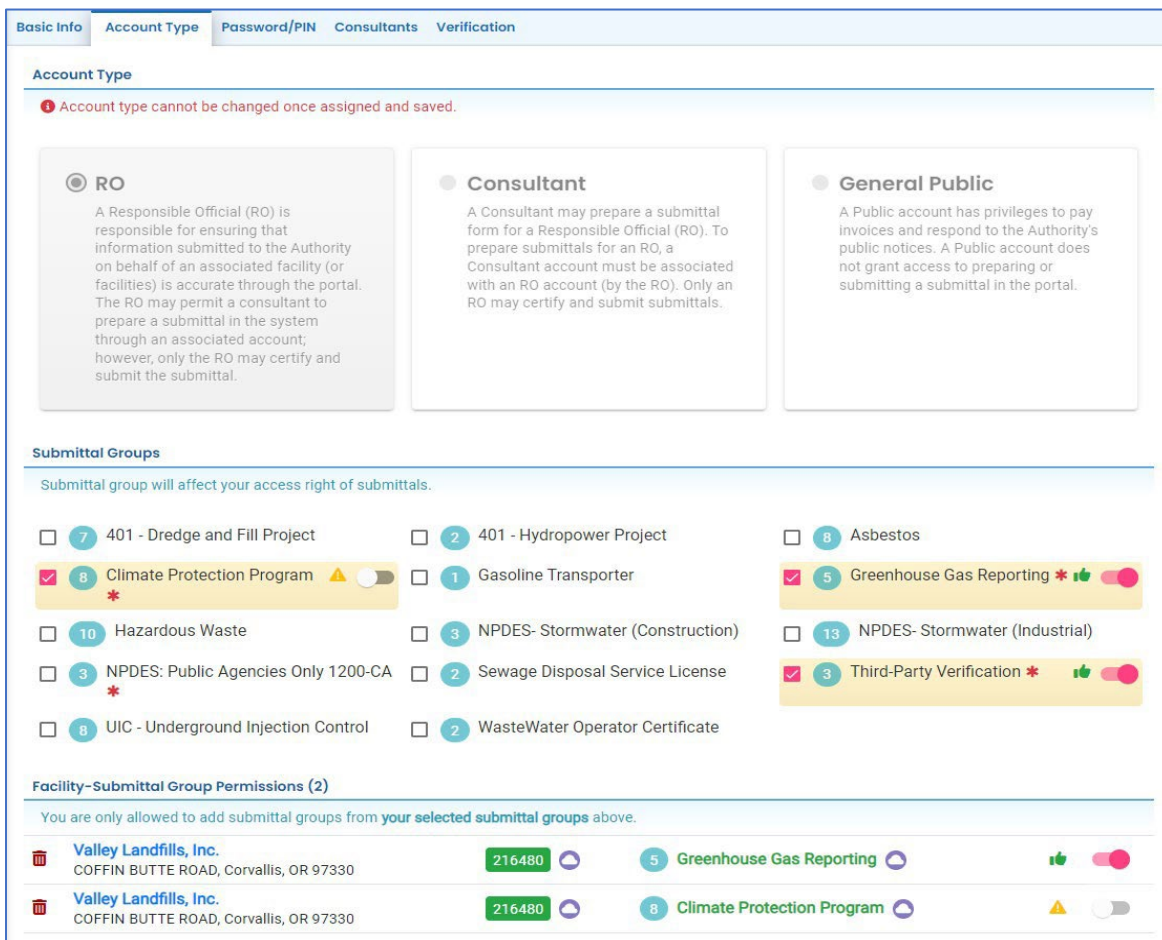


Image 14: Saved submittal type and facility selection

5.2. 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.

5.2.1. Navigate to My Account

Go to "My Account" and open the "Consultants" tab.

