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Your DEQ Online Account Registration Guide for Third-Party Verifiers and Verification Bodies

This document was prepared by
The Oregon Department of Environmental Quality
Third Party Verification Program
700 NE Multnomah Street, Portland Oregon, 97232

Contact: Liz Hardee, Third Party Verification Program Administrator
Phone: 503-238-1726
www.oregon.gov/deq

Executive Summary

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. These instructions are intended to explain the process of account signups for users who will interact with YDO to provide Third Party Verification (3PV) services to the Greenhouse Gas Reporting Program.

Recommended browsers: Safari, Firefox and Google Chrome.

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

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Public User Accounts

At least one Responsible Official account must be created to complete a Third Party Verification (3PV) form submittal. There may also be one or more associated consultant accounts held by individual verifiers who provide support with drafting of 3PV forms.

The account types have the following privileges:

1. Responsible Official (RO): Used by the Verification Body
   - Privileges are based on verified identity
   - Prepare, certify, and submit a 3PV form submittal
   - Amend a submittal
   - Track submittal processing status
   - Manage submittal history
   - Manage user account and contact information
   - Use the system regularly for data entry/query, correspondence and tracking submittal review status

2. Consultant/Preparer (Prepare-only): Used by individual verifiers
   - Privileges are based on RO authorization
   - Prepare a submittal form on behalf of a Verification Body RO
   - Use the system regularly for data entry/query, correspondence, tracking, and reviewing the submittal status
   - A summary of user account types and account privilege is shown in the table below:

Action	Responsible Official (Verification Body)	Consultant (Verifier)
Links themselves (as the RO) to associated facilities and submittals	☐	
Link consultants to facilities and submittals	☐	
Certify and submit documents and reports	☐	
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	☐	☐
Submit applications for permits, licenses	☐	☐
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 submittal documents. 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.

Register Your Account

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

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.
- If signing up as a Verification Body, use the First and Last Name fields to input the name of your business rather than an individual's name.

Select an Account Type

- If you are signing up as a Verification Body, select Responsible Official. If you are signing up as a Verifier, select Consultant. Then click "Next."

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 RO will be required to answer a question randomly selected from their list to certify and finalize any submittal.

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 "I'm not a robot" box, you will know it is completed when you a check mark is displayed.

