



# LUST Program Project Document Submittal User Guide

Regulated & Unregulated LUST  
Projects

LUST Program

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Regulated/Unregulated LUST Project Document  
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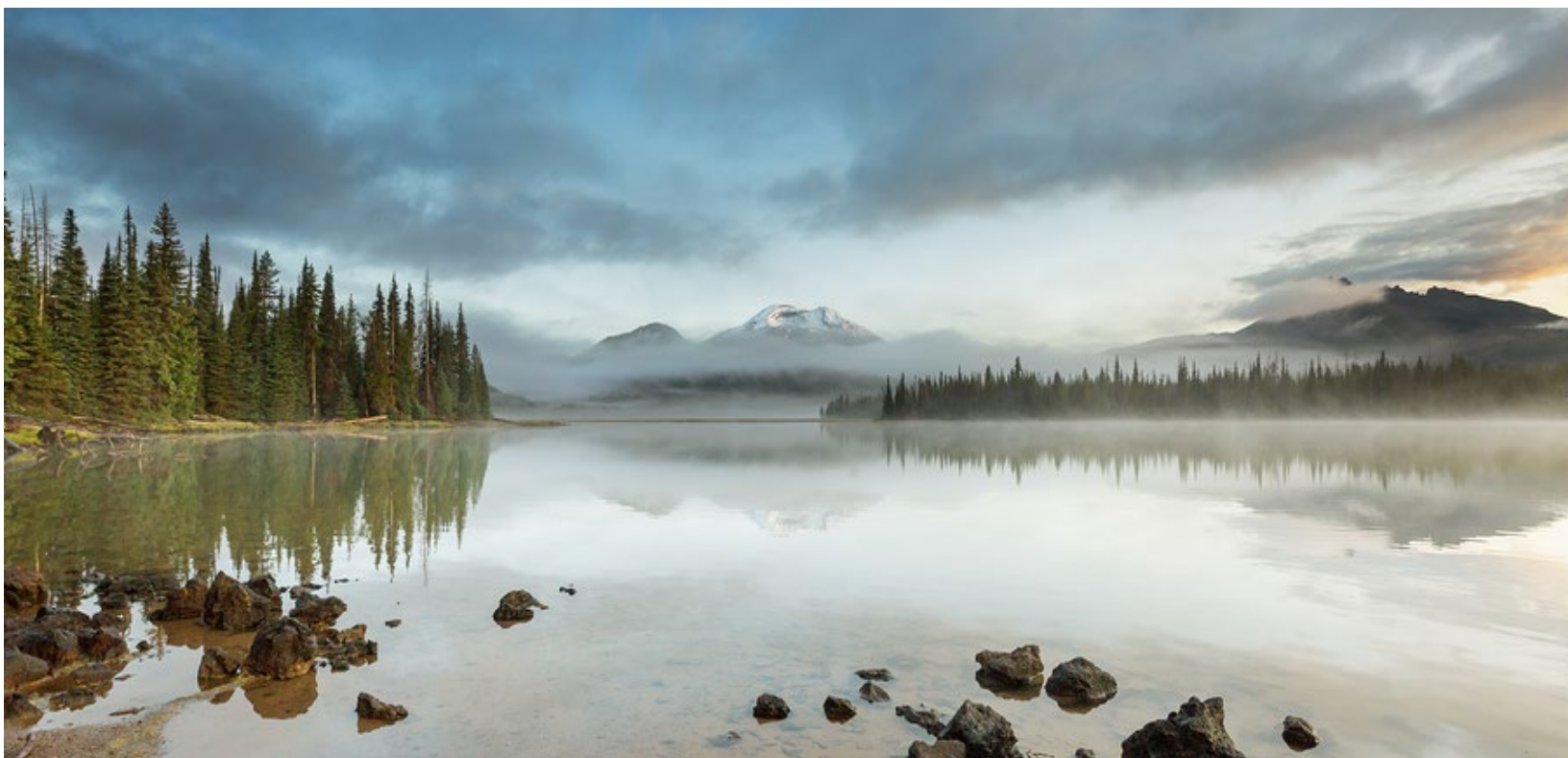
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# System Overview

The Oregon Department of Environmental Quality has instituted the use of a modernized, cloud-based tool for a selection of compliance programs within the agency and several business processes that involve the public and regulated entities. This document describes how to submit a document for a regulated or unregulated leaking underground storage tank (**LUST**) project in the Your DEQ Online database.



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



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# 1 Introduction

Environmental consultants, working on behalf of owners and/or operators of properties with regulated or unregulated leaking underground storage tank (LUST) systems, regularly submit reports and other project documents to the LUST Program for review and approval.

This User Guide is specific to documents submitted for regulated or unregulated **LUST** project documents. Separate User Guides are available for document submittal for Cleanup projects and leaking heating oil tank (HOT) projects.

## 1.1 Your DEQ Online

Through Your DEQ Online, parties may submit document, photos, and other records for a specific regulated or unregulated LUST project.

To get started using Your DEQ Online, please complete the following steps.

1. Register an account by navigating to the [Your DEQ Online Public Portal](#). Select “Register Account.”

**Tip.** DEQ Cleanup, LUST, & HOT Programs recommend all parties (e.g., responsible parties, property owners, consultants, service providers, etc.) select “RO” (Responsible Official) account type when creating your YDO account.

2. Complete identity verification.
3. Establish link to the “Leaking Underground Storage Tank” submittal group.

Need help with registering your account, determining what is the best account type for you, or how to select submittal groups for your account? Additional resources are available [online](#).

