

# Getting started with myDEQ

The Virginia Department of Environmental Quality myDEQ portal allows you to submit information to DEQ, such as notifications, reports, data and permit applications. It will also enable you to view details about your facilities and review relevant DEQ records. This document will help you create a myDEQ account and work within the portal.

## Table of Contents

Overview .....	2
Get To Know The myDEQ Dashboard .....	2
General myDEQ Rules and Requirements .....	4
myDEQ Account Registration.....	5
Create a user ID and password .....	5
Complete or Update Your Profile .....	7
Changes to Your Email Address .....	8
Request Access to Records .....	10
Set up your e-Signature Credentials .....	15
Set Up or Change Your Knowledge Questions and Answers .....	15
Sign the Electronic Signature Agreement .....	16
Complete Identity Verification.....	18
Create a New or Continue Working on a Submittal .....	20
View Your Submittals.....	23
Troubleshooting & FAQs.....	24
Registration & Password Issues .....	24
Making Changes to My Personal Information .....	24
Access Request Issues.....	25
Identity Verification Issues.....	26
Program-Specific Instructions & Contacts .....	28

## Overview

The myDEQ portal combines all of DEQ's online functions for the public into one convenient location that's available 24 hours a day, 7 days per week. Once you are granted access to program records, you can see a list of the items you have due and are working on across multiple agency programs and sites, you can submit reports, applications, and registrations. You can view, print and share DEQ records using your myDEQ account. You can even manage the access for all of the users in your organization, adding and removing users on your own, as your organization's needs change.

## Get To Know The myDEQ Dashboard

The myDEQ dashboard is a personalized, consolidated view of your interactions with DEQ.

The screenshot shows the myDEQ Portal Dashboard interface. At the top, there is a yellow banner with a registration notice. Below this is a 'News and Announcements' section (callout 1) with a welcome message. The main area is titled 'I want to:' (callout 2) and contains four buttons: 'View' (dark blue), 'Submit' (medium blue), 'Manage Certifications' (green), and 'Report Pollution' (light blue). Below the buttons is an 'Items Due and In Progress:' section (callout 4) with a message about access. To the right is a 'Quick Links:' section (callout 3) with links for 'My Account', 'Find a Form', 'View My Submission History', 'Search Pollution Reports', and 'Find Help'.

### 1. News and Announcements

The News and Announcements section of the dashboard will contain general announcements such as DEQ closings, as well as announcements specific to the DEQ programs you're associated with.

## **2. I Want To**

The “I Want To” section contains buttons for the main functions of myDEQ.

The **View** button (coming soon) displays a list of the facilities and VEEP memberships to which you have been granted access. You can view a summary of each facility’s (or membership’s) general information, DEQ permits and programs, DEQ contacts, organization contacts, and documents.

The **Submit** button takes you quickly to a searchable list of forms (reports, applications, registrations, etc.) that are available to submit to DEQ through myDEQ.

The **Manage Certifications** button navigates to DEQ’s Certification, Accreditation and Training System (CATS). Here you can view and manage the certifications that you have been issued by DEQ. You can also register, pay for and access training and certification exams.

The **Report Pollution** button goes directly to DEQ’s pollution reporting system. Here you can report illicit discharges, emissions, dumping and other potential pollution concerns. The report is sent immediately to our Pollution Response team for investigation.

## **3. Quick Links**

The Quick Links take you to some of the most-accessed functionality and pages of myDEQ. All users will see links to My Account, Search Pollution Incidents, and Find Help. Once you complete your profile, you’ll see a link to Request Access to records. Other links will be available depending on a user’s access and permissions.

## **4. Items Due and In Progress**

The Items Due and In Progress shows the user a list of the reports or other submittals that are due to DEQ in the near future, those items that the user is currently drafting, and those items currently under review by DEQ. The list is customized for each user, depending on the programs, records and permission levels of the user. For example, if a user has access to edit reports for a VEEP Membership, each January the user’s Items Due list will display a link to create a new VEEP Report for that membership. Items on this list will remain visible until final action is taken on the item by DEQ. **Note that the list of items due is not comprehensive;** every user is responsible for reviewing and fulfilling the applicable program requirements.

## General myDEQ Rules and Requirements

- Doing business with DEQ via myDEQ is the same as doing business with DEQ on paper. Your electronic signature legally binds you, and if you are authorized to represent an organization, your signature binds your organization.
- Each person using the myDEQ portal must create their own unique account. Multiple accounts cannot be set up for the same person. One account cannot be used for more than one person.
- Some services and myDEQ functions require that you verify your identity and complete an Electronic Signature Agreement before use. These steps are necessary to support the security of the application and ensure that documents submitted through myDEQ can be used to meet federal and state regulatory requirements.
- If you suspect that your account credentials have been compromised, contact the Virginia Customer Care Center (VCCC) immediately at **(866) 637-8482** or [vccc@vita.virginia.gov](mailto:vccc@vita.virginia.gov). During your call or within your email, **be sure to reference the myDEQ portal.**
- You will be logged out automatically after 30 minutes of inactivity. If you don't click either Save or Continue on a page within 30 minutes, you may lose the information you entered on that page.
- Some services require approved access to a permit, registration, membership, facility or other type of DEQ record. You will request access to records from within myDEQ by providing the record ID (permit number, registration number, etc.) and setting your desired permission level. DEQ will approve or deny your access request.
- Your record access will be set with one or more of the following permission levels:
  - **View:** This permission level enables a user to view items that are due to DEQ, forms that have been previously submitted, and other facility details and documents. However, users with this level of permission cannot create, edit, sign or submit forms or data. This is the default permission level.
  - **Edit:** This permission level enables a user to view records and create and edit forms and data. This user cannot sign or submit anything to DEQ.
  - **Sign & Submit:** This permission level enables a user to view records and sign and submit forms and data to DEQ. Users with only this permission level *cannot* edit or create new forms. Users who need to create, edit, sign and submit should be certain to select *both* Edit and Sign & Submit permissions when they request access to particular records.
  - **External Administrator (Coming soon!):** This permission level enables a user to approve, deny, modify and revoke other users' access and permission level for a given set of records. This permission level does not convey any additional permissions to edit or sign and submit forms or data.