- 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.
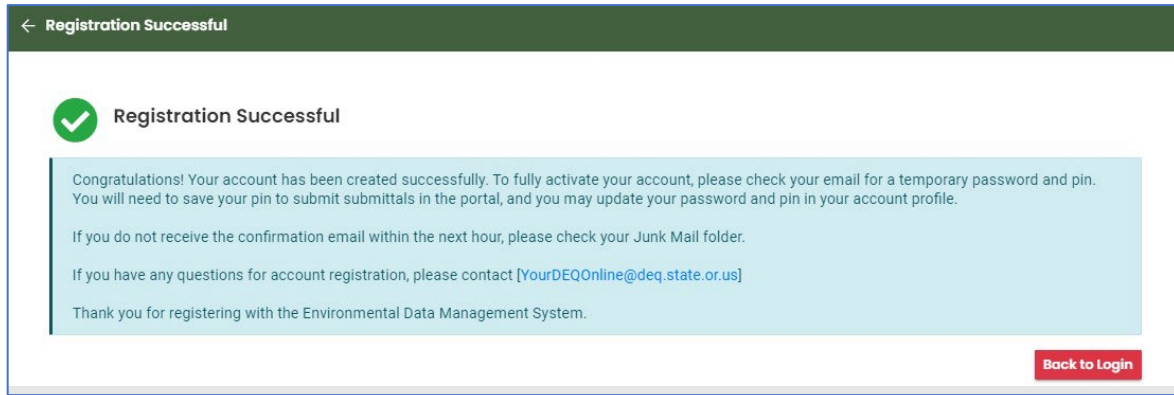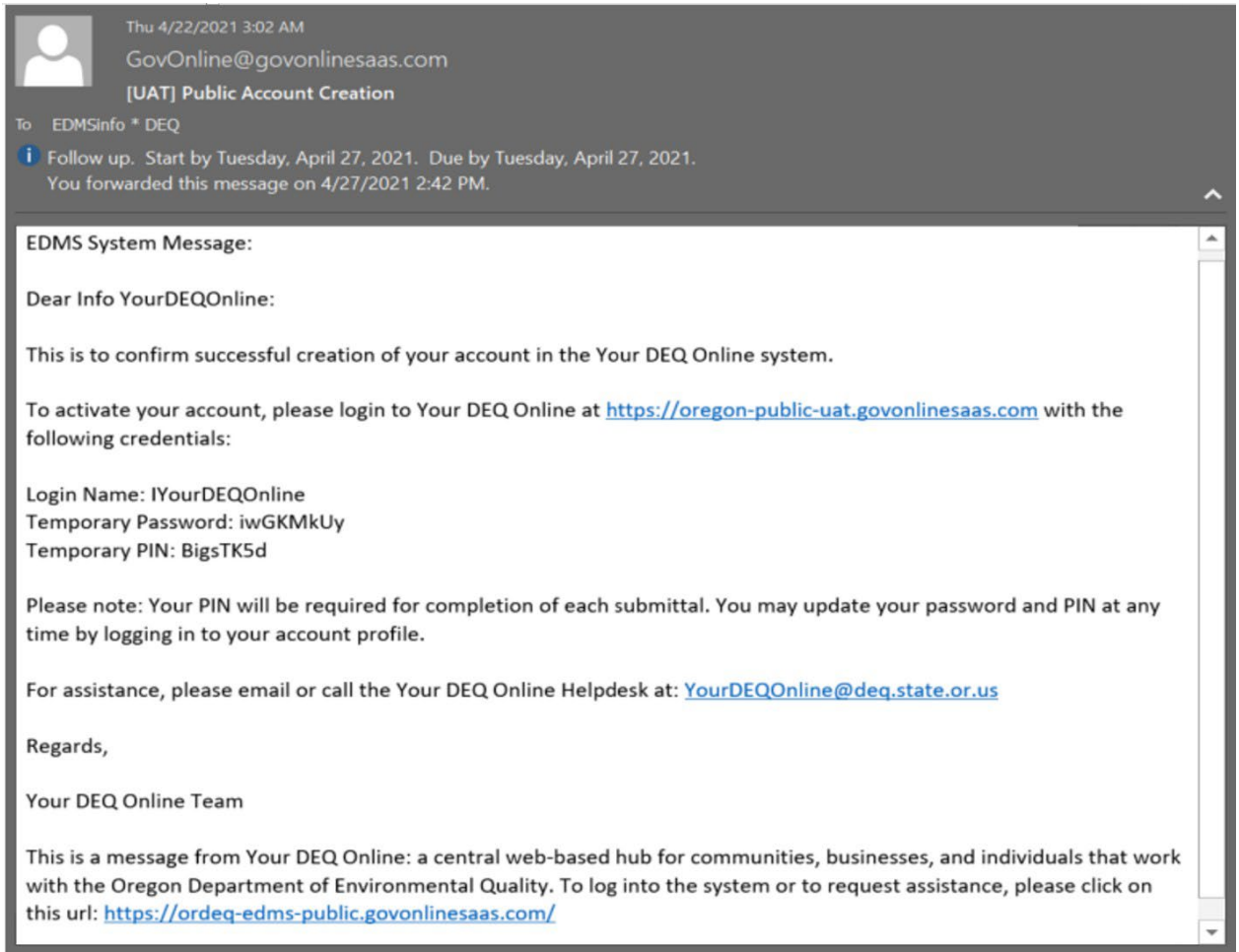
Activate Account

Locate confirmation email and follow the 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.

- Both 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 RO 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/

