Your DEQ Online Account Registration and Set Up

Water Pollution Control Facilities Onsite Permits

Version 1.0

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State of Oregon
DEQ Department of Environmental Quality

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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.
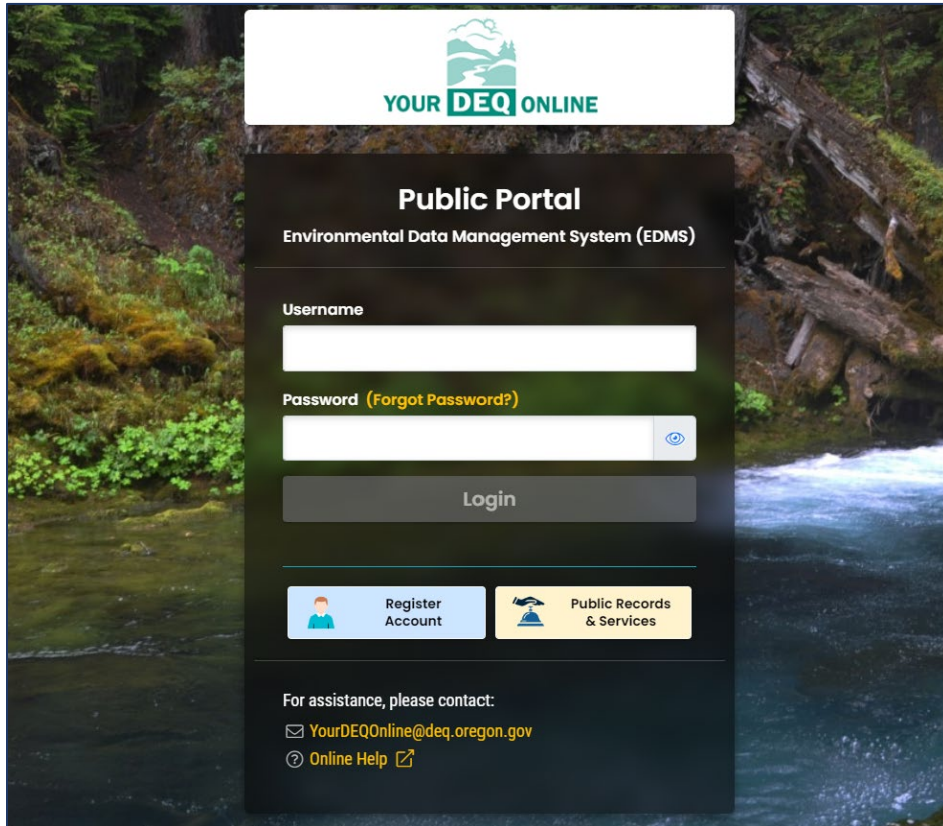
Your DEQ Online is an Environmental Data Management System designed to combine current DEQ processes across air, land and water divisions in one convenient and easily accessible portal. The system enables users to submit applications, upload reports, enter data, check the status of applications, pay 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.

Recommended browser: Google Chrome.

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

1. Register an Account

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

1.1. 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 and cannot be changed once your account is created. Use an email address that will not be used for any other Your DEQ Online accounts or account types. The email addressed entered will be used to send out the password. Please make sure it's valid. Click "Next" when the required fields have been completed.

WPCF OS Account Registration and Set Up
Error! Reference source not found.

1.2. Select an account type

There are three account types to choose from: Responsible Official (RO), Consultant and General Public. Click on the "Help Me Choose" button HELP ME CHOOSE for more information on account types.

1.3. Who should select a Responsible Official (RO) account type?

An RO is a person who is legally authorized to sign WPCF Onsite permit applications, Discharge Monitoring Reports (DMRs) and other reports required by the permit is considered a RO and must choose the RO account. The RO is allowed to prepare, certify and submit submittals.

Table 1 provides a summary of these requirements. If you meet one of the criteria in Table 1, you will select a RO account type in Your DEQ Online. Refer to Code of Federal Regulations, 40 CFR 122.22, for the complete definition of who is authorized to sign submittal documents.

