



Water Quality Individual and General Permits User Guide

Version 1.0

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<p>YDO contains two kinds of reporting obligations: scheduled and unscheduled. Unscheduled are reports DEQ may or may not be expecting but do not have a set due date. Examples include a plan modification, Biosolids land application request, noncompliance report or a Sanitary Sewer Overflow report. Scheduled reporting obligations are expected by DEQ and have a set due date. These items will be (insert list of reporting obligations here with markings to show scheduled vs. unscheduled)</p>		
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1. 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.

[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.

2. Introduction

This document will walk you through the use of [Your DEQ Online](#) (YDO) for National Pollutant Discharge Elimination System (NPDES) and Water Pollution Control Facility (WPCF) Individual and General Permits. Through YDO, you can update your address and Responsible Owners, apply, renew, and register for permits, review past permits, and pay invoices and fees. A separate user guide will be provided for the submission of DMRs.

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.oregon.gov

For additional information on submission of DMRs, WPCF Onsite, 1200-C Stormwater or Underground Injection Control permits please reference the other YDO pages and corresponding user guides listed below.

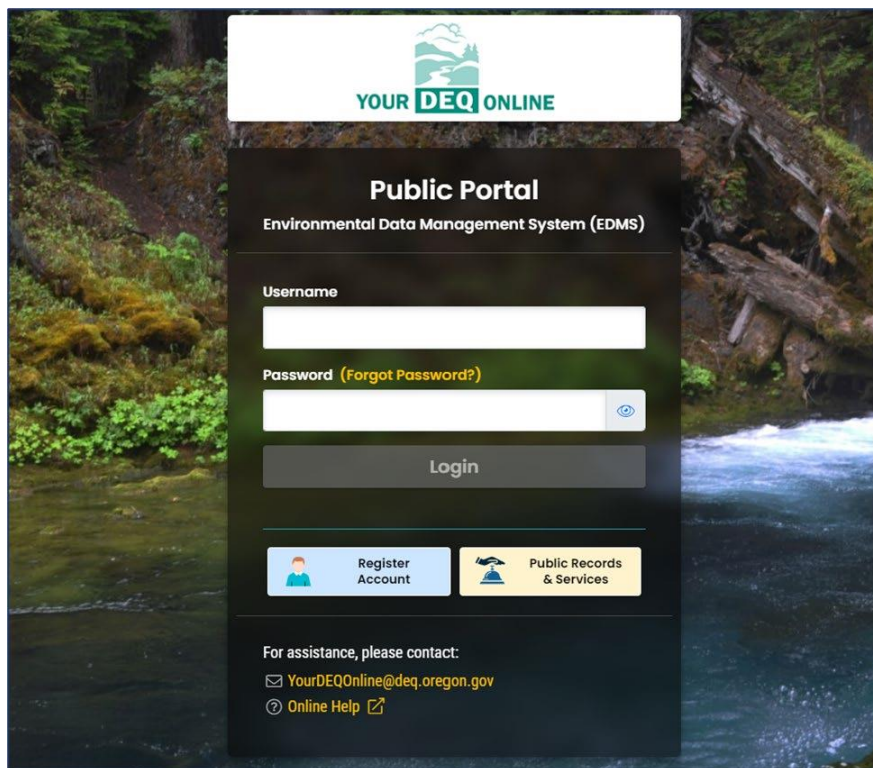
Program	Link
DMRs	https://www.oregon.gov/deq/wq/wqpermits/Pages/NPDES-E-Reporting.aspx
WPCF Onsite	https://www.oregon.gov/deq/permits/Pages/WPCF-inYDO.aspx
Industrial and Construction Stormwater	https://www.oregon.gov/deq/permits/Pages/Stormwater-in-YDO.aspx
Underground Injection Control	https://www.oregon.gov/deq/permits/Pages/UIC-in-YDO.aspx
401 Dredge and Fill/Hydropower	https://www.oregon.gov/deq/permits/Pages/401-in-YDO.aspx

We highly recommend for you to review the information provided at: WQ YDO.

If you are already registered in YDO, please start at Section 4 and add your new Submittal Group. If you are new to YDO, please continue to Section 2 below.

3. Register an Account

All users must have a registered account to use YDO. Navigate to the [Your DEQ Online Public Portal](#). Select “Register Account”.



3.1. Basic Information

Complete all the required fields on this screen. You may choose your own username or use the one suggested. Your username will be your login name each time you log in to YDO. Use an email address that will not be used for any other YDO accounts or account types. After all required fields are entered (indicated in red), scroll to the bottom of the screen and click “Next”.

← Oregon DEQ User Registration

1 Basic Information 2 Account Type 3 Security Questions 4 Review

Personal info

Title: First Name: M.I.: Last Name:

User Name: Email: Employer:

Job Title: Mobile Phone Number: Office Phone Number:

Mailing Address

Country: ☐ United States ☐ Canada

Address: Building, Unit, Suite, or Floor #:

City: State: Zip Code:

Next

A username will be suggested to you when you enter your first and last name.

You may change the suggested username in the Username field. Once your user account is created, your username cannot be changed.

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

3.2. Select an Account type

There are three account types to choose from: Responsible Official (RO), Consultant, and General Public. Please see the definitions below for further details or visit [Your DEQ Online: Understanding Account Types](#) factsheet for more information.

2.1.1. Who selects a Responsible Official account type?

Responsible Officials (ROs) are those who are legally authorized to sign NPDES permit applications, Discharge Monitoring Reports (DMRs), and other reports required by the permit. You are likely an RO if you already have an individual permit with water quality or coverage under a water quality general permit with DEQ, and are the Legal Contact, designated signatory, or the Signatory (netDMR).

Refer to Code of Federal Regulations, 40 CFR 122.22, for the complete definition of who is authorized to sign permit documents. For city, county, state, federal or other public facilities, the RO is the principal executive officer, ranking elected official, or their official designee.

A facility can have multiple associated ROs, provided each RO meets the requirements of 40 CFR 122.22. The RO permissions may vary depending on the submittal groups selected.

3.2.1 Who selects a Consultant account type?

Employees of facilities who will prepare permit documents, such as DMRs, corrective action reports, and revised erosion/stormwater control plans, but who do not meet the signatory criteria per 40 CFR 122.22 (see above) will choose the Consultant account type. If you are a hired professional consultant, you will also choose this account type.

Examples of people who will have Consultant account types for water quality permits include:

- Professional consultants who prepare DMRs, engineering plans, operation and maintenance, corrective actions, and applications for their clients.
- Professional engineering firms who create applications and notices of terminations on behalf of their clients.
- Professional environmental laboratories who prepare DMRs and attach laboratory reports on behalf of their clients.
- Employees of facilities who maintain water quality permits, such as environmental specialists and administrative professionals, who prepare permit documents but do not meet the permit signatory criteria of 40 CFR 122.22.

After selecting the account type, click “Next”.

The screenshot shows the 'Oregon DEQ User Registration' interface. At the top, a progress bar indicates four steps: 1. Basic Information (checked), 2. Account Type (active), 3. Security Questions, and 4. Review. Below the progress bar, the 'Account Type' section is titled. A yellow warning box states: 'Please Note: Account Type cannot be changed once registered.' To the right is a blue button labeled 'HELP ME CHOOSE'. Below this, three account type options are presented in white boxes with green borders:

- RO** (Selected): 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. A 'Help me choose' link is at the bottom.
- 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. A 'Help me choose' link is at the bottom.
- 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. A 'Help me choose' link is at the bottom.

At the bottom of the form are two buttons: 'Previous' and '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. After completing all fields, click “Next”.

Note: See [section 9](#) for instructions on how to reset your PIN and security questions.

The screenshot shows the 'Oregon DEQ User Registration' interface at the 'Security Questions' step. The progress bar at the top shows: 1. Basic Information, 2. Account Type, 3. Security Questions (active), and 4. Review. The 'Security Questions' section contains a list of five questions, each with a dropdown menu for selection and a text input field for the answer. The questions are:

- What is the first and last name of your oldest sibling?
- what is your favorite painting or photo?
- what is your favorite vacation destination?
- what year and model (yyyy-name) was your first car?
- what is your favorite TV show?

Each question has a 'Required' label and a 'Please select the question first.' error message. To the right of the questions, a blue box contains the text: 'One of the following security questions from this list will appear when completing each submittal. Please provide a unique response to each question. Answers are case-sensitive.' At the bottom of the form are two buttons: 'Previous' and 'Next'.

3.4. Final Review

Review your account information and use the “Previous” button to make corrections. Click “I’m not a robot” and complete the image identification verification.

Once you have reviewed the information and completed the reCAPTCHA check, click “Register.”

The screenshot shows the 'Final Review' step of the Oregon DEQ User Registration process. At the top, a dark green header bar contains a back arrow and the text 'Oregon DEQ User Registration'. Below this, a progress bar indicates four steps: 'Basic Information', 'Account Type', 'Security Questions', and 'Review' (the current step, marked with a '4'). The main content area is titled 'Final Review' and features a green box labeled 'Permittee Water' containing contact information: '700 NE Multnomah St, Portland, OR 97232', 'melissa.b.kays@deq.oregon.gov', and '333-333-3333'. Below this is a reCAPTCHA challenge with the text 'I'm not a robot' and a 'Previous' button. A red 'Register' button is located at the bottom right of the form.

You will receive a “Registration Successful” message with instructions to check your email.

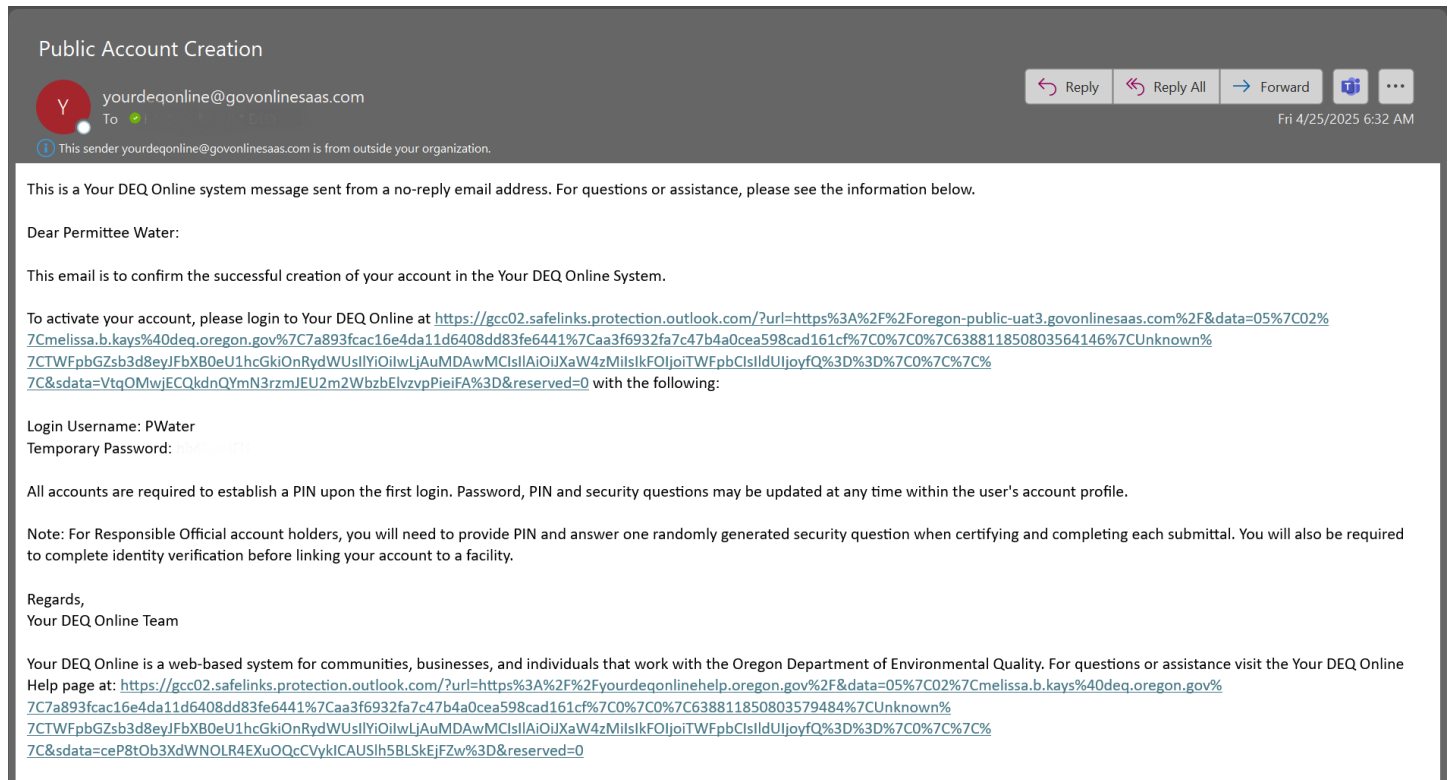
The screenshot shows the 'Registration Successful' confirmation page. A dark green header bar at the top contains a back arrow and the text 'Registration Successful'. In the center, there is a green checkmark icon followed by the text 'Registration Successful'. Below this, a light blue box contains the following text: 'Congratulations! Your account has been created. To activate your account, please refer to the confirmation email for instructions. If you do not receive the confirmation email within the next hour, please check your Junk Mail folder. If you have any questions for account registration, please contact [YourDEQOnline@deq.oregon.gov]'. A red 'Back to Login' button is positioned at the bottom right of the page.