Update Password and Pin

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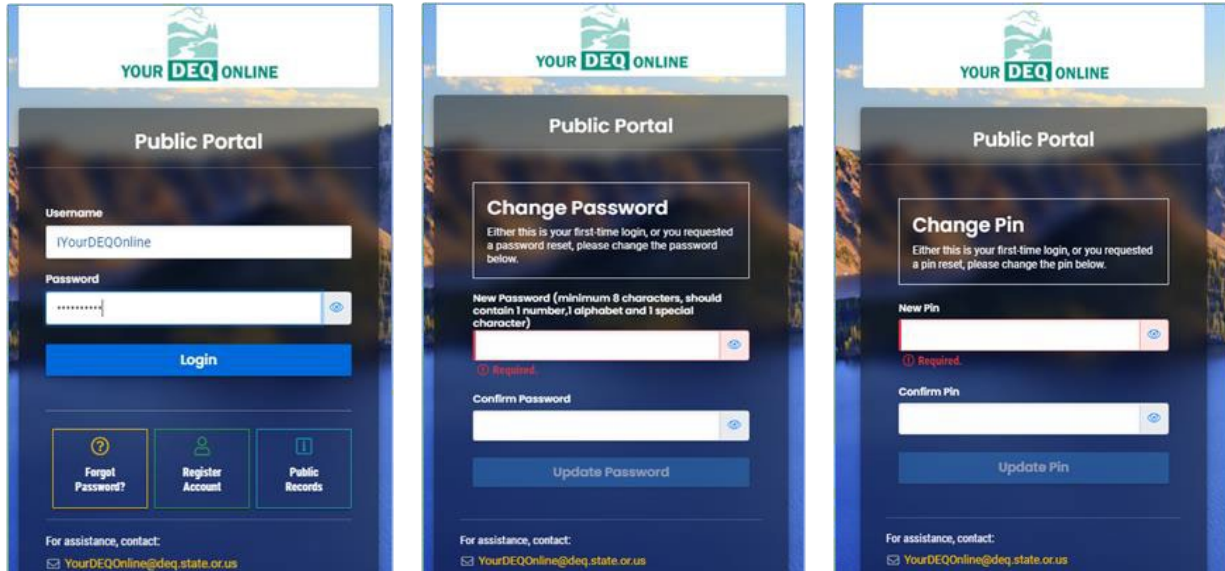
- Immediately following, you will be prompted to update your PIN.
- Since account type may be changed after account creation, all account types are required to set a PIN that would allow for certification of a submittal if the account is changed to an RO account in the future.
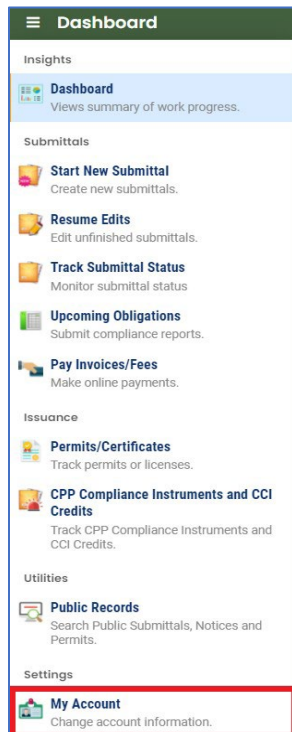
Navigate to My Account

If you are a Verification Body 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.

# Responsible Official Identity Verification

This section provides guidance to help the Responsible Official (RO) 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 RO are only active after identity verification is complete. Full RO privileges include certification and finalizing submittals.

Verifying identity of the individual holder of the RO account type enables the individual to be held responsible for accuracy of submittals.