Note that all of the permission levels are exclusive of one another. If you need more than one permission (i.e., you need to create, edit *and* sign and submit documents), you should select all of the permission levels that you require.

## myDEQ Account Registration

*Note: Users who have previously held eDMR accounts or accounts for other portal reporting services, such as Virginia Environmental Excellence Program (VEEP), the Certification & Accreditation Tracking System (CATS), or Solid Waste Information Assessment (SWIA) Annual Reports **should not** create a new myDEQ portal account. At the login screen, simply enter the email and password you have previously used to access these services. If you cannot remember your password, click *Forgot Password*.*

### Create a user ID and password

1. To access myDEQ, go to <https://portal.deq.virginia.gov/> or use the “I Want To” tool on the homepage of DEQ’s website ([www.deq.virginia.gov](http://www.deq.virginia.gov)).

A screenshot of the myDEQ login interface. At the top left is the DEQ logo. The main content area is titled 'Login' and contains two input fields: 'Username' and 'Password'. Below the fields are four buttons: 'Login' (blue), 'Cancel' (grey), 'Forgot password' (teal), and 'Register' (dark grey).

2. Click Register. Note: You may only create an account for yourself. **Do not create an account for an organization’s users to share. Do not share your login information with anyone.**

A screenshot of the myDEQ registration interface. The heading is 'Register. Create a new account.' Below this is a form with several input fields: 'Email', 'First Name', 'Last Name', 'Organization', and 'Phone Number'. A note above the name fields reads: 'Enter your name as it appears on your official government ID, such as your driver's license'.

3. Enter your email address, which also be your user ID.
4. Enter your legal name, **as found on your government-issued identification**, such as your driver's license.
5. If you are registering as an employee of an organization (such as a regulated entity, a consulting firm, or local government), enter the **legal name** of the organization which directly employs you. If you are an agent or consultant, enter the name of your consulting firm and *not* the name of the regulated entity that you represent or are contracted with. Oftentimes, you may find the legal name of your organization here: <https://cis.scc.virginia.gov/EntitySearch/Index>.
6. Enter the best phone number for DEQ staff to reach you if there is a problem with your registration or account.
7. Enter a password. Passwords must have at least 8 characters, including:
  - At least one special character (!,@,#,\$,%,& etc.)
  - At least one number 0-9
  - At least one uppercase letter (A-Z)
8. Click "Register".
9. The system will send an email to confirm the email address you provided.
10. Open the email and click the link to verify your email address. The link is only valid for 30 minutes. If the link has expired, you will be directed to request another email.
11. Log in to the system using your email address and the password you created.

When you log in to myDEQ for the first time, you will be prompted to complete your Profile. Completing your profile is required before you are allowed to use much of the portal functionality, including requesting access to permits, registrations and memberships.

## Complete or Update Your Profile

When you first login, you will be prompted to complete your Knowledge Questions. You must also complete your user profile.

1. To Access your user profile and knowledge questions, click My Account in the Quick Links list on the right side of the home page or click your avatar at the top right of the page and then click My Account.

The screenshot shows the DEQ Portal Dashboard. At the top, there is a yellow banner with the text: "To complete your registration, you must set up your Knowledge Questions. Go to My Account or click [here]." Below this is a "News and Announcements" section with a close button (X) in the top right corner. The news text reads: "Welcome to the myDEQ portal. Here you can submit reports, complete permit applications and more! Need help? Click the 'Find Help' Quick Link below, or contact the VITA Customer Care Center at 1-866-637-8482 and reference the 'myDEQ Portal'." Below the news is a section titled "I want to:" with four buttons: "View" (Facility details, permits, and documents), "Submit" (Create, edit or manage a report, application, registration or other submittal to DEQ), "Manage Certifications", and "Report Pollution". Below this is a section titled "Items Due and In Progress:" with the text: "You do not have access to any DEQ permits, registrations, or VEEP Memberships. To obtain access, first complete your Profile, and then Request Access to records. Go to My Account to get started." To the right of this section is a "Quick Links:" section with a list of links: "My Account", "Find a Form", "View My Submission History", "Search Pollution Reports", and "Find Help". A large red arrow points to the "My Account" link.

2. At the top left of your My Account page, you will see your user Profile. Click Edit Profile and complete the information. Much of the information will be present from your initial registration. The following fields should be completed:
  - a) First Name and Last Name: You are required to complete your **legal name** as it is displayed on your government ID.
  - b) Organization: If you are registering as an employee of an organization (such as a regulated entity, a consulting firm, or local government), enter the **legal name** of the organization which directly employs you. If you are an agent or consultant, enter the name of your consulting firm and *not* the name of the regulated entity that you represent or are contracted with. Oftentimes, you may find the legal name of your

organization here: <https://cis.scc.virginia.gov/EntitySearch/Index>. If you do not have an organization, this field may be left blank.

