Pretreatment Your DEQ Online Supplemental User Guide

Version 1.02

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State of Oregon
DEQ Department of Environmental Quality

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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 users through the use of Your DEQ Online for National Pollutant Discharge Elimination System and Water Pollution Control Facility Pretreatment Reporting. Through Your DEQ Online, users can submit all pretreatment documentation including pretreatment Annual Reports and Program Modifications. A separate user guide will be provided for the submission of DMRs and Permit Applications and Renewals.

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:
- For technical assistance contact the Your DEQ Online Helpdesk
    - 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 Your DEQ Online pages and corresponding user guides listed below.

Program
Discharge Monitoring Reports
WPCF Onsite
Industrial and Construction Stormwater
Underground Injection Control
401 Dredge and Fill/Hydropower
NPDES and WPCF Permits

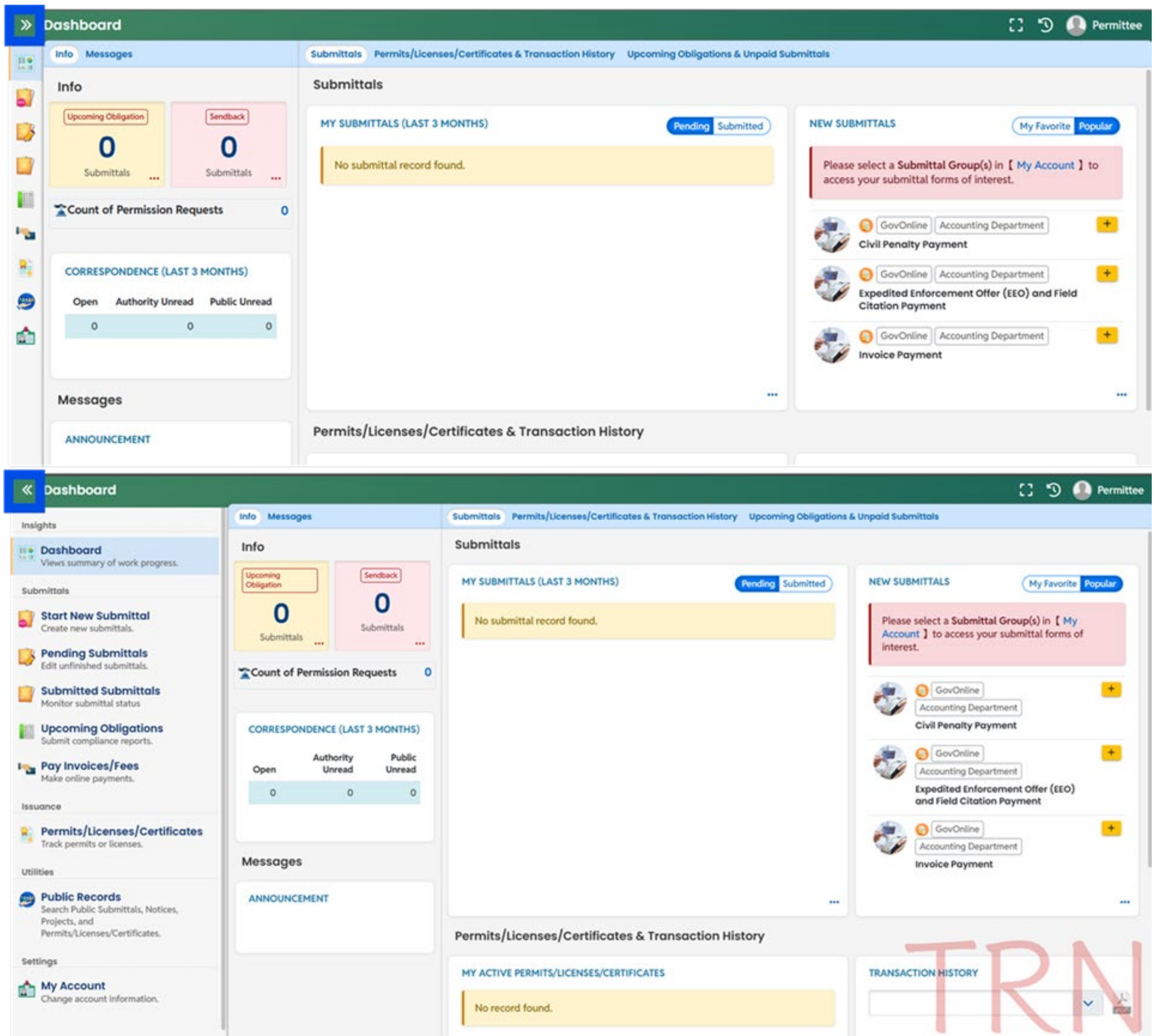
Table 2.1: Program links

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

Figure 3.1: Your DEQ Online dashboard and navigation menu



3.1 Navigation menu options

Below is a list of options 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 users 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 users to review their 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 users to search for and view DEQ issued permits, licenses or certificates. This feature is how users will renew their permit.
- Public Records
  - Allows users to search for and view all published submittal records.
- My Account
  - Allows users to change their contact information, add or change submittal groups, and other account options.

3.2 Icons

- Loading
  - This pinwheel shaped icon will appear while the system processes an action
- Save
  - This floppy-disk shaped icon allows the user to save changes made on a page
- Edit
  - Clicking on this pencil shaped icon allows the user to edit the selected submission
- View
  - Clicking this eyeball shaped icon allows the user to view a selected submission
- Delete
  - this trashcan shaped icon allows the user to delete entries and records

- Submittal Selection
    - This pill shaped button allows the user to toggle between pending and submitted obligations on their dashboard.
- Requirement
    - This exclamation point icon will appear when a particular field in a submittal is required.

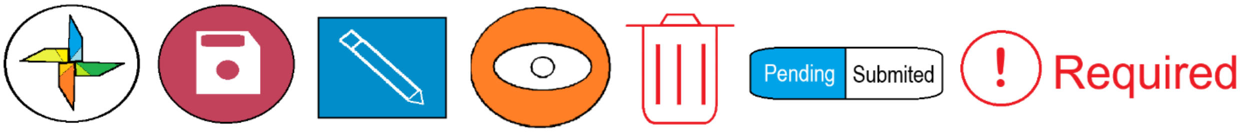


Figure 3.2: Your DEQ Online navigation icons

4. Submitting a new pretreatment annual report

IF YOU ARE SUBMITTING A PROGRAM MODIFICATION, PLEASE JUMP TO SECTION 5.

This section covers how to submit a new Pretreatment Annual Report. Pretreatment Annual Reports will be accepted through Your DEQ Online using the submittals module. The following are step-by-step instructions on navigating the Your DEQ Online system to submit an Annual Report. The following steps include these tabs: Basic Info, Attachments, Review, Submission. Most importantly, fill out the appropriate fields for your Annual Report accurately and completely.

4.1 How to submit an annual report

From the Dashboard, expand the left menu by clicking on the green arrow icon at the top left of the screen.

- Click on "Start New Submittal".
- On the "New Submittal" page, to select the appropriate submitted, click on the orange plus icon to the right click on the application name.
- Next select either the "NPDES Individual Domestic Pretreatment Annual Report" or "WPCF Individual Domestic – Pretreatment Annual Report".
- At any point during the application process, additional information regarding the submittal can be accessed from the right-hand navigation bar (get information button, list of available attachments, etc.)