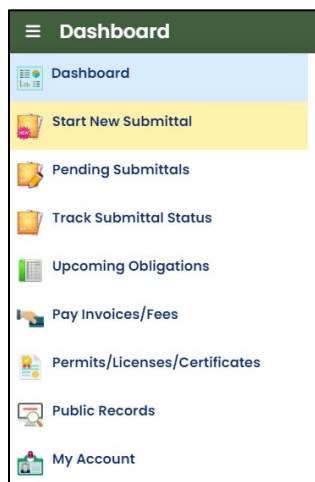
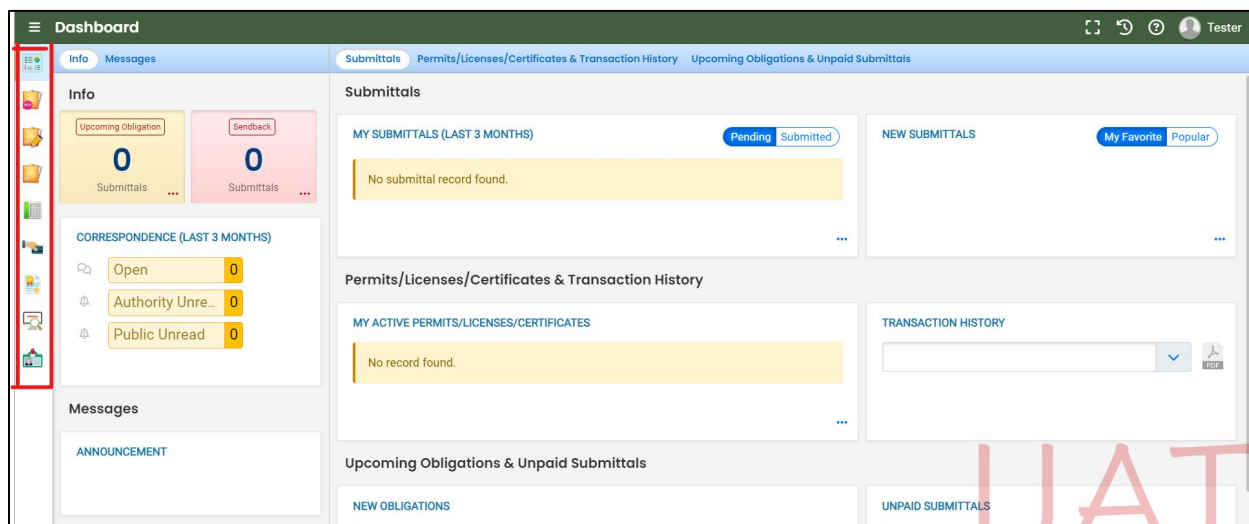


## 1.2 Navigating in YDO – The Dashboard




This section provides a brief overview of navigating in YDO.

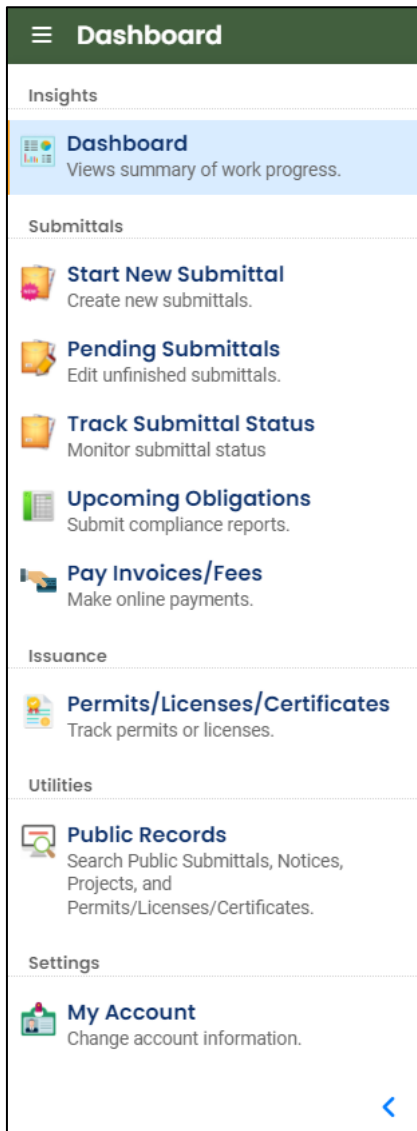
Once registered, the “Dashboard” is your starting point when logging into Your DEQ Online. The “Dashboard” shows a summary of current and pending activity associated with your linked facilities.

**Tip.** The navigation panel is on the far left side of the screen and provides quick access to content.



There are several ways to access and use the navigation panel.

- Click the symbol for the content you need.
- Hover over the panel to bring up a list view of the panel
- Click the hamburger icon  to expand to the more detailed view shown on the next page.
- Use  symbol at the bottom of the panel to expand and  symbol to contract the panel.



**Dashboard.** View a summary of current and pending activity for your account.

**Start New Submittal.** Start a new submittal here.

**Pending Submittals.** Resume editing any submittals that have been started and saved, but not yet submitted.

**Track Submittal Status.** Track the status of all submitted submittals.

**Upcoming Obligations.** View upcoming reporting obligations.

**Pay Invoices/Fees.** Pay DEQ invoices or fees.

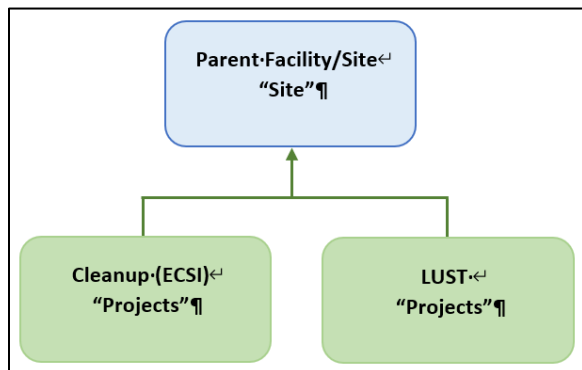
**Permits/Licenses/Certificates.** View DEQ issued permits, licenses, and certificates.

**Public Records.** View published submittals, permits, licenses, and certificates, and available project data.

**My Account.** Change your contact information, facility linkage, and other account settings.

## 1.3 Understanding “Site” and “Project” Use in YDO

When associating a facility/site with your account and later your submittal, understanding how “Site” and “Project” are used in YDO is important. In YDO “Site” and “Facility” are synonyms and used interchangeably.



A facility/site is the **parent** facility that multiple DEQ programs may connect to. LUST sites, which include releases from regulated, unregulated, and heating oil tanks, are considered **children** (“Projects”) in YDO and connect to the parent “Site”.

The diagram on the left is provided to show how multiple programs are connected to a single facility unlike DEQ’s legacy systems which were independent and separate systems.