3.5. Email Confirmation

Check your email for the “Registration Successful” confirmation email. You will find temporary login instructions to update your password and set a PIN. YDO has additional security measures for RO account holders. They will receive this message: “Note: For Responsible Official account holders, you will need to provide PIN and answer one randomly generated security question when certifying and completing each submittal. You will also be required to complete identity verification before linking your account to a facility”.

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Note: If you did not receive the email in your inbox, check your junk email folder. All system generated emails will come from yourdeqonline@govonlinesaas.com. Please add yourdeqonline@govonlinesaas.com to your email contacts to ensure you are receiving notification emails.

3.6. 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 and PIN. Passwords and PINs must be a minimum of eight characters in length, and contain a number, a letter, and a special character like “@”, “\$”, or “%”.

The image displays three screenshots of the 'YOUR DEQ ONLINE' Public Portal interface. Each screenshot shows the 'Public Portal' header and the 'Environmental Data Management System (EDMS)' sub-header. The first screenshot is the login page, featuring a 'Username' field with the text 'PWater', a 'Password' field with a 'Forgot Password?' link, a 'Login' button, and links for 'New Account Registration' and 'Public Records Services'. The second screenshot is the 'Change Password' page, which includes instructions on password requirements (minimum 8 characters, including 1 number, 1 alphabet, and 1 special character) and fields for 'New Password' and 'Confirm Password', followed by an 'Update Password' button. The third screenshot is the 'Change PIN' page, which includes instructions on PIN requirements (minimum 8 characters, including 1 number, 1 alphabet, and 1 special character) and fields for 'New PIN' and 'Confirm PIN', followed by an 'Update PIN' button. All three pages include contact information for assistance and links to 'Terms of Use' and 'Privacy Statement'.

4. Responsible Official Identity Verification

DEQ utilizes E-Verify as an additional security measure for ROs. If you register as an RO, you will see an identity verification pop-up message upon initial login that prompts you to validate your identity. The electronic verification process is required so that DEQ can accept electronically signed permit documents, in accordance with 40 CFR 122.22(e).

Full privileges of the Responsible Official activate after identity verification is complete.

Select “Go to my account” to verify your identity.

The image shows a teal-colored pop-up message titled "Identity Verification Required". The text inside the pop-up states: "In order to submit as the Responsible Official (RO), the System needs to verify your identity to grant you the 'RO' privileges." It then instructs the user: "To start the identity proofing process, go to My Account or click the button below." At the bottom of the pop-up, there are two buttons: "Do it later" and "Go to my account".

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 RO account privileges in YDO. Follow the instructions at the top of the column to complete the form.

The screenshot shows the 'My Account' page for a user named 'Permittee Water'. The page has a green header with the user's name and a navigation bar with tabs: Basic Info, Account Type, Password/PIN, Security Questions, Consultants, Verification, and Linked Licensee. The 'Verification' tab is selected. Below the navigation bar, there is a light blue banner that reads: 'Please try all E-Verify opportunities before ESA option is available.' The main content area is divided into two columns. The left column is titled 'E-Verify' and contains a yellow box with instructions: '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.' Below the instructions is a form with fields for First Name, Middle Initial, Last Name, Address Line 1, Address Line 2, City, State (dropdown menu showing 'OR'), Zip Code, Phone, Date of Birth (mm/dd/yyyy), and SSN (Last 4). At the bottom of the form, there is a red box that says 'Opportunity Left: 3' and a button labeled 'E-Verify'. The right column is titled 'Electronic Signature Agreement (ESA)' and contains a light blue box with instructions: '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.' Below the instructions is a button labeled 'Print'.

3.1.1. Tips for using E-Verify

- Check the date of birth box for the correct date. Your computer may autofill today's date into the box.
- Enter fields exactly as stated: no spaces in the phone number and your date of birth as mm/dd/yyyy.
- E-Verify is verifying **you** so **use your home address**, not your work address.
- If you have moved in the last six months, use your previous address.

3.1.1. Tips for troubleshooting E-Verify

- Clear your browser cache: <https://www.pcmag.com/how-to/how-to-clear-your-cache-onany-browser>.
- Close all browser windows then reopen one browser window and log in.
- Log back into the system with your username and password to: <https://ordeq-edmspublic.govonlinesaas.com/pub/login>.

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

4.2. Alternate Verification Method: Electronic Signature Agreement

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

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

The screenshot shows the 'My Account' page for a user in the 'Permits Water' system. The user is logged in as 'PermitUser'. The page has a navigation bar with tabs: 'Basic Info', 'Account Type', 'Permits/TIM', 'Security Questions', 'Consultants', 'Verification', and 'Linked Licenses'. The 'Verification' tab is active. A warning message at the top states: 'Please try all E-Verify opportunities before ESA option is available.' Below this, there are two main sections. The left section is titled 'E-Verify' and contains instructions: '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.' Below the instructions is a form with fields for 'First Name', 'Middle Initial', 'Last Name', 'Address Line 1', 'Address Line 2', 'City', 'State' (a dropdown menu showing 'OR'), 'Zip Code', 'Phone', 'Email or Text', and 'DOB (MM/DD/YYYY)'. There is a 'Verify' button at the bottom right of the form. The right section is titled 'Electronic Signature Agreement (ESA)' and contains instructions: '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 TCO 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.' At the bottom of this section is a 'Print' button.

2. Send the completed, signed form to the address noted on the form. DEQ will send an email notification after the determination of your status. This process may take time due to mail delivery, review and data entry.
 - For expedited processing, you may additionally 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. Pending verification, you will have limited access to the system and will not be able to certify and send a submittal.
4. DEQ staff will contact the RO for any questions on the manual verification form.

Once your identity has been verified, the Verification tab on your account will show a green check mark.

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My Account 16725 RO Permittee Water Permittee

Basic Info Account Type Password/PIN Security Questions Consultants **Verification** Linked Licensee

Personal identity is verified through [ESA].

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 *

Address Line 1 * Address Line 2

City * State * Zip Code *

OR

Phone * Date of Birth * SSN (Last 4) *

0000000000 mm/dd/yyyy 0000

Opportunity Left: 0 **E-Verify**

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.

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

Additionally, you will receive an email from yourdeqonline@govonlinesaas.com subject: "Public User Identity Proofing Approval".

Public User Identity Proofing Approved

Y yourdeqonline@govonlinesaas.com
To: **Y**

1 This sender yourdeqonline@govonlinesaas.com is from outside your organization.

This is a Your DEQ Online system message sent from a no-reply email address. For questions or assistance, please see the information below.

Dear Permittee Water:

This email is to inform you that identity proofing was successful for your account in Your DEQ Online. The next steps are to:

- Login to your account: <https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fyourdeqonlinehelp.oregon.gov%2F&data=05%7C02%7Cmelissa.b.kays%40deq.oregon.gov%7C3987a439630744dec39808dd8404b8fe%7Caa3f6932fa7c47b4a0cea598cad161cf%7C0%7C0%7C638811878010269496%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiJlZjAuMDAwMCIsIlAiOiJXaW4zMlIsIkFOIjoiTWFrpbCIsIdUjIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=4h5vLqo51Cc%2F%2FGeef1F425r1AFBopaAWlwHTVvc7x2f%3D&reserved=0>
- Select and link to your facilities
- Identify and link to any Consultants if applicable

See further account setup instructions on the Your DEQ Online Account Registration page here: <https://www.oregon.gov/deq/permits/Pages/Account-Registration.aspx>

Regards,
Your DEQ Online Team

Your DEQ Online is a web-based system for communities, businesses, and individuals that work with the Oregon Department of Environmental Quality. For questions or assistance visit the Your DEQ Online Help page at: <https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fyourdeqonlinehelp.oregon.gov%2F&data=05%7C02%7Cmelissa.b.kays%40deq.oregon.gov%7C3987a439630744dec39808dd8404b8fe%7Caa3f6932fa7c47b4a0cea598cad161cf%7C0%7C0%7C638811878010269496%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiJlZjAuMDAwMCIsIlAiOiJXaW4zMlIsIkFOIjoiTWFrpbCIsIdUjIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=9La622J2geWUWWYghRab2K%2F%2FPpILeOrNizedH8jvU%3D&reserved=0>

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

5. Navigation Menu

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

The dashboard is your initial landing pad when logging in to YDO. Your dashboard shows a summary of current and pending activity for your account and gives you the option to access some functions directly. The primary way to navigate your YDO account is through the navigation menu. **Access your navigation menu on the upper left corner of the screen by clicking the green arrow button.** This menu can be expanded and collapsed.

The dashboard is divided into several sections:

- Navigation Menu (Left):** A green arrow button in the top left corner expands the navigation menu. The menu includes:
 - Dashboard (Views summary of work progress.)
 - Submittals
 - Start New Submittal (Create new submittals.)
 - Pending Submittals (Edit unfinished submittals.)
 - Submitted Submittals (Monitor submittal status.)
 - Upcoming Obligations (Submit compliance reports.)
 - Pay Invoices/Fees (Make online payments.)
 - Issuance
 - Permits/Licenses/Certificates (Track permits or licenses.)
 - Utilities
 - Public Records (Search Public Submittals, Notices, Projects, and Permits/Licenses/Certificates.)
 - Settings
 - My Account (Change account information.)
- Info Section:** Displays 'Upcoming Obligation' and 'Sendback' counts (both 0). It also shows 'Count of Permission Requests' (0) and 'CORRESPONDENCE (LAST 3 MONTHS)' with a table:

Open	Authority Unread	Public Unread
0	0	0
- Submittals Section:**
 - MY SUBMITTALS (LAST 3 MONTHS):** Shows 'No submittal record found.'
 - NEW SUBMITTALS:** Lists submittal groups with 'GovOnline' and 'Accounting Department' buttons. Groups include:
 - Civil Penalty Payment
 - Expedited Enforcement Offer (EEO) and Field Citation Payment
 - Invoice Payment
- Permits/Licenses/Certificates & Transaction History Section:**
 - MY ACTIVE PERMITS/LICENSES/CERTIFICATES:** Shows 'No record found.'
 - TRANSACTION HISTORY:** Includes a search bar and a download icon.

4.1 Navigation menu options

Below is a list of options you will see in the navigation menu and descriptions of what to expect with each option.

Start New Submittal: This feature is used to initiate new submittals to DEQ such as applying for a permit, submitting a plan for review, or submitting an unscheduled reporting obligation.

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 scheduled reporting 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 permits, licenses or certificates. *You will use this feature to renew your permit.*

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

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

5.1. 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.



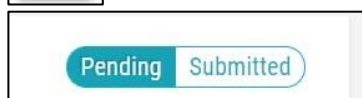
Edit: Clicking this icon allows the user to edit the selected submission.



