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# Your DEQ Online Account Registration and Set Up

Wastewater Operator Certification Program



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<u>Español</u> | <u>한국어</u> | <u>繁體中文</u> | <u>Pycский</u> | <u>Tiếng Việt</u> | <u>I</u>

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Visit DEQ's Civil Rights and Environmental Justice page.

## **System Overview**

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



Your DEQ Online is an Environmental Data Management System designed to combine current DEQ processes across air, land and water divisions in one convenient and easily accessible portal.

The system enables users to submit applications, upload reports, enter data, check the status of applications, pay fees or fines, and manage account activity. In addition, the system allows for greater public access to environmental data without the need to request this information from DEQ staff.



# **Table of Contents**

System Overview	3
1. Wastewater Operator Certification	5
2. Your DEQ Online	5
3. Register an Account	5
3.1 Basic Information	6
3.2 Select an Account Type	7
3.3 Security Questions	7
3.4 Final Review	8
3.5 Email Confirmation	9
3.6 Update Password and Pin	10
4. Responsible Official Identity Verification	10
4.1 E-Verify Method	11
4.2 Alternate Verification Method: Electronic Signature Agreement	11
4.3 Navigation Menu	12
4.3.1 lcons	14
5. Establish Links to Set-Up your Account	14
5.1 Submittal Group and Facility Links	15
5.2 Link to Your Existing Certificate	17
6. Password, Pin and Security Questions	19
6.1 Reset Password	19
6.2 Reset Pin	19
6.3 Reset Security Questions	20
7. Helpdesk and Resources	21

# 1. Wastewater Operator Certification

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

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

Please visit DEQ's Wastewater Operator Certification Program <u>webpage</u> for more information and program materials.

# 2. Your DEQ Online

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

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

# 3. Register an Account

Navigate to the Your DEQ Online Public Portal. Select "Register Account."

YOUR DEQ ONLINE	
Public Portal Environmental Data Management System (EDMS)	
Username	
Password (Forgot Password?)	
Login	
Register Account Public Records & Services	
For assistance, please contact: YourDEQOnline@deq.oregon.gov Online Help	

## **3.1 Basic Information**

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

		() E	Basic Info	rmation ② Acc	count	Type ③ Security Que
Personal Info						
Title:	First Name	,	Middle Initial	Last Name		User Name
~	Trainer			Test		TrainerTest
Employer	Job Position with Employer					
Oregon DEQ						
Office Phone Number		Mobile Ph	none Number		Fax	lumber
000-000-0000	000-000-0000 000-0000 000-0000					
Email Billing Pre			Billing Preference	۲	lotified by Email	
Email will be used to send out t	the password. Please make	e sure it's valid.				
Mailing Address						
Country						
• United States	) Canada					
Address Line 1				Address Line 2		
700 NE Multnomah						
City			State	202)		Zip Code
Fortiand			OK (OIE	gon)	•	97232

## 3.2 Select an Account Type

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

After selecting the account type, click "Next."

← Oregon DEQ User Registration	
① Basic Information ② Account Type ③ Security Questions ④ Final Rev	iew
Account Type	
Please Note: Account Type cannot be changed once registered.      If you are not sure which account type to choose, please refer to the INER document here.	HELP ME CHOOSE     RO     Assponsible Official (RO) is responsible for ensuring that information submitted to the Authority on
Account Type *  RO O Consultant O General Public	behalf of an associated facility (or facilities) is accurate through the port. The RD may permit a constraint for operate a submitta in the system through an associated account, however, only the RD may certify and submit the submittal.
Previous	A consument may prepare a solution for the divergence of the solution (b). To prepare solutions to an Rio a Consultant account must be associated with an RO account (by the RO). Only an RO may certify and submit solutions.
	A value account has privinges to pyr invoces and respond to the Authority spuble notices. A Public account does not grant access to preparing or submitting a submittal in the portal.