**Tip.** The “Site” name is often different than the “Project” name.

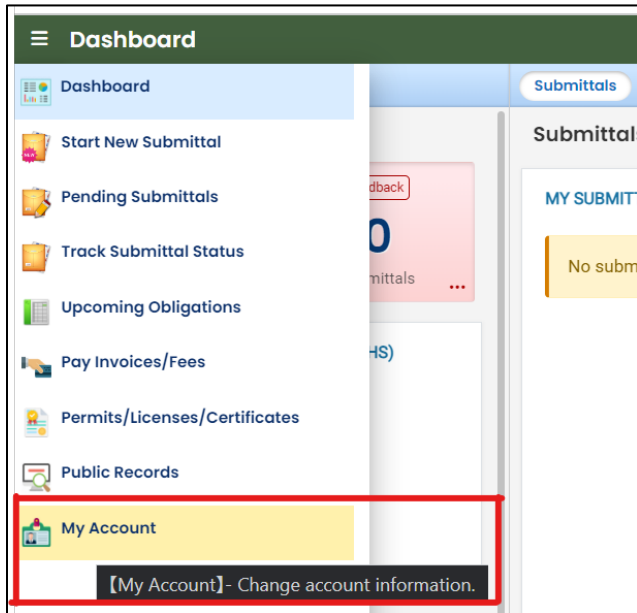


## 2 Is Your Facility Associated With Your Account?

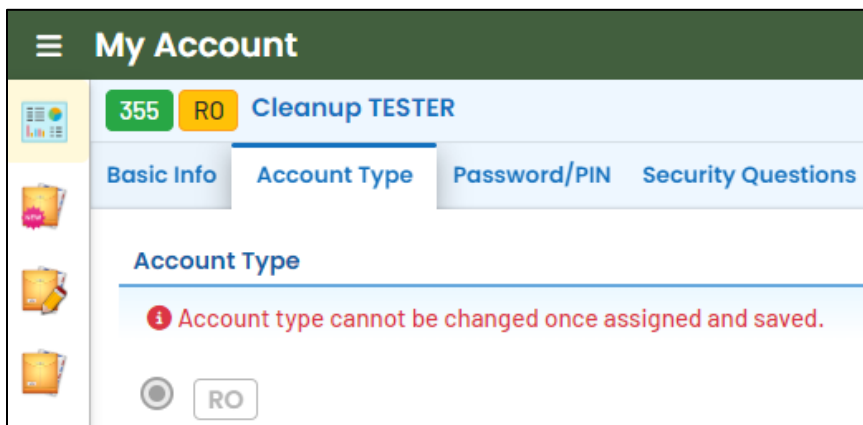
If this is the first time you are submitting content related to this specific facility/site, follow the steps below to add the facility/site to your account. The facility/site must be associated with your account to submit a document for a specific LUST project.

### 2.1 Where to Look

1. Click on “My Account” in the far left column.



2. Click on the “Account Type” tab.



3. Scroll down and confirm that “Leaking Underground Storage Tank” is selected in your “Submittal Groups”.

**Submittal Groups**

Submittal group will affect your access right of submittals.

<input type="checkbox"/> 9 401 - Dredge and Fill Project	<input type="checkbox"/> 2 401 - Hydropower Project
<input type="checkbox"/> 18 Air Contaminant Discharge Permit (ACDP)	<input type="checkbox"/> 1 Air Emission Inventory
<input type="checkbox"/> 8 Asbestos	<input type="checkbox"/> 3 CAFO
<input checked="" type="checkbox"/> 4 Cleanup and Site Remediation	<input type="checkbox"/> 8 Climate Protection Program *
<input type="checkbox"/> 1 Gasoline Transporter	<input type="checkbox"/> 4 General NPDES Domestic
<input type="checkbox"/> 4 General NPDES Mining	<input type="checkbox"/> 4 General WPCF Domestic
<input type="checkbox"/> 5 Greenhouse Gas Reporting *	<input type="checkbox"/> 10 Hazardous Waste
<input type="checkbox"/> 12 Individual NPDES Domestic	<input type="checkbox"/> 5 Individual NPDES Industrial
<input type="checkbox"/> 6 Individual WPCF Industrial	<input checked="" type="checkbox"/> 5 Leaking Underground Storage Tank
<input type="checkbox"/> 3 NPDES- Stormwater (Construction)	<input type="checkbox"/> 12 NPDES- Stormwater (Industrial)

4. Scroll to the bottom of the page to the “Facility-Submittal Group Permissions” section. Is your facility listed here?

- a. If no; then go to **Section 2.2** to add your facility.
- b. If yes; confirm the facility is associated with “Leaking Underground Storage Tank”. The same facility may be associated with multiple “Submittal Groups” as shown below.
  - i. If yes; go to **Section 3** for steps to follow to complete the submittal.
  - ii. If no; then go to **Section 2.2** to add your facility and associate with the correct submittal group(s).

	<b>Star Trek</b> 420 N Main St, Pendleton, OR 97801-1648	830162	6 Heating Oil Tank	
	<b>test new fac 077</b> 1250 NW Swigert Way, Troutdale, OR 97060	766167	5 Leaking Underground Storage Tank	
	<b>BAY CITIES AMBULANCE</b> 3505 SE OCEAN BLVD, COOS BAY, OR 97420	757839	6 Heating Oil Tank	
	<b>1 DAY SIGNS</b> 1010 COMMERCIAL ST SE, SALEM, OR 97302	509399	4 Cleanup and Site Remediation	
	<b>Star Trek</b> 420 N Main St, Pendleton, OR 97801-1648	830162	4 Cleanup and Site Remediation	
	<b>CHILOQUIN FOREST PRODUCTS INC</b> E BLOCKINGER ST, CHILOQUIN, OR 97624	674073	4 Cleanup and Site Remediation	
	<b>test new fac 077</b> 1250 NW Swigert Way, Troutdale, OR 97060	766167	6 Heating Oil Tank	
	<b>Star Trek</b> 420 N Main St, Pendleton, OR 97801-1648	830162	5 Leaking Underground Storage Tank	

**Add Permissions**

## 2.2 Add New Facility to Your Account

1. Click on the “Add Permissions” button.

Facility-Submittal Group Permissions (3)

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

FOREMAN'S CLEANERS 1070 COMMERCIAL ST SE, SALEM, OR 97302	511232	5 Leaking Underground Storage Tank	
CHILOQUIN FOREST PRODUCTS INC E BLOCKINGER ST, CHILOQUIN, OR 97624	674073	4 Cleanup and Site Remediation	
Star Trek 420 N Main St, Pendleton, OR 97801-1648	830162	4 Cleanup and Site Remediation	

**Add Permissions** ↓

2. Search for your facility/site in the search box below “Available Sites”.
  - a. If your facility/site is not found, go to **Section 2.3**.
  - b. If you facility/site is present, go to **Section 2.4**.