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



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



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.


6. Establish Responsible Official Links

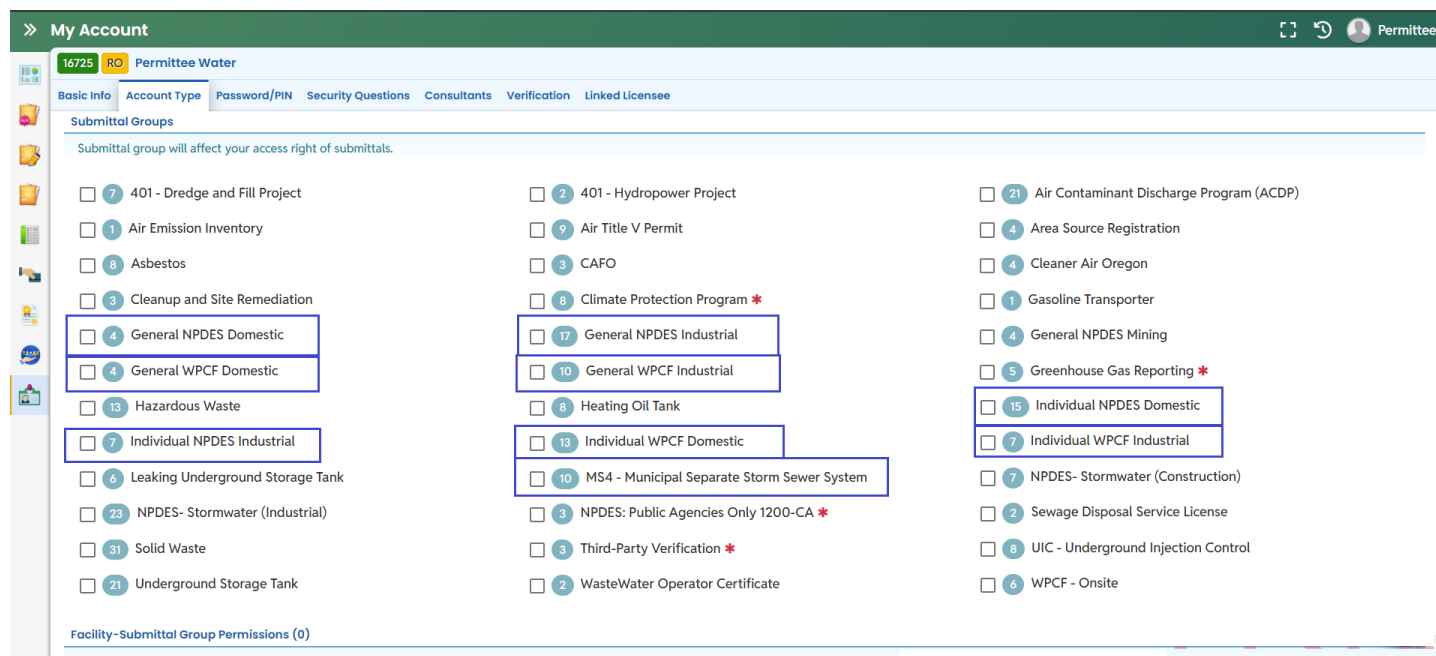
Before ROs can prepare and complete submittals for existing facilities with DEQ permits, they must select the corresponding submittal group and establish links to facilities (if they exist – not all facilities are currently permitted by DEQ). Once these submittals and links are established, ROs can link Consultants to facilities and delegate permission to prepare submittals and make payments on the RO's behalf.

6.1. Select Submittal Group(s)

WQ Permitting includes ten submittal groups based on permit type. Please refer to the appendix table to find your submittal group by permit type (see Appendix).

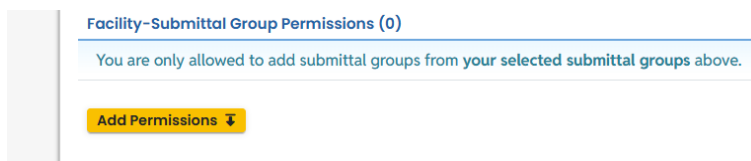
To select a Submittal Group:

1. From the navigation menu, select “My Account” .
2. From the top row of tabs under your name, select the “Account Type” tab.
3. Scroll down to the Submittal Groups section and click the checkbox for the permit type/submittal group combination in the attached appendix. This will include one or more (if you have more than one permit) boxes as highlighted below.

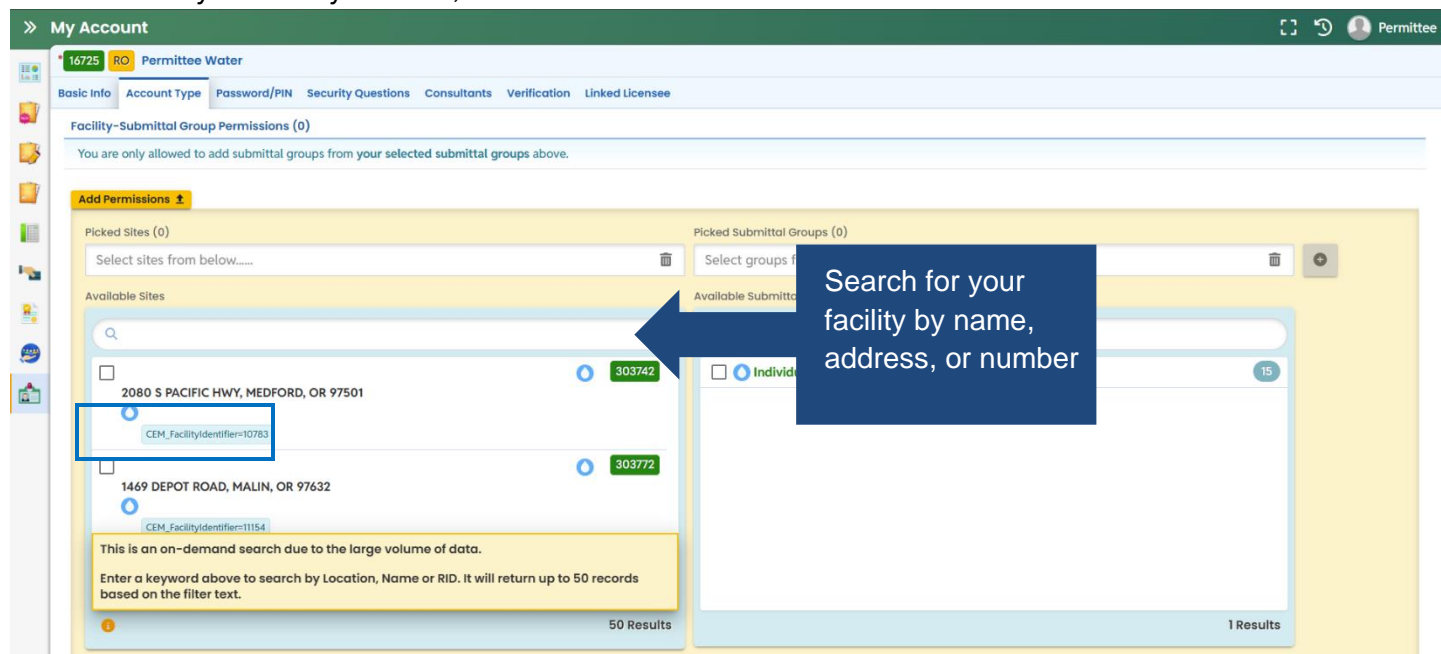


6.2. Link your facility/facilities to your account

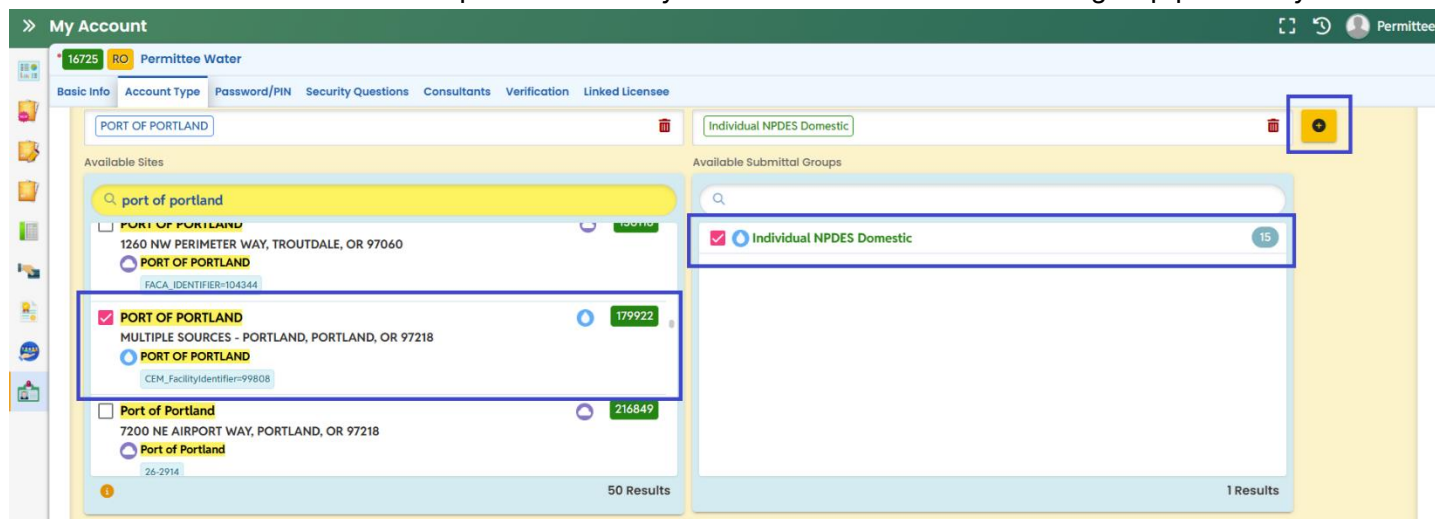
1. After selecting your “Submittal Group”, scroll down to the “Facility-Submittal Group Permissions” section. Click on the “Add Permissions” box to open your selections.



2. Search for your facility by name or address in the “Available Sites” search box. If you received a letter or email with your facility number, enter this number into the box.



3. Select your facility from the “Available Sites” results list. If there are multiple sites listed under the same facility name, select the site with the waterdrop icon . Select the corresponding submittal group from the “Available Submittal Groups” list. You may select more than one submittal group per facility.



4. Click the plus icon to add the site/submittal group combination to your account. Repeat this process until all your facility/submittal group combinations are added.

If you already hold a permit but cannot find your facility in the menu, please contact the [YDO helpdesk](#) for assistance.

5. Once the facility is added, it will appear in the Facility-Submittal Group Permissions section.

The screenshot shows the 'My Account' page with the 'Facility-Submittal Group Permissions' section. The section lists two facilities: 'PORT OF PORTLAND' and 'PORT OF PORTLAND'. Each facility has a trashcan icon for unlinking. Below the list is an 'Add Permissions' section with 'Picked Sites' and 'Picked Submittal Groups' lists. The 'Picked Sites' list contains 'PORT OF PORTLAND'. The 'Picked Submittal Groups' list contains 'General NPDES Industrial'. The 'Available Sites' and 'Available Submittal Groups' lists are also shown.


Click the save icon  in the bottom right corner to save your selection.

6. To unlink a facility, click the trashcan icon next to the applicable facility.

The screenshot shows the 'Facility-Submittal Group Permissions' section with two facilities. The first facility, 'PORT OF PORTLAND', has a trashcan icon next to it, indicating it is being unlinked.

A pop-up notification will appear asking you to confirm that you want to remove the link. Remove the link by clicking the “OK” button.