Table 1. Responsible Official Criteria by Organization

Organization Type	Authorized Individuals
Corporation	president, secretary, treasurer, vice-president, or any person who performs principal business functions; or a manager of one or more facilities that is authorized in accordance with corporate procedure to sign such documents
Partnership	general partner *[list of general partners, their addresses, and telephone numbers]*
Sole proprietorship	Owner *[each owner must sign the application]*
City, county, state, federal or other public facility	principal executive officer or ranking elected official
Limited Liability Company	Member *[articles of organization]*
Trust	acting trustee *[list of trustees, their addresses, and telephone numbers]*

1.4. Who should select a consultant account type?

Employees of facilities who will prepare permit documents, such as plans, DMRs, exceedance and resampling events, corrective action plans, but who do not meet the signatory requirements in Table 1 above will choose the Consultant account type. Hired professional consultants will also choose this account type. Consultants cannot submit on behalf of the RO. The RO must submit.

Examples of people who will have Consultant account types for WPCF Onsite permits includes:

- Professional consultants who prepare DMRs, report exceedance and resampling events, and corrective action plans.
- Professional engineering firms who prepare permit applications and plans on behalf of their clients.
- Employees of facilities who maintain WPCF Onsite permits and prepare permit documents but do not meet the permit signature requirements.

1.5. Who should select a General Public account type?

A member of the public without a registered account may use the Public Records link to access public notices and any other public documents DEQ makes available in Your DEQ Online and respond to DEQ issued public notices. However, public user with a General Public account type can also submit payments of miscellaneous invoices to DEQ.

1.6. Security questions

For each of the five required questions (Q) fields, select a security question from the drop-down menu. Enter the corresponding answer in the answer (A) field. Be sure to provide a unique response to each question keeping in mind that answers are case-sensitive. Click the eye 👁 icon to verify your answers. Click "Next" when the required fields have been entered.

Pro Tip

> One of the selected security questions will appear each time you complete a submittal. You must correctly answer the security question to submit documents, so be sure to save your answers somewhere accessible for future reference.

1.7. 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.

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


1.8. 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 the RO as the only account type and may certify and complete submittals.

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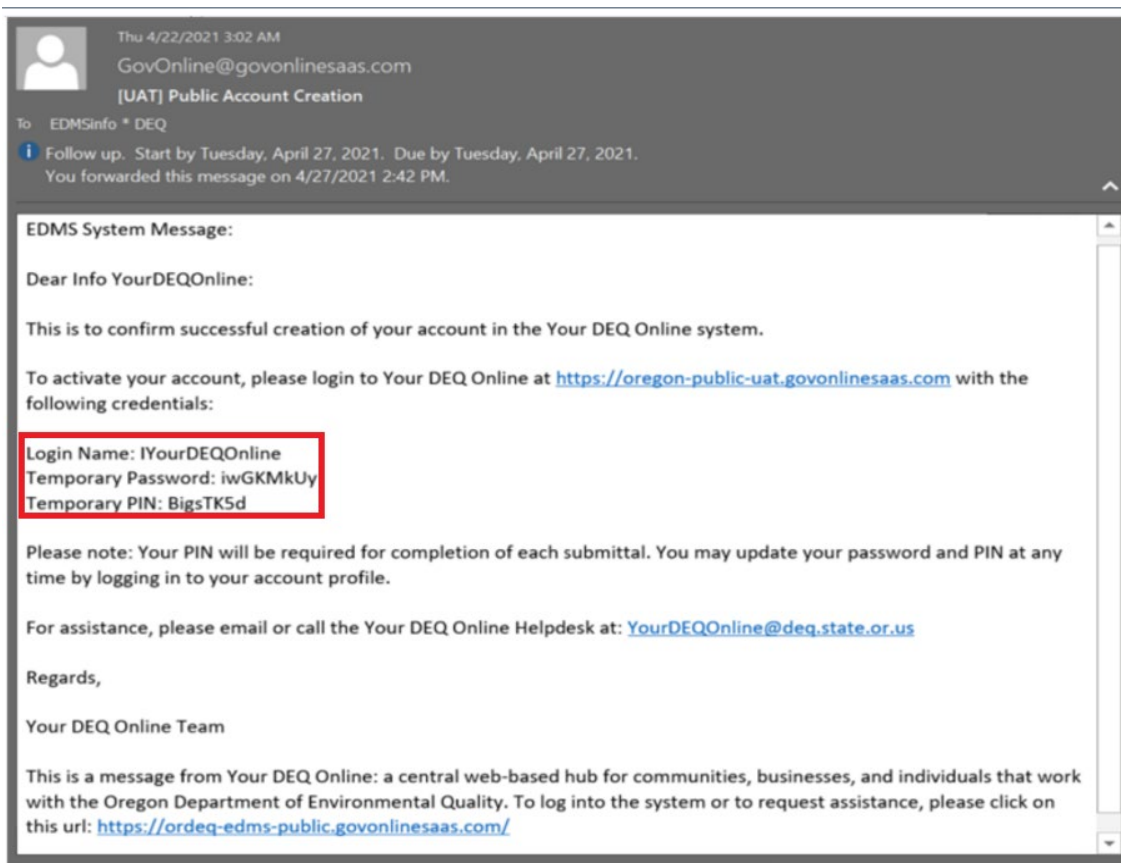
1.9. Update password and pin