**Note.** Since releases from underground storage tanks are required to be reported, the facility will be in the YDO system. However, if you recently reported the release and the facility is not present, the release may not yet have been processed by DEQ. Contact the Regional Duty Officer for assistance.

**Tip.** Searching by street address will provide best results. The facility/site name may be different than the project name as this system combines all DEQ programs under the same facility/site.

My Account

355 RO Cleanup TESTER

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

E BLOCKINGER ST, CHILOQUIN, OR 97624

Star Trek  
420 N Main St, Pendleton, OR 97801-1648

830162 4 Cleanup and Site Remediation

**Add Permissions** ↑

Picked Sites (0):  
Select sites from below.....

Picked Submittal Groups (0):  
Select groups from below.....

Available Sites

12th and Belmont Ave  
12th and Belmont Ave, Hood River, OR 97031 388662

Bldg 1038 Forest Service Loop  
Bldg 1038 Forest Service Loop, Sisters, OR 97759 383848

1-2B MILWAUKIE  
9002 SE MCLOUGHLIN BLVD, MILWAUKIE, NJ 97222 273888

ARCO 6058  
9560 NW GLENCOE RD, HILLSBORO, OR 97124 506476

Eastside Funding LLC  
707992

Total: 156164

Available Submittal Groups

Cleanup and Site Remediation 4

Heating Oil Tank 6

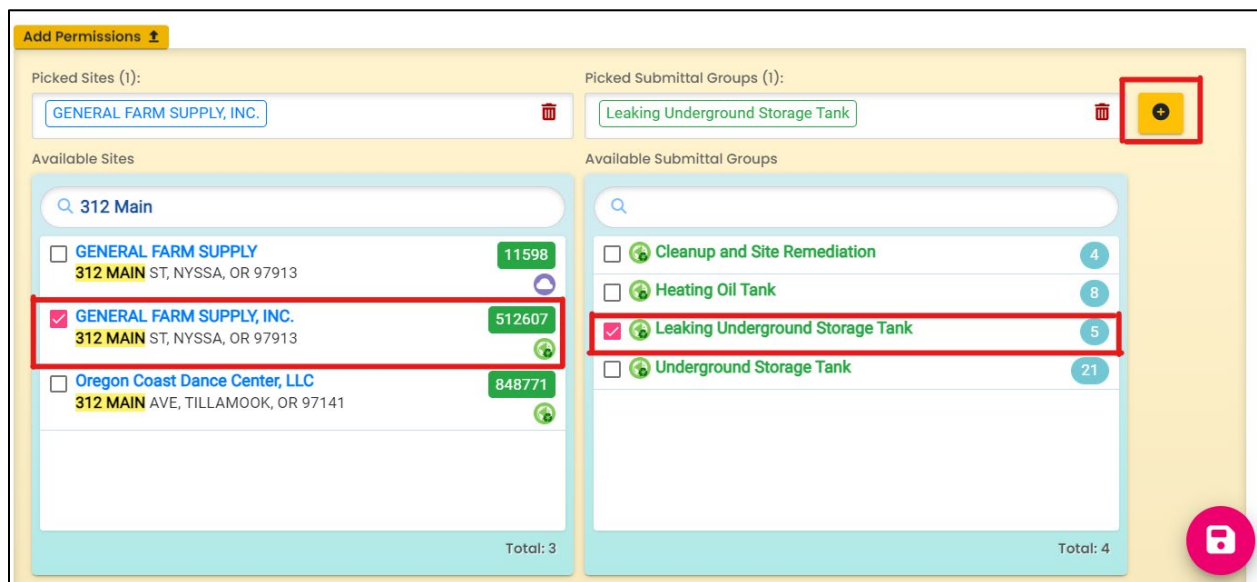
Leaking Underground Storage Tank 5


Total: 3

3. The example below shows the search results for “312 Main”.
  - a. **Be sure to select the correct facility/site.** Remember the facility/site name may be different than the LUST project name.
  - b. In this example, two facilities/sites are located at the same address. Check the box for the facility/site with a **green** 🌿 symbol.
  - c. Select “Leaking Underground Storage Tank” under the “Available Submittal Groups” box.
  - d. Click the “+” symbol.

**Tip.** Only facilities with the 🌿 Land Quality Division symbol can be associated with the “Leaking Underground Storage Tank” submittal group.

**Note.** If you have any doubts about which facility/site to connect to your account, please visit the YDO Helpdesk and we will work with you to identify the correct facility/site.