- c) Email address: You are required to provide an email address. This should be the email address you will use to conduct business with DEQ. It is also your user ID.
- d) Phone number: You are required to provide a valid U.S. phone number (###-###-####). This should be the phone number you will use to conduct business with DEQ.
- e) Address: You are required to provide a mailing address.
- f) Click "Save".

**Edit Profile**

First Name: Jane

Middle Name:

Last Name: Doe

Organization:

Email:

Phone: 8045551234

Address: 111 Main St

City: Anytown

State: VA

Zip: 55122

Email Accounts: [Search Bar] + Add new email

Primary

Cancel Save

## Changes to Your Email Address

You may add an alternate email address, remove an email address, or promote an email address to be your primary notification address within the Profile section of the My Account page.

1. To Access your user email addresses, click My Account in the Quick Links list on the right side of the home page or click your avatar at the top right of the page and then click My Account.
2. On the My Account page, click Edit Profile to access your profile.
3. From the edit profile page, enter a new email address and click Add New Email. The email must be unique; it cannot be associated with any other myDEQ Portal account.

Email Accounts: tester2@test.com + Add new email

Primary



4. For security purposes, any change to your email address must be confirmed before it becomes active. A notification email message will be sent to the current primary email address, and a confirmation email will be sent to the new email address. To confirm the change, click the Confirm link within the email message sent to the new email address. You can also cancel the new email address by clicking Cancel Pending Action on the Profile section of the My Account page.

Email Accounts	<input type="text"/>	+ Add new email
acd@midp.com	Primary	
test@test.com	Email confirmation pending	<a href="#">Cancel pending action</a>

5. After you have confirmed the new email address, you may log into myDEQ Portal using any confirmed email address associated with your account as the user name. Your myDEQ Portal password is the same for any of your email accounts.
6. When two or more email addresses are associated to your account, you can choose to remove any of the alternate email addresses or promote an alternate email address to be the primary email address which receives correspondence from DEQ. Go to My Account and click Edit Profile. Click Set as Primary or Remove, as applicable. You cannot remove a primary email address, but you may promote an alternate address to be the new primary email address and then remove the former primary email address. Any changes to the primary email address or removal of an email address requires confirmation. The myDEQ Portal will send an email confirmation message to the address affected. You must click the confirmation link within the confirmation message for any pending changes to take effect.

Email Accounts	<input type="text"/>	+ Add new email
acd@midp.com	Primary	
test@test.com	Email confirmed	<a href="#">Set as primary</a> <a href="#">Remove</a>

## Request Access to Records

*Note: Users with preexisting access to eDMR, Virginia Environmental Excellence Program (VEEP), the Certification and Accreditation Tracking System (CATS) or Solid Waste Information and Assessment (SWIA) Annual Reports do not need to request access again to these programs, unless they want to add new memberships or permits to their account. Access that you have held in previous versions of DEQ's reporting applications will be automatically transferred into myDEQ.*

To work on reports or view information for an existing DEQ record (such as a permit, registration, membership, etc.), you will need to request access to that record. As more programs are added to myDEQ, the list of available programs and record types will expand. To request access, complete the following steps:

1. Ensure your Profile is complete. If your profile is not complete, navigate to My Account to fill out the required fields, including name, phone number and mailing address. If your Profile is incomplete, you will not see the link to Request Access.
2. Click the Request Access Quick Link on the right side of the dashboard, or navigate to My Account and click the Request Access link near the bottom of the My Account page.

The screenshot displays the myDEQ portal interface. At the top, there is a 'News and Announcements' banner with a close button (X). Below this is a section titled 'I want to:' containing four buttons: 'View' (Facility details, permits, and documents), 'Submit' (Create, edit or manage a report, application, registration or other submittal to DEQ), 'Manage Certifications', and 'Report Pollution'. Below the 'I want to:' section are two boxes: 'Items Due and In Progress:' (stating that the user does not have access to any DEQ permits, registrations, or VEEP Memberships and should go to 'My Account' to get started) and 'Quick Links:' (listing 'My Account', 'Request Access', 'Find a Form', 'View My Submission History', 'Search Pollution Reports', and 'Find Help'). A red arrow points to the 'Request Access' link in the Quick Links section.

3. Choose the program that contains the records you need to access, and your role, if applicable, then click Next. The availability and types of roles varies among programs. Generally, choosing an "Owner" role provides access to program records for all of the facilities controlled by one owner; a "Facility Manager or Agent" role provides access to program records for a specific facility; and a "Permit Manager or Agent" role provides access to records related to a specific permit.

The screenshot shows a web interface for requesting access. At the top, there is a header with a plus icon and the text 'Request Access'. Below this, there are three circular icons representing steps: 'Choose Program', 'Choose Record Types', and 'Choose Permission Level'. The first step, 'Choose Program', is highlighted. Below the icons, the text reads 'STEP 1: Choose Program'. Underneath, there are instructions: 'INSTRUCTIONS: Please choose the program that you need to access and choose your role (if applicable). The availability and types of roles varies among programs. Generally, an "Owner" requests access to program records for all of the facilities that they own or control; a "Facility Manager or Agent" requests access to program records for a specific facility; and a "Permit Manager or Agent" requests access to records related to a specific permit. This system is intended solely for users conducting business with DEQ for the purposes of fulfilling obligations under a permit, regulation, statute or other DEQ program. Those who need to review DEQ records for other purposes may submit a request under the Freedom of Information Act.' Below the instructions, there is a dropdown menu labeled 'Requested Program:' with the text '-- Please select an option --'. At the bottom, there are two buttons: 'Cancel' and 'Next'.