4.1.1 Required fields

Please fill in the following fields

- Start Date of Reporting Period
- End date of Reporting Period
- EPA Number
- Expiration Date
- DEQ Permit Number
- DEQ File Number

The start and end date will typically be the full calendar year; for example, the 2024 Annual Report will have a Start Date of Reporting Period of 1/1/2023 and an End Date of Reporting Period of 12/31/2023

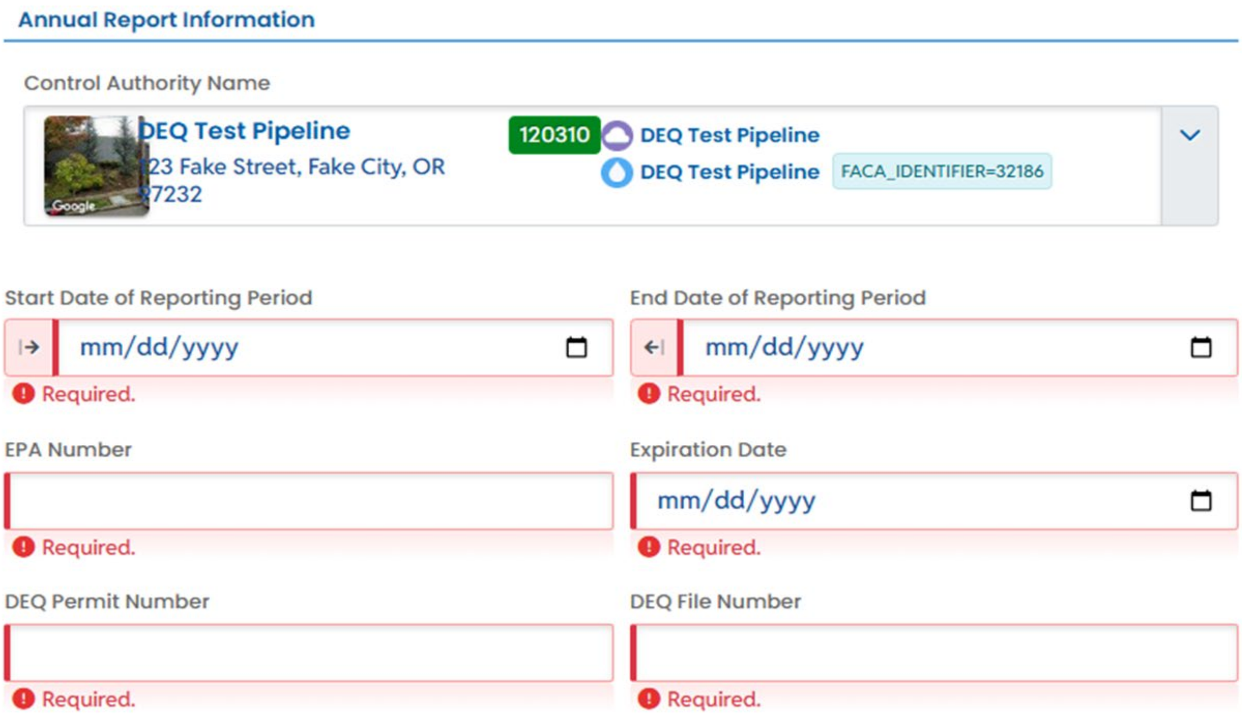


Figure: 4.3: Annual report information screen

4.1.2 Save frequently

Your DEQ Online does not automatically save user entered information. To avoid losing any information entered on the form, be sure to click the Save icon frequently.

4.1.3 Adding attachments

Click on second folder tab labeled “Attachment”. Upload files either by clicking the upload icon or “drag and drop” the 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.

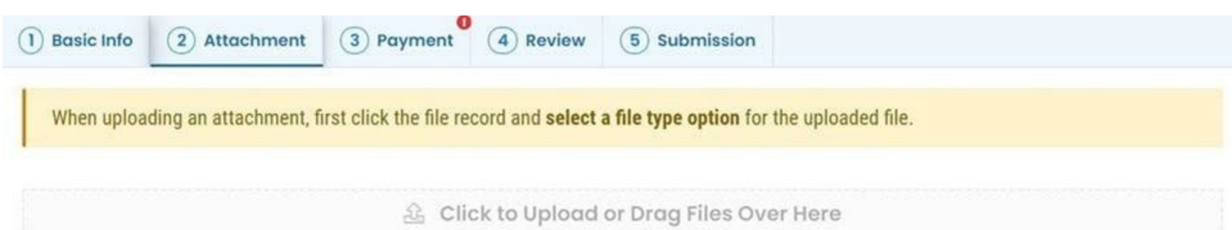


Figure 4.4: Adding attachments

4.1.4 Select document type

After uploading files, expand each file record using the blue arrow to the left and select the Annual Report type from the drop-down menu

Note:

- Multiple attachments of the same document type can be added at the same time.
- To remove attachments, click on the “trash can” icon next to the uploaded file to be removed.

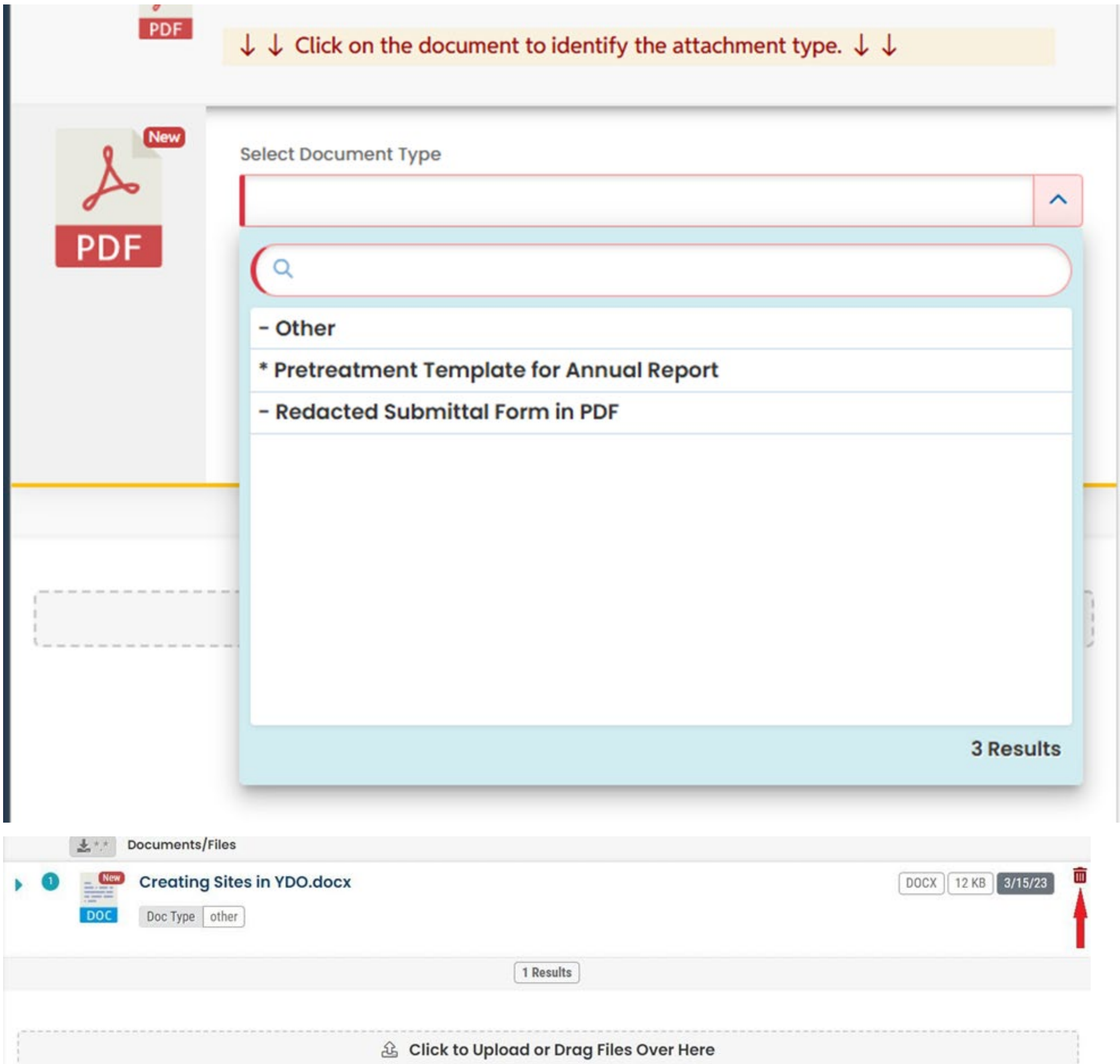


Figure 4.5: Select document type

Figure 4.6: Trashcan icon to delete documents

4.1.5 Review submissions

Go to the review tab to examine the submittal for completeness and resolved all alerts, prior to moving on the final steps.