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

2. 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 that re-directs you to your "My Account" information.

2.1. E-Verify method

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

Tips for using E-Verify

a. When completing he E-Verify form fields, check the date of birth to be sure it is not already filled in 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 home address.

Troubleshooting E-Verify

a. Clear your browser cache: https://www.pcmag.com/how-to/how-to-clear-your-cache-on-any-browser.
b. Close all browsers and then reopen one browser window to log back in.
c. Log back into system with your username and password to: https://ordeq-edms-public.govonlinesaas.com/pub/login.
d. If you encounter issues, contact the Your DEQ Online Helpdesk at YourDEQOnline@deq.oregon.gov for assistance.

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 (ESA).

2.2. Alternate Verification Method: Electronic Signature Agreement

The alternate option for identity verification requires signed paper Electronic Signature Agreement form to be reviewed by DEQ staff for validation.

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

Electronic Signature Agreement (ESA)

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

Print and sign an Electronic Signature Agreement.　　　　Print

Your DEQ Online Business System
Electronic Signature Agreement

- I agree to maintain the security of the User ID and Password assigned to me by OR DEQ for use of the Your DEQ Online Business System, in order to prevent disclosure of this information to anyone.

- I agree that, if I have any reason to believe that the security of the User ID or Password has been compromised, I will immediately inform OR DEQ by emailing YourDEQOnline@deq.state.or.us.

- I agree to maintain an email account; if any email sent to me by OR DEQ is returned as undeliverable, I will explain why this occurred when requested by OR DEQ.

- I agree to notify OR DEQ if I cease to represent the regulated entity specified below, by sending an email to YourDEQOnline@deq.state.or.us.

- I agree that I will be held as legally bound, obligated, and responsible for any submission I make using the Your DEQ Online Business System as I would be by making such submission in hardcopy form with my handwritten signature as certification.

- I agree that I will be held as legally bound, obligated, and responsible for any submission made using the Your DEQ Online Business System by an agent whom I have authorized to act on my behalf.

SIGNATURE: _____

PRINTED NAME: _____

TITLE: _____

COMPANY: _____

PERMITTED FACILITY NAME: _____

PERMITTED FACILITY ADDRESS: _____

EMAIL ADDRESS: _____

DATE: _____

Please mail a completed paper form to:

Oregon Department of Environmental Quality
Attn: Your DEQ Online Helpdesk
700 NE Multnomah Street, Suite 600
Portland, OR 97232-4100

For expedited service, please mail a completed paper form to the address above and also email the form to YourDEQOnline@deq.state.or.us.

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.
    a. 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.
    b. 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 submit 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.