4. Identify the record you would like to access by following the instructions on the Step 2 page. Instructions will vary depending on the type of program you're requesting access to. Generally, you'll be asked to type or search for a record by entering the record ID (membership number, permit number, facility ID number etc.) Record ID formats are as follows:

Solid Waste Permits: SWP###  
VEEP Membership: E#-### (there can be up to 3 digits after the hyphen, but all 3 digits are not required.)  
Litter Grant: Agency name  
Underground Storage Tanks Facility ID Number: #####  
Air Permits: #####

If you do not know your record ID number, contact your DEQ program via phone or email, or you may click the "I don't have this information" link to submit an inquiry. DEQ will contact you and provide the record ID number that you are seeking so that you can complete your access request. It may take up to 3 business days to respond to your request. You can also use [DEQ's Geographic Information System](#) to find your record ID on your own.

**+ Request Access**

Choose Program Choose Record Types Choose Permission Level

**STEP 2: Choose the records you need to access**

**Requested Program & Role:** Petroleum Storage Tank Facility Manager or Agent

**Available Record Types:**  Petroleum Storage Tank Registration (Facility level)

Please enter the Tank Facility ID number for the tank facility you need to access. Verify by selecting the appropriate Tank Owner in the search results.

**Tank Facility ID Number:**

I don't have this information.

- Once you have clicked Search, matching records will be displayed. Make sure that the facility/owner/member name displayed matches the record ID you entered. There may be more than one search result if more than one record is associated with a record ID. (For example, there can be more than one underground storage tank owner associated with an underground storage tank registration number. ) Click Select and Continue beside the appropriate result.

**+ Request Access**

Choose Program Choose Record Types Choose Permission Level

**STEP 2: Choose the records you need to access**

**Requested Program & Role:** Petroleum Storage Tank Facility Manager or Agent

**Available Record Types:**  Petroleum Storage Tank Registration (Facility level)

Please enter the Tank Facility ID number for the tank facility you need to access. Verify by selecting the appropriate Tank Owner in the search results.

**Tank Facility ID Number:**

I don't have this information.

**Search Results:**

Name	
Albemarle County Public Schools	<input type="button" value="Select and Continue"/>


6. Select the permission level needed. You can hover over each permission level to find more information. Certain programs, such as VEEP or SWIA, have preset permission levels that cannot be altered.

- **View:** This permission level enables a user to view items that are due to DEQ, forms that have been previously submitted, and other facility details and documents. However, users with this level of permission cannot create, edit, sign or submit forms or data. This is the default permission level.
- **Edit:** This permission level enables a user to view records and create and edit forms and data. This user cannot sign or submit anything to DEQ.
- **Sign & Submit:** This permission level enables a user to view records and sign and submit forms and data to DEQ. Users with only this permission level *cannot* edit or create new forms. Users who need to create, edit, sign and submit should be certain to select *both* Edit and Sign & Submit permissions when they request access to particular records.


All of the permission levels are exclusive of one another. If you need more than one permission (i.e., you need to create, edit *and* sign and submit documents), you should select all of the permission levels that you require.

**If you are requesting permission to sign and submit documents on behalf of the organization, you are certifying under penalty of law that you have authorization to sign on behalf of that organization. You also agree that should your role change, you will update your access and permissions accordingly.**


**+ Request Access**



Choose Program



Choose Record Types



Choose Permission Level




**STEP 3: Select the type(s) of access that you need**

**Requested Program & Role:** Petroleum Storage Tank Facility Manager or Agent

**Petroleum Storage Owner Name:** Albemarle County Public Schools

**Tank Facility Name:** Walton Middle School

**Tank Facility ID Number:** 6005039

Record Type	View 	Edit 	Sign/Submit 
Petroleum Storage Tank Registration (Facility level)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

By clicking Submit, I agree that I, ██████████, am requesting access to all DEQ **Petroleum Storage Tank Registration (Facility level)** records related to the above **Tank Facility ID Number**. I have read and hereby agree to all terms and conditions listed in the Electronic Services Agreement.

Back

Submit Request

- Click Submit Request. You will be returned to the My Account page, and you can see your request and its status in the User Access section at the bottom of the page. You will also receive an email confirming your access request to the primary email address in your profile.

If, at any time, you realize you made an error in your request or need to change your permission level, return to your My Account page and cancel your request by clicking the trash can beside your request. You can then resubmit a corrected request if appropriate.

Please allow up to 3 business days for DEQ to process your request. You will receive an email when DEQ has taken action on your request.

Filter  Clear

Filter on Record type | Record ID | Status

Current Access							
Record Type	Record ID	Name	View	Edit	Sign/Submit	Status	Actions
Petroleum Storage Tank Registration (Facility level)	32610-6005039	Albemarle County Public Schools - Walton Middle School				Pending DEQ Approval	

- Once you have approved access to records, the Items Due and In Progress list and the Quick Links will be updated accordingly (see below). If your permit, facility or membership does not have any upcoming items due that can be submitted via the myDEQ portal, you will see a corresponding message in the Items Due and In Progress list.

**News and Announcements** ✕

Welcome to the myDEQ portal. Here you can submit reports, complete permit applications and more! Need help? Click the "Find Help" Quick Link below, or contact the VITA Customer Care Center at 1-866-637-8482 and reference the "myDEQ Portal".