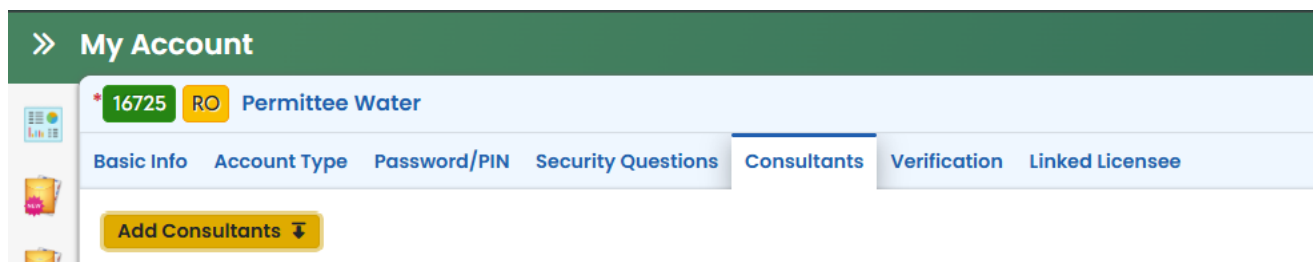
The screenshot shows a pop-up notification asking 'Are you sure you want to remove permission?'. The notification includes a warning: 'For non-auto approved permission, it will need to be approved again later.' and buttons for 'OK' and 'CANCEL'.

Remember to click the “save” icon  in the bottom right corner to save any changes.

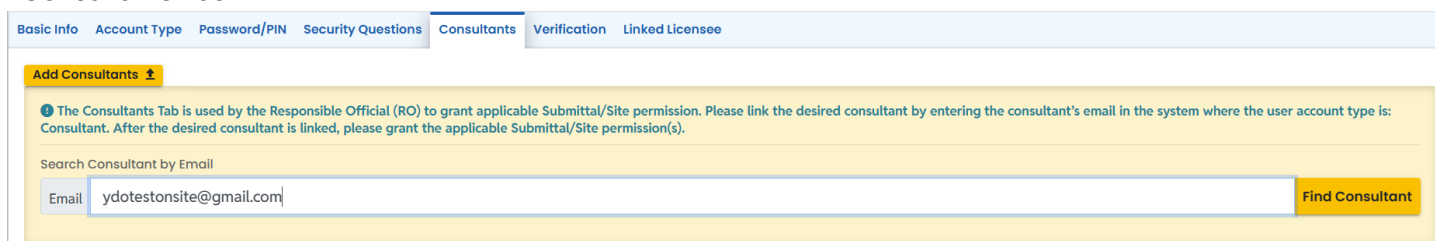
6.3. Link Consultants to your account

The Responsible Official is responsible for managing linked Consultant Accounts, including maintaining appropriate permissions. This includes adding or removing consultant access and updating permissions as necessary to ensure proper account management.

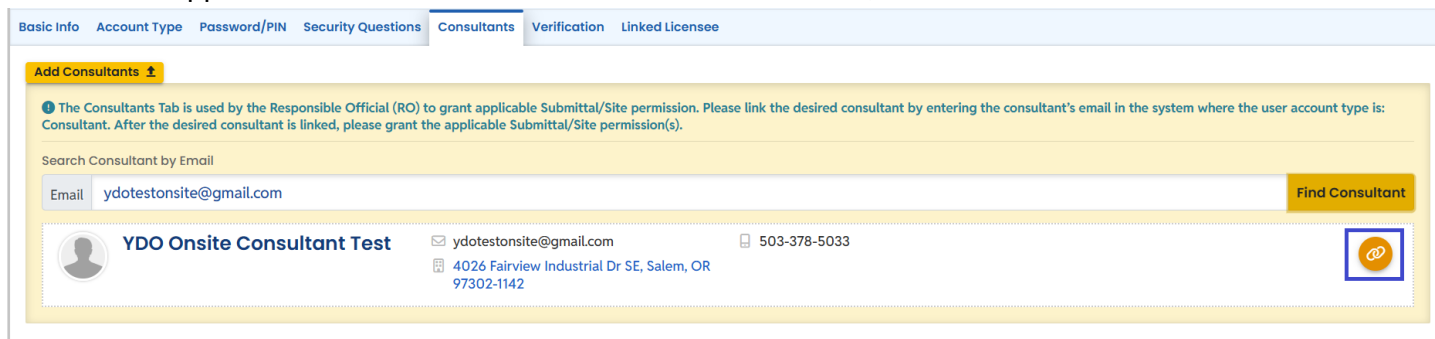
1. Confirm the following before linking a consultant to your account:
 - The consultant has registered for a YDO account.
 - The consultant registered for the “Consultant” account type.
2. To link to a consultant, select “My Account” from the Navigation Menu.
3. Select the Consultants tab and click the “Add Consultants” box.



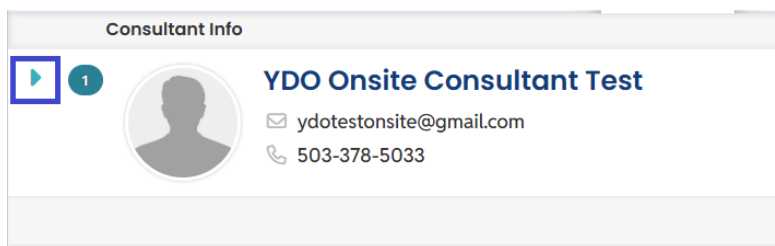
4. In the “Search Consultant by Email” search bar, enter the consultant’s email address. Click the “Find Consultants” box.





5. Results will appear below the search bar. To select the consultant, click the link icon.





6. Add the Consultant submittal and site permissions by selecting the blue arrow in the top left corner of the profile box.



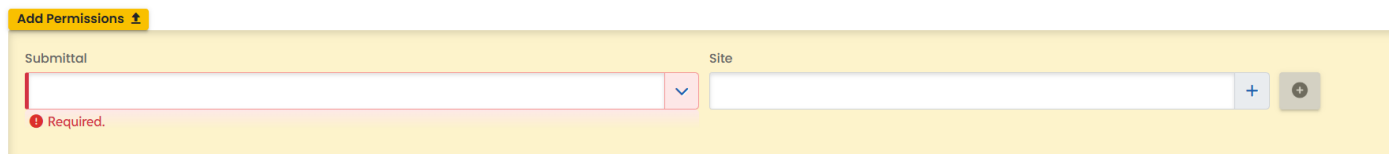
Consultant Info

 1  **YDO Onsite Consultant Test**

 ydotestonsite@gmail.com


 503-378-5033

- Click the “Add Permissions” box in the “Submittal/Site Permissions” section.

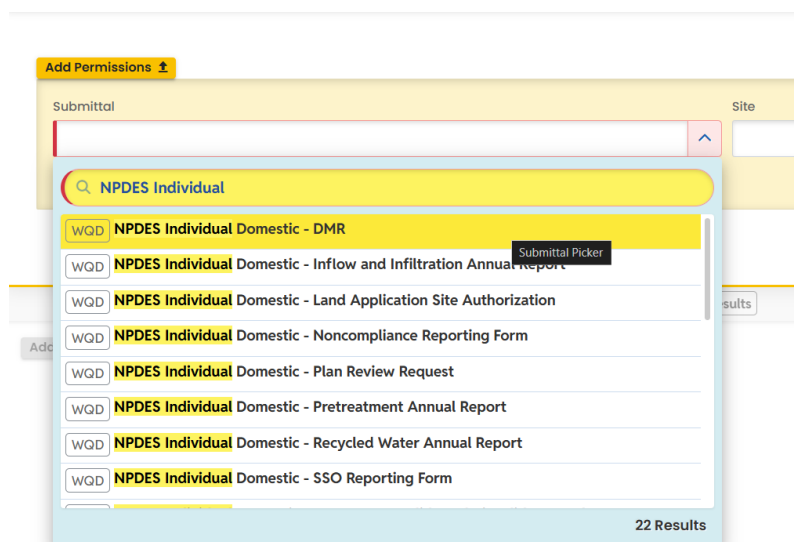


Add Permissions ↑

Submittal Site


 Required.









- Use the drop-down menu or the search function to select a submittal permission. There are multiple submittals in each submittal group. Please note that some submittals have similar names or the same names in different submittal groups. If you have selected two submittal groups each submittal with similar names will need to be selected for the consultant to access those submittals.



Add Permissions ↑

Submittal Site

 NPDES Individual

-  **NPDES Individual** Domestic - DMR
-  **NPDES Individual** Domestic - Inflow and Infiltration Annual Report
-  **NPDES Individual** Domestic - Land Application Site Authorization
-  **NPDES Individual** Domestic - Noncompliance Reporting Form
-  **NPDES Individual** Domestic - Plan Review Request
-  **NPDES Individual** Domestic - Pretreatment Annual Report
-  **NPDES Individual** Domestic - Recycled Water Annual Report
-  **NPDES Individual** Domestic - SSO Reporting Form

22 Results

- Using the drop-down menu, select the site(s) to link the consultant. Available options are populated based on selections in your RO account.

10. Once the site and submission permissions have been selected, click the yellow “add” icon. Once the permissions are added they will appear above the “Submittal/Site Permissions” section with a green thumb’s up icon.

11. To add more Consultant Permissions, click the “Add Permissions” and select any additional submittals and sites linked to your RO account.

12. To remove submittal or site permissions, click on the trash icon next to the permission to be removed.

13. A pop-up notification will appear asking you to confirm that you want to remove the item. Remove the item by clicking the “OK” button.

14. To remove a consultant entirely, repeat the process above to remove all submittal/site permission combinations. After removing all permissions refresh your browser.

Note: A site does not need to be selected if a new facility is being added to apply for a new permit. Consultants cannot access the information for an existing site unless the site and submittal type are both added.


If you need assistance, please contact the [YDO Help Desk](#).

7. Applying for a New Permit (Individual Permits) or Permit Coverage (General Permits)

IF YOU ARE RENEWING A PERMIT, PLEASE JUMP TO SECTION 7.

This section covers how to apply for a new individual permit or permit coverage under a general permit. New WQ Individual and General permit applications will be accepted through YDO using the submittals module. The following are step-by-step instructions on navigating the YDO system to submit your application. Your selection of the application type will determine your next steps as applications vary. The following steps are for an NPDES Individual Permit and include these tabs: Basic Info, Supplemental Info, Attachments, Payment, Review, Submission. Similarly, the tabs you have on your page will correspond to the application you are seeking coverage under. Most importantly, fill out the appropriate forms for your application accurately and completely.

7.1. How to Apply for a new Permit or Permit Coverage

1. From your Dashboard, expand the left menu by clicking on the green arrow icon at the top left of the screen.
2. Click on “Start New Submittal” to apply for a new permit or permit coverage.
3. On the “New Submittal” page, click the  icon located to the right of the application name to select it. General permit applications are only available for submittal if the permit is between its issued and expiration dates. Some submittals shown in this user guide and in YDO may not be available for new coverage at this time. If the application you need is not listed, and the permit or coverage you are applying for is within its valid date range, please contact the YDO helpdesk.
4. At any point during the application process, you can access additional information about the submittal from the right-hand navigation bar (get information button, list of available attachments, etc.)

7.2. The following instructions are universal throughout this document:

1. Complete all required fields (Responsible Official, Facility Location)
2. Complete all required fields as indicated in the Mailing Address section.

Mailing Address

Country
☒ United States ☐ Canada

Address Line 1

Required.

Address Line 2

City
 CRUSE Martha * DEQ (Martha.Cruse@deq.oregon.gov) is signed in
Required.

State
 OR (Oregon)

Zip Code
 00000-0000
Required.

3. Complete all required fields as indicated in the Physical Location section. To populate the Latitude and Longitude fields in decimal degrees, click on the Google map to open the exact location the facility.

Physical Location

Copy from Mailing Address

Country
☒ United States ☐ Canada

Address Line 1

Required.

Address Line 2

City

Required.

State
 OR (Ore)


Zip Code
 00000-000
Required.

Latitude

Required.

Longitude


Required.

Legal Name 

Required

Common Name

Required

 Map error: g.co/staticmaperror
Map data ©2023

Click on the on the green check mark within the map and the latitude and longitude fields will automatically populate for you.

4. Complete all required fields in the form. Required fields are highlighted in red and marked with “Required.” beneath. All required fields must be completed to validate and submit your form.