3. Update my account

3.1. Navigate to My Account

From the Dashboard (or Public Records page for General Public users), you can access "My Account" in one of two ways: Using the "My Account" icon located on the left-side menu or through your "profile" icon located on the top right of the screen.
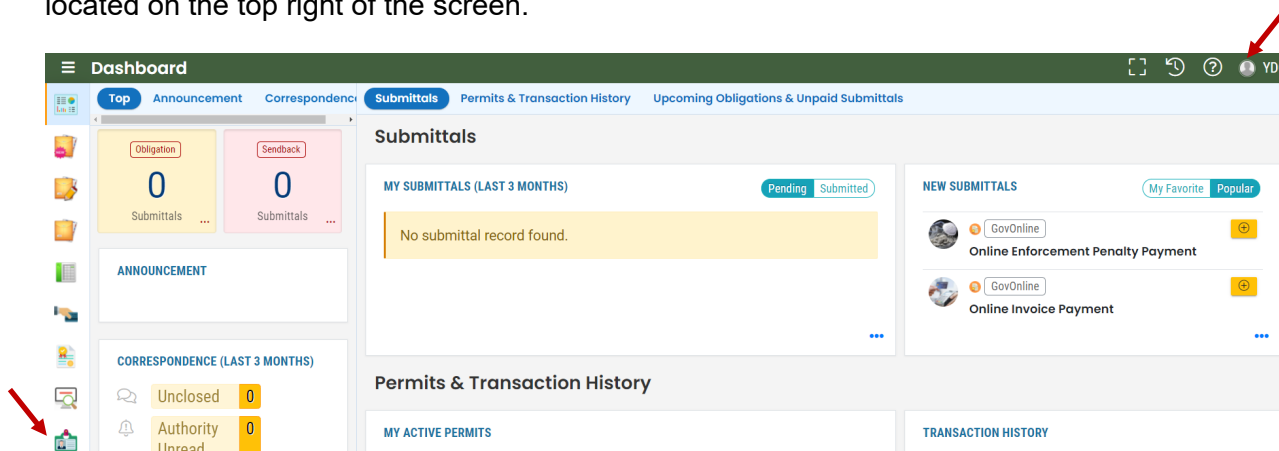

To access "My Account" through your profile, click the "profile" icon and then click the "edit" icon .
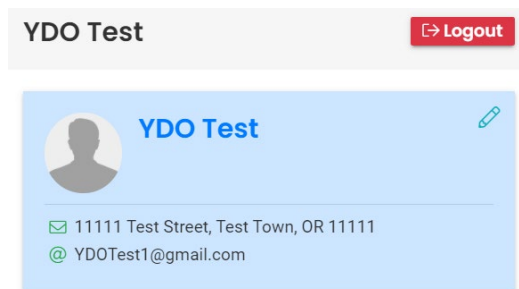
From "My Account" you can make modifications to your basic info, password or pin and security questions under the applicable tabs. Under the "Account Type" tab, General Public users can view their account type, Consultants can view their account type and linked facilities, and Ros can view their account types, select submittal groups, and add linked facilities.

RO's will have two additional tabs: "Consultants" and "Verification". Under the "Consultants" tab, RO's can associate consultants with facilities and submittals and under the "Verification" tab, Ros can complete the verification process.
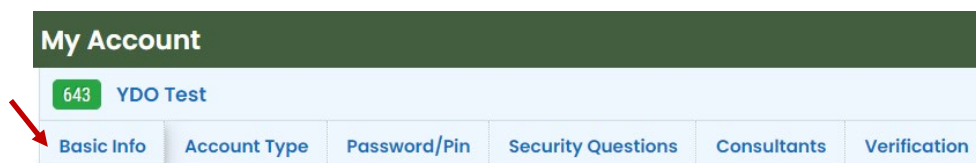
3.2. Establish Responsible Official Links

Before ROs can prepare and complete submittals for existing facilities with DEQ permits, they must select submittal types and establish links to facilities. Once these submittals and links are established ROs can link Consultants to facilities and delegate permission to prepare submittals and make payments on the ROs behalf.

3.3. Select Submittal Group

To select submittal groups, navigate to "My Account" and under the "Account Type" tab, scroll down to the "Submittal Group" section of the page. Select the WPCF - Onsite submittal group.

Submittal Groups

Submittal group will affect your access right of submittals.

☐ 7 401 - Dredge and Fill Project	☐ 2 401 - Hydropower Project	☐ 19 Air Contaminant Discharge Permit (ACDP)
☐ 1 Air Emission Inventory	☐ 7 Air Title V Permit	☐ 4 Area Source Registration
☐ 8 Asbestos	☐ 3 CAFO	☐ 4 Cleaner Air Oregon
☐ 4 Cleanup and Site Remediation	☐ 8 Climate Protection Program ✳	☐ 1 Gasoline Transporter
☐ 4 General NPDES Mining	☐ 5 Greenhouse Gas Reporting ✳	☐ 13 Hazardous Waste
☐ 8 Heating Oil Tank	☐ 7 Leaking Underground Storage Tank	☐ 10 MS4 - Municipal Separate Storm Sewer System
☐ 16 NPDES - Individual (Domestic)	☐ 7 NPDES - Individual (Industrial)	☐ 4 NPDES- General (Domestic)
☐ 17 NPDES- General (Industrial)	☐ 7 NPDES- Stormwater (Construction)	☐ 25 NPDES- Stormwater (Industrial)
☐ 3 NPDES: Public Agencies Only 1200-CA ✳	☐ 2 Sewage Disposal Service License	☐ 31 Solid Waste
☐ 3 Third-Party Verification ✳	☐ 8 UIC - Underground Injection Control	☐ 21 Underground Storage Tank
☐ 2 WasteWater Operator Certificate	☐ 4 WPCF - General (Domestic)	☐ 9 WPCF - General (Industrial)
☐ 18 WPCF - Individual Permit (Domestic)	☐ 8 WPCF - Individual Permit (Industrial)	☑ 6 WPCF - Onsite 👍

