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.

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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.

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myDEQ Portal

Welcome to the myDEQ portal, DEQ's comprehensive, online reporting tool that is available to users 24 hours a day, seven days per week.

Currently, the myDEQ portal allows the public to:

- Report pollution
- Search for pollution reports
- Search for certified stormwater and erosion control certificate holders

Registered myDEQ portal users can also:

- Register, view and update underground storage tank facility and owner information
- Submit Title V Annual Compliance Certification reports for air permits
- Submit annual Virginia Environmental Excellence Partnership program reports
- Submit annual Solid Waste Information & Assessment reports
- Apply for stormwater or erosion and sediment control certifications and re-certification
- Apply for and report on Litter Grant awards
- Submit Annual Poultry Waste Transfer Data

Registered users benefit from:

- A comprehensive Items Due & In Progress list, which displays the upcoming items due and forms in progress across all participating DEQ programs

Sign In

Register

Quick Links:

Manage Certifications
- Find My Profile
- Find a certificate holder

Search Pollution Reports
Report Pollution
Find Help

Get To Know The myDEQ Dashboard

The myDEQ dashboard is available after you have registered and signed in, and offers a personalized, consolidated view of your interactions with DEQ.

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. 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 <u>and</u> Sign & Submit permissions when they request access to particular records.
   - **External Administrator:** This permission level enables a user to approve, deny, modify and revoke the access and permissions of other users' within their organization. This permission level does not convey any additional permissions to edit or sign and submit forms or data.
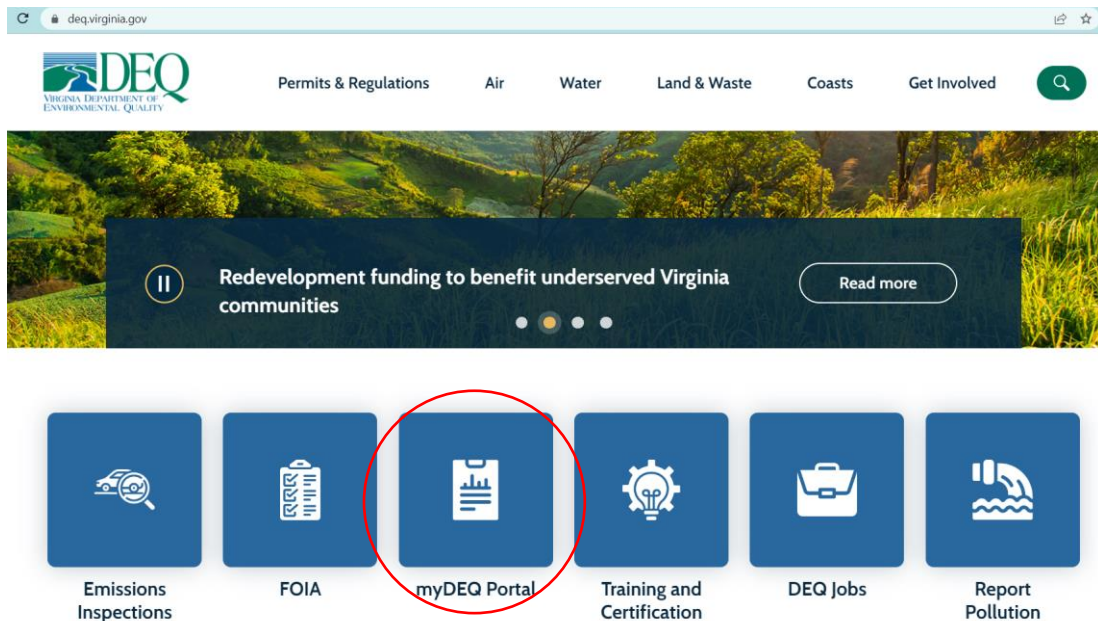
   Note that all of the permission levels are exclusive of one another. If you need more than one permission (i.e., you need to create, edit *and* sign and submit documents), you should select all of the permission levels that you require.

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 www.deq.virginia.gov and click on the myDEQ button near the middle of the page. You can also go directly to https://portal.deq.virginia.gov/.

2. Click "Register" on the right side of the page.

3. Complete the information on the registration page. 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.**

4. Enter your email address, which also be your user ID.

5. Enter your legal name, **as found on your government-issued identification**, such as your driver's license.

6. 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.

7. Enter the best phone number for DEQ staff to reach you if there is a problem with your registration or account.

8. Enter a password. Passwords must have at least 8 characters, including:
   - o At least one special character (!,@,#,$,%,^,& etc.)
   - o At least one number 0-9
   - o At least one uppercase letter (A-Z)

9. Click "Register".

10. The system will send an email to confirm the email address you provided.

11. 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**.

12. 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.