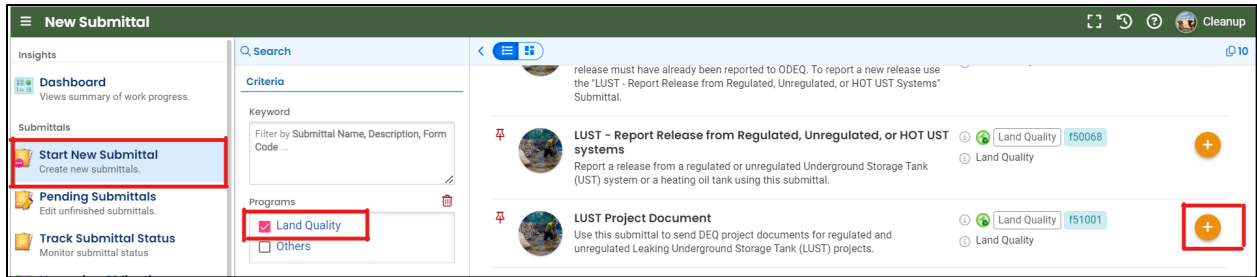


4. Click  button to save your selection.
5. Return to your Dashboard by clicking on the Dashboard icon.

# 3 Start A New Submittal

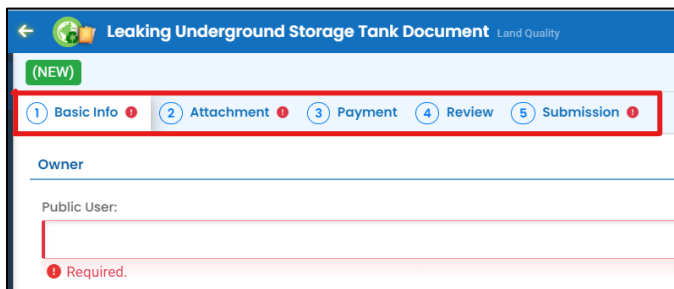
1. Click “Start New Submittal”.
2. Check “Land Quality” under “Programs”.
3. Locate the “LUST Project Document” submittal.
4. Click the “+” sign on the far right.

**Tip.** Clicking the push pin symbol next to the submittal will add that submittal to your “My Pinned Submittals” ribbon at the top.

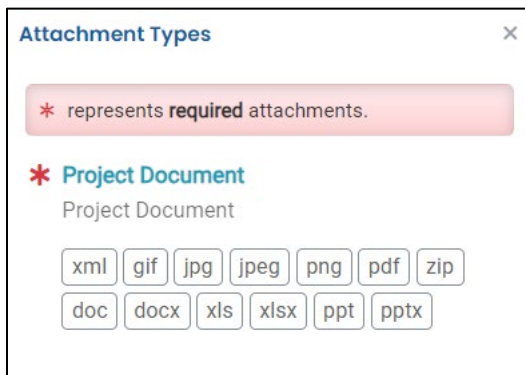


## 3.1 Understanding the Submittal

1. The RID number **40903** will be populated after the submittal is first saved and may be used to find your submittal in the future.
2. You will complete a 5-step process to submit the submittal. The 5 steps are presented as the following tabs: **Basic Info**, **Attachment**, **Payment**, **Review**, and **Submission**.



**Tip.** Required fields will be highlighted in red and have “! Required” text.



3. The “Attachment Types” box on the lower right of your screen indicates the type of files that may be attached for each attachment type.

**Tip.** A red asterisk (\*) next to an attachment name indicates a required document.

# 4 Basic Info Tab

Enter the basic information about the project including the following.

- Selecting the Facility and Project.

## 4.1 Site Information

A facility must be associated with your account **and** the correct submittal group for the facility to populate in the dropdown menu.

1. Select the facility associated with the project. **If the facility is not present in the dropdown menu, go to Section 2.**
2. Select the applicable project. Projects associated with the selected facility will appear in the project dropdown menu. Projects may have different names than the facility.

The screenshot shows a web form titled "Leaking Underground Storage Tank Document" with a document ID of 40288. The form has five tabs: "Basic Info", "Attachment", "Payment", "Review", and "Submission". Under the "Site Information" section, there are two dropdown menus. The first is labeled "Select your Facility" and has "test new fac 077" selected, with address "1250 NW Swigert Way, Troutdale, OR 97060" and coordinates "Latitude 45.553546 Longitude -122.401187". The second is labeled "Select your project" and has "Leaking Underground Storage Tank" selected, with "15-23-0001" highlighted in a red box.

**Tip.** Facilities often have multiple LUST and leaking HOT projects. Look for “Leaking Underground Storage Tank” projects type. The program ID number (LUST number) is located below the project type.

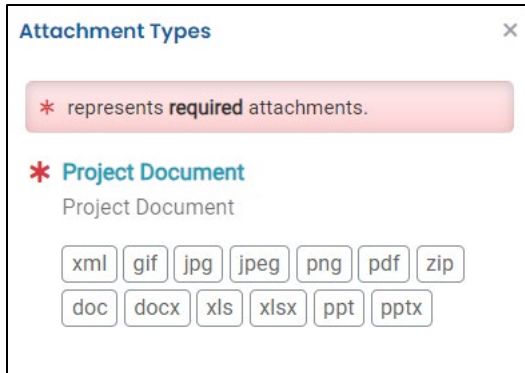
The screenshot shows a dropdown menu with two facility options. The first is "Who Me Gas" with ID "417398" and project type "Leaking Heating Oil Tank" and ID "15-23-0001". The second is "Bug's R Us Gas" with ID "417399" and project type "Leaking Underground Storage Tank" and ID "15-23-1200". A red arrow points from the facility name to the project type, and the project type and ID are highlighted in a red box.



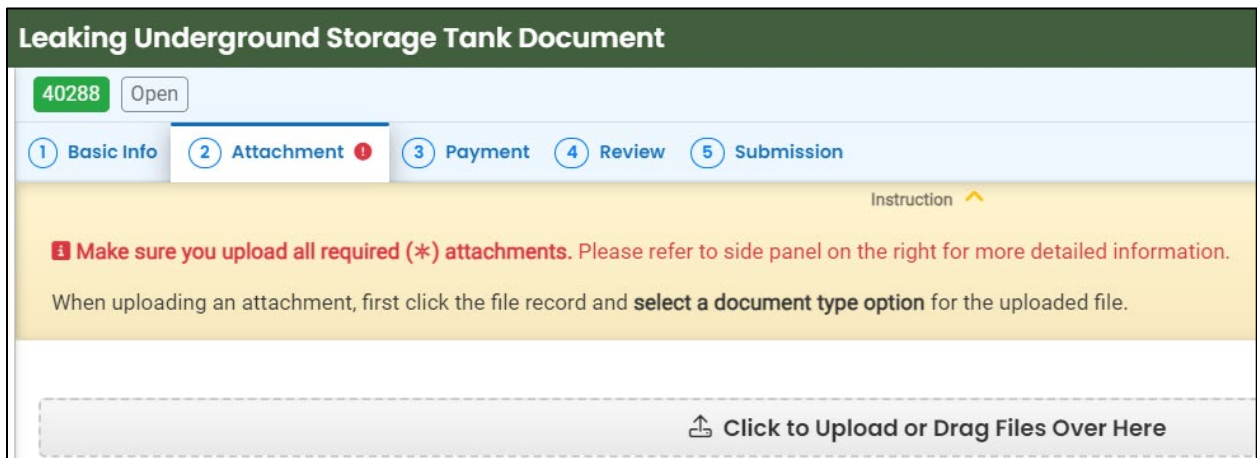
# 5 Attachment Tab

At least one document must be attached to the submittal. Multiple documents for the same project may be attached. To attach a document follow the steps below.