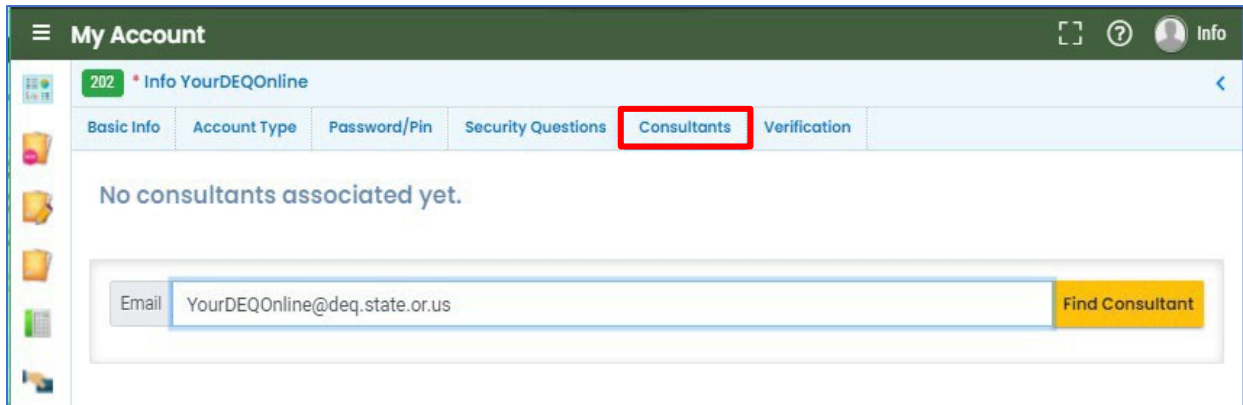


Image 15: Consultant tab

5.2.2. 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 the chain link to the far right of the profile.
- Click save to complete this link.

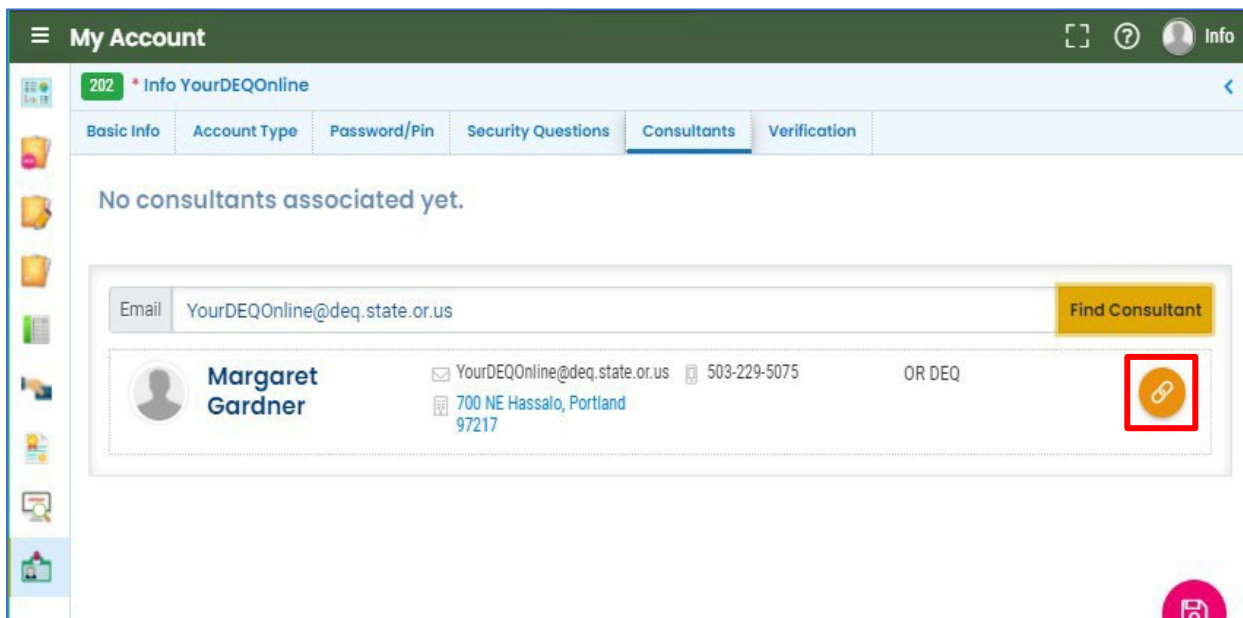


Image 16: Linking a consultant on the consultant tab

5.1.4. Delegate submittal type and site permissions

Select the triangle next to the Consultant's profile for the "Submittal/Site Permissions" box.