E-Verify

E-Verify is a rapid, secure and instant identity verification tool that enables full RO 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.
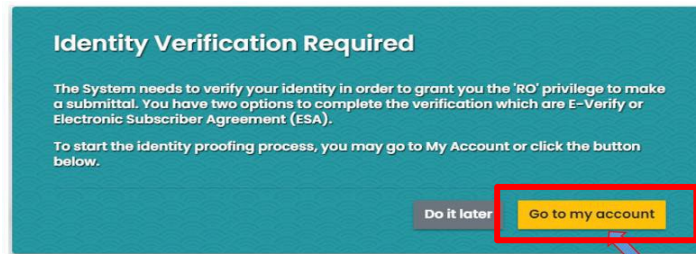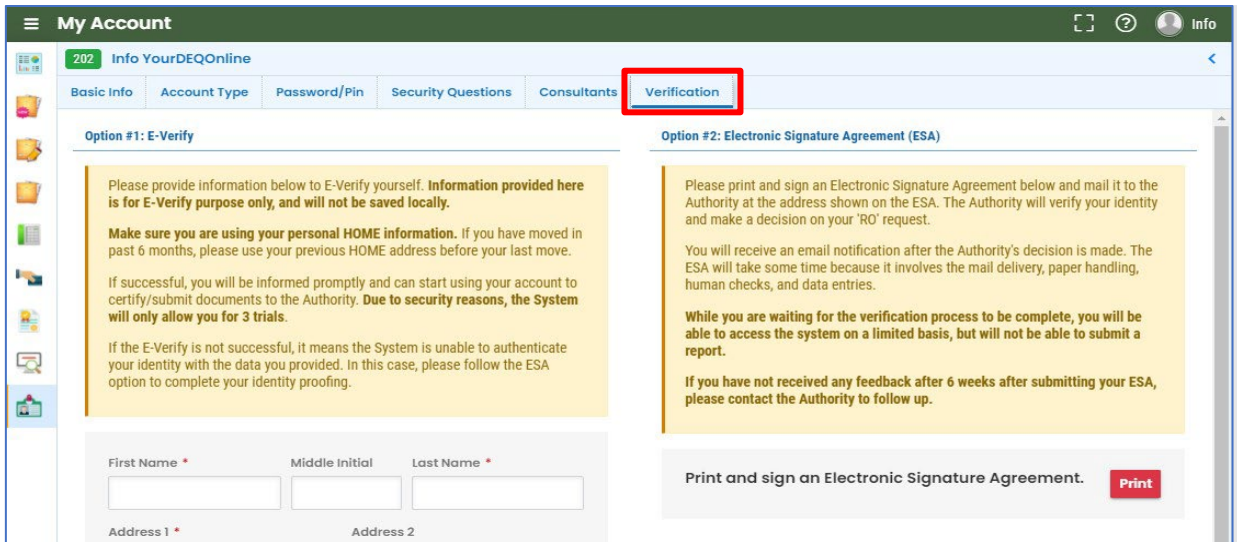
1. Navigate to the Identity Verification tab.
2. Follow the form instructions.
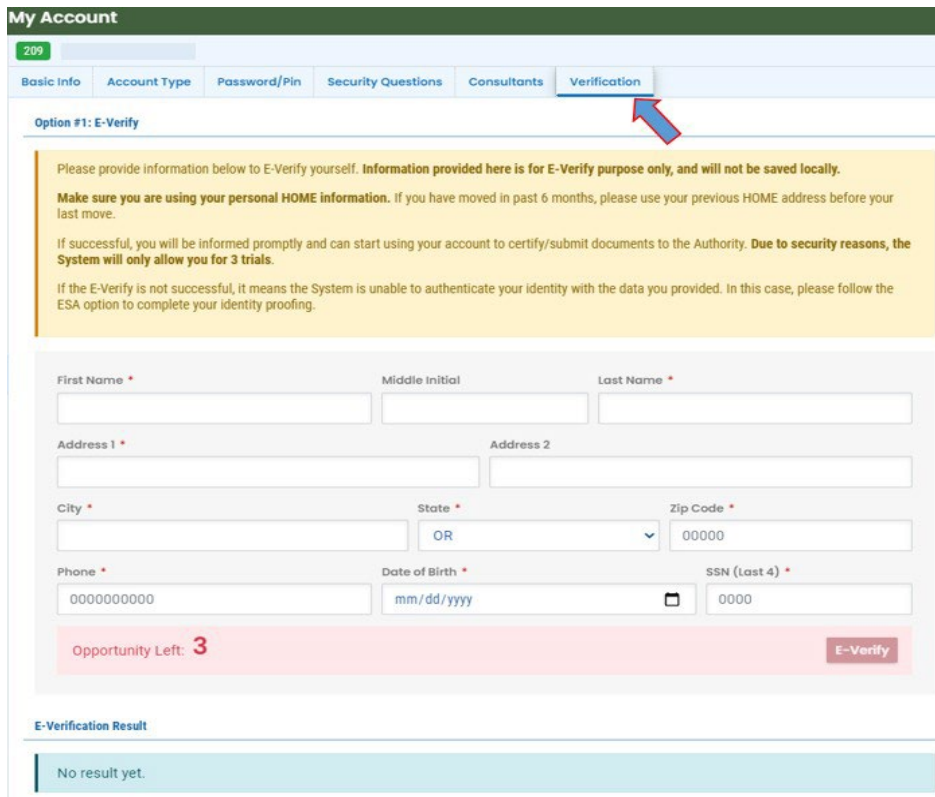
3. Provide required information and click the E-Verify submit button.
4. Proceed with use of Your DEQ Online!

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.

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.

My Account ⚟ ⊙ 👤 Info

202 **Info YourDEQOnline** ‹

| Basic Info | Account Type | Password/Pin | Security Questions | Consultants | Verification |

Option #1: 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.

Option #2: Electronic Signature Agreement (ESA)

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.

If you have not received any feedback after 6 weeks after submitting your ESA, please contact the Authority to follow up.

| First Name * | Middle Initial | Last Name * |

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

Address 1 * Address 2

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 email the completed and signed form to YourDEQOnline@deq.state.or.us. This is in addition to mailing the signed original form which is mandatory.
    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 RO.