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I want to:

**View**

Facility details, permits, and documents

**Submit**

Create, edit or manage a report, application, registration or other submittal to DEQ

**Manage Certifications**

**Report Pollution**

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**Items Due and In Progress:**

Litter Grant Application & Reporting for Allegheny County

Notification for Underground Storage Tanks (USTs) - Update Facility Registration Albemarle County - Albemarle County Public Safety DRAFT

Notification for Underground Storage Tanks (USTs) - Update Facility Registration Goochland County - Toms Auto Service DRAFT

Notification for Underground Storage Tanks (USTs) - Update Facility Registration Defense Supply Center Richmond - Defense Supply Center Richmond DRAFT

**Quick Links:**

- [My Account](#)
- [Request Access](#)
- [Find a Form](#)
- [View My Submission History](#)
- [My VEEP Memberships](#)
- [My Litter Grant Applications/Reports](#)
- [My SWIA Permits](#)
- [Search Pollution Reports](#)
- [Find Help](#)

If you do not see what you expect, go to My Account. Scroll to the bottom of the page and review the User Access section. Check to ensure that the correct record type, record ID, and permissions have been approved. Remember, if you want to create and submit reports to DEQ, you must have Edit and Sign/Submit permissions. If you only have permission to View records, you will not be able to edit or submit reports. View permissions grant a user the ability to read reports, but not change or submit them.

## Set up your e-Signature Credentials

Some programs require that a user set up e-Signature credentials to electronically sign documents. Programs may require all or some of the following components for e-Signatures:

- ✓ Knowledge Questions
- ✓ Identity Verification
- ✓ Electronic Signature Agreement

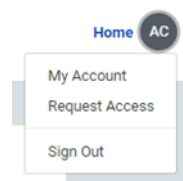
The components of the e-Signature credentials that are required for your program and access level will appear on your My Account page after your sign and submit permissions have been approved for a given program. Not all programs will require all three components.

Follow the steps below that apply to you.

## Set Up or Change Your Knowledge Questions and Answers

Setting up your Knowledge Questions and Answers may be necessary to complete your e-signature credential. You will be asked to select five knowledge questions out of a list of twenty, and provide answers to your chosen five questions. When you need to submit a document to DEQ, or complete certain other functions, the system will randomly select one of the five questions you have chosen and prompt you for your answer. Select questions to which only you know the answer. Do not share your answers with anyone.

1. Click My Account in the Quick Links list to the right of the home page or click your avatar (your initials) at the top right of the page and click My Account.



2. On the right side of the My Account Page, click the “Set Knowledge Questions” button.
3. Select five out of the list of twenty questions and type your answers in the boxes provided. Neither questions nor answers can be duplicated. Answers are not case sensitive.
4. Click Save.
5. You will see a message that your Knowledge Questions have been set.

#### Knowledge Questions

Your Security Questions are set.

Change Knowledge Questions

6. If you decide you need to change your Knowledge Questions or answers, you may come back to the same location on the My Account page. Click “Change Knowledge Questions”. Note that for security purposes, the answers you previously provided to your knowledge questions will not be visible. You may change any one or multiple knowledge questions. Provide answers to all of the questions you have selected, and click Save. To exit the page without making any changes, click Cancel.

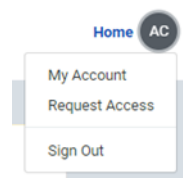
## Sign the Electronic Signature Agreement

You may need to complete the Electronic Signature Agreement (ESA) component of the e-Signature credential. The ESA is also found on the My Account page.

In summary, when you agree to the ESA, you agree:

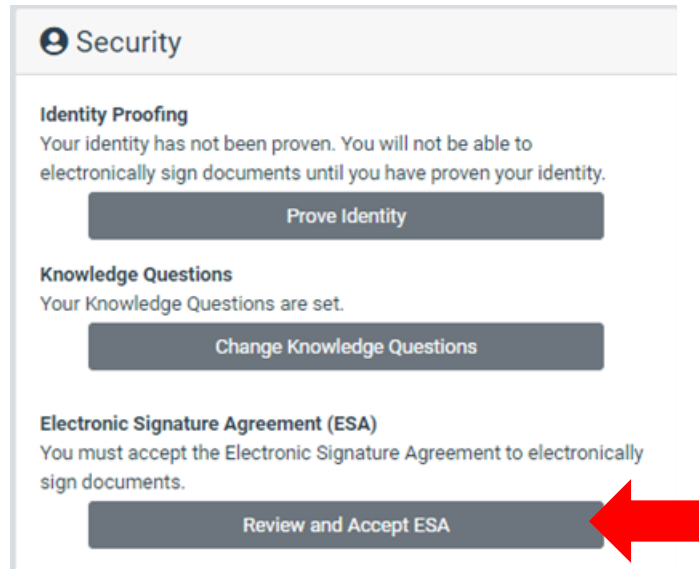
- To protect your login credentials,
- To report any suspected unauthorized use of or access to your account,
- That you will be held as legally bound, obligated, and responsible for the use of my electronic signature as you would be if using your hand-written signature.

1. To sign the ESA, access the My Account page using the Quick Link on the right side of the home page, or click the avatar in the top right (your initials), and then click My Account.