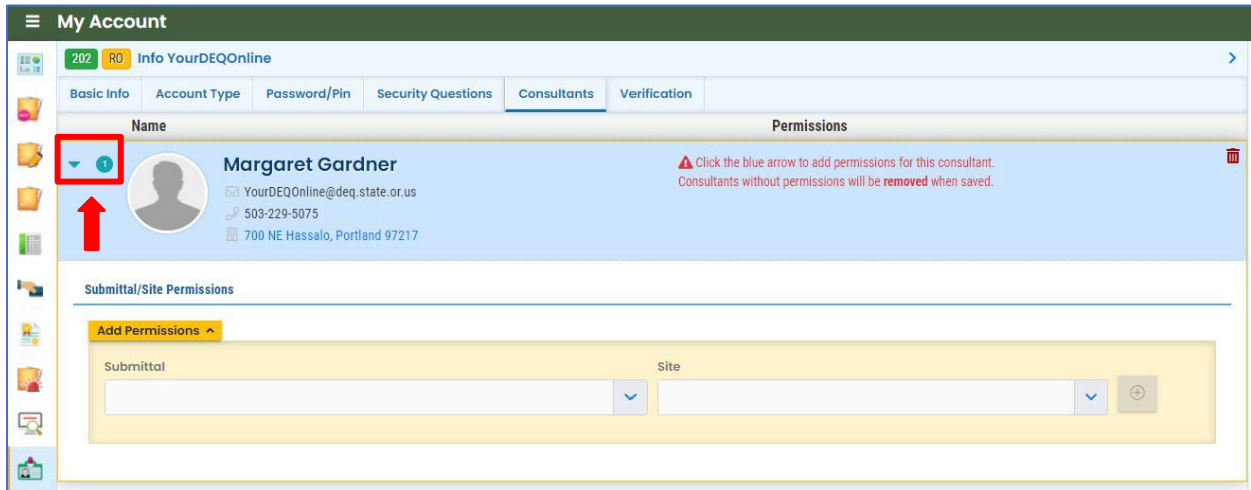


Image 17: Selecting the consultant to add permissions.

Select “add permissions” and choose 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 DEQ has validated the site, the RO will need to add permissions to the consultant for that specific site once it appears 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.