4.1.6 Submit an annual report

Lastly, navigate to the “Submission” tab. Read the Certification Statement and click the button to indicate you read it and agree with the terms and conditions. Only the Responsible Official can certify and submit. If the submittal has been prepared by a consultant, see section 4.3 on resuming edits

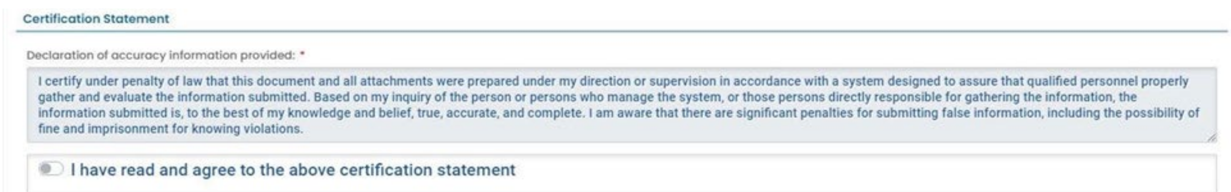


Figure 4.7: Certification page

4.1.7 Security question and PIN

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

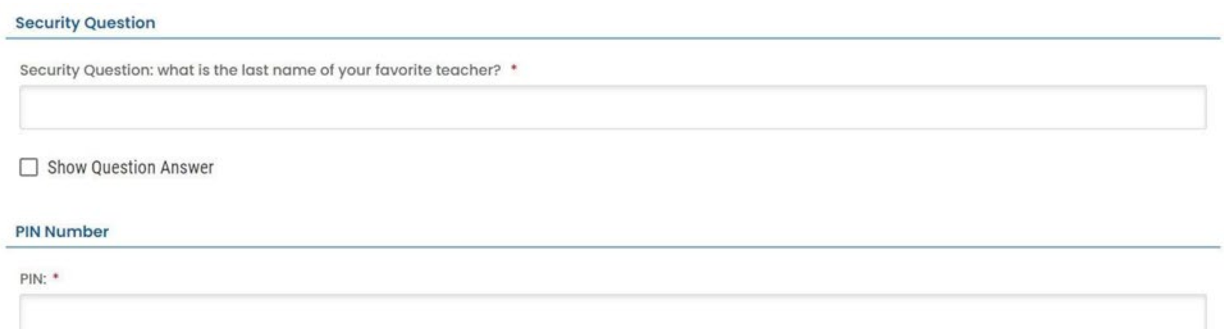


Figure 4.8: Security question and PIN number

4.1.8 Security precaution and disclaimer statement

Please read the security precaution and disclaimer statements prior to clicking submit.

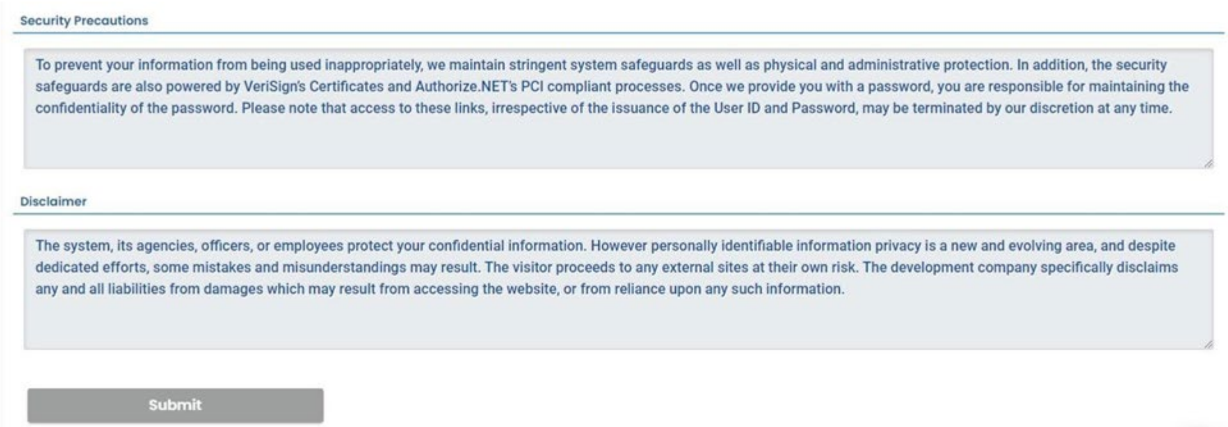


Figure 4.9: Disclaimer statement

4.2 Deleting a submittal

User may only delete submittals that are still in pending status.

4.3 Resume edits

To resume a submission in progress or to certify a consultant prepared document as an RO, click on the three-line stack on the upper left of the screen to open the dropdown menu, and select “Resume Edits”. Next, click the green pencil icon for the pending submittal that you wish to edit or certify for submission.

Again, ROs are the only users authorize to submit permitting documents.

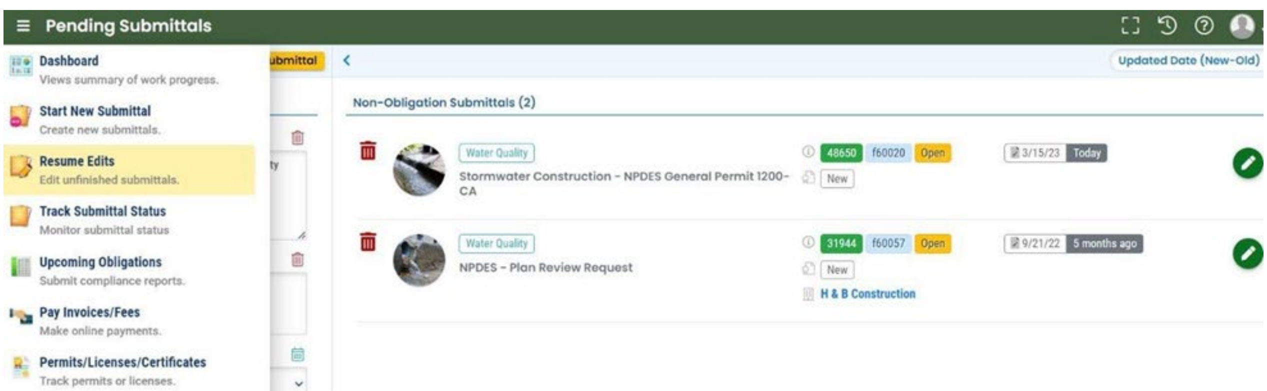


Figure 4.10: Resume edits can be access from the dropped down menu on the left hand of the screen.

Users can also access pending submittals directly from the submittals section on their Dashboard.

To delete a draft submittal, use the “trash can” icon associated with the applicable pending submission.

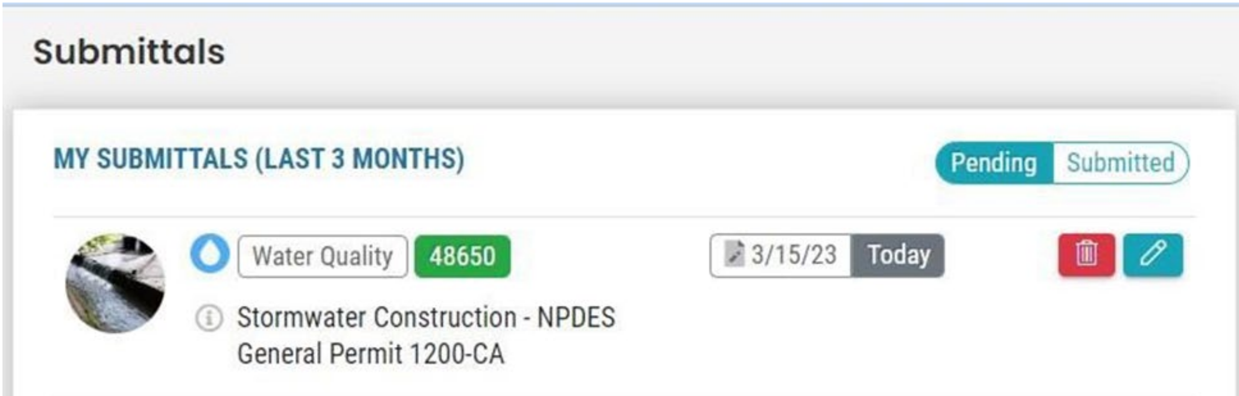


Figure 4.11: Deleting a draft submittal

4.4 Tracking a submittal

After submitting, users will receive a Submission Successful notification and have the option to print a receipt.

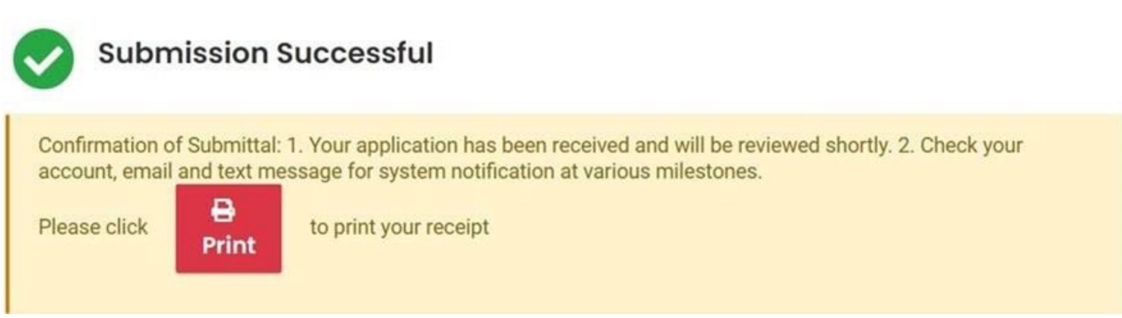


Figure 4.12: Submission successful prompt

Please be sure to add the yourdeqonline@govonlinesaas.com address to your contacts to ensure delivery of important emails about the status of the submittal and future compliance notices. Please note, these emails are system generated with no option to reply.