Account Setup and Management

When you first login, you will be prompted to complete your account setup. While not always required for every program, setting up your account will help you get the most out of myDEQ. There are three components to setting up your account to get the most out of myDEQ: completing your profile, setting up your e-signature credential, and requesting access to DEQ records.

1. To complete your account setup, 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.
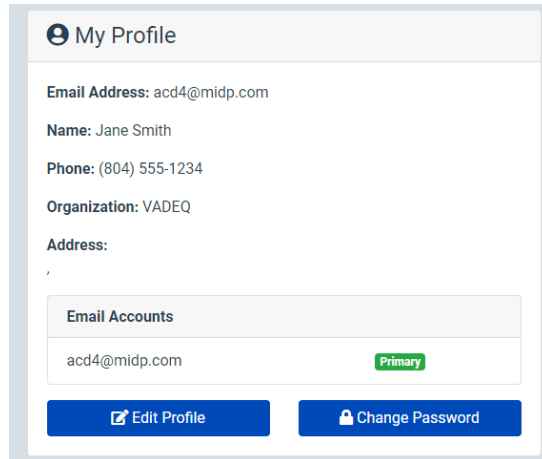

2. At the top of your My Account page, you will see a checklist for completing your account setup. Hovering over each item will provide more detail on what remains to be completed.

Complete Your Profile

After initial account registration, you should complete your profile. A complete profile is required to gain access to specific records and sign and submit reports or forms.
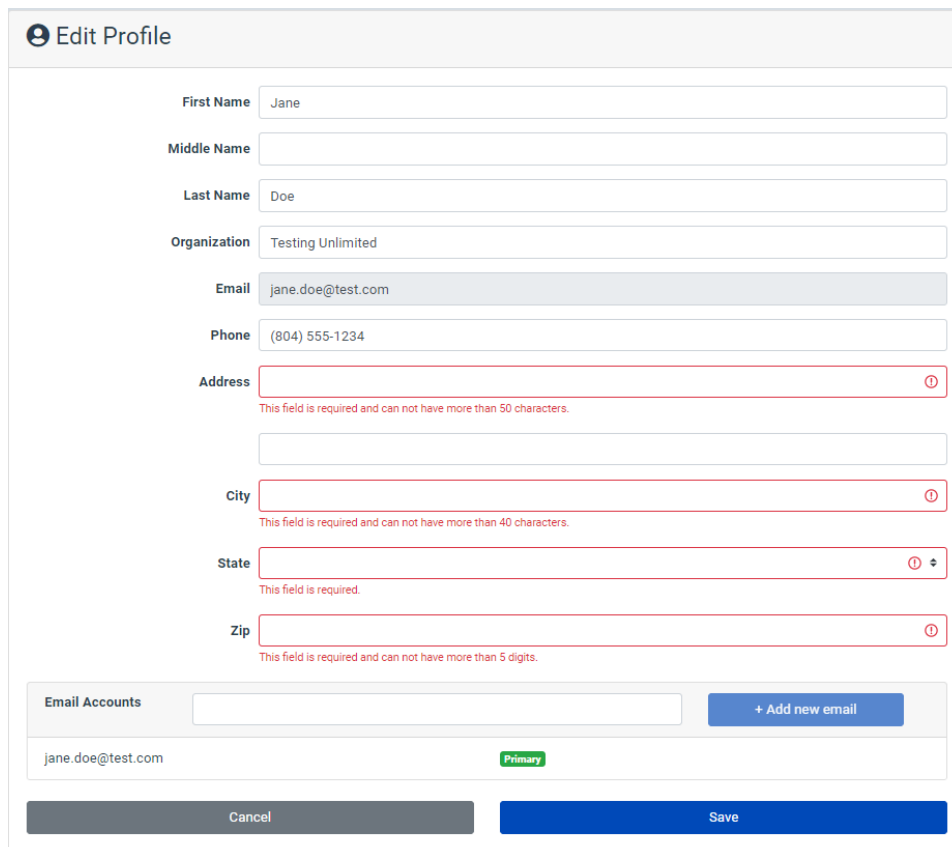
My Profile

Email Address: acd4@midp.com

Name: Jane Smith

Phone: (804) 555-1234

Organization: VADEQ

Address:
,

Email Accounts	
acd4@midp.com	Primary

[Edit Profile] [Change Password]

1. To complete your profile, click Edit Profile on the left side of the My Account page and complete the information. Much of the required information will be present from your initial registration, however mailing address will be missing.

Edit Profile

First Name	Jane
Middle Name	
Last Name	Doe
Organization	Testing Unlimited
Email	jane.doe@test.com
Phone	(804) 555-1234
Address	⊙

This field is required and can not have more than 50 characters.

City	⊙

This field is required and can not have more than 40 characters.

State	⊙ ⧩

This field is required.

Zip	⊙

This field is required and can not have more than 5 digits.