Responsible Official

Salutation	First Name	M.I.	Last Name
<input type="text"/>	<input type="text"/> Required.	<input type="text"/>	<input type="text"/> Required.
Company	Title		Email
<input type="text"/>	<input type="text"/>		<input type="text"/> Required.
Phone	Mobile	Fax	
<input type="text" value="000-000-0000x00000"/> Required.	<input type="text" value="000-000-0000"/>	<input type="text" value="000-000-0000"/>	

Save Frequently

YDO does not automatically save the information input. To avoid losing any information you enter on the form, be sure to click the **Save** icon frequently.

7.2.1 Adding Attachments

5. Next, click on the **Attachment** tab. Upload files either by clicking the upload icon or dragging and dropping files into the window. Attachment requirements are identified in the “All Attachment Requirements” section to the right of the screen. The asterisk symbol * indicates a mandatory attachment. Mandatory attachments vary based on the type of submittal.

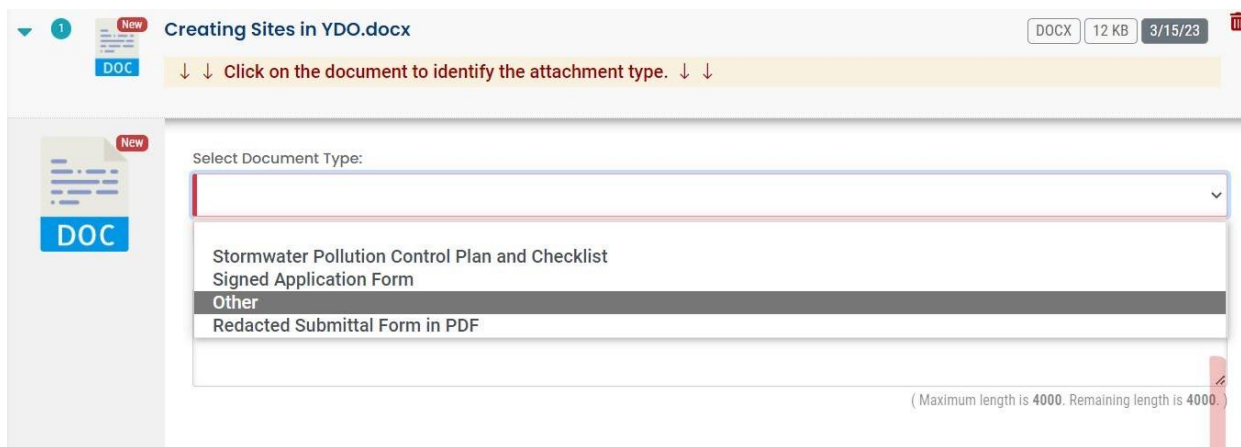
① Basic Info ② Attachment ③ Payment ④ Review ⑤ Submission


When uploading an attachment, first click the file record and **select a file type option** for the uploaded file.

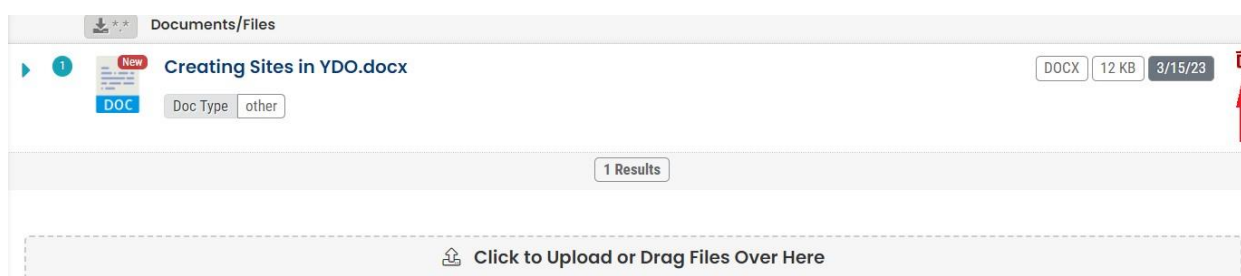
 Click to Upload or Drag Files Over Here

TIP: Before uploading, make sure files are in the required format (e.g., pdf, docx, xlsx, etc.) and the file names clearly identify the facility or site (e.g., ABC Subdivision) and document type. This will help to facilitate review of your submittal and will simplify the next step of the submittal process for you.

6. After uploading files, expand each file record using the blue arrow to the left and select the corresponding document type from the drop-down menu.



7. To remove attachments, click on the “trash” icon  next to the uploaded file to be removed.



8. Multiple attachments of the same document type can be added. Additionally, if the document type you are adding does not fit in one of the designated document types for your submittal, please use the “Other document type” option and provide a description in the comments section.

7.2.2 Submitting your Payment

9. On the “Payment” tab, your required fees are calculated. Fees are based on the information you enter; thus, the payment functions on the “Payment” tab will not be available until after the required fields are filled out completely (Basic Info, Attachments) and the ! icon has disappeared.
10. For individual permit applications, DEQ must review the submittal before fees can be determined. When a review by DEQ is needed to determine the application and annual fees due for a submittal, DEQ will return the submittal to the applicant as a revision or amendment. See the resume edits section below for more details.

11. Program fees for plan reviews are calculated according to OAR. Additionally, DEQ charges a 4% technology fee for all payments processed through YDO. The technology fee pays for operation and maintenance costs for the system. Click the “Pay Amount Due” button to complete the payment process.

1 Basic Info2 Attachment3 Payment4 Review5 Submission

Please complete the payment process.

DEQ adds a 4% technology fee to every fee payment processed through YDO.

FeeServicePaidDue

\$ 2,815.00 + \$ 112.60 - \$ 0.00 = \$ 2,927.60

Pay Amount Due

Fees

Application Fee

① Permit/License/Certificate Fee

\$ 1,388.00

First Annual Fee

① Permit/License/Certificate Fee

\$ 1,427.00

Technology Fee

① Additional Fee

\$ 112.60

① The technology fee applies to payments made to invoices and program submittal charges in Your DEQ Online to cover annual costs of operating and maintaining the system.

Payment Transactions

No payment transaction records.

12. Payment Options:

- a. Making a payment directly from a checking or savings account: Select the “ACH” circle and click the “Redirect to E-Pay” button on the left of the screen. You will be redirected to the e-payment system through US Bank.

1 Basic Info2 Attachment3 Payment4 Review5 Submission

Please complete the payment process.

DEQ adds a 4% technology fee to every fee payment processed through YDO.

FeeServicePaidDue

\$ 2,815.00 + \$ 112.60 - \$ 0.00 = \$ 2,927.60

Pay Amount Due

☒ ACH

☐ Credit Card

☐ Check by Mail

Automated Clearing House (ACH) payment method:

When clicking **Pay Now** button, you will be **redirect** to agency's payment portal to finish the payment.

Once finished, you will be redirect back to the system to finish the task.

Pay Now

- b. Paying by credit card: Select the “Credit Card” circle and click the “Redirect to EPay” button on the left of the screen. You will be redirected to the e-payment system. A convenience charge of 2.3% is added to the total payment.

The screenshot shows the 'Payment' step of a multi-step process. At the top, a navigation bar includes 'Basic Info', 'Attachment', 'Payment' (active), 'Review', and 'Submission'. A pink banner reads 'Please complete the payment process.' Below it, a yellow banner states 'DEQ adds a 4% technology fee to every fee payment processed through YDO.' The main section displays a payment summary: Fee (\$2,815.00) + Service (\$112.60) - Paid (\$0.00) = Due (\$2,927.60). On the right, a blue button says 'Pay Amount Due'. On the left, three radio buttons are shown: 'ACH', 'Credit Card' (selected), and 'Check by Mail'. To the right of these buttons, the text 'Credit Card payment method:' is followed by instructions: 'When clicking Pay Now button, you will be redirect to agency's payment portal to finish the payment. Once finished, you will be redirect back to the system to finish the task.' A red 'Pay Now' button is located at the bottom right.

- c. Paying by check: Select the “Check by Mail” circle. The system will show the balance due until the check is received and posted. Include a copy of the receipt of the submittal with the check.

This screenshot shows the 'Payment' screen with the 'Check by Mail' option selected. The payment summary at the top remains the same: Fee (\$2,815.00) + Service (\$112.60) - Paid (\$0.00) = Due (\$2,927.60). The 'Pay Amount Due' button is still present. The radio buttons on the left show 'Check by Mail' as the selected method. To the right, the text 'Check by Mail payment method:' is followed by the instruction 'Please make the check payable to:'. Below this, a text box contains the address: 'DEQ Financial Services – LBX3615, P.O. Box 3615, Portland OR 97208-3615'. A red button labeled 'Confirm Check by Mail' is located at the bottom right.

It is important to mail the paper check to the lockbox address provided. Do not send or drop-off your check to any other DEQ office. The submittal will not continue to be processed until payment is posted.

Save Frequently


13. Next, go to the “Review” tab. Review your submittal for anything outstanding, including missing information, payments, attachments, and attachment type assignments. Update in the applicable sections until all alerts are resolved.

* 48733 Open

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

Please review your submittal info and any attachments provided.
If needed, please click on the Basic Info Tab or Attachment Tab to make changes to your submission.

Submittal Form(s) Summary

Please check if the following sections are completed. Click on the PDF () hyperlink to open/save/print the PDF form.

✕ Basic Info

Fees/Payments

Fee	Service	Paid	Due	Check in Transit/Waiting
\$ 2,815.00	+ \$ 112.60	- \$ 0.00	= \$ 2,927.60	\$ 2,927.60

Mandatory Attachment

Attachments are not required for this Submittal.

The submission of attachment by "Mail" is not supported by this submittal form. Please upload your attachment as electronic file online.

Uploaded Attachment

7.2.3 Submit your Application

14. Last, navigate to the "Submission" tab. Read the Certification Statement and click the button to indicate you read it and agree with it. Only the Responsible Official can certify and submit. If the submittal has been prepared by a Consultant, see section [5.2 on resuming edits](#).

Certification Statement

Declaration of accuracy information provided: *

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

☒ I have read and agree to the above certification statement

Security Question

Security Question: where did you first meet your spouse? *

☐ Show Question Answer

PIN Number

PIN: *

Water Quality Individual and General Permits User Guide

Version 1.0

Security Precautions

To prevent your information from being used inappropriately, we maintain stringent system safeguards as well as physical and administrative protection. In addition, the security safeguards are also powered by VeriSign's Certificates and Authorize.NET's PCI compliant processes. Once we provide you with a password, you are responsible for maintaining the confidentiality of the password. Please note that access to these links, irrespective of the issuance of the User ID and Password, may be terminated by our discretion at any time.

Disclaimer

The system, its agencies, officers, or employees protect your confidential information. However personally identifiable information privacy is a new and evolving area, and despite dedicated efforts, some mistakes and misunderstandings may result. The visitor proceeds to any external sites at their own risk. The development company specifically disclaims any and all liabilities from damages which may result from accessing the website, or from reliance upon any such information.

Submit

15. Answer the security question with the information provided during account registration and enter the PIN you set up with your password. You will need to answer a security question and provide your PIN with every submission.

Security Question

Security Question: what is the last name of your favorite teacher? *

☐ Show Question Answer

PIN Number

PIN: *

16. Review the Security Precautions and Disclaimer statements and click "Submit."

Security Precautions

To prevent your information from being used inappropriately, we maintain stringent system safeguards as well as physical and administrative protection. In addition, the security safeguards are also powered by VeriSign's Certificates and Authorize.NET's PCI compliant processes. Once we provide you with a password, you are responsible for maintaining the confidentiality of the password. Please note that access to these links, irrespective of the issuance of the User ID and Password, may be terminated by our discretion at any time.

Disclaimer


The system, its agencies, officers, or employees protect your confidential information. However personally identifiable information privacy is a new and evolving area, and despite dedicated efforts, some mistakes and misunderstandings may result. The visitor proceeds to any external sites at their own risk. The development company specifically disclaims any and all liabilities from damages which may result from accessing the website, or from reliance upon any such information.