Navigate to the “Submitted Submittals” page using the left menu. From here users can review their form by clicking on the blue spreadsheet circle, view their receipt by clicking on the teal document circle, or view their submittal by clicking on the orange eye circle on the far-right side of the screen.

Figure 4.13: Navigation icons

Clicking the orange circle icon allows user to view submittal details from the “Submittal Summary” tab. Users can see the Case Review Summary and send requests to revise, withdrawal, or amend their submission.

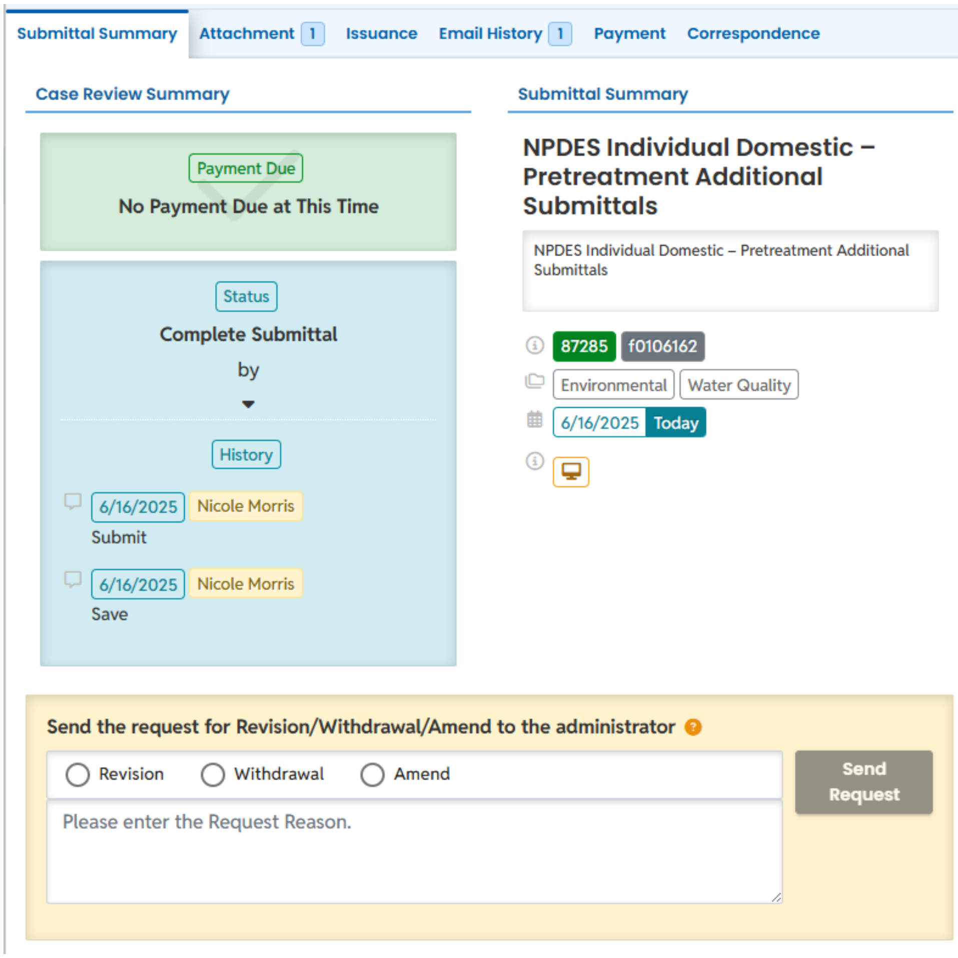


Figure 4.14: Case review summary page

Note: Options that are grey and inaccessible are not available for that specific submittal.

The "Attachment" tab will display all documents linked to the submittal. Click on the down arrow to see additional information

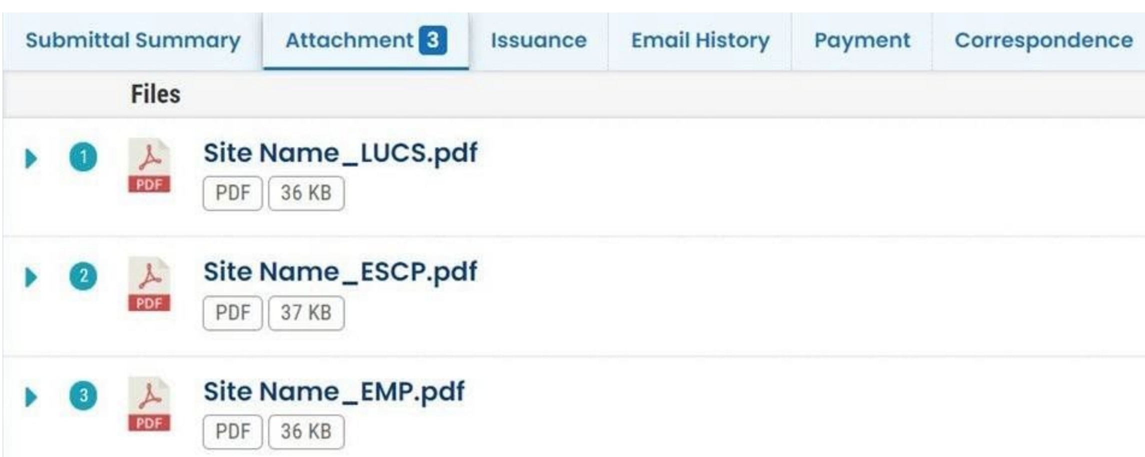


Figure 4.15: Attachments tab

4.5 Review flow

For a submittal snapshot in the approval process, consult the flow chart found in the Review Flow section to the right of the screen. As the submittal moves through the review process, each step is dynamically generated based on WQ Permitting review processes. If you have questions or need assistance, please click on the correspondence tab to the right of your screen.

Figure 4.16: Review flow

4.6 Send back

After review, DEQ may initiate a “Send Back” notification requesting changes. Your DEQ Online will a display notification on the users dashboard, and the ROs will receive an email notification.

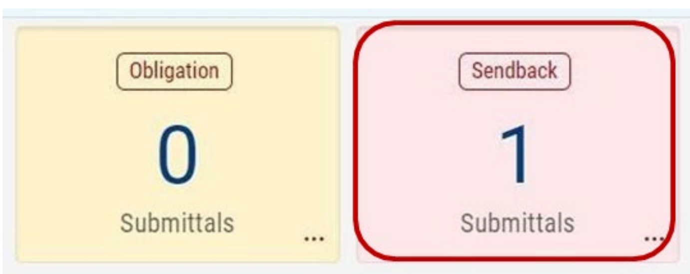


Figure 4.17: Send back notification

Figure 4.18: Edit icon

A send back will be shown in “Pending Submittals” accessible through the “Resume Edits” option on the menu or directly from the Dashboard. Click the teal square edit icon to make the requested updates to the submittal.