Email Accounts		+ Add new email
jane.doe@test.com	Primary	

[Cancel] [Save]

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 represent 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".

Set up your E-Signature Credential

Some (but not all) programs require users to set up an electronic signature credential to securely sign and submit documents using myDEQ. Programs may require all or some of the following components for e-Signatures:

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

In general, most water, air and petroleum storage tank programs require completion of all three components of the e-signature credential to submit documents electronically. If you are unsure, please contact your program administrator.

E-Signature Credentials

Certain DEQ programs require that users set up their E-Signature Credentials in order to sign and submit forms. For more information about electronic signature requirements, please click here.

Identity Verification
Your identity has not been proven. You will not be able to electronically sign documents until you have proven your identity.

You have 3 tries remaining.

Prove Identity

Knowledge Questions
You do not have any Knowledge Questions set. Please set your Knowledge Questions to electronically sign documents.

Set Knowledge Questions

Electronic Signature Agreement (ESA)
You must complete Identity Verification before you can sign the Electronic Signature Agreement.

Sign ESA

Complete Identity Verification

You may complete identity verification electronically or via a paper form. Electronic identity verification is secure and results are available immediately. Using a paper form will significantly delay your ability to submit forms or reports using myDEQ. The process to being either option is as follows:

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.
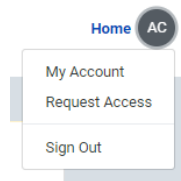
2. Review your profile on the left side of the My Account page. Make sure that your first name, middle initial and last name on your profile **match your legal name on your government ID**, such as a driver's license. If not, edit your profile and update your name. *Hint: Your first name on your myDEQ profile <u>must</u> be your legal first name. It cannot be a nickname or your legal middle name.*
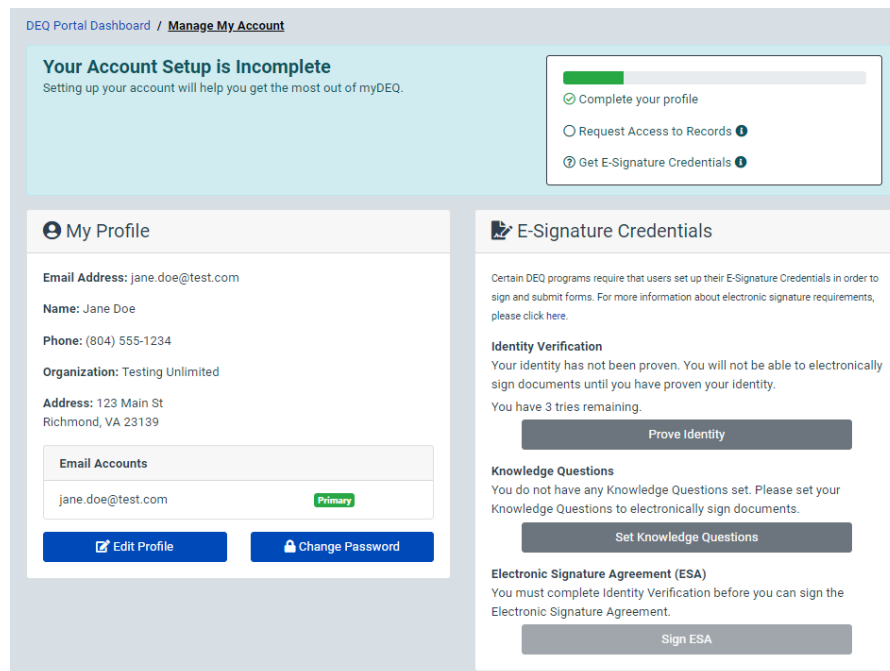
3. Click the Prove Identity button.

4. If you wish to complete electronic identity proofing, 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.**

 If you wish to complete paper identity proofing, click the "Use Paper Identity Verification Process link at the bottom of the page, and follow the steps outlined in the Paper Identity Proofing section of this document.

5. 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. Typical identity proofing failures occur because of issues with the personal information you provided, such as not using your **legal** name or **home** address.

You will have **3** opportunities to prove your identity electronically. If you are unsuccessful three times, the system will automatically direct you to download and submit a paper identity proofing form.

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.

Paper Identity Proofing

Using a paper form will significantly delay your ability to submit forms or reports using myDEQ. Once you have opted to use the paper form (or failed electronic verification 3 times), you can no longer use the electronic identity verification process without intervention by DEQ staff.

1. If you elected to use the paper form by clicking the "Use Paper Identity Verification Process" link, you will be asked to confirm your choice. (If you have failed electronic verification 3 times, skip to Step 2, below.)

2. On the My Account page, review your profile to ensure that your first, middle and last name match your government-issued ID.

3. On the Identity Verification section of the My Account page, click Download Paper Form.

4. Your computer will download the paper identity verification form with your prefilled profile information. This form is specific to you and your myDEQ account. **Do not alter this form in any way.** If there is an error in the information depicted on the form, correct it by editing your profile, and then click Download Paper Form again.