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

Establish Consultant Links

In order for the Verifier Consultant to prepare 3PV form submittals, the Verification Body RO will need to establish links to the Consultants and select the submittal types they have permission to prepare. Once these are established, the Consultant account can prepare submittals for specific Submittal Types on the RO's behalf.

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

Link Consultants

Navigate to My Account

Navigate to Consultants tab

- On the Consultants tab, click "Add Consultants" and search for the email address of the verifier you would like to add and use the yellow Link button to add them. Please note, you will not be able to add verifiers until they have signed up as Consultants in the system.
- Click the verifier's row to add permissions. Add 3PV- Conflict of Interest Disclosure, 3PV- Notice of Verification Services and 3PV- Third-Party Verification Statement. No site is required. Click the yellow Plus symbol to add each submittal type.
- After adding all submittal types, click 🖫 to save to ensure the permissions are saved.
- Repeat this process for each verifier Consultant you would like to add.

Establish Consultant delegation link

To link the verification body RO account to a verifier Consultant account for delegation, the exact email address associated with the Consultant's Your DEQ Online account will be needed.

Note: Only the verification body's RO account type can certify and finalize 3PV form submittals.
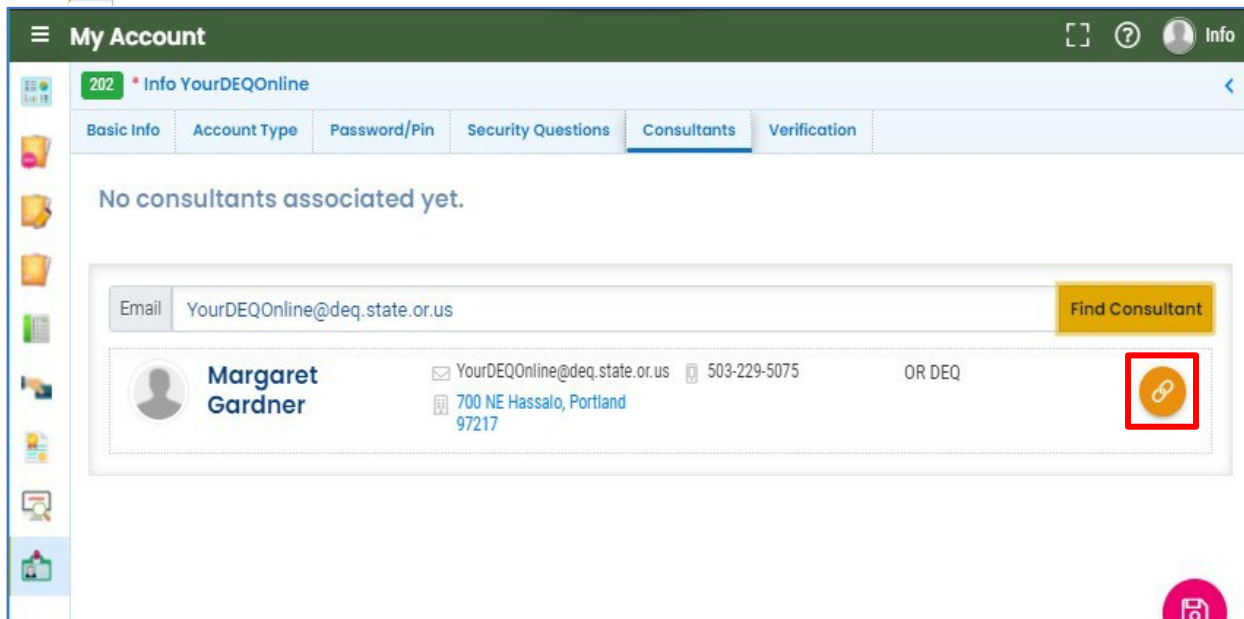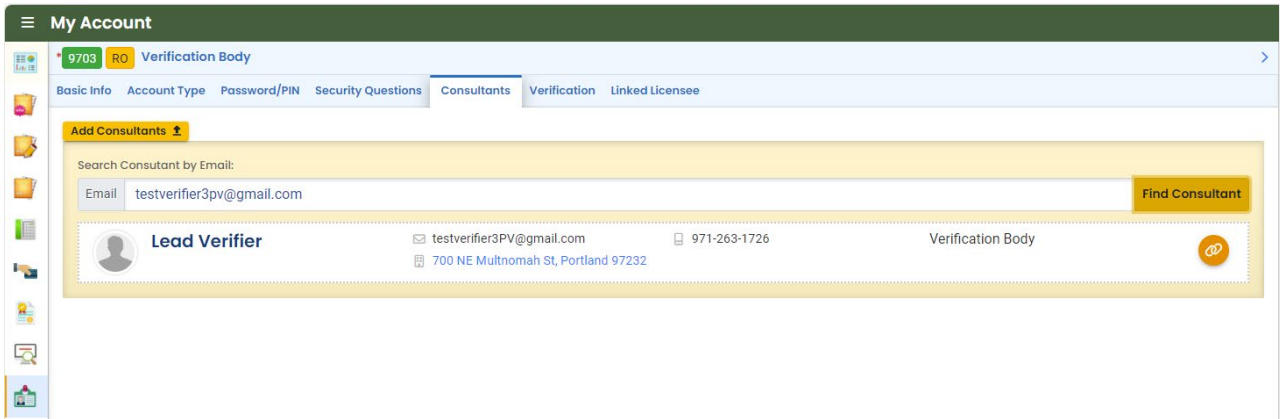
Navigate to My Account