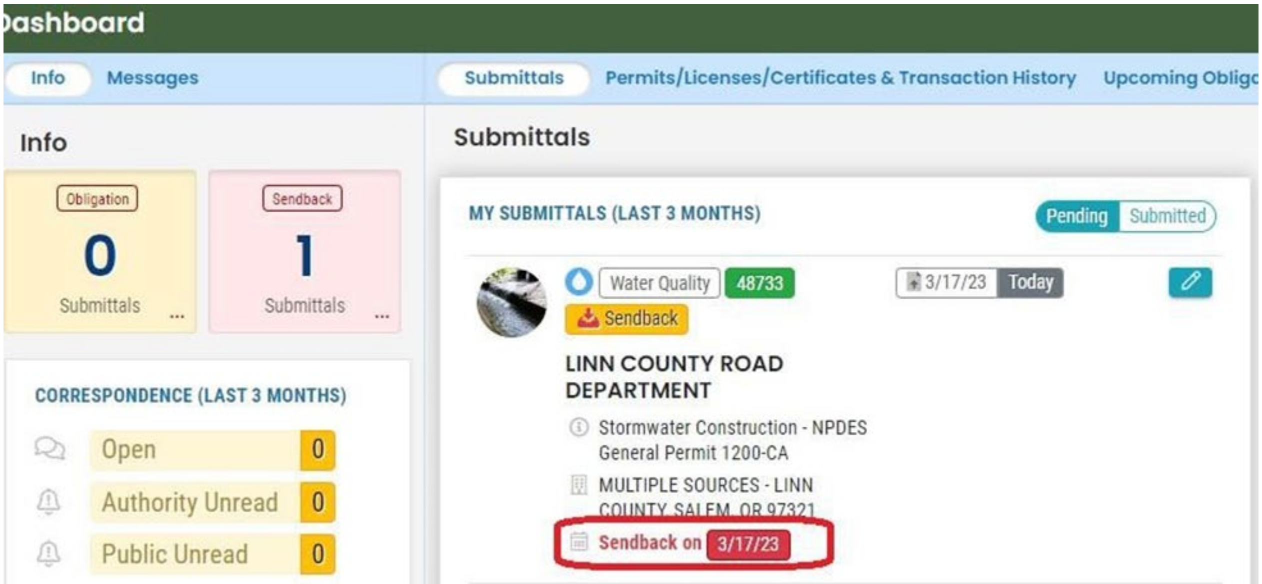


Figure 4.19: Example of a send back notification

Send backs will state the reason for the return and what corrective actions are required. The message may contain an attachment to better explain the deficiencies.

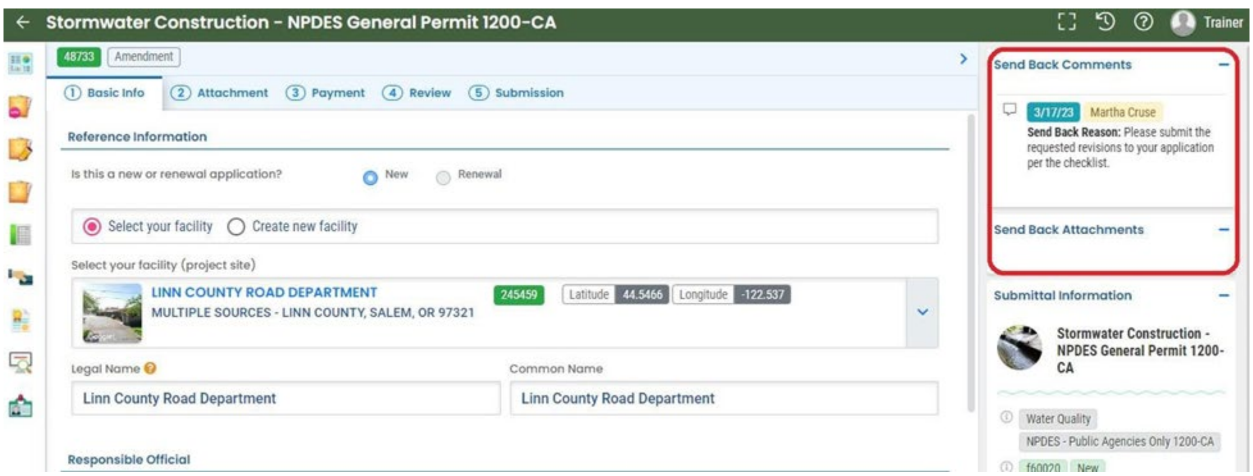


Figure 4.20: Example of send back comments

Once the required changes are complete, please resubmit according to the instructions in section 5.1.5. If this is a revised attachment, add “revision” to the file name to clearly distinguish the revised document from the original.

5. Submitting a new pretreatment program modification

This section covers how to submit a new Pretreatment Program Modification. These modifications will be accepted through Your DEQ Online using the submittals module. The following are step-by-step instructions on navigating the Your DEQ Online system to complete this task. The following steps include these tabs: Basic Info, Attachments, Review, Submission. Most importantly, fill out the appropriate fields for an Annual Report accurately and completely.

5.1 How to submit a pretreatment program modification

From the Dashboard, expand the left menu by clicking on the green arrow icon at the top left of the screen.

- Click on “Start New Submittal”.
- On the “New Submittal” page, to select the appropriate submitted, click on the orange plus icon to the right click on the application name.
- Next select either the “NPDES Individual Domestic Pretreatment Annual Report” or “WPCF Individual Domestic – Pretreatment Annual Report”.
- At any point during the application process, additional information regarding the submittal can be accessed from the right-hand navigation bar (get information button, list of available attachments, etc.)

The following instructions are universal throughout this document

5.1.1 Submittal types

- Legal authority
- Local limits
- Enforcement response plan
- Implementation procedures manual/plan
- Intergovernmental agreement(s)
- Other pretreatment submittals

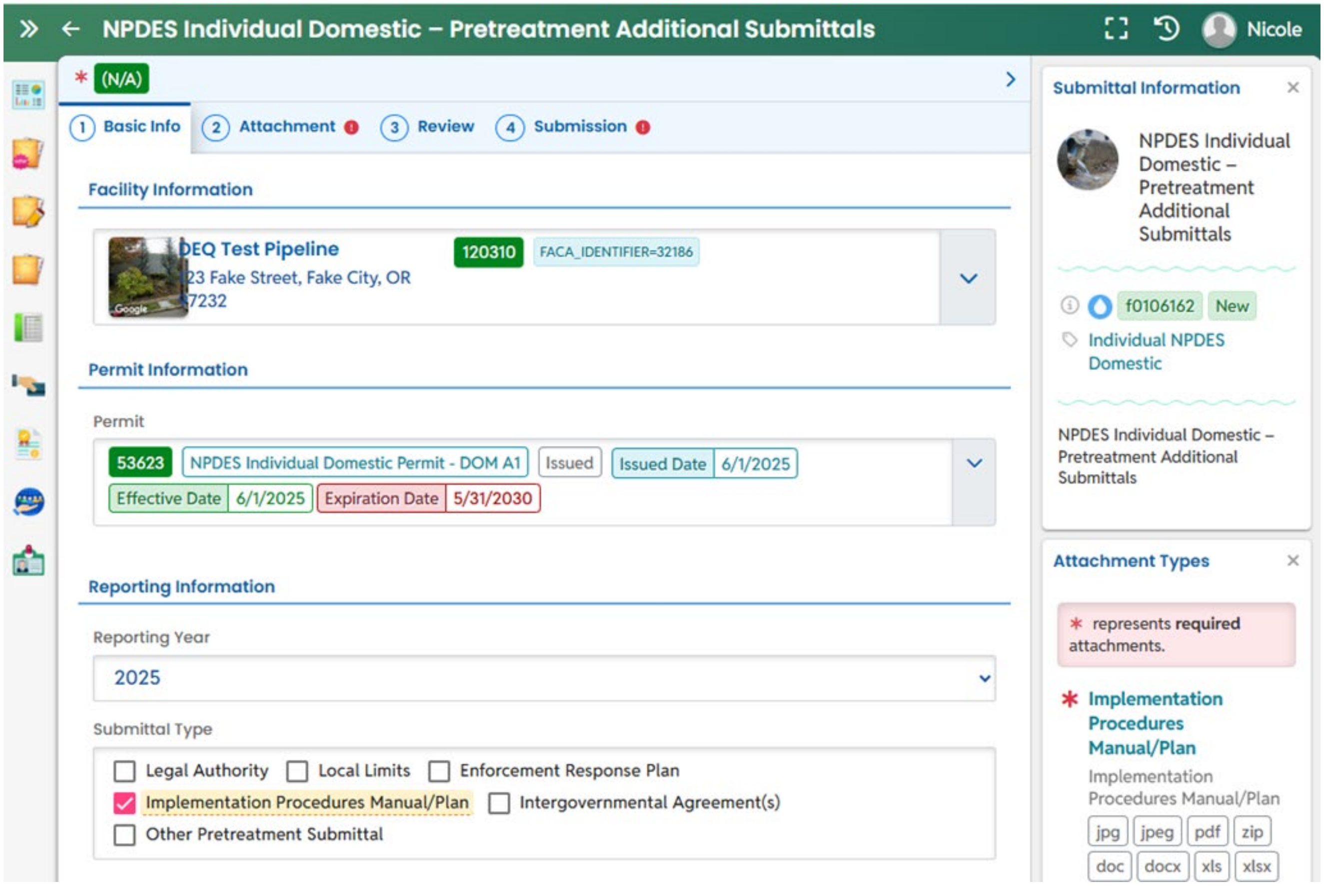


Figure 5.21: Submittal types

5.1.2 Save frequently

Your DEQ Online does not automatically save user entered information. To avoid losing any information entered on the form, be sure to click the Save icon frequently.