5. Print the paper form, sign it **in ink**, have it notarized, and **mail or hand deliver** it to the address listed on the form. VA DEQ can only accept a **hard copy form** that is hand-signed with ink and has a notary stamp. DEQ wil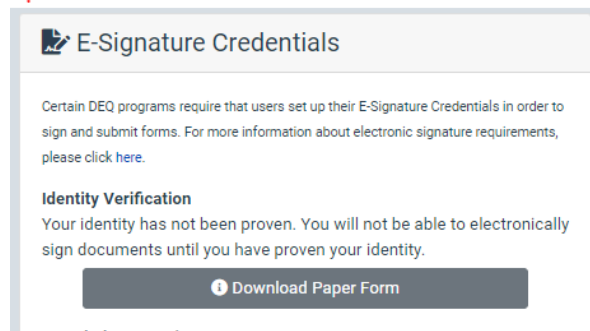l process completed forms within 3 business days of receipt. You will not be able to sign or submit forms or request External Administrator permissions until the form is complete.

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. Follow the identity proofing steps again from the beginning.

Set Up or Change Your Knowledge Questions and Answers

Setting up your Knowledge Questions and Answers is necessary to complete your e-signature credential, even if you elected to verify your identity using the paper form. When you need to submit a document to DEQ, or complete certain other functions, the system will randomly select one of the five knowledge questions you have set up 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.
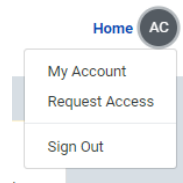
2. On the right side of the My Account Page, click the "Set Knowledge Questions" button.
3. Select five out of the list of twenty questions and type your answers in the boxes provided. Neither questions nor answers can be duplicated. Answers are not case sensitive but must contain at least 3 characters. Click Save.
4. You will see a message that your Knowledge Questions have been set.

5. 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.

Complete the Electronic Signature Agreement

If you electronically verify your identity, you must complete the Electronic Signature Agreement (ESA) component of the e-Signature credential. You cannot complete the ESA until your identity has been proven.

(If you elected to use paper identity verification, your paper form substitutes for this step.)

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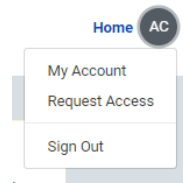
2. On the right side of the page in the Security section, you will see a block for Electronic Signature Agreement:

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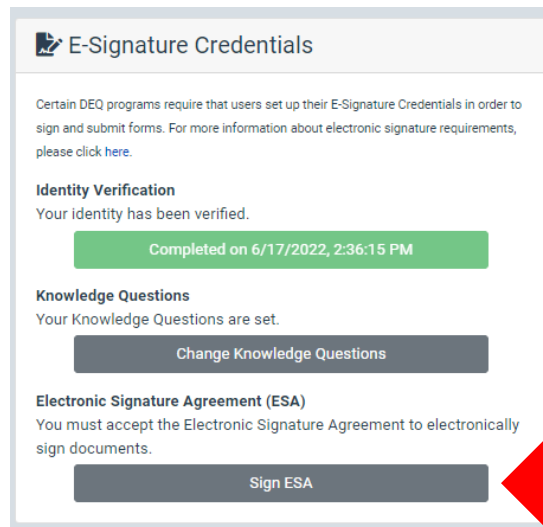5. You may print a copy of the ESA for your records using your browser's print functionality (usually found at the top right of your browser window).
6. Scroll to the bottom and click Submit.
7. If your ESA was submitted successfully, the ESA section on the My Account page will now display:

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.

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, although you may need to reset your password the first time you log into the new system.

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, <u>you will not see</u> 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 Records Access near the bottom of the page. Then click the Request Access button.

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".

I want to:

View	**Submit**	**Manage Certifications**	**Report Pollution**
Facility details, permits, and documents	Create, edit or manage a report, application, registration or other submittal to DEQ		

Items Due and In Progress:

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.

Quick Links:

My Account
Request Access
Find a Form
View My Submission History
Search Pollution Reports
Find Help

3. In Step 1, 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, permits, registrations, etc. that are controlled by one owner; a "Facility Manager or Agent" role provides access to records for one specific facility; and a "Permit Manager or Agent" role provides access to records related to a specific permit.

⊕ Request Access

Choose Program   Choose Record Types   Choose Permission Level

STEP 1: Choose Program

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.

Requested Program: -- Please select an option --

Cancel   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 all or a portion of the record ID you wish to access (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: #####
> Water Permits: VA########

    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.

5. 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.

6. On the top of the Step 3 page, you are shown your program, role, record name and record ID selections. If you selected owner or facility-level access, you are also shown a list of all of the permits or other records for the owner or facility that you will also gain access to, as part of this request.