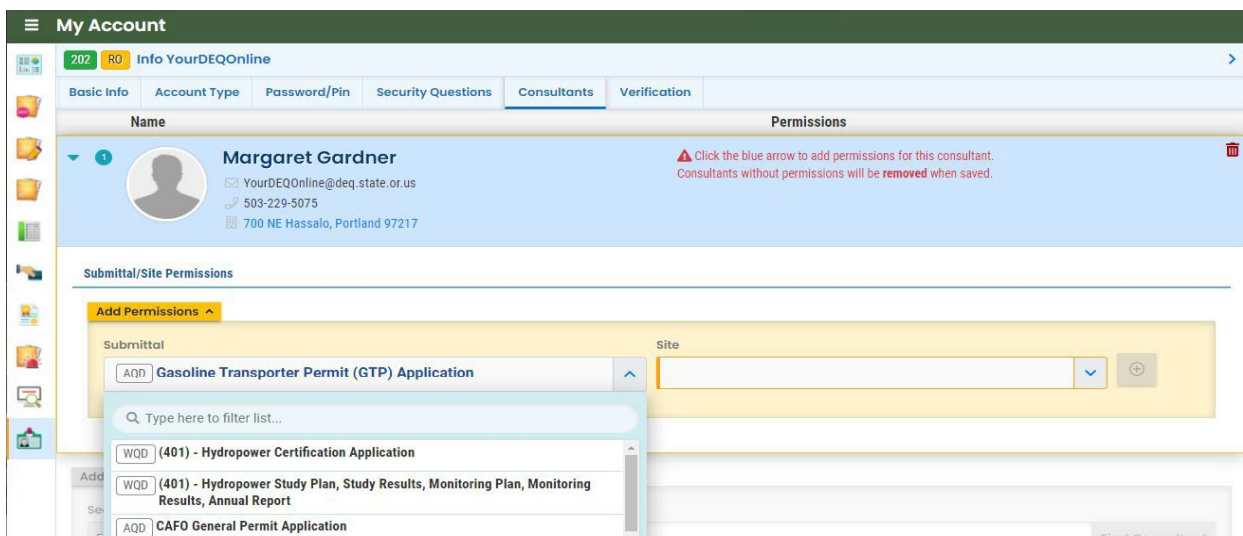


Image 18: Selecting the submittal type being linked to a consultant

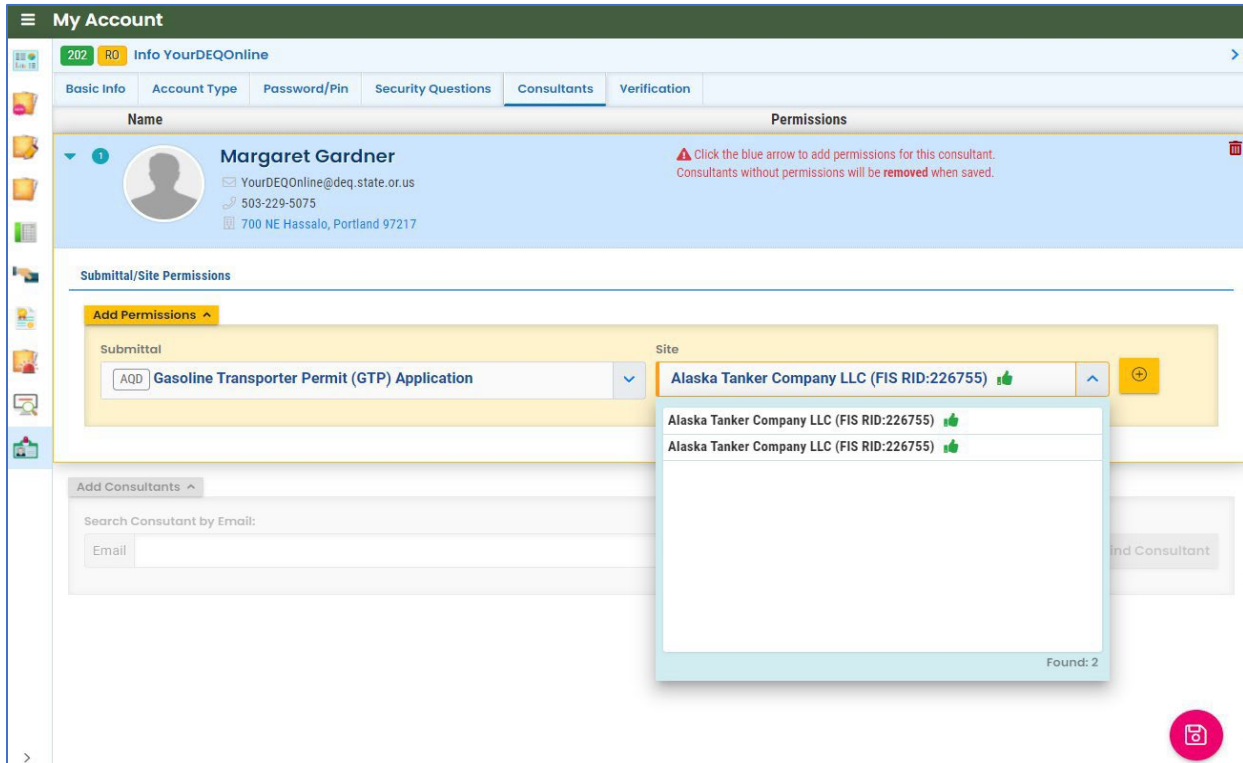


Image 19: Site selection for consultant

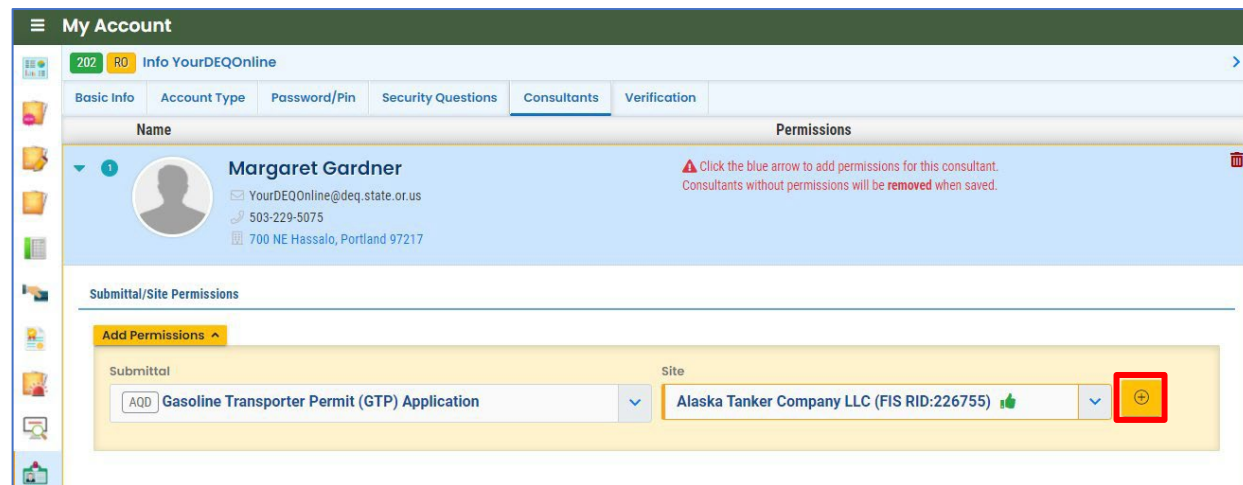


Image 20: When ready to save, click the plus button