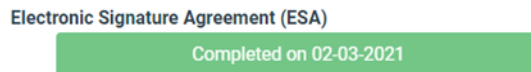




On the right side of the page in the Security section, you will see a block for Electronic Signature Agreement:



2. Click the Review and Accept ESA.
3. Carefully verify your information within the ESA and read the entire agreement.
4. You may print a copy of the ESA for your records using your browser's print functionality (usually found at the top right of your browser window).
5. Scroll to the bottom and click Submit.
6. If your ESA was submitted successfully, the ESA section on the My Account page will now display:



*Note: If you change your name or affiliated organization on My Profile, your sign and submit permissions will be suspended until you re-sign the ESA. If re-signature is necessary, the Review and Accept ESA button will reappear. Click the button to re-sign the ESA using your new information.*

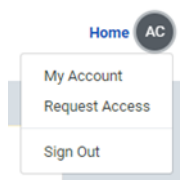
You are responsible for keeping a copy of your ESA. Please print the ESA before signing.

## Complete Identity Verification

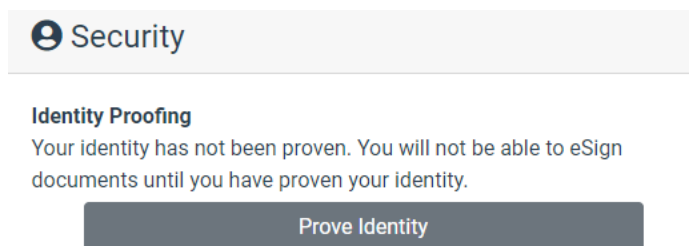
If the programs you have access to require that you prove your identity, you will see the Prove Identity button on your My Account page.

Complete Identity Verification using the following steps:

1. Navigate to the My Account page using the Quick Link on the right side of the home page, or click the avatar in the top right (your initials), and then click My Account.



2. Review your profile, on the left side of the page. Make sure that your name on your profile matches your legal name on your government ID, such as a driver's license. If not, edit your profile and update your name.
3. *If your program requires identity verification*, in the upper right area on the My Account page, in the Security section, you will see the Prove Identity button. Click it to begin the process. Note that the button only appears if you have *approved* sign and submit access to an applicable program. You can check the status of your access and your permission levels by reviewing the Current Access section at the bottom of the My Account page. If you do not see the button, you do not have to prove your identity for your approved permission level or program.



4. Complete all of the fields shown on the Identity Verification page. **Make sure you use your home address and phone number.**

DEQ does not retain any of the information that you provide on this page. The information is encrypted and passed to a third-party identity verification service (Lexis Nexis®). This service validates the information you provide against multiple data sources and returns the result of the validation to DEQ. DEQ receives and stores only an indicator as to whether your identity verification passed or failed. None of your personal information provided through this process is ever stored by DEQ.

**Identity Proofing**

## Prove Identity

To comply with federal and state requirements, DEQ must verify your identity before allowing you to electronically sign and submit certain types of documents.

By clicking Submit you agree that you are voluntarily providing personal identifying information, including the last 4 digits of your Social Security Number (SSN) and Date of Birth (DOB) to LexisNexis®, a 3rd-Party service, to prove your identity. DEQ will retain the result of the LexisNexis® verification process (i.e., pass or fail), but will not retain any of the personal identifying information you provide to LexisNexis®.

**Legal Name**   
To change the name displayed here, please click Cancel and edit your name on your myDEQ Profile.

**Home Mailing Address**

Address Line 1

Address Line 2

City State 5-digit Zip Code

**Home Phone Number**

**Date of Birth**

**Last 4 Digits of Social Security Number**

- Once you have entered all of the information, click the Submit Identity Proofing Request button. After a pause, the system will return you to the My Account page. In the Identity Proofing section on the My Account page, you will receive an indicator as to whether or not your identity verification was successful.

Identity verification can occasionally be unsuccessful. Typically this is because of mistakes in your personal information, such as not using your legal name or home address. You will have three opportunities to prove your identity electronically. If, after three tries, you have not been able to prove your identity, contact the Virginia Customer Care Center (VCCC) at (866) 637-8482 or [vccc@vita.virginia.gov](mailto:vccc@vita.virginia.gov) for assistance. During your call or within your email, **be sure to reference the myDEQ portal.**

**Security**

**Identity Proofing**  
 Your identity has not been proven. You will not be able to eSign documents until you have proven your identity.

Unsuccessful. Please contact DEQ for assistance.

**Security**

**Identity Proofing**  
 Your identity has been verified.

Completed on 1/21/2021, 8:57:39 AM

**NOTE:** *If you change your name in your profile, you will need to re-verify your identity. After saving a change, you will see that the result of your identity proofing is replaced by a Prove Identity button.*

## Create a New or Continue Working on a Submittal

You can create a new submittal in two ways:

- 1) From the Items Due and In Progress list on the myDEQ Portal homepage, or
- 2) Using the Submit button found on the myDEQ Portal homepage.

If an item is due in the next 90 days, or if it is currently in progress (draft or awaiting review), it will be listed on your my Items Due and In Progress list. If no one from your organization has started the submittal, a Create button will appear beside it. Clicking the create button will launch the form for the given permit/registration/membership. If you or another person from your organization has started the item, the submittal title will be a hyperlink, and the submittal status will display beside the title. Click the item title to view or continue working on the form.

### Items Due and In Progress:

Title V Annual Compliance Certification (ACC) Report **DRAFT**  
BFI Bassett  
Due Sunday, March 1, 2020

Title V Annual Compliance Certification (ACC) Report **DRAFT**  
DuPont Specialty Products USA LLC - Spruance Plant  
Due Sunday, March 1, 2020

**Air - Form 7 (New Source Review and State Operating Permits)**  
Dominion Energy - Virginia City Hybrid Energy Center  
Due Sunday, March 1, 2020

[+ Create](#)

Some submittals, such as new or updated facility registration forms, do not have set due dates; they are initiated by a user. These types of submittals will not be listed on your Items Due and In Progress List.