   If you selected Owner level access, you will also see the ability to request an External Administrator Role. Carefully review information about and the requirements for being an External Administrator before requesting this role.

7. Near the middle of the page, you will be given the permission level options and the available record types for your given record. Select the permission level needed for each record type. If you do not need access to a given record type, remove all checks from all permission options for that row. 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.

   o **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.

- o **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.
- o **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 <u>and</u> 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.

8. Note that the agreement and certification text near the bottom of the page changes if you request external administrator and/or or sign and submit permissions. **If you are requesting permission to sign and submit documents or become an external administrator on behalf of an organization, you are certifying under penalty of law that you have authorization to take on those roles on behalf of that organization. You also agree that should your role change, you will update your access and permissions accordingly.**

9. Click Submit Request. You will be returned to the My Account page, and you can see your request and its status in the Records 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. The email will indicate whether your request was routed to an External Administrator for your organization or if it was routed to DEQ. If it was routed to an External Administrator, please direct all questions or correspondence related to your request to the External Administrator. Their contact information will be within the email you receive. If your request was routed to DEQ, please allow up to 3 business days for DEQ to process your request. You will receive an email when DEQ or your External Administrator has taken action on your request.

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.

My Access Requests

Record Type	**Record ID**	**Name**	**View**	**Edit**	**Sign/Submit**	**Status**	**Actions**
Water Owner Permits	100000020419 ❶	Bay Bridge Enterprises LLC	✔	✔	✔	Approved ❶	🗑
Water Owner eDMR	100000008957 ❶	Alexandria Sanitation Authority	✔	✔	✔	Approved	🗑
Water Owner eDMR	100000051606 ❶	Regatta Point, Inc.	✔	✘	✘	Approved	🗑

10. 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.

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.

Change 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

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 confirm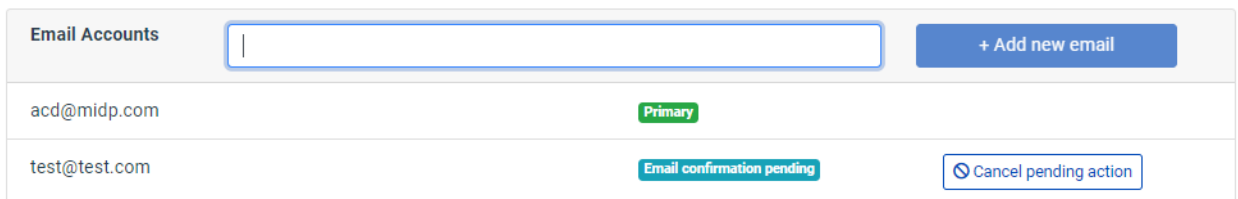ation email will be sent to the new email address. To confirm the change, click the Confirm link within the email message sent to the new email address. You can also cancel the new email address by clicking Cancel Pending Action on the Profile section of the My Account page.

Email Accounts			+ Add new email
acd@midp.com		Primary	
test@test.com		Email confirmation pending	⊘ Cancel pending action

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		+ Add new email
acd@midp.com	Primary	
test@test.com	Email confirmed	Set as primary / Remove
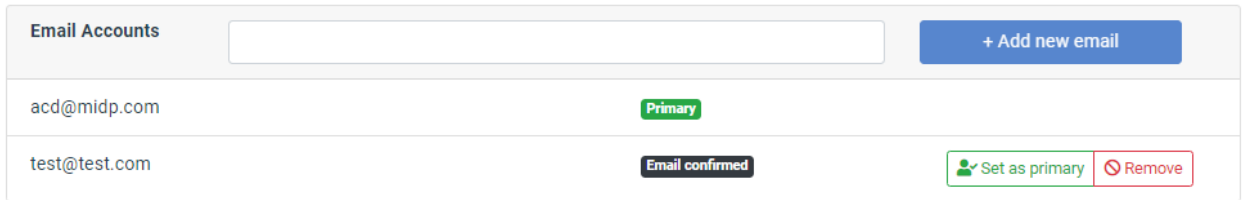
Portal Access Invitations

External administrators for orgazniations can preapprove and invite users to access certain records that they manage. When an invitation is sent, the invitee (recipient) will receive one of two types of invitation emails. Invitees that have a preexisting portal account will receive a direct link to review and accept the invitation after logging in. Invitees that do not have a preexisting myDEQ portal account will be invited to register for the myDEQ portal. After they have registered, confirmed their email address and logged in, they will receive a notification at the top of their homepage that they have an access invitation to review and accept. They can also access their pending invitations by clicking the My Invitations quick link on the right of the myDEQ portal homepage. Note that users who have been invited to obtain sign and submit permissions must set up their e-Signature credential, if required, before they can accept the invitation. New users must also complete their profile before they can accept the invitation.