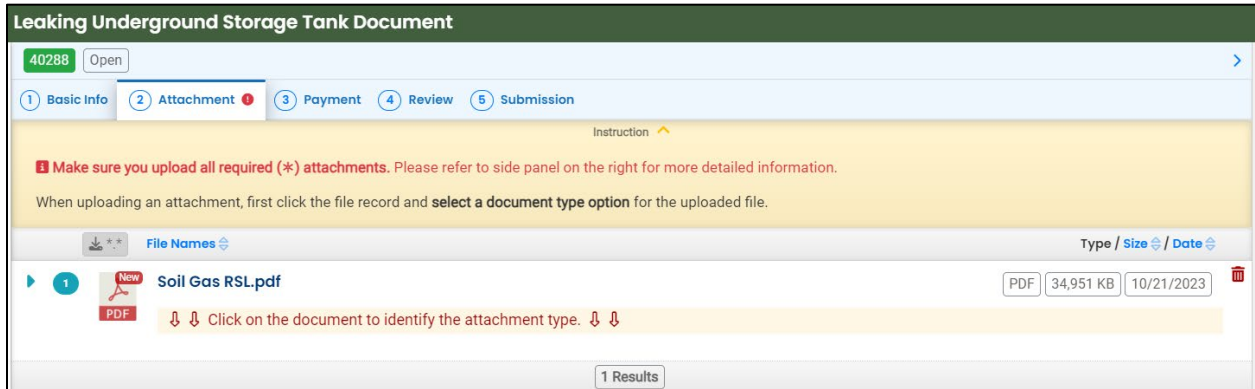
1. Review the “Attachment Types” box on the right side of the screen.
  - a. Note which documents are required.
  - b. Note what type of documents (e.g.; Adobe [pdf], Word [doc, docx], etc.) are allowed to be attached.



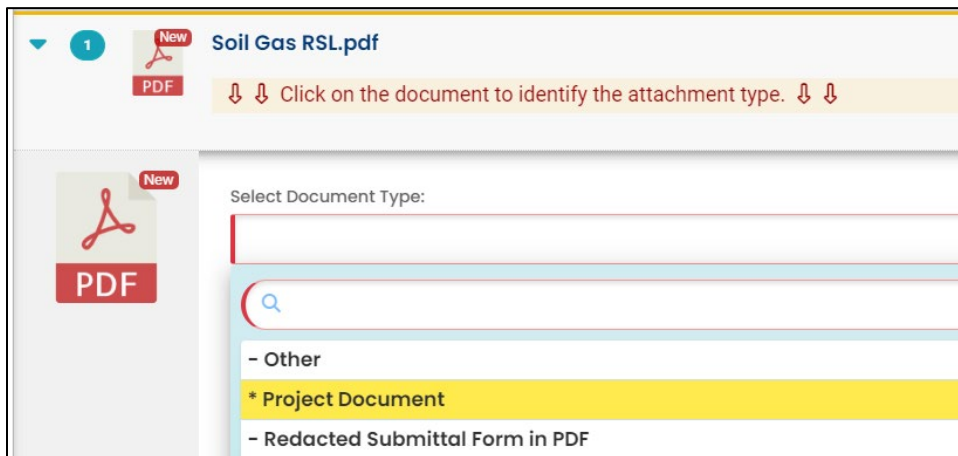
2. Click on “Click to Upload or Drag Files Over Here” to open a window to search for and select a document, or simply drag and drop a document from another open screen.



3. Once uploaded, click “↕↕ Click on the document to identify the attachment type ↕↕”.



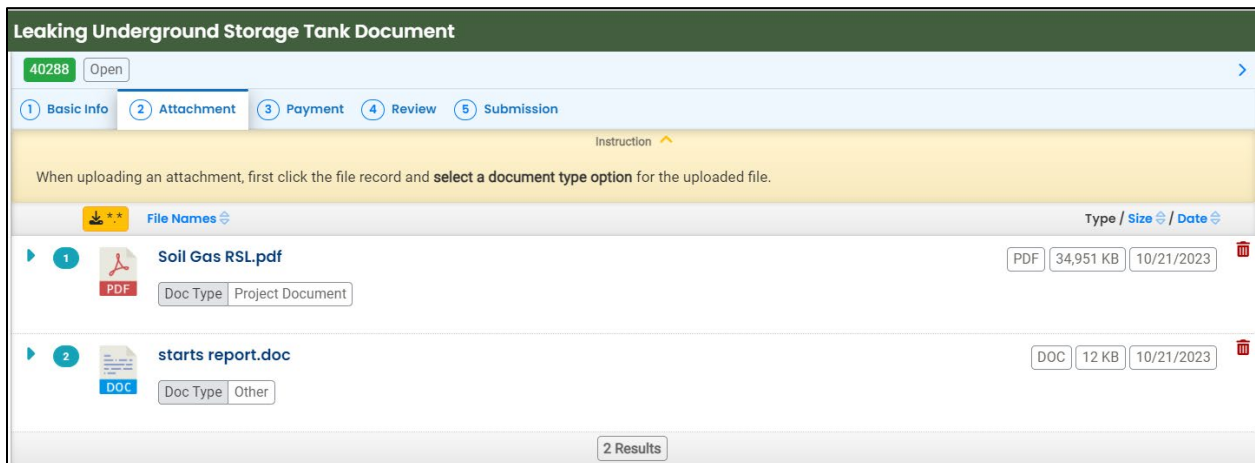
4. Click “Site Document Type:” and select the document type. Since a “Project Document” is a required attachment at least one attachment must have this document type selected.