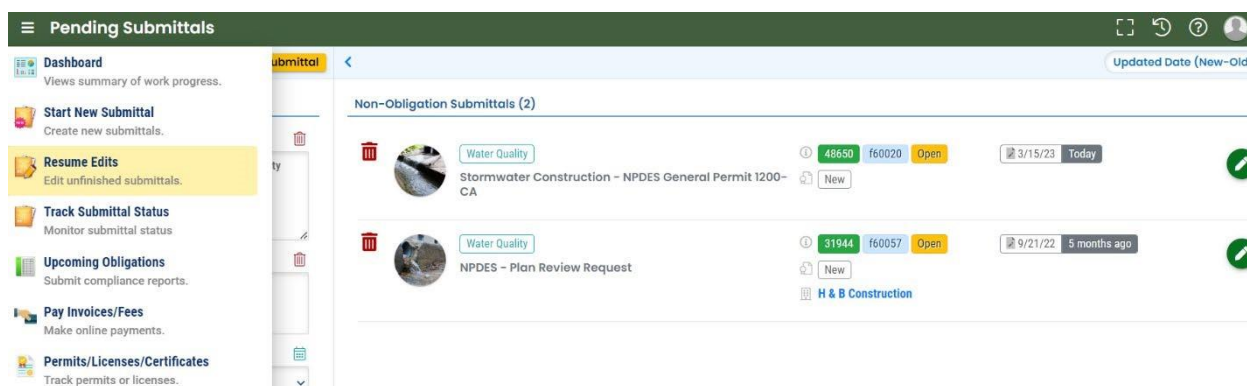
Submit


7.3. Deleting a submittal

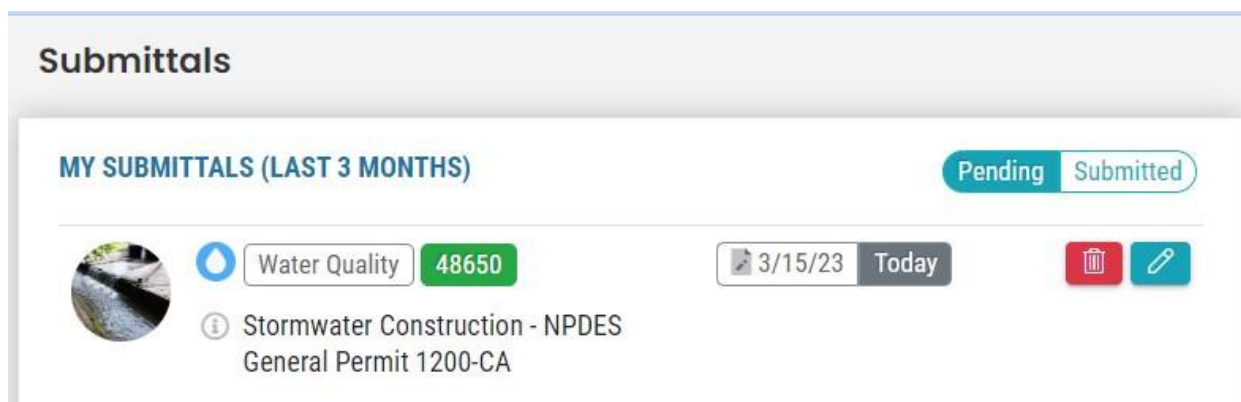
For an unfinished submission, you may delete the submission if needed. To delete a submittal, the submittal must be in the pending status with no payments indicated. If you have made a payment or selected “Pay Check by Mail”, contact the [YDO helpdesk](#) for assistance.

7.4. Resume Edits

To resume an unfinished submission, or if you are an RO certifying and submitting a submittal prepared by a Consultant on your behalf, navigate to the “Pending Submittals” page using the “Resume Edits” option in the left menu. Click the green “edit” icon  for the applicable, pending submission to make additions, changes or to certify and submit. For submittals prepared by a Consultant, the RO must complete the submittal process.



You can also access pending submittals directly from the submittals section on your Dashboard. To delete a draft submittal, use the “trash” icon  associated with the applicable pending submission.



7.5. Track Your Submittal

After submitting, you will receive a Submission Successful notification and can save or print a receipt.



Submission Successful

Confirmation of Submittal: 1. Your application has been received and will be reviewed shortly. 2. Check your account, email and text message for system notification at various milestones.




Please click




to print your receipt

Add the yourdeqonline@govonlineaas.com address to your contacts to ensure delivery of important emails about the status of your submittal and future compliance notices. These emails are auto generated by the system and cannot be directly replied to.

To track your submission:

1. Navigate to the “Submitted Submittals” page using the left menu. From here you can review the form , view the receipt , or view submittal .






2. If you click the “view submittal detail” icon  on the “Submittal Summary” tab, you can see the Case Review Summary and send requests to revise, withdrawal, or amend the submission.

The screenshot shows the 'Submittal Summary' page. At the top, there are tabs: Submittal Summary, Attachment 0, Issuance, Email History, Payment, and Correspondence. The 'Case Review Summary' section on the left shows a 'Payment Due' of \$2,927.60 (Fee: \$2,815.00 / Service: \$112.60) and a 'Complete Submittal' status. The 'Submittal Summary' section on the right shows the permit title 'Stormwater Construction - NPDES General Permit 1200-CA' and application details. Below these is a form to 'Send the request for Revision/Withdrawal/Amend to the administrator' with radio buttons for Revision, Withdrawal, and Amend, a text field for 'Request Reason', and a 'Send Request' button.

Note: Not all submittal types allow for Revision, Withdrawal or Amend options. Unavailable options are grey.

- On the “Attachment” tab, you can see the attachments linked with the submittal. Click on the down arrow to see additional information

Submittal Summary	Attachment 3	Issuance	Email History	Payment	Correspondence
Files					
▶ 1		Site Name_LUCS.pdf			
		PDF 36 KB			
▶ 2		Site Name_ESCP.pdf			
		PDF 37 KB			
▶ 3		Site Name_EMP.pdf			
		PDF 36 KB			

7.5.1 Issuance

Navigate to the “Issuance” tab. You now have the ability to review issuance documents including draft permits, final permits, final letters granting coverage under general permits and supporting documents. Issuance documents are documents issued by DEQ authorizing the issuance, finalization of a permit action or termination of the requested permit.

If the permit or permit coverage has not yet been issued, the fields under Issuance will be blank or draft documents listed here will have an overall status of pending.

The screenshot shows a web interface with a top navigation bar containing tabs: Submittal Summary, Attachment (0), Issuance (selected), Email History, Payment, and Correspondence. Below the tabs, there are two sections: "Issuance Documents" and "Supporting Documents". Each section contains a grey box with the text "No record found."

7.5.2 Email History

Navigate to the "Email History" tab. All automatically generated email correspondence related to the submittal is listed here. Click on the blue arrow to the left of the subject to expand the record and view the email messages. These records will also allow you to see who received the messages.

The screenshot shows the "Email History" tab selected in the top navigation bar. Below the tabs is a table with the following columns: Subject, To/From, and Last Sent. The table contains one row with the following data:

Subject	To/From	Last Sent
▶ [TEST] Submission Received	TO FROM YourDEQOnline@govonlineaas.com	2023-03-17 ✓

Below the table, there is a button labeled "1 Results".

7.5.3 Payments

Navigate to the "Payment" tab. Review payment history and outstanding payments.

Submittal Summary
Attachment 0
Issuance
Email History
Payment
C

DEQ adds a 4% technology fee to every fee payment processed through YDO.

Fee

Service

Paid

Due

\$ 2,815.00
+
\$ 112.60
-
\$ 0.00
=
\$ 2,927.60

Fees

Application Fee

Permit/License/Certificate Fee
\$ 1,388.00

3/17/23

First Annual Fee

Permit/License/Certificate Fee
\$ 1,427.00

3/17/23

Technology Fee

Additional Fee
\$ 112.60

3/17/23

The technology fee applies to payments made to invoices and program submittal charges in Your DEQ Online to cover annual costs of operating and maintaining the system.

If the pay by mail option was chosen, the payment status will stay as 'Due', and the submittal will not move forward in processing until the payment has been received and posted.

Submittal Summary
Attachment 0
Issuance
Email History
Payment
Correspondence

Reminder: Payment of \$2,927.60 is due until the full amount has been received and posted.

DEQ adds a 4% technology fee to every fee payment processed through YDO.

Fee

Service

Paid

Due

Check in Transit/Waiting

\$ 2,815.00
+
\$ 112.60
-
\$ 0.00
=
\$ 2,927.60
\$ 2,927.60

Fees

Application Fee

Permit/License/Certificate Fee
\$ 1,388.00

3/17/23

First Annual Fee

Permit/License/Certificate Fee
\$ 1,427.00

3/17/23

Technology Fee

Additional Fee
\$ 112.60

3/17/23

The technology fee applies to payments made to invoices and program submittal charges in Your DEQ Online to cover annual costs of operating and maintaining the system.

Payment Transactions

Reminder: Payment of \$2,927.60 is due until the full amount has been received and posted.

Check by Mail
\$ 0.00

1 Results

3 Results

7.6. Outstanding Payments

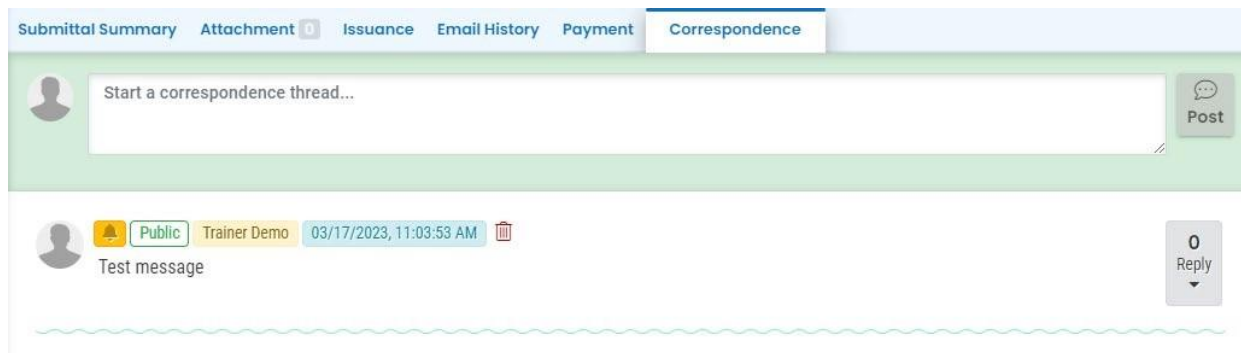
To make payments on an outstanding balance, submittal must be in an unsubmitted status. If you have submitted for DEQ review before payment, DEQ will return the application to you via a Sendback. See the Sendback section to access your submittal.

If you selected a payment method and it did not go through, or you have decided to change from **Pay by Check** to an electronic option, a request to amend or revise your submittal is necessary. This will unsubmit your submittal and allow you to add a payment. Resubmit the application for processing.

7.7. Correspondence

Navigate to the “Correspondence” Tab. This tab has a message feature to correspond with the DEQ WQ Permitting staff regarding your submittal. Message history will be captured as seen below. Posting a message will trigger an email with your message to be delivered to WQ Permitting staff currently assigned to your submittal. DEQ may also initiate correspondence with the facility RO(s) through this feature. RO(s) will receive an email notification with the comment embedded.

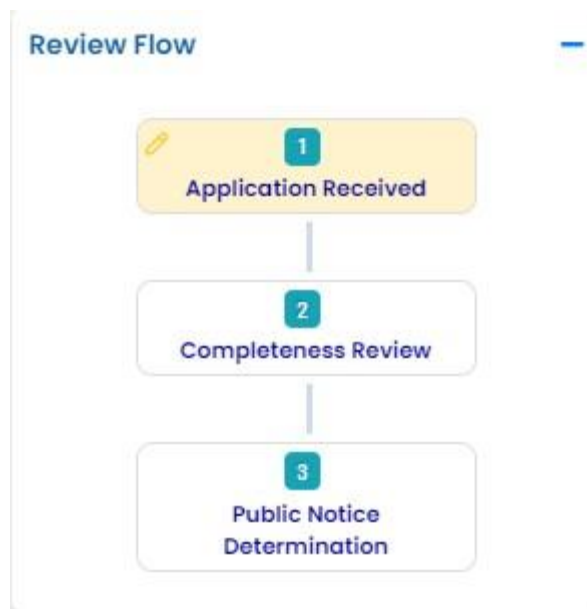
To respond, reply to the message in the correspondence tab of YDO.