### **3.3 Security Questions**

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

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

	1 Basic Information @ Account Type @ Security Questions ④ Final F	eview
Security Que	tions	
1 Q A	What is the first and last name of your oldest sibling?	On et the following security questions from this list will appear when considering each submittal. Please provide a unique memore les wesh question. Answers are case-senaitive.
2 Q A	where did you first meet your spouse?	
3 Q A	what is the name of your home town newspaper?	
4 Q A	what is your best friend's last name?	
5 Q A	where did you graduate from high school?	
Previou	l Hext	

**Note:** See <u>section 6</u> for instructions on how to reset your pin and security questions.

## **3.4 Final Review**

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

- Oregon DEQ User Registration				
	(1) Basic Information	② Account Type	③ Security Questions	④ Final Revie
Final Review				
Lisa Macgregor SDS License				
<ul> <li>I65 E 7th Ave #100, Eugene, OR 97401</li> <li>Iisa macgregor@deq.oregone.gov</li> <li>✓ 541-686-7905</li> </ul>				
V I'm not a robot				
Previous			Re	gister

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

← Registration Successful	
Registration Successful	
Congratulational 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 [YourDEDOnline@deg.state.or us]	
	Back to Login

## **3.5 Email Confirmation**

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

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

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



## 3.6 Update Password and Pin

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

Public Portal	Public Portal	Public Portal
Usemame IYourDEQOnline Password	Change Password Either this is your first-time login, or you requested a password reset, please change the password below.	Change Pin Ether this is your first-time login, or you requested a pin reset, please change the pin below.
Login	New Password (minimum 8 characters, should contain 1 number, i alphabet and 1 special character)	New Pin
	Confirm Password	Confirm Pin
Forgot Register Public Password? Account Records	Update Password	Update Pin
For assistance, contact:	For assistance, contact:	For assistance, contact:

# 4. Responsible Official Identity Verification

If you are a Responsible Official, you will see an identity verification pop-up message upon initial login that prompts you to validate your identity. **Full privileges of the Responsible Official are only active after identity verification is complete.** Select the "Go to my account" choice which will bring you to your "My Account" information.

The System nee a submittal. You Electronic Signo	eds to verify your ident u have two options to o uture Agreement (FSA)	ity in order to grant you t complete the verification	he 'RO' privilege to make which are E-Verify or
To start the ider below.	ntity proofing process,	you may go to My Accou	int or click the button

## 4.1 E-Verify Method

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

≡	Му Ассо	ınt				[] 🧿 🕛 Info
	202 Info	YourDEQOnline				<
	Basic Info	Account Type	Password/Pin	Security Questions	Consultants	Verification
3	Option #1:	E-Verify				Option #2: Electronic Signature Agreement (ESA)
	Please is for Make past 6 If suc- certify	e provide information E-Verify purpose on sure you are using y months, please use cessful, you will be in /submit documents	n below to E-Verify ; <b>Iy, and will not be s</b> <b>your personal HOMI</b> your previous HOM nformed promptly a to the Authority. <b>D</b>	yourself. <b>Information pro aved locally.</b> E <b>information.</b> If you have IE address before your la nd can start using your a <b>ie to security reasons, th</b>	e moved in st move. Inccount to the System	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.
*• ~ *	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.					while you are waiting for the verification process to be complete, you will be able to access the system on a limited basis, but will not be able to submit a report. If you have not received any feedback after 6 weeks after submitting your ESA, please contact the Authority to follow up.
	First M	lame *	Middle Initial	Last Name *		Print and sign an Electronic Signature Agreement.
	Addre	essl*	Add	ress 2		

#### **Tips for using E-Verify**

- a. When completing the E-Verify form fields, check the date of birth to be sure it is not already filled with today's date.
- b. Enter fields exactly as specified no spaces in the phone number, date of birth format mm/dd/yyyy.
- c. Use your home address, not your work address.
- d. If you have moved in the last six months, use your previous address.

#### Troubleshooting E-Verify

- e. Clear your browser cache: <u>https://www.pcmag.com/how-to/how-to-clear-your-cache-on-any-browser.</u>
- f. Close all browsers and then re-open one browser window to log back in.
- g. Log back into the system with your username and password to: <u>https://ordeq-edms-public.govonlinesaas.com/pub/login</u>.