5. Add comment (optional).

6. Click the  to save.

7. Add additional documents following the steps above.



# 6 Payment Tab

A payment is not required to submit a document to the LUST Program.

### Leaking Underground Storage Tank Document

40288

1 Basic Info 2 Attachment 3 **Payment** 4 Review 5 Submission

There is no payment due at this time.

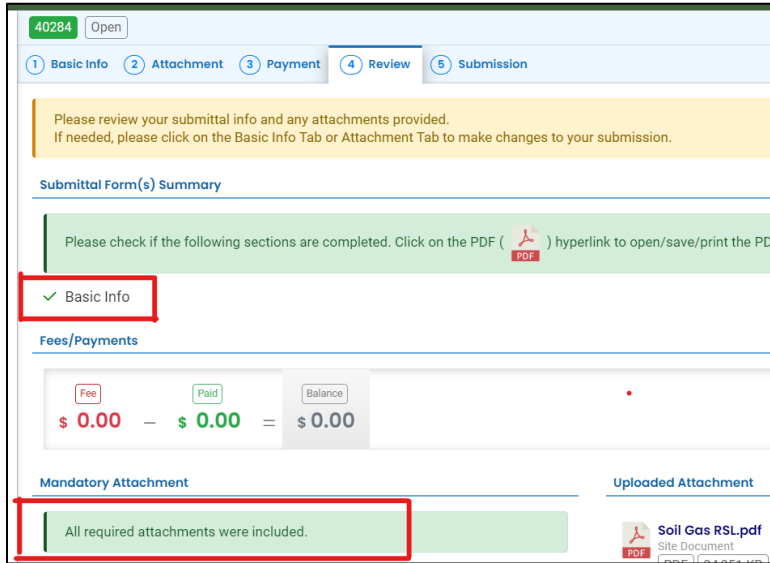
Fee		Paid		Balance
\$ 0.00	–	\$ 0.00	=	\$ 0.00

Fees	Payment Transactions
Fee is not required at this time.	No payment transaction records.

# 7 Review Tab

You may review all mandatory requirements under the “Review” tab.

1. The system will display a ✓ if all required information is provided.




40284 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 for

✓ Basic Info

Fees/Payments

Fee	Paid	Balance
\$ 0.00	\$ 0.00	\$ 0.00

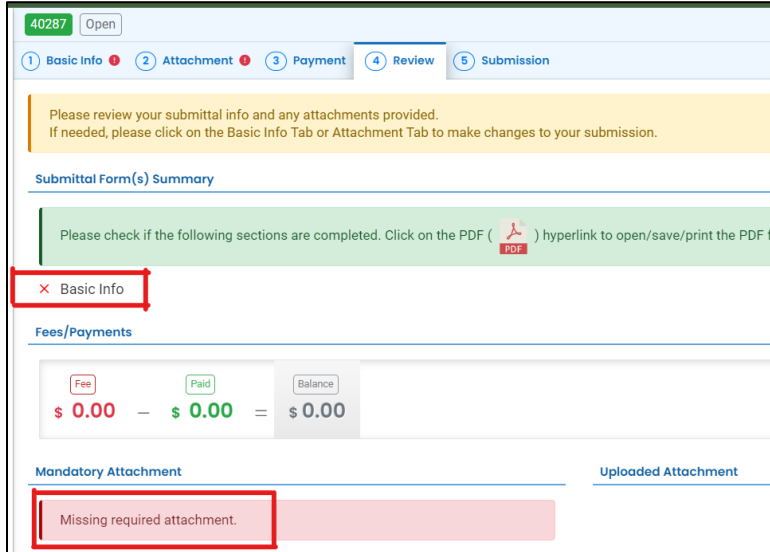
Mandatory Attachment

All required attachments were included.

Uploaded Attachment

Soil Gas RSL.pdf  
Site Document  
FEF10155166

2. The system will display an ✗ if required information has not been provided. The system will also flag when a required attachment is not attached. You will need to complete required information to submit the submittal.




40287 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 for

✗ Basic Info

Fees/Payments

Fee	Paid	Balance
\$ 0.00	\$ 0.00	\$ 0.00

Mandatory Attachment

Missing required attachment.

Uploaded Attachment

# 8 Submittal Tab

Click Submit to submit this submittal.

**Leaking Underground Storage Tank Document**

40288 Open

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

**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. 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**

The following screen will appear indicating a successful submission. Click the “Submittal Form” button for a printable copy of the submittal.

**Leaking Underground Storage Tank Document**

40288 Complete Submittal

**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 mile stones.  
Please click **Receipt** to print your receipt.

Submittal Summary		Submittal Form Info	
Submittal ID:	40288	Name:	LUST Project Document
Submittal Date:	10/21/2023, 07:00 PM	Method:	Online Submission
Submittal By:	Cleanup TESTER 1111111111 katie.daugherty@deq.oregon.gov		
Owner Information:	Cleanup TESTER 1111111111 katie.daugherty@deq.oregon.gov		

**Fee Detail**

This submittal does not require fee.

**Payment Detail**

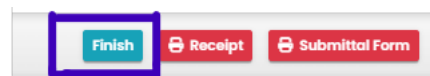
Not Applicable.

**Attachment List**

- Soil Gas RSL.pdf (Project Document, PDF, 34,951 KB)
- starts report.doc (DOC, 12 KB)

**Finish Receipt Submittal Form**

Click “Finish” button to return to your account



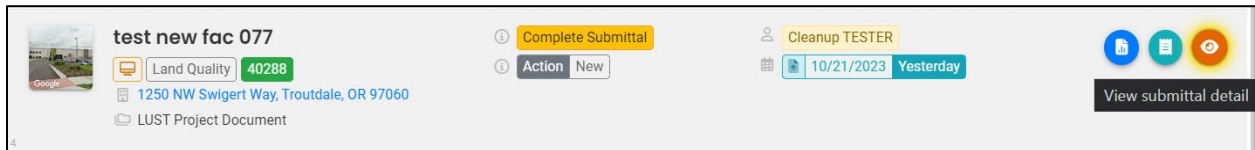
# 9 Track Your Submittal

Your completed submittal is populated to your “Track Submission Status” page with a status of “Complete Submittal” highlighted in orange. This page provides a record of your Submittals to DEQ through YDO. Additional actions you may take from this page are provided in the following subsections.