Delete unnecessary messages using the “trash” icon  associated with the message to be deleted.

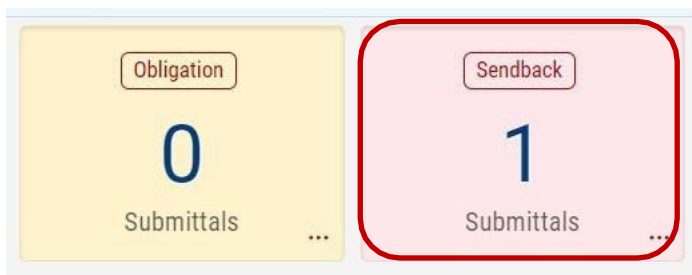
7.8. Review Flow


For a snapshot of your submittal in the approval process, consult the flow chart found in the **Review Flow** section to the right of the screen. As your submittal moves through the review process, the review steps are dynamically generated based on WQ Permitting review processes. For more details you can use the correspondence feature in 5.3.7 above or contact the program for details.

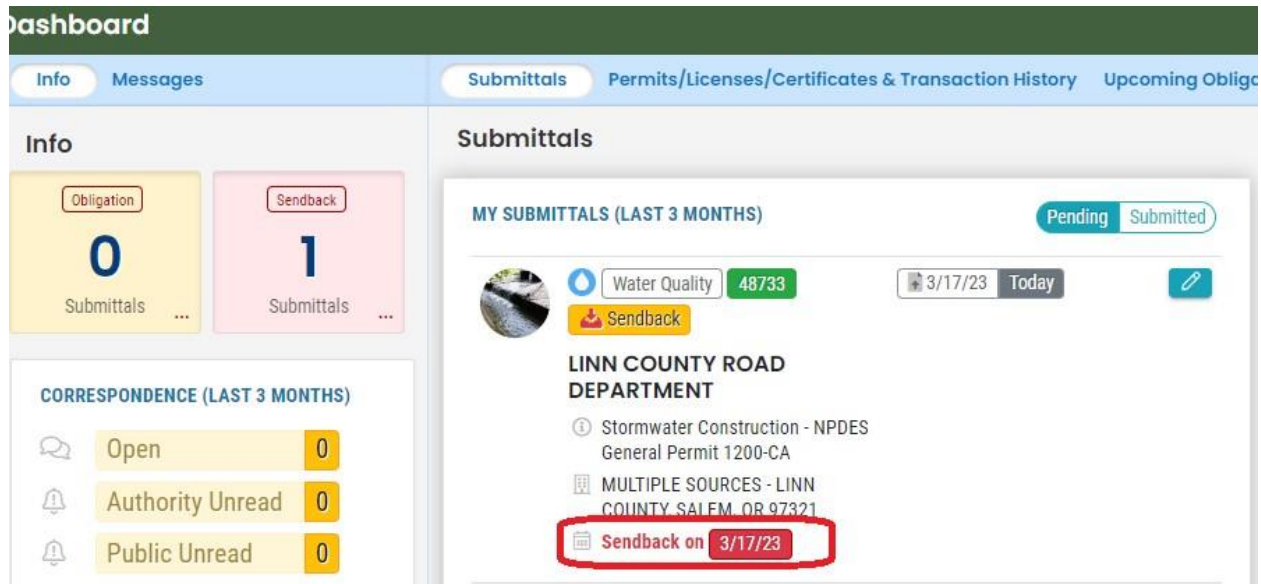


7.9. Sendback

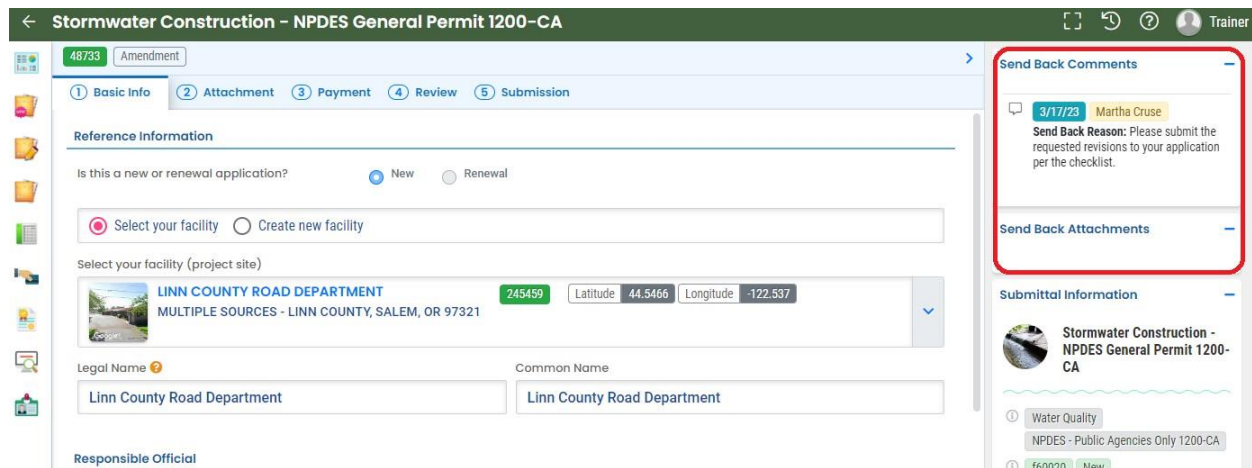
After reviewing your submittal, DEQ may send back a submittal with a request for changes. These requests will come with an email notification to the RO(s) and a “Send Back” note and will be highlighted in the “Sendback” area to the left of your Dashboard.



A Sendback will be shown in your “Pending Submittals” accessible through the “Resume Edits” option on the menu or directly from your Dashboard. Click the edit icon  to make the requested updates to the submittal or make a payment.



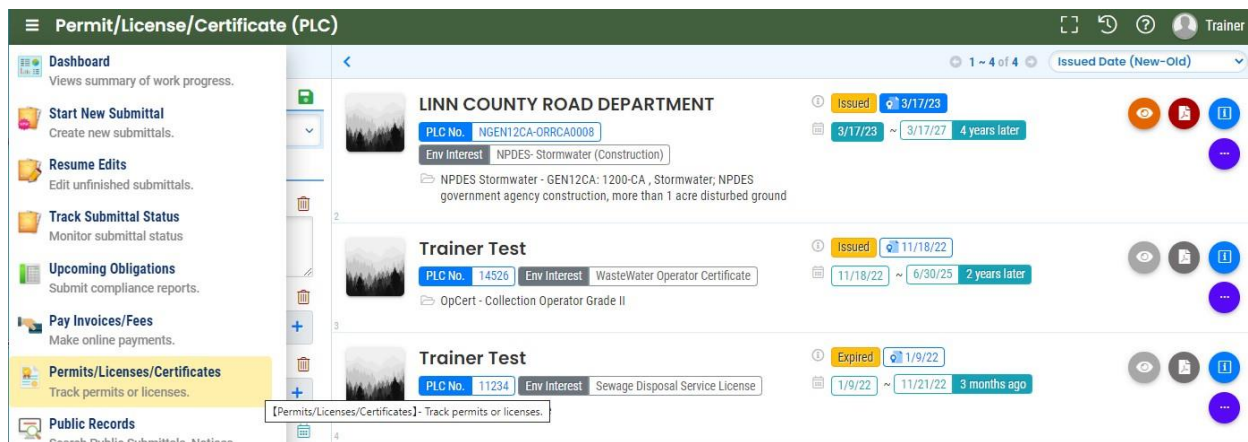
A Sendback will include a reason why the submittal is being returned, such as a request for revisions to the submittal, correction to an attached plan or a payment that is still due. Additionally, an attachment may be included for your review to address any deficiencies.




Once you make the updates and/or upload the revised attachment(s), resubmit according to the instructions in [section 5.1.5](#). *If you are providing a revised attachment, add “revision” to the file name to clearly distinguish the revised document from the original.*

8. Renewal, Name Change, Transfer or Terminate

Navigate from your Dashboard to your drop-down menu by clicking the green arrow at the top left corner. Below the Submittals section and in the Issuance, section is the Permit/License/Certificate (PLC) page. Use this page to initiate a renewal, amend, transfer or terminate your permit, or to request a name change.




7.1 Renewing a Permit

1. On the Permit/License/Certificate page, click the expand icon  next to the permit. There will be five icons with options to renew, amend, change a name, transfer, or terminate a permit. Items that are grey are not available for your permit.



2. Select the Green Pencil icon to renew your permit. Follow the instructions in [Section 5](#), [Section 6](#), and beginning at [7.2](#) to complete the submittal for permit renewal.


7.2 Amending a Permit

1. On the Permit/License/Certificate page, click the expand icon  next to the permit. There will be five icons with options to renew, amend, change a name, transfer, or terminate a permit. Items that are grey are not available for your permit.




2. Select the Green Amend icon to amend your permit.

7.3 Changing the Name on the Permit

1. On the Permit/License/Certificate page, click the expand icon  next to the permit. There will be five icons with options to renew, amend, change a name, transfer, or terminate a permit. Items that are grey are not available for your permit.



2. Select the Blue Name Change icon  to submit a name change request. Provide all the required information, attachments, and payment information (if applicable) and submit your request.

1 Basic Info

2 Attachment

3 Payment

4 Review

5 Submission

Action To Be Performed

Please Select Action:

Name Change

▼

Scheduled Date


mm/dd/yyyy

📅


Required.

Reason for Amendment/Modification

7.4 Transferring the Permit

1. On the Permit/License/Certificate page, click the expand icon  next to the permit. There will be five icons with options to renew, amend, change a name, transfer, or terminate a permit. Items that are grey are not available for your permit.



2. Select the Yellow Fist icon  to transfer the permit to another entity. Provide all the required information, attachments, and payment information (if applicable) and submit your request.

1 Basic Info

2 Attachment

3 Payment

4 Review

5 Submission

Action To Be Performed

Please Select Action:

Transfer of Permit

▼


Scheduled Date

mm/dd/yyyy


📅

Required.

7.5 Terminating the Permit

1. On the Permit/License/Certificate page, click the expand icon  next to the permit. There will be five icons with options to renew, amend, change a name, transfer, or terminate a permit. Items that are grey are not available for your permit.



2. Select the red icon  to request termination of your permit. Provide all the required information, attachments, and payment information (if applicable) and submit your request.

1 Basic Info
2 Attachment
3 Payment
4 Review
5 Submission

Permit Number and Discharge End Date

Permit Number

Date that discharge ended

mm/dd/yyyy


Termination of Permit Coverage Information

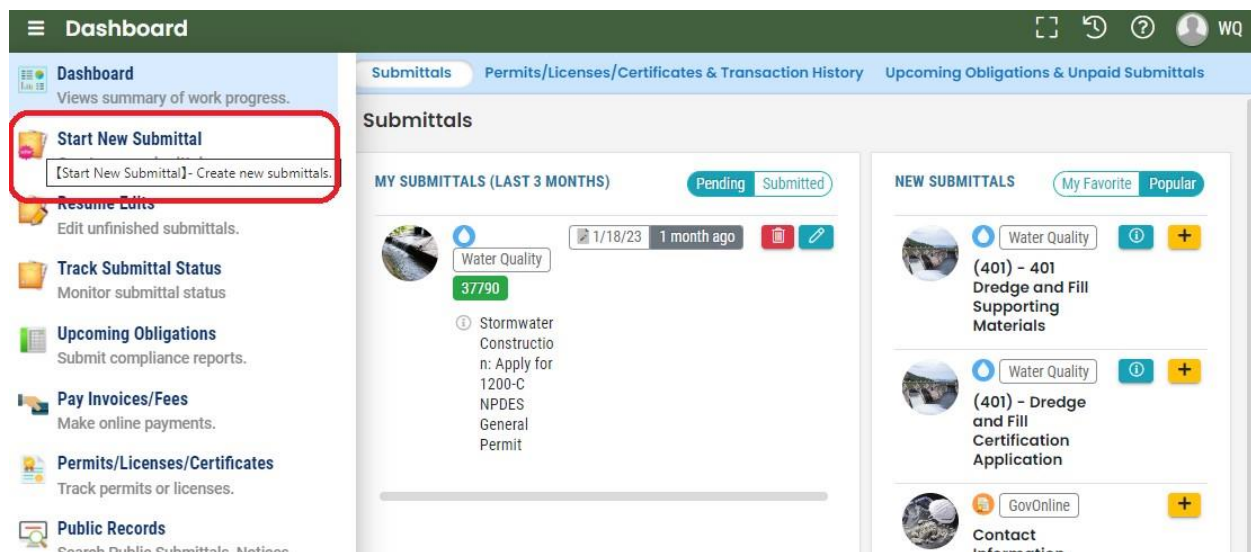
Reason for Termination: ?