5.22: Save icon

5.1.3 Adding attachments

Click on second folder tab labeled “Attachment”. Upload files either by clicking the upload icon or “drag and drop” the 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.

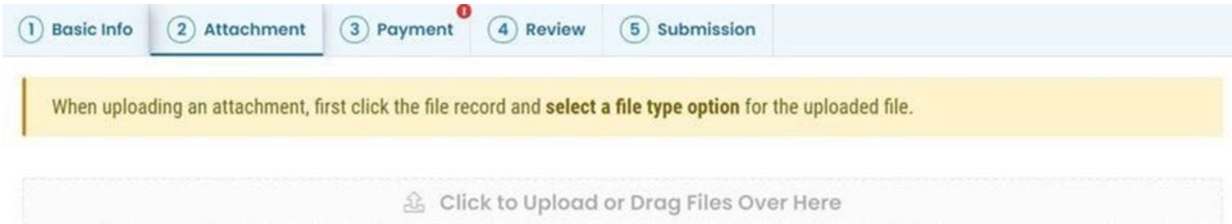


Figure 5.23: Adding attachments

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 the submittal and will simplify the next step of the submittal process.

Example: 12345-IPP-AnytownWWTP-20250829.pdf

5.1.4 Select document type

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

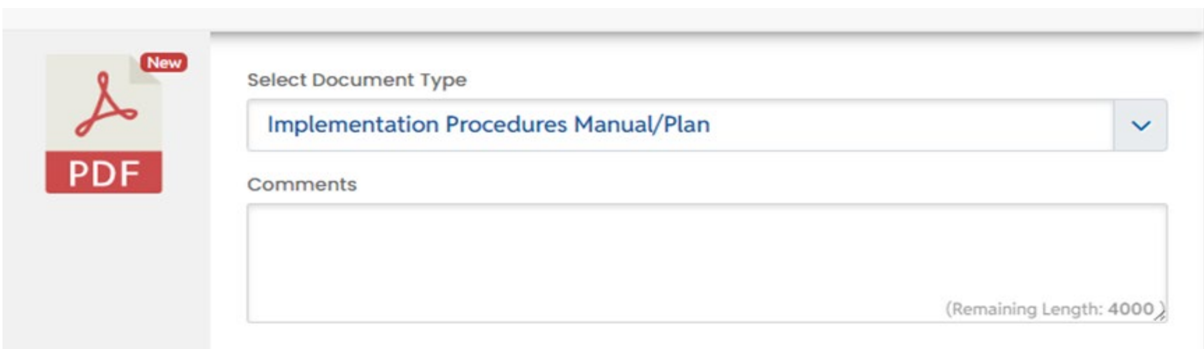


Figure 5.24: Document select screen

Note:

- Multiple attachments of the same document type can be added at the same time.
- To remove attachments, click on the "trash can" icon next to the uploaded file to be removed.

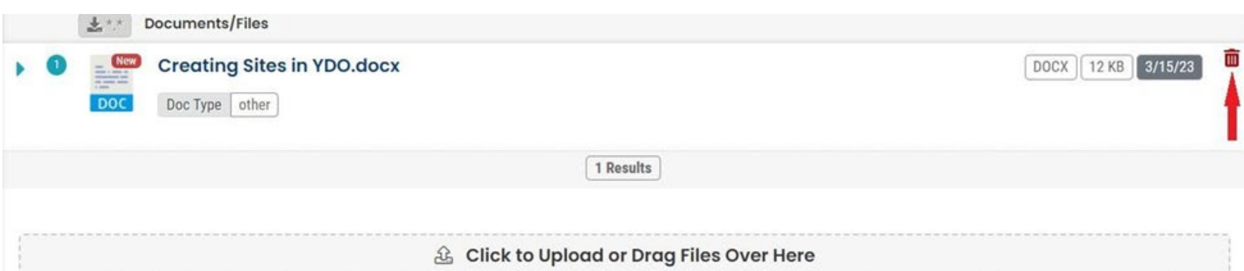


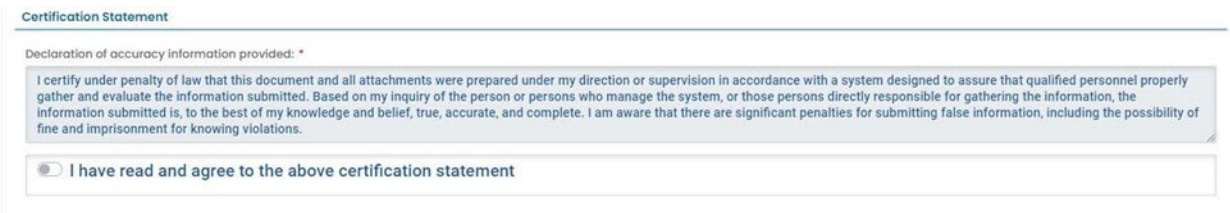
Figure 5.25: Delete attachment

5.1.5 Review submission

Go to the review tab to examine the submittal for completeness and resolved all alerts, prior to moving on the final steps.

5.1.6 Submitting a permit modification

Lastly, navigate to the “Submission” tab. Read the Certification Statement and click the button to indicate you read it and agree with the terms and conditions. Only the Responsible Official can certify and submit. If the submittal has been prepared by a consultant, see section 5.3 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

Figure 5.26: Submittal certification

5.1.7 Security question and pin

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


Security Question

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

Show Question Answer

PIN Number

PIN: *

Figure5.27: Security question and PIN

5.1.8 Security precaution and disclaimer statement

Please read the security precaution and disclaimer statements prior to clicking submit.

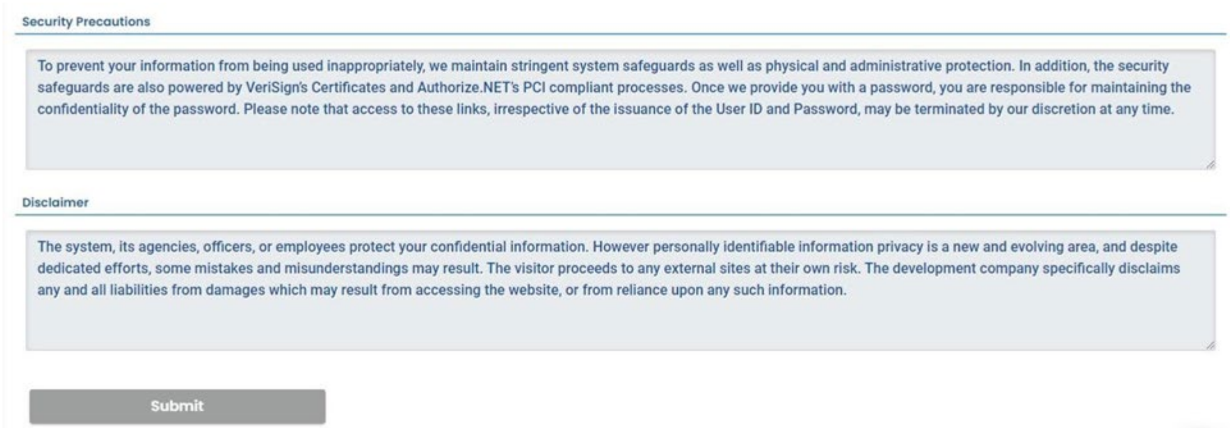


Figure 5.28: Security and disclaimer statements

5.2 Deleting a submittal

User may only delete submittal that are still in pending status.

5.3 Resume edits

To resume a submission in progress or to certify a consultant prepared document as an RO, click on the three-line stack on the upper left of the screen to open the dropdown menu, and select “Resume Edits”. Next, click the green pencil icon for the pending submittal that you wish to edit or certify for submission.

Again, ROs are the only users authorize to submit permitting documents.