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

3.4. Link Facilities

If you already have a permit with DEQ at the time that Your DEQ Online first becomes available to the public, link to your facility by scrolling down on the "Account Type" tab, to the "Facility Submittal Group Permissions" section and clicking the "Add Permissions" icon.

Basic Info	Account Type	Password/Pin	Security Questions	Consultants	Verification

Facility-Submittal Group Permissions (0)

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

Add Permissions ⌄

Use the search function to search for your facility by address, city, or facility name.

Select correct facility, click WPCF – Onsite submittal group, then click the ⊕ add button to add the facility to submittal group permissions.

Facility-Submittal Group Permissions (1)

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

| 🗑 | **WPCF Onsite Test**
300 Detroit Ave, Detroit, OR 97342 | 308595 ⓞ | 6 WPCF - Onsite ⓞ | 👍 |

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

3.5. Remove link to facility

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

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.

Remember to click the "save" icon 📀 in the bottom right corner to save any changes.

3.6. Link consultants

To link a Consultant account for delegation, the Responsible Official account must be linked to a site or sites and submittal types. The exact email address associated with the Consultant's Your DEQ Online account will be needed to establish this link.

Note: Only the Responsible Official account type can certify and finalize submittals.

To link a consultant, navigate to "My Account". Select the "Consultants" tab, click "Add Consultants" and enter the consultant's email address and click the "Find Consultants" button.

The results will appear below the search bar. To select the consultant, select the link icon 🔗 to the right of the search results.

Linking Consultants Troubleshooting

You cannot link a consultant until that individual has registered a consultant account in Your DEQ Online.

- ✓ Confirm that the consultant has registered for a Your DEQ Online account.
- ✓ Confirm that the consultant registered for a Consultant account type.
- ✓ Verify the email address used by the consultant to establish their Your DEQ Online Consultant account.

3.7. Add consultant permissions

You will be prompted to add consultant submittal and site permissions using the blue arrow to the left of the profile picture.

Click the "Add Permissions" bar to select the submittal type and site.

Once the submittal and site permissions have been selected, click the yellow add icon 🟡 to link the permissions.

Add more permissions to a linked consultant, by repeating the steps above. You can link multiple submittals and sites to a consultant.

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

3.8. Manage Consultant Accounts and Permissions

The RO account holder, not DEQ, is responsible for maintaining relationships with associated consultants and managing their accounts. The RO is responsible for adding or removing consultants and modifying permissions as needed.

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

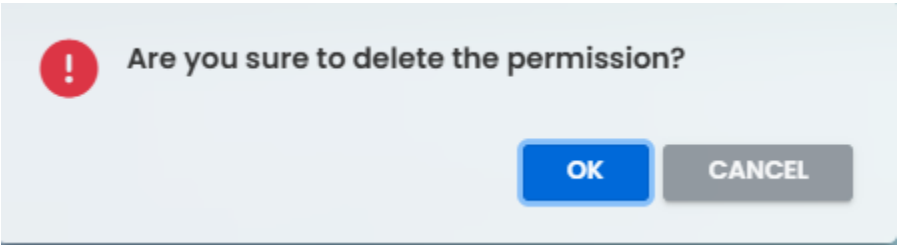A pop-up notification will appear asking you to confirm that you want to remove the item. Remove the item by clicking the "OK" button.

To remove a consultant, click on the trash icon 🗑 next to the consultant to be removed.

Remember to click the "save" icon 💾 in the bottom right corner to save any changes.

4.   Helpdesk and Resources

For more information, training and resources, go to the Your DEQ Online Help page. For technical assistance and to resolve issues, contact the Your DEQ Online Helpdesk.

5.   Revision history

Revision	Date	Changes	Editor
1.0	1/29/2025	Initial draft	Jessica Joye
1.0	5/12/2025	Style and formatting edits	A. Hallmark