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

# 4.2 Alternate Verification Method: Electronic Signature Agreement

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

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

≡	Му Ассо	unt				C	?	Info	
	202 Info	YourDEQOnline						<	
	Basic Info	Account Type	Password/Pin	Security Questions	Consultants	Verification			
	Option #1: E-Verify Option #2: Electronic Signature Agreement (ESA)								
	Pleas is for Make past 6 If suc certify will of If the your is option	e provide informatio E-Verify purpose on sure you are using y 5 months, please use cessful, you will be i y/submit documents nly allow you for 3 th E-Verify is not succe dentity with the data n to complete your ic	n below to E-Verify ; <b>ily, and will not be s</b> <b>your personal HOMI</b> e your previous HOM nformed promptly at to the Authority. <b>Du</b> <b>rials</b> . essful, it means the you provided. In thil lentity proofing.	ourself, <b>Information pro aved locally.</b> E <b>information.</b> If you have IE address before your la: nd can start using your a <b>te to security reasons, th</b> System is unable to authe s case, please follow the	vided here e moved in st move. ccount to e System enticate ESA	<ul> <li>Please print and sign an Electronic Signature Agreement below and mail Authority at the address shown on the ESA. The Authority will verify your and make a decision on your 'RO' request.</li> <li>You will receive an email notification after the Authority's decision is ma ESA will take some time because it involves the mail delivery, paper han human checks, and data entries.</li> <li>While you are waiting for the verification process to be complete, you value to access the system on a limited basis, but will not be able to sub report.</li> <li>If you have not received any feedback after 6 weeks after submitting you please contact the Authority to follow up.</li> </ul>	it to the identity de. The dling, <b>rill be</b> <b>mit a</b> <b>bur ESA,</b>		
	First I	Name * ess 1 *	Middle Initial	Last Name *		Print and sign an Electronic Signature Agreement.	Print		

- 2. Send the completed, signed form to the address noted on the form. DEQ will send an email notification after confirming your status. This process may take time due to mail delivery, review and data entry.
  - For expedited processing, you may also email the completed and signed form to <u>YourDEQOnline@deq.oregon.gov</u>. This is in addition to mailing the signed original form.
  - Note: Failure to mail the printed and signed form may result in withdrawal of your account privileges.
- 3. While you are waiting for verification, you will be able to access the system on a limited basis but will not be able to certify and send a submittal.
- 4. If there's a problem with verification, DEQ staff will contact the Responsible Official.

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

## 4.3 Navigation Menu

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

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

of the screen is the primary way to navigate through the system. **The navigation menu can be expanded and collapsed by clicking the arrow button at the bottom left corner.** Some functions, such as adding new submittals, can also be accessed directly from the dashboard.

≡ Dashboard			[] 🔊 🕐 🚇
Create new submittais.	Info Messages	Submittals Permits/Licenses/Certificates & Transaction History	Upcoming Obligations & Unpaid Submittals
Edit unfinished submittals.	Info	Submittals	
Track Submittal Status Monitor submittal status	Obligation Sendback	MY SUBMITTALS (LAST 3 MONTHS) Pending Submitted	NEW SUBMITTALS My Favorite Popular
Upcoming Obligations Submit compliance reports.	0 0 Submittals	No submittal record found.	Please select a <b>Submittal Group(s)</b> in [My Account] to access your
Pay Invoices/Fees Make online payments.	CORRESPONDENCE (LAST 3		submittal forms of interest.
Issuance			Expedited Enforcement Offer
Permits/Licenses/Certificates Track permits or licenses.			(EEO) Payment
Utilities	Authonity OnreadOAuthonity OnreadOAuthonity OnreadO		GovOnline +
Public Records Search Public Submittals, Notices and Permits/Licenses/Certificates.	Messages		Penalty Payment
Settings	ANNOUNCEMENT	Permits/Licenses/Certificates & Transaction Histor	ý
My Account Change account information.	A	rrow expands and	TRANSACTION HISTORY
		ollapses menu	PDF

**Start New Submittal:** This feature is used to initiate submittals to DEQ such as applying for a new operator certificate, renewing or reinstating an operator certificate, or submitting a supervisory operator designation form.

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

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

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

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

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

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

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

### 4.3.1 Icons

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



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



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



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



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



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



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



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

# 5. Establish Links to Set-Up your Account

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

## **5.1 Submittal Group and Facility Links**

- 1. Select My Account in from the navigation menu, and then select the Account Type tab.
- 2. In the Submittal Groups section, click the Wastewater Operator Certificate. A green thumb icon will appear letting you know that you are linked to the group.