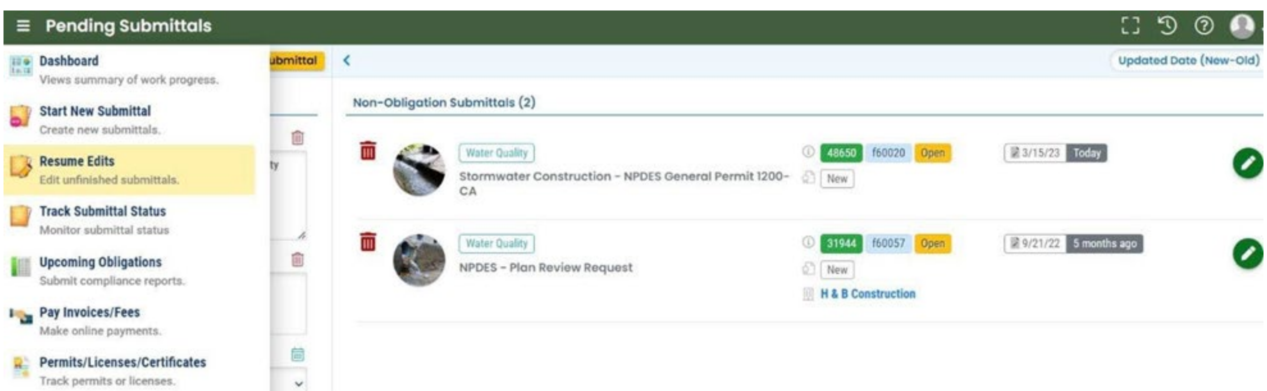


Figure 5.29: Resume edits can be access from the dropped down menu on the left hand of the screen.

Users can also access pending submittals directly from the submittals section on the Dashboard.

To delete a draft submittal, use the “trash can” icon associated with the applicable pending submission.

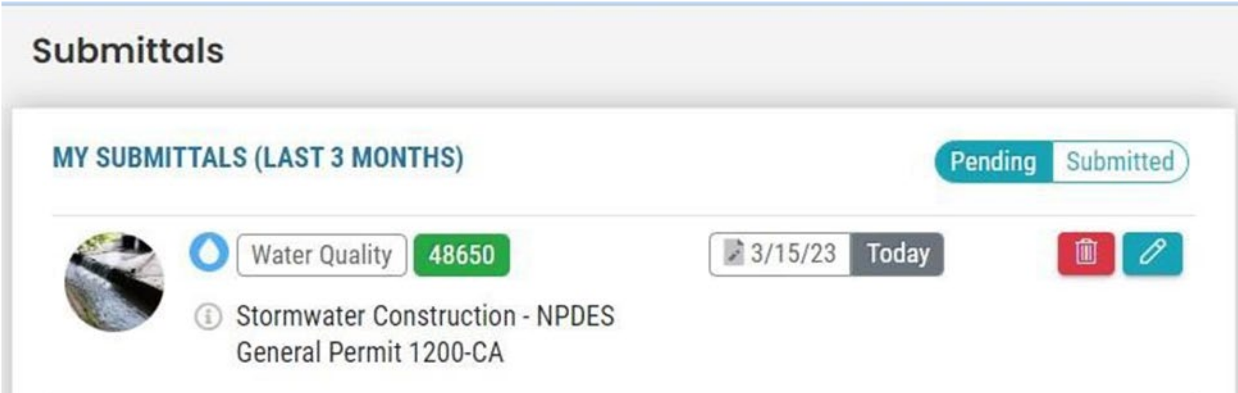


Figure 5.30: Deleting a draft submittal

5.4 Tracking submittals

After submitting, users will receive a Submission Successful notification and have the option to print a receipt.

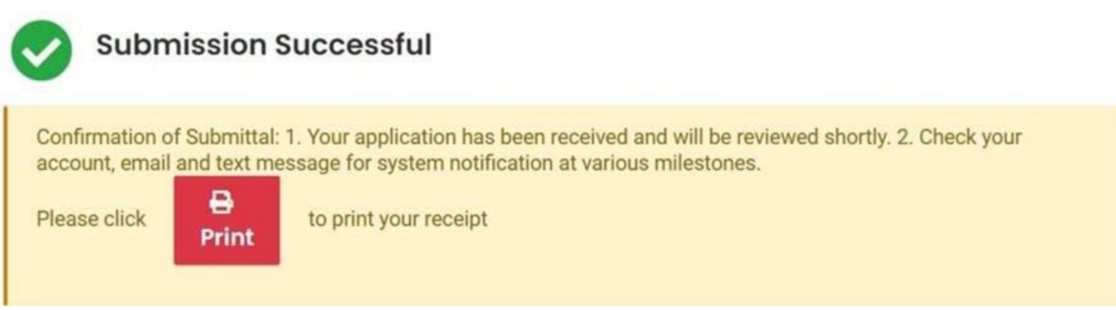


Figure 5.31: Submission successful prompt

Please be sure to add the yourdeqonline@govonlinesaas.com. address to your contacts to ensure delivery of important emails about the status of the submittal and future compliance notices. Please note, these emails are system generated with no option to reply.

Navigate to the “Submitted Submittals” page using the left menu. From here you can review the form by clicking on the blue circle, view the receipt by clicking on the teal circle, or view submittal by clicking on the orange circle on the far-right side of the screen.

Figure: 5.32: Navigation icons

Clicking the orange circle icon allows user to view submittal details from the “Submittal Summary” tab. Users can see the Case Review Summary and send requests to revise, withdrawal, or amend their submission.

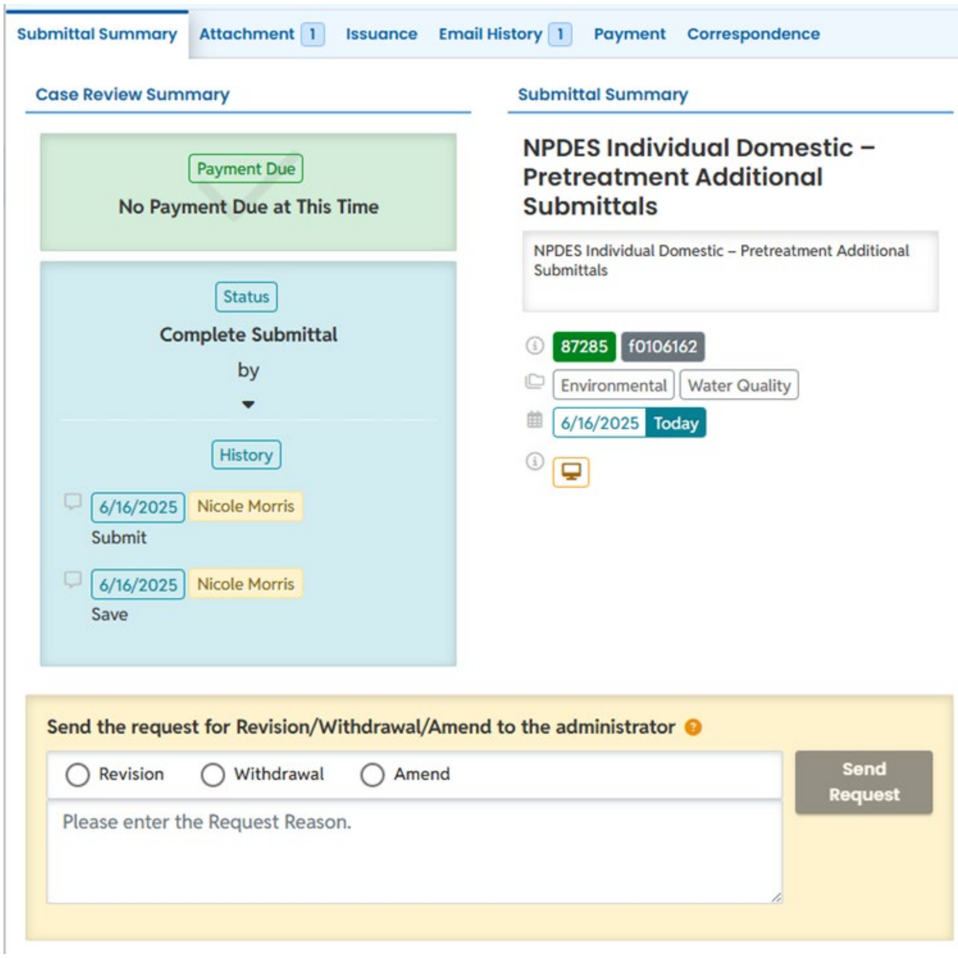


Figure 5.33: Case review summary page

Note: Options that are grey and inaccessible are not available for that specific submittal.