Invitees must take action on the request within 24 hours, or the invitation will expire. You may not modify an access invitation, however, you can ignore the on the invitation and submit an access request with the appropriate information.

1. Click the My Invitations quick link or the link in the notification at the top of the page.
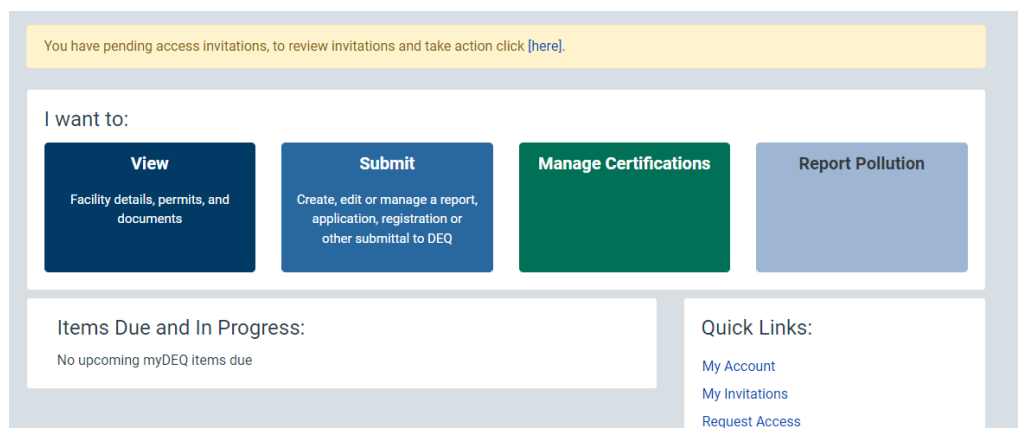
2. Review your invitations. Click the pencil to the right of the invitation you wish to accept.

My invitations

| | Filter | Type to Search | | | | | | Clear |

Filter on Invited by | Program | Record type | Record Id | Name

Viewing 1 to 2 of 2   « ‹ **1** › »   10 ▲▼

Invited by	Program	Record Type	Record ID	Name	View	Edit	Sign/Submit	Actions
acd@midp.com	Water Single Permit Holder or Agent	eDMR	VAR051234 ⓘ	Bay Bridge Enterprises LLC	✔	✔	✖	🖉
acd@midp.com	Water Single Permit Holder or Agent	Water Permit	VAR051234 ⓘ	Bay Bridge Enterprises LLC	✔	✔	✖	🖉

Viewing 1 to 2 of 2   « ‹ **1** › »   10 ▲▼

3. Review the details of the invitation, including the agreement. Then click Accept Access.

Access Invitation

Invitation from: acd@midp.com
Program & Role: Water Single Permit Holder or Agent
Water Facility Name: Bay Bridge Enterprises LLC
Water Permit Number: VAR051234
Record Type: eDMR

Permissions:

Can View	Can Edit	Can Sign and Submit
✔	✔	✖

By clicking Accept Access, I agree that I, **Jane Doe**, am authorized to access DEQ **eDMR** records related to the above **Water Permit Number** with the permissions specified above. I have read and hereby agree to all terms and conditions listed in the Electronic Services Agreement.

| Cancel | Accept Access |

4. Once you have no pending invitations remaining, the My Invitations quick link will dissappear. You can review your approved access by clicking the My Account quick link, and selecting My Access Requests.

5.

External Administrators

External administrators are myDEQ portal users within an organization that can:

1) Independently manage other users' access to their organization's records.
2) Preapprove and invite other users to access their organization's records.

When an organization has designated one or more external administrator(s), myDEQ portal user requests for access to that organization's DEQ records will be routed to the external administrator(s) for approval. Requests for view, edit or signatory permissions that are approved by the external administrator do not require additional DEQ approval.

External administrators are expected to regularly audit and manage users' access to their organization's records to ensure that users have only the myDEQ permissions appropriate to their organizational role.

External administrators are notified of but can <u>not</u> take action on any other portal user's request to become external administrator level, nor can they invite another portal user to become an external administrator. DEQ is the sole approving authority for external administrator access.

Request External Administrator Access

To become an external administrator, follow the steps for other types of access requests. You must complete your profile, identity verification and the Electronic Signature Agreement to request external administrator access.

1. Click the Request Access Quick Link on the right side of the dashboard, or navigate to My Account and click Records Access near the bottom of the page. Then click the Request Access button.

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".

I want to:

View	Submit	Manage Certifications	Report Pollution
Facility details, permits, and documents	Create, edit or manage a report, application, registration or other submittal to DEQ		

Items Due and In Progress:

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.

Quick Links:

My Account
Request Access
Find a Form
View My Submission History
Search Pollution Reports
Find Help

2. Choose the program that you wish to become an external administrator for. NOTE: At this time, only the Petroleum Storage Tank Owner and Water Owner program have an option to request external administrator access. Other programs may be added in the future.