≡	≡ My Account							
	* 285 RO							
	Basic Info Account Type Password/PIN Security Que	estions Consultants Verification Linked Licensee						
	Submittal Groups							
	• Submittal group will affect your access right of submittals.							
	🔲 📵 401 - Dredge and Fill Project	2 401 - Hydropower Project	🗌 👍 Air Area Source					
	18 Air Contaminant Discharge Program (ACDP)	Air Emission Inventory	🗌 🥡 Air Title V Permit					
-	B Asbestos	🗌 👍 CAFO	🗌 👍 Cleaner Air Oregon					
8	Cleanup and Site Remediation	Climate Protection Program *	🗌 🚺 Gasoline Transporter					
	5 General NPDES Domestic	General NPDES Industrial	General NPDES/WPCF Mining					
<b>A</b>	General WPCF Domestic	General WPCF Industrial	🔲 🌀 Greenhouse Gas Reporting *					
	Hazardous Waste	🔲 🕜 Heating Oil Tank	12 Individual NPDES Domestic					
	🔲 🌀 Individual NPDES Industrial	Individual WPCF Domestic	🔲 🌀 Individual WPCF Industrial					
	C 3 Leaking Underground Storage Tank	📋 🧿 MS4 - Municipal Separate Storm Sewer System	MPDES- Stormwater (Construction)					
	12 NPDES- Stormwater (Industrial)	🔲 ③ NPDES: Public Agencies Only 1200-CA *	🗋 🌀 Onsite					
	2 Sewage Disposal Service License	C 22 Solid Waste	Third-Party Verification *					
	🔲 📧 UIC - Underground Injection Control	Underground Storage Tank	🔽 WasteWater Operator Certificate 📫					

3. In the Facility-Submittal Group Permissions section, click "Add Permissions" and search for your facility by name or address. **If you are not currently employed by a facility, you do not need to set up a facility link.** 

≡	My A	ccount	
≣≣ ● Lm ≣	* 285	RO	
	Basic I	nfo Account Type Password/PIN Security Questions Consu	Itants Verification Linked Licensee
		You are only allowed to add submittal groups from your selected submittal g	oups above.
	Ad	d Permissions 1	Picked Submittal Groups (1):
		ゆ <b></b>	
-	A	vailable Sites	Available Submittal Grou
8		Q. Type here to filter list	facility by name or
		12th and Belmont Ave     388662       12th and Belmont Ave, Hood River, OR 97031	WasteWater Operat address
		12th and Belmont Ave     12th and Belmont Ave, Hood River, OR 97031	
		Bldg 1011 Forest Service Loop 476721 Bldg 1011 Forest Service Loop, Sisters, OR 97759	
		Bidg 1038 Forest Service Loop         383848           Bidg 1038 Forest Service Loop, Sisters, OR 97759         Image: Comparison of Comparison o	
		Bldg 1038 Forest Service Loop         476712           Bldg 1038 Forest Service Loop, Sisters, OR 97759         CA	
		Found: 156775	Found:1
>			

- 4. Once you have located your facility, click the check box.
- 5. Next, select the check box for the Wastewater Operator Certificate on the right column under available submittal groups. Click the plus icon.

Add Permissions ±		
Picked Sites (1):	Picked Submittal Groups (1):	
CITY OF GRESHAM WWTP 面	C WasteWater Operator Certificate	O
Available Sites	Available Submittal Groups	
Q City of Gresham WWTP	Q. Type here to filter list	
CITY OF GRESHAM WWTP 244765	VasteWater Operator Certificate	
Found: 1	Found: 1	

6. Once you have added the permissions, a green thumb icon will appear. Select save before you navigate away from the page.