The "Attachment" tab will display all documents linked to the submittal. Click on the down arrow to see additional information

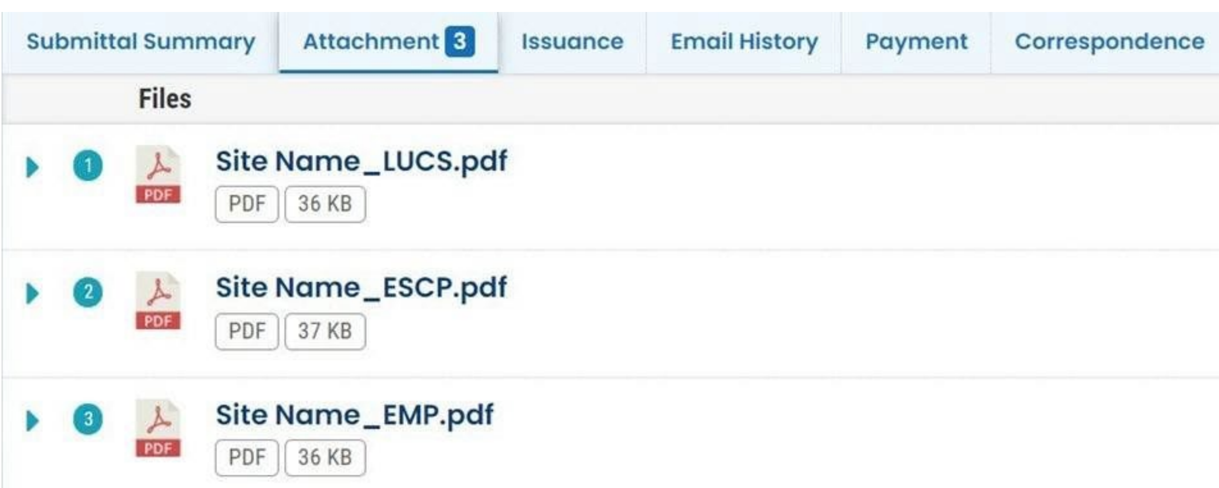


Figure 5.34: Attachments tab

5.5 Review flow

For a submittal snapshot in the approval process, consult the flow chart found in the Review Flow section to the right of the screen. As the submittal moves through the review process, each step is dynamically generated based on WQ Permitting review processes. If you have questions or need assistance, please click on the correspondence tab to the right of your screen.

Figure 5.35: Review flow

5.6 Send back

After review, DEQ may initiate a “Send Back” notification requesting changes. Your DEQ Online will a display notification on the users dashboard, and the ROs will receive an email notification.

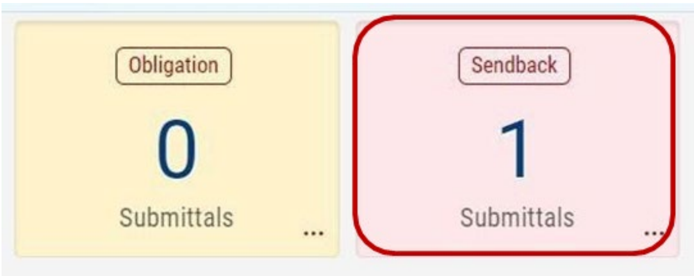


Figure 5.36: Send back notification

Figure 5.37: Edit icon

A send back will be shown in “Pending Submittals” accessible through the “Resume Edits” option on the menu or directly from the Dashboard. Click the teal square edit icon to make the requested updates to the submittal.

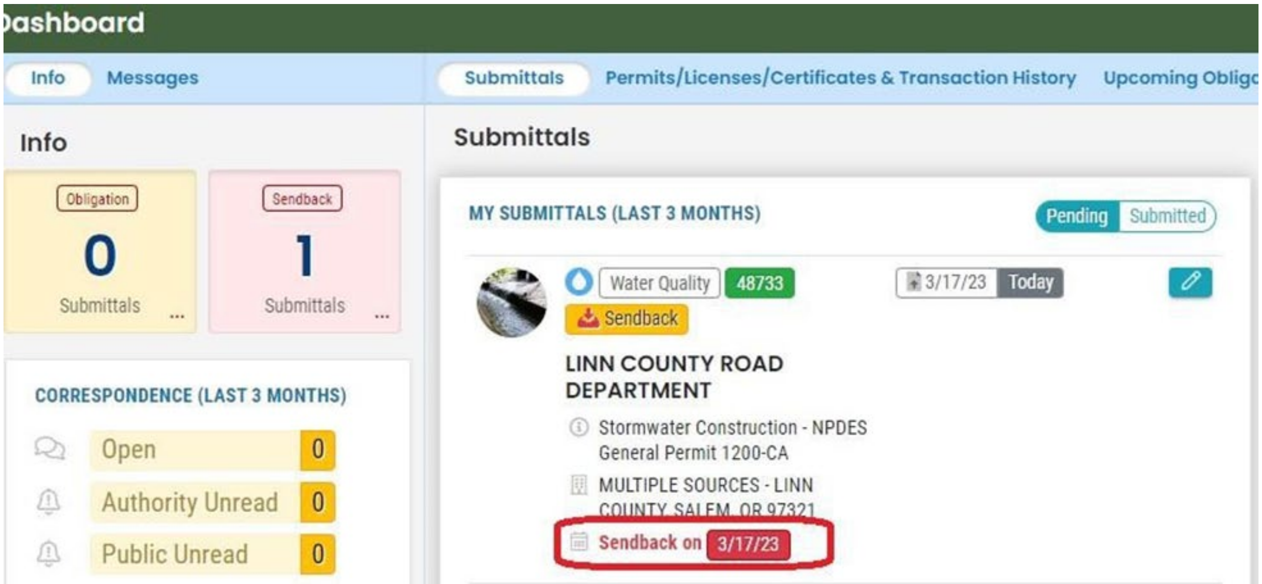


Figure 5.38: Example of a send back notification

Send backs will state the reason for the return and what corrective actions are required. The message may contain an attachment to better explain the deficiencies.

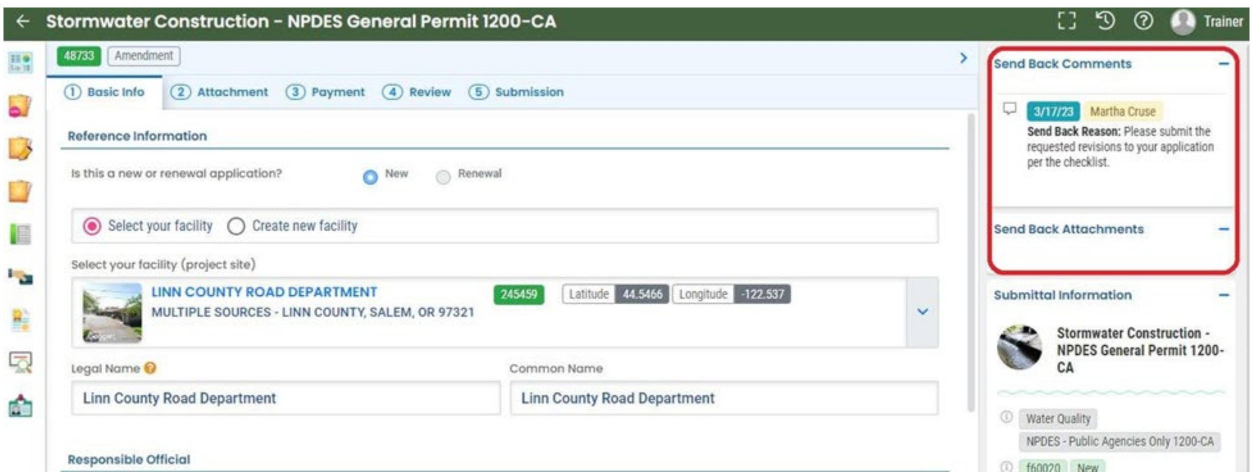


Figure 5.39: Example of send back comments

Once the required changes are complete, please resubmit according to the instructions in section 5.1.5. If this is a revised attachment, add “revision” to the file name to clearly distinguish the revised document from the original.

6. Consultants

Consultant roles and permissions are limited by what is authorized the by the RO to perform on their behalf. It is the RO’s responsibility to mange their account(s) and work that’s performed by consultants. Lastly, DEQ will not grant RO permissions to consultants to perform certification and submittal duties on the facility’s behalf.

Once consultant permission has been granted, they can perform all assigned duties with the exception of submittals. Documents ready for submittal have the option to be routed to the RO for review and they will complete the submittal process.

7. 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.

8. Revision history

Revision	Date	Changes	Editor
1.00	**06/17/2025**	**Initial draft**	**Morris N.**
1.01	**8/28/2025**	**Accessibility edits**	**Schick D**
1.02	**9/2/2025**	**Edits and formatting**	**Schick D**