Either type of submittal (with or without a due date) may be initiated on the Create Submittal page.

1. Click the Submit button on the portal homepage.

I want to:

**View**  
Facility details, permits, and documents

**Submit**  
Create, edit or manage a report, application, registration or other submittal to DEQ

**Manage Certifications**

**Report Pollution**

2. Select the form or report that you want to initiate.

The screenshot shows the 'Create A Submittal' interface. The 'Select a Form:' dropdown menu is open, displaying the following options: '-- Please select an option --', 'Litter Grant Application', 'Notification for Underground Storage Tanks (USTs) - Owner Registration Information', 'Notification for Underground Storage Tanks (USTs) - Update Facility Registration', 'SWIA Annual Report', and 'VEEP Annual Report'. A 'Cancel' button is visible on the left, and a 'View All Submittals' button is at the bottom.

3. Select the membership, facility, site or ownership for which you are creating the submittal. The list is specific to your approved access and the form you have chosen. (You will not see water facilities if you choose a form related to underground storage tanks.) If you do not see the correct membership, facility, site or ownership in your selection list, go to the My Account page and check your access list. You may need to request access and have your access approved prior to being able to create a new submittal for that particular record.

The screenshot shows the 'Create A Submittal' interface with the 'Select a Form:' dropdown set to 'Notification for Underground Storage Tanks (USTs) - Owner Registration Information'. The 'For:' field has a search filter: 'Type any part of the name or record ID to filter the list'. Below the search filter, a list of results is shown: '37001 Powhatan County School Board' and '40905 Tidewater Investments LLC'. A 'Go' button is next to the search filter, and a 'View All Submittals' button is at the bottom.

4. Click the “Create” button to begin the submittal. In some circumstances, the same type of submittal for the same membership, facility, site or ownership may already have been drafted or may have already been submitted and is under DEQ review. In these circumstances, you will not be able to create another version. You will see a corresponding message, and the Create button will be replaced by a “Go” button. Clicking “Go” will direct you to the draft or pending submittal so that you can make any necessary revisions.

Create A Submittal

Select a Form: Notification for Underground Storage Tanks (USTs) - Owner Registration Information

For: 42327  
Powhatan Business Incorporated (42327)

Cancel Create View All Submittals

5. You may also view all of your previous submittals for the form and record you have selected by clicking View All Submittals, located below the Cancel button.

## View Your Submittals

You can see a list of and links to myDEQ Portal submissions for facilities, sites, memberships, ownerships, permits, etc. to which you have approved access. Click the View My Submission History quick link on the right side of the myDEQ Portal dashboard.

### Quick Links:

[My Account](#)

[Request Access](#)

[Find a Form](#)

[View My Submission History](#)



The My Submittals page shows submittals that are in any status (upcoming due, draft, submitted, etc.). The list shows items that may not have been submitted by you specifically, but may have been submitted by someone else in your organization.

### My Submittals

**Program:**

**Select a Form:**

**Record Name or Id:**

**Due Date:**  **Submitted records:**

Viewing 1 to 10 of 21

Item	Program	Record Name	Record Id	Reporting Period	Due Date	Submitted Date	Status	Actions
SWIA Annual Report	SWIA - Waste Permit	Brunswick Waste Management Facility LLC	SWP583	2020	04/01/2021	03/30/2021	Accepted	<a href="#">View</a>
SWIA Annual Report	SWIA - Waste Permit	Augusta Regional Landfill	SWP585	2020	04/01/2021	03/23/2021	Accepted	<a href="#">View</a>
VEEP Annual Report	VEEP	Airlie	E3-23	2020	04/01/2021		Draft	<a href="#">View</a>

You can narrow your list of submissions by program, form type, record name and ID number, range of due dates, and whether the report has been submitted or not. If available, you may access the submission by clicking the link on the right side of the row.

## Troubleshooting & FAQs

### Registration & Password Issues

***Q. I have used other myDEQ portal applications before, like the Certification and Accreditation Tracking System (CATS), eDMR, Litter Grant or Virginia Environmental Excellence Program reporting. Do I need to create another account?***

A: No. You can use your previous account credentials to log in to the myDEQ portal. If you cannot remember your password, please click Forgot Password on the login page.

***Q. How do I reset a forgotten password?***

A. To reset your password, go to [www.portal.deq.virginia.gov](http://www.portal.deq.virginia.gov), click Forgot Password, and follow the steps provided.

If you have registered an account using the email that you enter during the password reset process, you will receive an email with a link to reset your password. Click the link. The subject line of the email will be “myDEQ Reset Password”. Remember to check your spam folder, in case your email provider mistakenly classifies the email as spam. **NOTE: The link to reset your password will expire 30 minutes from the time the email is sent.** If the link has expired, you will be shown a link to request that the email be re-sent.

***Q. I am locked out of my account. What do I do?***

A. You are locked out because you entered an incorrect password or knowledge question answer several times in a row. You can either 1) reset your password or 2) wait several hours for your account to automatically unlock, and try again. Use the instructions above to reset your password.

### Making Changes to My Personal Information

***Q. Can I change the name on my account so that another user at my company can use it?***

A. No. The myDEQ portal requires 1 account per individual person. There are security measures in place to prevent an account from being used by multiple people. If your name changes due to a life event, you may update the name in your profile. Please note that any name changes



will temporarily suspend your signatory privileges until you prove your identity again using your new name and re-sign the Electronic Signature Agreement.