9. Submit Reporting Obligations

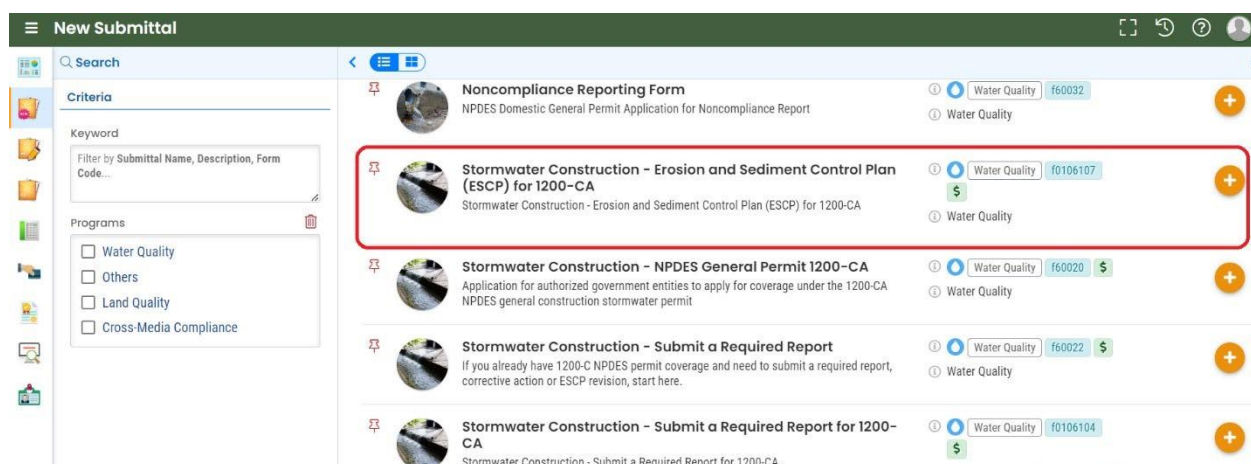
YDO contains two kinds of reporting obligations: scheduled and unscheduled. Unscheduled are reports DEQ may or may not be expecting but do not have a set due date. Examples include a plan modification, Biosolids land application request, noncompliance report or a Sanitary Sewer Overflow report. Scheduled reporting obligations are expected by DEQ and have a set due date. These items will be (insert list of reporting obligations here with markings to show scheduled vs. unscheduled)

9.1. Submit an Unscheduled Reporting Obligation (report or plan)

1. From the Dashboard, expand the left menu by clicking on the “menu” icon  at the top left of the screen. Select an unscheduled report or plan through the “New Submittal” page, accessible via the menu or directly from the Dashboard.



2. On the “New Submittal” page, select your unscheduled report or plan by clicking the “add” icon  next to the submittal.



3. Return to **Section 6.2** and continue entering information accordingly.

Save Frequently

10. Password, Pin and Security Questions

10.1. 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.

Public Portal
Environmental Data Management System (EDMS)

Forgot Password
Please enter your email address in the box below to request a reminder of your user name and password. If the email you provide is associated with an account, you will receive a reminder shortly.


Email

Reset Password

Back to login

For assistance, contact:
YourDEQOnline@deq.state.or.us

10.2. Reset Pin

1. Select to My Account  from the navigation menu, and then select the Password/PIN tab.
2. Enter and save a new PIN number.

My Account

202 RD Info YourDEQOnline

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

Password

Show password

Old Password

New Password

Confirm New Password

Save Password

PIN

Show Pin


New PIN

PIN should be at least 8 characters long and should contain 1 number, 1 alphabet and 1 special character (@\$%*!#&).

Confirm New PIN

Save PIN

10.3. 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



My Account

202 RO Info YourDEQOnline

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

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 the name of your home town newspaper?

A

4 Q what is your favorite song?

A

5 Q what is the last name of your favorite teacher?

A

11. Consultants

As a consultant you are unable to do anything in YDO unless you have been authorized by an RO to work on their behalf. ROs are responsible for managing their consultants. DEQ will not add consultants to ROs accounts. An RO must manage their account accordingly.

Once an RO has added a consultant, the consultant can complete all actions that are assigned to the RO except submitting a submittal. On the submittal step a consultant account will not have a submit button. Instead the consultant will have an option to notify the RO that the submittal is ready for certification and submittal.

12. Helpdesk and Resources

For more information, training and resources, go to the [Your DEQ Online Help page](#). For technical assistance, contact the [Your DEQ Online Helpdesk](#).

13. Revision history

Revision	Date	Changes	Editor
1.0	4/25/2025	Initial draft	MKeys
1.0	5/8/2025	2 nd Draft	RBodnar
1.0	5/9/2025	Formatting and style edits	AHallmark

14. Appendix

Submittal List by Submittal Group

Submittal Group	Submittal Name	Submittal Number
General NPDES Domestic	NPDES General Domestic - 2200-J DMR	f60093
	NPDES General Domestic - 2200-J Permit Application	f60024
	NPDES General Domestic - Noncompliance Reporting Form	f0106124
	NPDES General Domestic - Plan Review Request	f0106118
General NPDES Industrial	NPDES General Industrial - 100-J DMR	f60094
	NPDES General Industrial - 1300-A DMR	f60101
	NPDES General Industrial - 1400-B DMR	f60109
	NPDES General Industrial - 1500-A DMR	f60099
	NPDES General Industrial - 1700-A Permit Application	f60125
	NPDES General Industrial - 1700-A DMR	f60100
	NPDES General Industrial - 1900-J DMR	f60041
	NPDES General Industrial - 2000-J DMR	f60103
	NPDES General Industrial - 2000-J Permit Application	f60027
	NPDES General Industrial - 200-J DMR	f60095
	NPDES General Industrial - 2300-A Permit Application	f0106004
	NPDES General Industrial - 300-J DMR	f60096
	NPDES General Industrial - 400-J DMR	f60097
	NPDES General Industrial - 500-J DMR	f60110
	NPDES General Industrial - 900-J DMR	f60098
	NPDES General Industrial - Noncompliance Reporting Form	f60032
	NPDES General Industrial - Plan Review Request	f0106119
	NPDES General Industrial Permit Application	f60025
Individual Industrial WPCF	WPCF Individual Industrial - Land Application Site Authorization	f0106120
	WPCF Individual Industrial - Noncompliance Reporting Form	f0106126
	WPCF Individual Industrial - Plan Review Request	f0106108
	WPCF Individual Industrial – Solids Management Annual Report	f0106161
	WPCF Individual Industrial – Water Reuse OM&M Annual Report	f0106159
	WPCF Individual Industrial Permit Application	f60037
	WPCF Individual Permit - DMR	f60044

General WPCF Domestic	WPCF General Domestic - Greywater Annual Report	f60030
	WPCF General Domestic - Greywater Permit Application	f60088
	WPCF General Domestic - Noncompliance Reporting Form	f0106127
	WPCF General Domestic - Plan Review Request	f0106109
General WPCF Industrial	WPCF General Industrial - 1400-A Annual Report	f60086
	WPCF General Industrial - 1400-A DMR	f60043
	WPCF General Industrial - 1400-B Annual Report	f60087
	WPCF General Industrial - 1500-B DMR	f60104
	WPCF General Industrial - 1700-B DMR	f60105
	WPCF General Industrial - Noncompliance Reporting Form	f0106128
	WPCF General Industrial - Plan Review Request	f0106110
	WPCF General Industrial - Reuse Annual Report	f60091
	WPCF General Industrial Permit Application	f60028
MS4 - Municipal Separate Storm Sewer System	MS4 - Exceedance Report	f60031
	MS4 - General Permit Waiver Request	f60126
	MS4 - Individual Permit Annual Report	f60092
	MS4 - Noncompliance Reporting Form	f0106129
	MS4 - Phase I Permit	f60036
	MS4 - Phase II General Permit	f60029
	MS4 - Phase II General Permit Annual Report	f60089
	MS4 - Phase II Individual Permit	f60035
	MS4 - Plan Review Request	f0106111
	MS4 - Un-Permitted 1200-Z Facility Referral	f0106151
General NPDES Mining	NPDES General Mining - 700PM In-Stream Placer Mining Permit Application	f60026
	NPDES General Mining - 700-PM Suction Dredge Mining Monitoring Record (Log) and Annual Report	f60082
	NPDES General Mining - Noncompliance Reporting Form	f0106130
	NPDES General Mining - Plan Review Request	f0106112
Individual NPDES Industrial	NPDES Individual Industrial - DMR	f60042
	NPDES Individual Industrial - Land Application Site Authorization	f0106121
	NPDES Individual Industrial - Noncompliance Reporting Form	f0106131
	NPDES Individual Industrial - Plan Review Request	f0106113
	NPDES Individual Industrial – Solids Management Annual Report	f0106160
	NPDES Individual Industrial – Water Reuse OM&M Annual Report	f0106158
	NPDES Individual Industrial Permit Application	f60034
Individual NPDES Domestic	NPDES Individual Domestic – Annual Hauled Waste Report	f0106152
	NPDES Individual Domestic - DMR	f60102

	NPDES Individual Domestic - Inflow and Infiltration Annual Report	f60084
	NPDES Individual Domestic - Land Application Site Authorization	f60056
	NPDES Individual Domestic – Maintenance Annual Report	f0106154
	NPDES Individual Domestic - Noncompliance Reporting Form	f0106125
	NPDES Individual Domestic - Plan Review Request	f60057
	NPDES Individual Domestic – Pretreatment Additional Submittals	f0106162
	NPDES Individual Domestic - Pretreatment Annual Report	f60085
	NPDES Individual Domestic – Pretreatment Industrial User Survey	f0106164
	NPDES Individual Domestic - Recycled Water Annual Report	f60083
	NPDES Individual Domestic - SSO Reporting Form	f60127
	NPDES Individual Domestic – Temperature Monitoring Annual Report	f0106156
	NPDES Individual Domestic - Wastewater Solids and Biosolids Annual Report	f60059
	NPDES Individual Domestic Permit Application	f60033
Individual WPCF Domestic	WPCF Individual Domestic – Annual Hauled Waste Report	f0106153
	WPCF Individual Domestic - Land Application Site Authorization	f0106122
	WPCF Individual Domestic – Maintenance Annual Report	f0106155
	WPCF Individual Domestic - Noncompliance Reporting Form	f0106132
	WPCF Individual Domestic - Plan Review Request	f0106114
	WPCF Individual Domestic – Pretreatment Additional Submittals	f0106163
	WPCF Individual Domestic - Pretreatment Annual Report	f0106115
	WPCF Individual Domestic – Pretreatment Industrial User Survey	f0106165
	WPCF Individual Domestic - Recycled Water Annual Report	f0106123
	WPCF Individual Domestic - SSO Reporting Form	f0106133
	WPCF Individual Domestic – Temperature Monitoring Annual Report	f0106157
	WPCF Individual Domestic - Wastewater Solids and Biosolids Annual Report	f0106116
	WPCF Individual Domestic Permit Application	f0106105