Faci	Facility-Submittal Group Permissions (1)						
<b>(</b> )	ou are only allowed to add submittal groups from your select	cted submittal groups above.					
Ō	CITY OF GRESHAM WWTP 20015 NE SANDY BLVD, PORTLAND, OR 97230	244765	2 WasteWater Operator Certificate				
Ade	d Permissions Ŧ						

## **5.2 Link to Your Existing Certificate**

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

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

≡	My Account
III 🕈	285 RO
	Basic Info Account Type Password/PIN Security Questions Consultants Verification Linked Licensee
	No Licensee associated yet.
	Add Licensees <b>T</b>
-	
8	
-	

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

≡	My Account
	* 285 RO
	Basic Info Account Type Password/PIN Security Questions Consultants Verification Linked Licensee
	No Licensee associated yet.
	Add Licensees 1
	License Type: Search Licensee:
<b>I</b>	OpCert - Collection Operator Grade II V License No. 14526 Find Licensee
<u> </u>	
<b>*</b>	
-2	

3. Select the link <sup>O</sup>icon to add the existing certificate.

≡	My Account							
III O Lucii	* 285 RO							
	Basic Info Account Type Password/PIN Security Questions Consultants Verification Linked Licensee							
	No Licensee associated yet.							
	Add Licensees 1							
	License Type: Search Licensee:							
-	OpCert - Collection Operator Grade II v License No. 14526 Find Licensee							
8	Trainer Test Z Too NE Multnomah, Portland, OR 97232							
Q								

4. When the certificate is linked, a triangle icon will appear indicating that DEQ staff will

review and approve the link. Select save before navigating away from the page.

	* 285 RO	>
	Basic Info Account Type Password/PIN Security Questions Consultants Verification Linked Licensee	
-	Name Permissions	
2	Trainer Test	Ō
	Add Licensees Ŧ	
-		

5. Once DEQ approves the link, there will be a green thumbs up next to the certificate permissions and your Responsible Official account is linked to your existing wastewater operator certificate.

	285 R0		>
	Basic Info Account Type Password/PIN Security Questions	Consultants Verification Linked Licensee	
-	Name	Permissions	
3	Trainer Test	16 <b>-</b>	ā
	•		
	Add Licensees T		

# 6. Password, Pin and Security Questions

## 6.1 Reset Password

If you have forgotten your password or username, click the "Forgot Password" button on the login screen. Enter your email address to receive an email with reset instructions.

Public Portal Environmental Data Management System (EDMS)	Public Portal Environmental Data Management System (EDM	
Username	Forgot Password	
Password (Forget 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.	
Login	Email	
	Reset Password	
Register Account Public Records	© Back to login	
For assistance, contact:	For assistance, contact:	
VourDEQOnline@deq.state.or.us	VourDEQOnline@deq.state.or.us	

## 6.2 Reset Pin

- 1. Select to My Account in from the navigation menu, and then select the Password/Pin tab.
- 2. Enter and save your new pin number.

≡	Ay Account
	202 R9 Info YourDEQOnline
	Basic Info Account Type Password/Pin Security Questions Consultants Verification
	Password PIN
	Show password
	Old Password New PIN
-	PIN should be at least 8 characters long and should contain 1 number,1 alphabet and 1 special character (@\$ <sup>1</sup> **78).
8	New Password Confirm New PIN
	Password should be at least 8 characters (ong and should contain 1 number,1 alphabet and 1 special character (g814*#78). Confirm New Possword Scruee PIN
5	
Ċ	Save Password

## **6.3 Reset Security Questions**

- 1. Select to My Account in from the navigation menu, and then select the Security Questions tab.
- 2. Create new security questions and answers and click save

≡	My A	ccou	nt					
	202	RO In	fo YourDEQOnl	ine				>
	Basic	Info	Account Type	Password/Pin	Security Questions	Consultants	Verification	
	1	Q	What is the	first and last nan	ne of your oldest sibli	ng?		<b>~</b>
		A						۲
<b></b>	2	Q	where did y	ou first meet you	r spouse?			~
		A						0
L <sub>Q</sub>	3	Q	what is the	name of your hor	me town newspaper?			~
â		A						۲
	4	Q	what is you	r favorite song?				~
		A						۲
	5	Q	what is the	last name of you	r favorite teacher?			~
		A						۲
>								

## 7. Helpdesk and Resources

If you have questions not answered by this guide, please consult the Your DEQ Online <u>Help</u> <u>page</u> or contact DEQ:

For technical assistance: <u>Your DEQ Online Helpdesk</u> (Not compatible with Internet Explorer)

For Wastewater Operator Certification program questions contact: opscert@deq.oregon.gov

Your DEQ Online log in portal: <u>https://ordeq-edms-public.govonlinesaas.com/pub/login</u>