Select "plus" to add the site and submittal, and then use the save function before leaving the page.

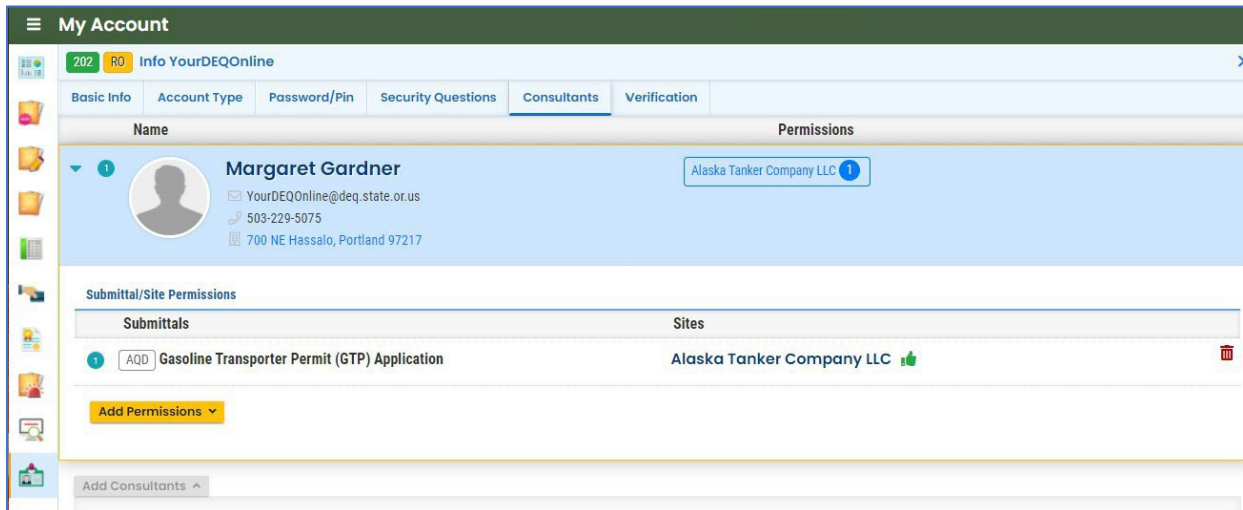


Image 21: Example of saved consultant with a linked submittal and site.

To add more permissions to a consultant account, the RO may select “add permissions” to add more links to submittal groups and sites. Repeat as needed.