⊕ Request Access

○ Choose Program   ○ Choose Record Types   ○ Choose Permission Level

STEP 1: Choose Program

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.

Requested Program: -- Please select an option --   ⇕

Cancel	Next

3. Find your owner/organization 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 search for an owner record by entering all or a portion of one of the owner's permit or facility registration numbers. Record ID formats are as follows:

Underground Storage Tanks Facility ID Number: #######
Water Permits: VA########

⊕ Request Access

⊘ Choose Program   ○ Choose Record Types   ○ Choose Permission Level

STEP 2: Choose the records you need to access

Requested Program & Role: Water Owner

Search for and select the Water Owner records that you need to access. To begin, enter any one of the owner's water permit numbers (i.e, VA0001234) and then click Search. Then select the appropriate Owner Name in the search results.

Water Permit Number(s): [   ] Search

I don't have this information.

Back

4. Once you have clicked Search, matching records will be displayed. There may be more than one search result if more than one record is associated with the record ID or partial record ID you searched with. (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 owner name.

5. On the top of the Step 3 page, you are shown your program, role, record name and record ID selections. Because you selected owner-level access, you are also shown a list of all of the permits or other records that you will be managing as a result of this request.

6. To request External Administrator access, click the checkbox beside "Request External Administrator Access". This checkbox will be deactivated if you have not completed your profile, proven your identity and signed the Electronic Signature Agreement.

    External Administrator access applies to all record types for a given program. For example, if you request Water Owner External Administrator, you will be the administrator for permit and eDMR record types for all of that owner's water permits.

7. Near the middle of the page, you will be given additional permission options and the available record types for your given record. If you want to request the ability to view, edit or sign and submit forms and reports for your organization, select the appropriate permission level needed for each record type. These permissions must be independently

<u>selected, and are not automatically assigned to all external administrators.</u> If you do not need access to a given record type, remove all checks from all permission options for that row. 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.

- o **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.
- o **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.
- o **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 <u>and</u> 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.

8. Note that the agreement and certification text near the bottom of the page changes if you request external administrator and/or or sign and submit permissions. **If you are requesting permission to sign and submit documents or become an external administrator on behalf of an organization, you are certifying under penalty of law that you have authorization to take on those roles on behalf of that organization. You also agree that should your role change, you will update your access and permissions accordingly.**

11. Click Submit Request. You will be returned to the My Account page, and you can see your request and its status in the Records 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. 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.

🔓 Records Access

▼ **My External Administrator Roles**

Record Type	Record ID	Name	Status	Other External Admins	Actions
Water Owner	4732	Gunnoe Sausage Company	Pending DEQ Approval		🗑

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.

Once your external administrator request has been approved, you will see two new options on the myDEQ dashboard Quick Links menu: Manage Organization Users and Invitations Sent.

Manage Organization Users

Responding to Access Requests

As an External Administrator, you will be responsible for responding to myDEQ portal user requests for access to your organization's. (Water Owner external administrators will handle access requests for Water permits; Petroleum Storage Tank Owner external administrators will handle access requests for petroleum storage tank records.)

1. When a user submits a request to access program records that you manage, you will receive an email detailing the user's request, along with a link to the myDEQ portal to take action on the request. Click on the link and log in.

2. If you are not automatically taken to the Manage Organization Users page, but you have pending access requests to review, you will see a banner at the top of the myDEQ dashboard. You can view pending access requests by clicking on the banner, or on the Manage Organization Users quick link.

3. On the manage organization users page, you will see a list of all current, former and pending access requests.

You can filter or sort the list using the tools provided.

4. To take action on a pending request, click the pencil on the right side of the request. You will see details of the request. You can add comments if desired, then click Deny or Approve. The user will receive an email indicating the disposition of their request.

Revoke User Access

1. You may revoke the access of a user as needed. Click on the Manage Organization Users quick link to get started.

2. On the Manage Organization Users page, you will see a list of all current, former and pending access requests. Search for the user you want to manage.

You can filter or sort the list using the tools provided.

3. To revoke a user's access, click the pencil on the right side of the access record. You will see details of the request. You can add comments if desired, then Revoke. The user will receive an email indicating that their access has been revoked.

Send Invitations for Access

1. You may preapprove and invite users to access certain records that you manage. Click on the Manage Organization Users quick link to get started.

2. Click the blue button that says "Invite New User". This will lead you to a new page to create invitation for a new user.