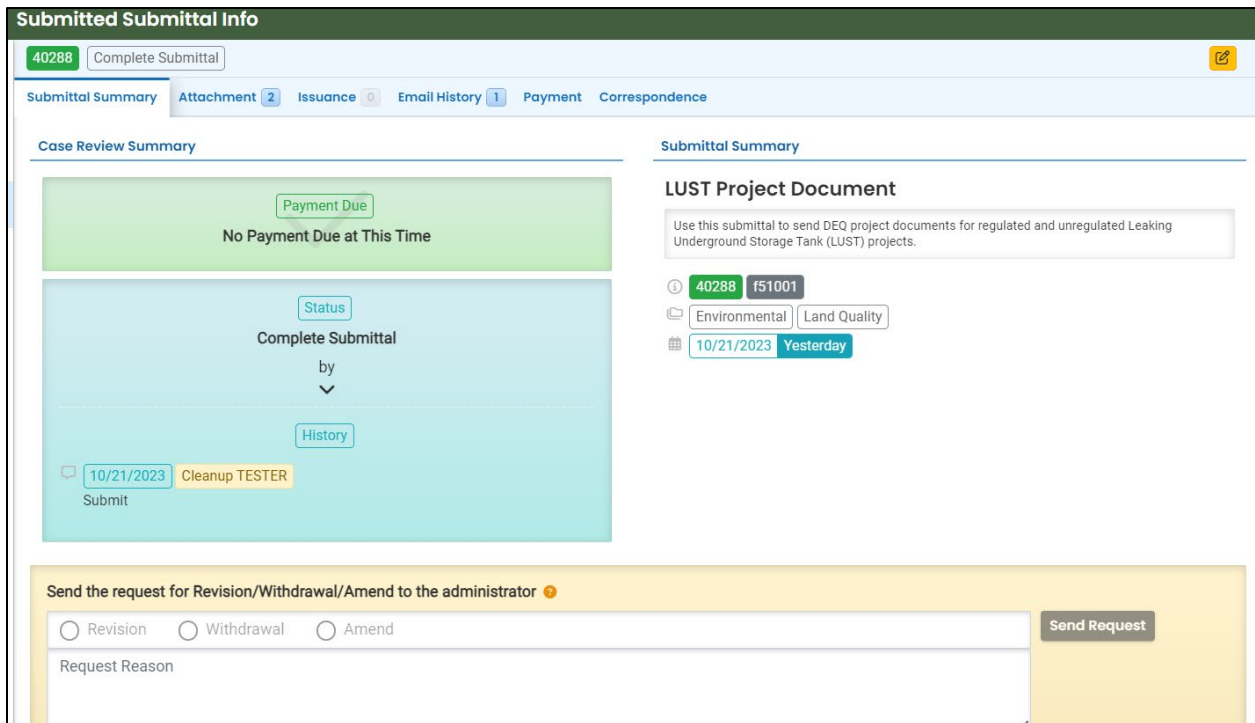
## 9.1 View Submittal Detail

Click the orange eye.



### 9.1.1 Submittal Summary Tab

View submittal summary here.





## 9.1.2 Attachment Tab

View and download the documents attached to the submittal.

The screenshot shows the 'Submitted Submittal Info' interface for submittal 40292. The 'Attachment' tab is selected, showing a list of documents. One document is visible: 'Soil Gas RSL.pdf', which is a PDF file with a 'Legal Description of the Property' doc type. The interface includes navigation tabs for Submittal Summary, Attachment (1), Issuance (0), Email History (1), Payment, and Correspondence. A 'File Names' section is also present. At the bottom right, it indicates '1 Results'.

## 9.1.3 Issuance Tab

No issuances are generated for this submittal type.

The screenshot shows the 'Submitted Submittal Info' interface for submittal 40292. The 'Issuance' tab is selected, and the page displays 'No record found.' under both the 'Issuance Documents' and 'Supporting Documents' sections. The navigation tabs are Submittal Summary, Attachment (1), Issuance (0), Email History (1), Payment, and Correspondence.

## 9.1.4 Email History Tab

Emails sent by YDO related to this submittal are located under this tab.

The screenshot shows the 'Submitted Submittal Info' interface for submittal 40288. The 'Email History' tab is selected, displaying one email record. The email subject is '[UAT] ODEQ LUST Project Document - Submission Received', sent to 'katie.daugherty@deq.oregon.gov' from 'YourDEQOnline@govonlinesaas.com' on '2023-10-21'. The interface includes navigation tabs for Submittal Summary, Attachment (2), Issuance (0), Email History (1), Payment, and Correspondence. At the bottom right, it indicates '1 Results'.

## 9.1.5 Payment Tab

A payment is not required for this submittal.

The screenshot shows the 'Submitted Submittal Info' interface for submittal 40292, which is in a 'Complete Submittal' status. The 'Payment' tab is selected, showing a message: 'There is no payment due at this time.' Below this, a summary table displays: Fee: \$ 0.00, Paid: \$ 0.00, and Balance: \$ 0.00. At the bottom, there are two sections: 'Fees' with the text 'Fee is not required at this time.' and 'Payment Transactions' with the text 'No payment transaction records.'

## 9.1.6 Correspondence Tab

Chats with DEQ are tracked here.

The screenshot shows the 'Submitted Submittal Info' interface for submittal 40292, with the 'Correspondence' tab selected. It features a text input field for starting a correspondence thread, a 'Post' button, and a date/time selection field. At the bottom, it states 'No correspondence messages.'

## 9.2 Review Form

Click the blue circle to access the submittal content.

The screenshot shows the 'Review Form' interface for submittal 40288. It includes a location map for '1250 NW Swigert Way, Troutdale, OR 97060', a 'LUST Project Document' link, and a 'Review Form' button. The status is 'Complete Submittal' and the action is 'New'. The user is identified as 'Cleanup TESTER' and the date is '10/21/2023 Yesterday'.

The form cannot be modified.

### 9.3 Receipt Form

Click the center teal circle to access a copy of your receipt to save or download.