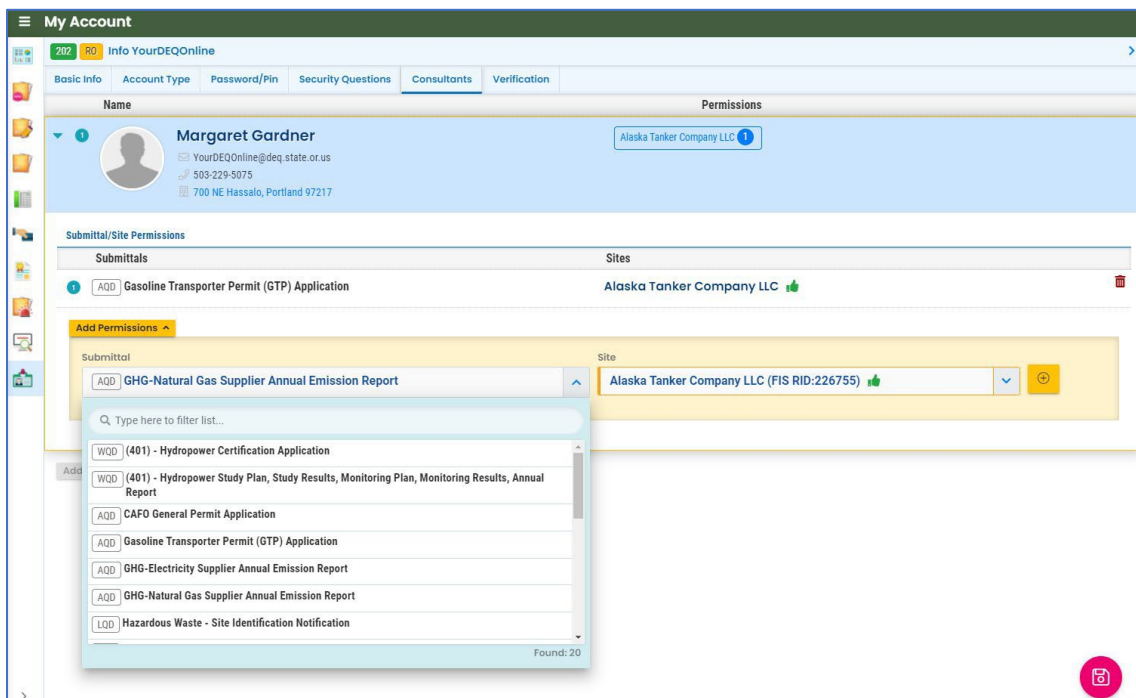


Image 22: Repeating linking additional submittals and sites for a consultant, as needed. Always click save before navigating away from a page.

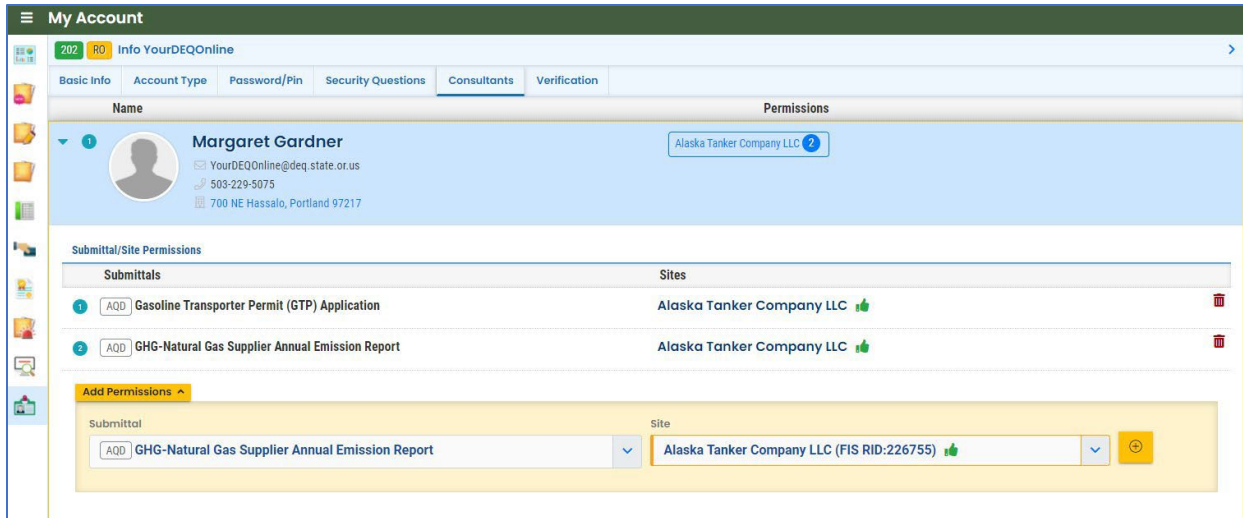


Image 22: Multiple sites or submittal types added to one consultant.