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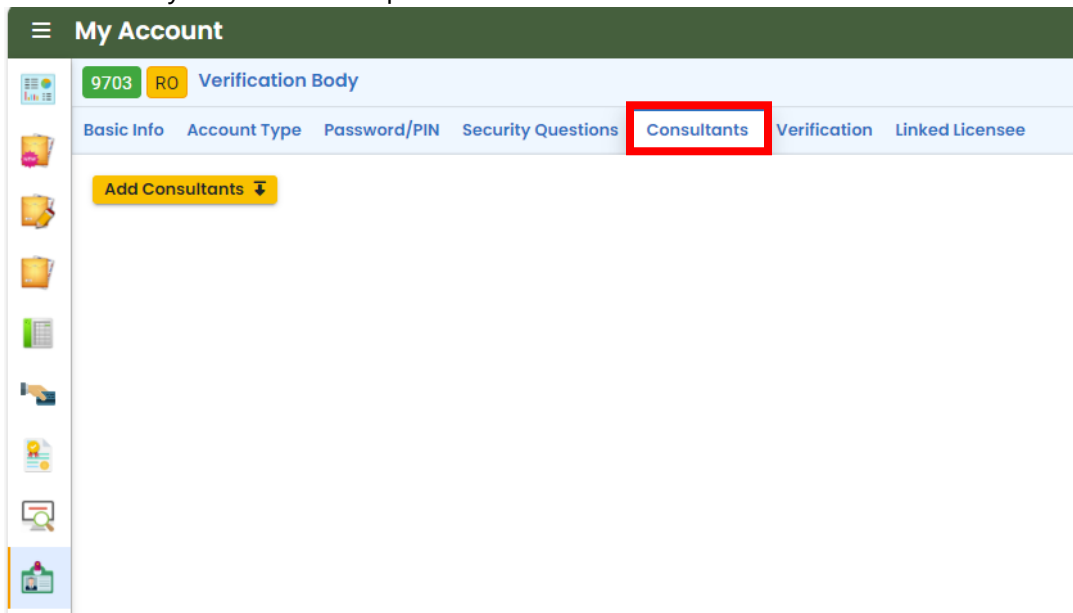
Add Consultant's account

- 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.

Delegate Submittal Type Permissions

- Click the blue triangle next to the consultant's profile for the "Submittal/Site Permissions" box.

- Select from the submittal dropdown list. Available options are carried over from your own account.

Submittal Selection

Ready to Save

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- Click ⊕ to add the submittal Repeat this process for each verifier you want to add permissions for then click 🅑 to save before navigating away from the page.