***Q. I no longer work for or represent a company. How can I update the email address for my account?***

A. Log in to your myDEQ account using your old email address, and go to My Account. Click Edit Profile. Under email accounts, type your new email address, and click +Add New Email. Click Save to save the changes. The system will send a confirmation email to the new email address, and a notification email to the old email address. Your new email will not be active until you click the confirmation link in the confirmation email that was sent to the new email address. (Remember, the confirmation link is only active for 30 minutes!) Once you have confirmed your new email address, go back to My Account>Edit Profile, make your new email address the primary address, and remove the old email address.

***Q. How should I notify DEQ if I have a change of address, change companies, change my role, or no longer represent a company?***

A. Please update your profile on your My Account page with any changes. In addition, you are required to delete any access that you no longer are authorized by your company to hold. To delete access, go to your My Account page, find the access that you need to remove, and click the trash can icon beside it.

Finally, if you have changed organizations and are an electronic signatory, you will be required to re-sign an Electronic Signature Agreement. You can do so by going to My Account, and clicking "Review and Accept ESA".

***Q. I have changed my legal name. How should I update my account?***

A. To change your name, please update your profile on your My Account page. Please note that any name changes will temporarily suspend your signatory privileges until you prove your identity again using your new name and re-sign the Electronic Signature Agreement.

## **Access Request Issues**

***Q. I can't remember my permit number, registration number or other record ID that I need to request access. What do I do?***

A. Under the space for your record ID number, click “I don’t have this information”. This will open an inquiry form for you to share the information that you *do* know about your ownership, facility or permit with DEQ staff. When you submit the inquiry form, DEQ staff will receive it via email, review it, and get in touch to provide you with your permit number, facility ID, membership number or other type of record ID. You can then re-start the access request process with the correct record ID.

***Q. I accidentally requested access to the wrong record, or chose the wrong permission level. What do I do?***

You cannot edit an access request that has already been submitted, but you can cancel a pending request and resubmit a request with the corrected information. To cancel a pending access request, go to your My Account page, scroll down to find the access request that you need to cancel, and click the trash can icon beside it. Next, click Request Additional Access and submit the corrected request.

***Q. Why do I have to submit an access request? If I make a mistake on my request, why can’t DEQ modify my request and then approve it?***

A. Part of the access request process includes a certification that you agree that you’re authorized to view, edit or sign (as applicable) documents on behalf of an organization. This certification statement is a critical step in ensuring the integrity of submittals made via the myDEQ portal.

## **Identity Verification Issues**

***Q. Do I need to prove my identity?***

A. Identity verification requirements only apply to users who need to sign and submit documents to DEQ for certain regulatory programs. If you are an editor, but do not have sign & submit privileges, you do not need to complete identity verification. Likewise, you do not need to complete identity verification if you only have signatory privileges for a program that does *not* require that level of submission security.

To determine if you need to complete identity verification to sign a document, go to My Account. If you see a Prove Identity button, you are a signer within a program that requires identity verification.

***Q. I have tried to prove my identity and I got a message that the verification failed. What do I do?***

A. When identity verification fails it's usually because of one or more issues with the data submitted.

- ✓ Make sure the name on your profile matches your government issued ID.
- ✓ Make sure your address and phone number are your **home** address and phone number, not your organization's address and phone number.
- ✓ Make sure your date of birth and social security number are correct.

If you have reviewed your data and resubmitted, and your identity still cannot be verified, contact DEQ.

***Q. Does DEQ keep any of the personal identifying information that I submit to prove my identity?***

A. No, DEQ does not store any of the data you use to prove your identity. This data is passed to Lexis Nexis, the third party identity verification service used by DEQ. In return, Lexis Nexis sends DEQ a "pass" or "fail" indicator. DEQ stores this indicator.

## Program-Specific Instructions & Contacts

PROGRAM / FORM	INSTRUCTIONS & CONTACTS
<p><b>SOLID WASTE INFORMATION &amp; ASSESSMENT (SWIA) ANNUAL REPORT</b></p>	<p><a href="https://www.deq.virginia.gov/land-waste/solid-hazardous-waste/solid-waste/solid-waste-information-assessment">https://www.deq.virginia.gov/land-waste/solid-hazardous-waste/solid-waste/solid-waste-information-assessment</a></p>
<p><b>VIRGINIA ENVIRONMENTAL EXCELLENCE PROGRAM (VEEP) ANNUAL REPORT</b></p>	<p><a href="https://www.deq.virginia.gov/get-involved/pollution-prevention/virginia-environmental-excellence-program/annual-reporting">https://www.deq.virginia.gov/get-involved/pollution-prevention/virginia-environmental-excellence-program/annual-reporting</a></p>
<p><b>DEQ CERTIFICATION &amp; TRAINING PROGRAM</b></p>	<p><a href="https://www.deq.virginia.gov/permits-regulations/training-certification">https://www.deq.virginia.gov/permits-regulations/training-certification</a></p>
<p><b>POLLUTION REPORTING</b></p>	<p><a href="https://www.deq.virginia.gov/get-involved/pollution-response/report-pollution">https://www.deq.virginia.gov/get-involved/pollution-response/report-pollution</a></p>
<p><b>UNDERGROUND PETROLEUM STORAGE TANKS</b></p>	<p><a href="https://www.deq.virginia.gov/land-waste/petroleum-tanks/storage-tanks/underground-storage-tanks">https://www.deq.virginia.gov/land-waste/petroleum-tanks/storage-tanks/underground-storage-tanks</a></p>