6. 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.

6.1. 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.

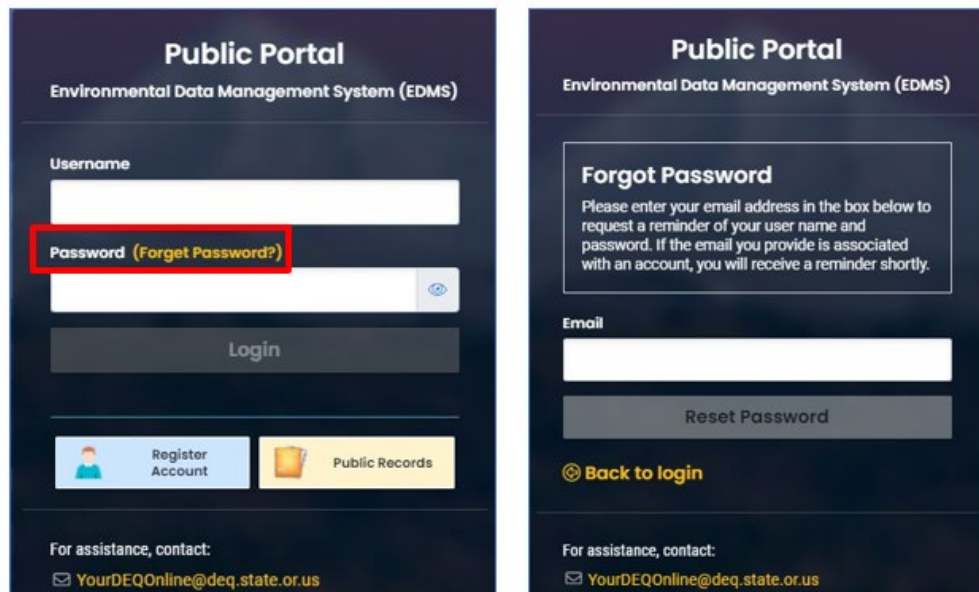
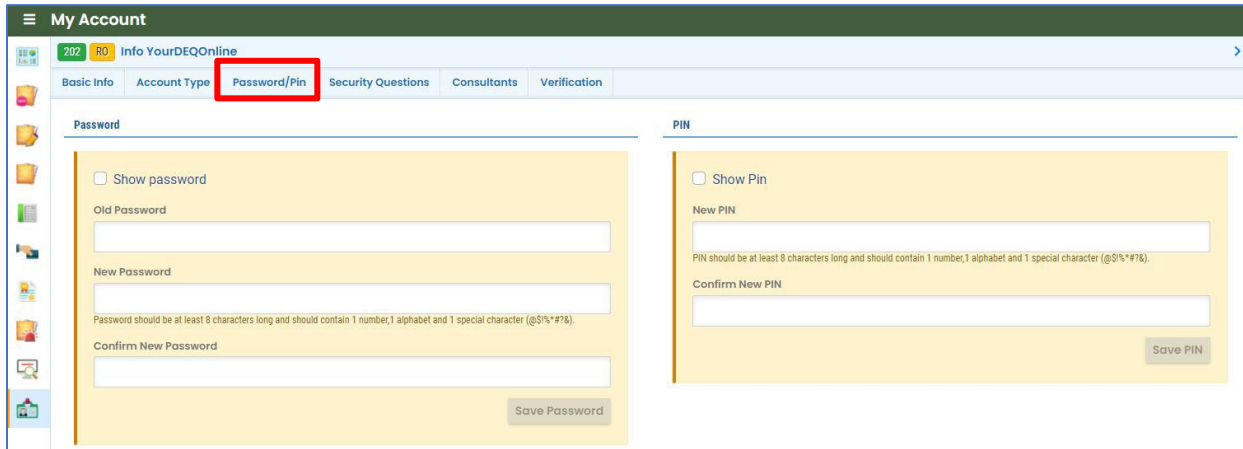