Saved
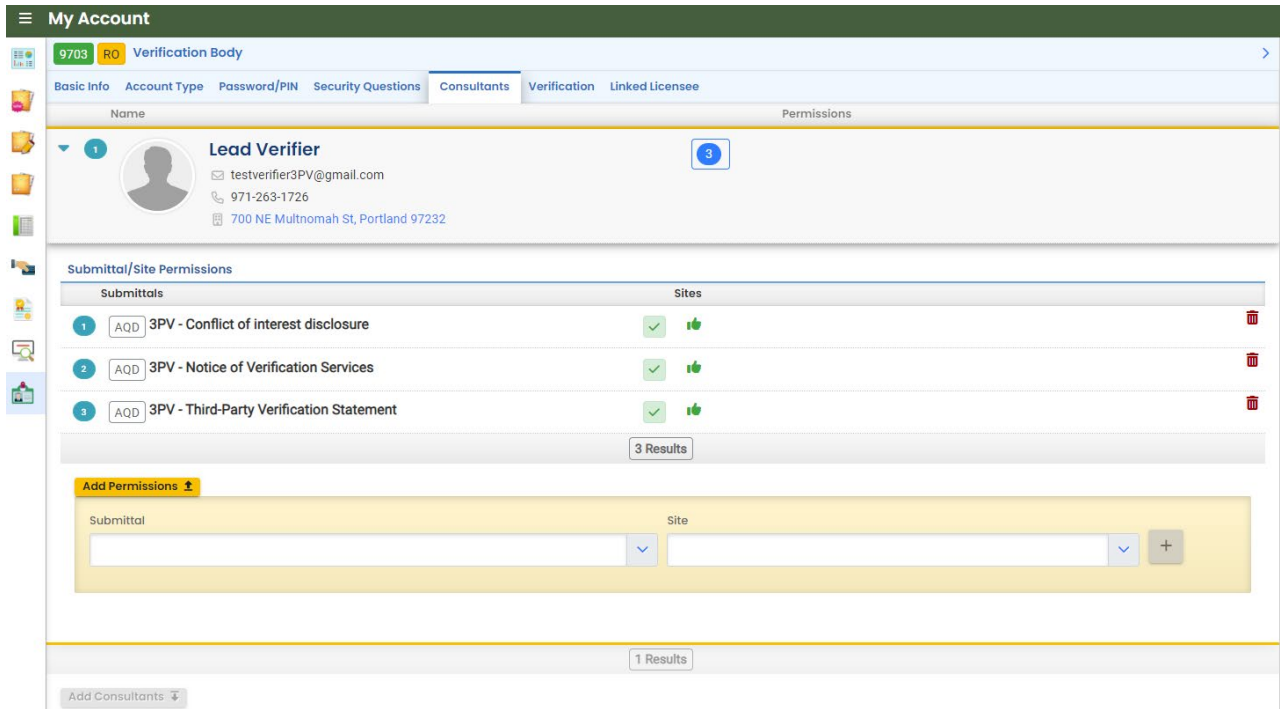
Account Management

Public users may update their contact information at any time.

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.
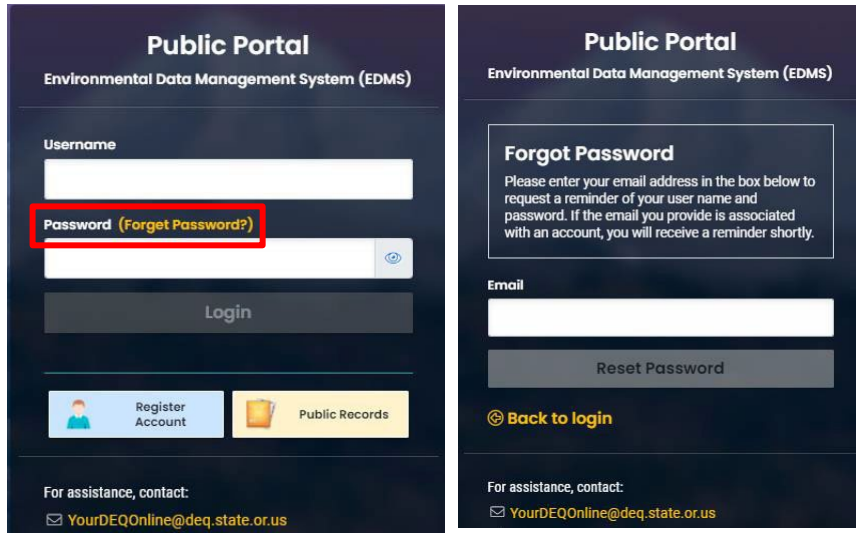
Reset Your Pin and Security Questions

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.

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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.

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 submittal groups.
- To link to the Consultant, the RO will need the email address that Consultant used to register an account in Your DEQ Online.
- Consultant submittals may be viewed by an RO who has linked to the Consultant for

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that specific submittal type.
- 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.

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