Image 23: Resetting a forgotten password from the login screen

6.2. Reset your PIN and security questions

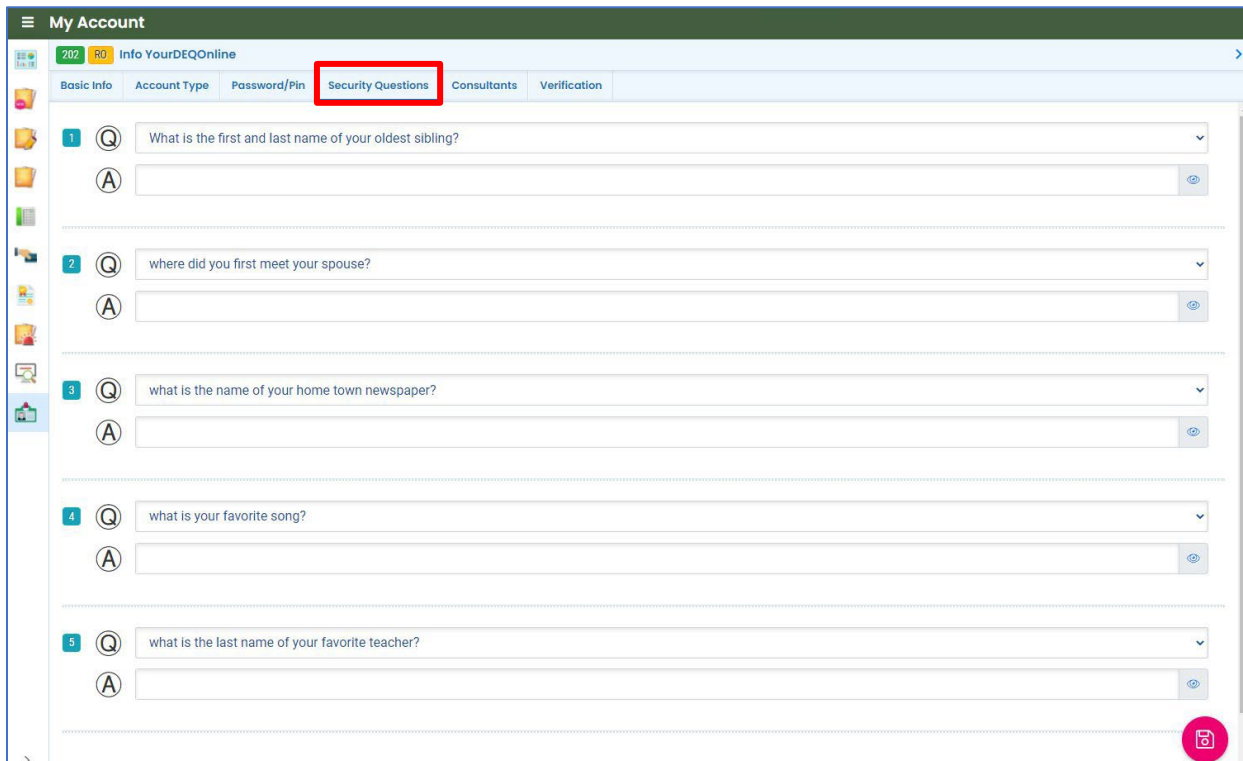
Go to "My Account" and open the "Password/Pin" tab. Next, enter and save your new pin.



The screenshot shows the "My Account" interface with the "Password/Pin" tab selected. The "Password" section includes a "Show password" checkbox, "Old Password", "New Password", and "Confirm New Password" fields, and a "Save Password" button. The "PIN" section includes a "Show Pin" checkbox, "New PIN", and "Confirm New PIN" fields, and a "Save PIN" button. A red box highlights the "Password/Pin" tab in the navigation bar.

Image 24: Resetting a password or PIN from inside the account.

On the "Security Questions" tab, enter and save your new security questions.



The screenshot shows the "My Account" interface with the "Security Questions" tab selected. It displays five numbered security questions, each with a question dropdown and an answer input field. A red box highlights the "Security Questions" tab in the navigation bar.

Image 25: Resetting security questions from inside the account.

7. Helpdesk and resources

For technical support or questions about account set-up, issues with the account registration process, help with identity verification or any other account management concerns, please consult [Your DEQ Online Account Registration](#) or contact the [Your DEQ Online helpdesk](#).

For general information, training, and resources, go to the [Your DEQ Online Help webpage](#).

7.1. 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.