DEQ Portal Dashboard / **Manage Organization Users**

Manage Organization Users

Filter: jane   [Clear]

Filter on User | Record type | Record Id | Record Name | Status

Viewing 1 to 2 of 2   « ‹ 1 › »   10 ⇕

User Name	Record Type	Record ID	Name	View	Edit	Sign/Submit	Status	Other External Admins	Actions
Jane Doe	Water Permit ⓘ	VA0025160	Alexandria Renew Enterprises WWTP	✔	✔	✖	Approved	Rebecca Vice, Deepak Kumar	🖊
Jane Doe	eDMR ⓘ	VA0025160	Alexandria Renew Enterprises WWTP	✔	✔	✖	Pending External Admin Approval	Rebecca Vice, Deepak Kumar	🖊

Viewing 1 to 2 of 2   « ‹ 1 › »   10 ⇕

Invite New User

3. Complete the information needed for the invitation. Enter at least one email address by typing the address then clicking +Add Email. You can add additional email addresses by repeating this process. Choose the program from the list of programs that you manage. Choose the record from the list of records that you manage. Then choose the record types and permissions for the user and click Submit Request.

Create Invitation for a New User

INSTRUCTIONS: Using this tool, you may preapprove and invite new or existing myDEQ users to View, Edit or Sign and Submit records related to your organization.

Enter the email address(es) of the user(s) you wish to invite, the program/role, the permit/registration number, and the record types and permissions. Click Submit Request. A confirmation page will be displayed with the information you have entered and selected. The emailed invitation will only be sent once you click Confirm and Send Invite on the confirmation page.

User Email Address(es):
At-least one Email is required, add email using the below textbox and "Add email'" button.

Enter valid email and press 'Add email' button to add it to email list   [+ Add email]

Requested Program:
-- Please select an option --   ⇕
Program is required.

Record Name or Id:
Type any part of the name or record ID to filter the list
Record Name or Id is required.

Permissions:
No Permission selected.

Record Type	View ❓	Edit ❓	Sign/Submit ❓
There are no records to show			

[Cancel]   [Submit Request]

4. A confirmation page will be displayed. Carefully review the details of the invitation you will send. After you click Confirm and Send Invite, the system will send an invitation to the email address specified above. You, and any other external administrators, will receive a courtesy copy of the invitation email. The invitee will have 24 hours to review and accept the invitation. If the invitee accepts the invitation, they will have immediate access to the records specified. (Normal myDEQ account setup procedures must still be fulfilled, however.) You will be notified via email when the invitee has taken action on the invitation.

The invitee cannot change any aspect of the invitation, however, they can reject the invitation and submit a revised access request through the normal access request process.

Invite Users   ✕

Confirm Invitation Details

Send To: jane.doe@test.com

Requested Program / Role: Water Single Permit Holder or Agent

Water Facility Name: Bay Bridge Enterprises LLC
Water Permit Number: VAR051234
Permissions:

Record Type	View ❓	Edit ❓	Sign/Submit ❓
Water Permit	✔	✔	✖
eDMR	✔	✔	✖

When you click send, the system will send an invitation to the email address specified above. You, and any other external administrators, will receive a courtesy copy of the invitation email. The invitee will have 24 hours to review and accept the invitation. If the invitee accepts the invitation, they will have immediate access to the records specified. (Normal myDEQ account setup procedures must still be fulfilled, however.) You will be notified via email when the invitee has taken action on the invitation.

The invitee cannot change any aspect of the invitation, however, they can reject the invitation and submit a revised access request through the normal access request process.

🚫 Cancel   **Confirm & Send Invite**

5. You will be redirected to the Invitations Sent By Me page. You can always return to this page by using the Invitations Sent quick link on the myDEQ portal home page.

Invitations Sent by me

Filter   [Type to Search]   Clear
Filter on Invited | Program | Record type | Record Id | Name

Invite New User

Viewing 1 to 10 of 23   « ‹ **1** 2 3 › »   10 ⇅

Invited	Program	Record Type	Record ID	Name	View	Edit	Sign/Submit
jane.doe@test.com	Water Single Permit Holder or Agent	eDMR	VAR051234 ⓘ	Bay Bridge Enterprises LLC	✔	✔	✖
jane.doe@test.com	Water Single Permit Holder or Agent	Water Permit	VAR051234 ⓘ	Bay Bridge Enterprises LLC	✔	✔	✖

6. Invitees will receive one of two types of invitation emails. Invitees that already have a myDEQ portal user account will receive an email with a direct link to review and accept the invitation (after logging in). Invitees that do not have a preexisting myDEQ portal account will be invited to register for the myDEQ portal. After they have registered, confirmed their email address and logged in, they will receive a notification at the top of their homepage that they have an access invitation to review and accept. Note that users who have been invited to obtain sign and submit permissions must set up their e-Signature credential before they can accept the invitation.

Invitees must take action on the request within 24 hours, or the invitation will expire. If this occurs, a new invitation must be generated and sent.

Create or Continue Working on a Submittal

You can create a new submittal in three ways:
1) From the Items Due and In Progress list on the myDEQ Portal homepage,
2) Using the Submit button found on the myDEQ Portal homepage, or
3) From the My Submittals page (certain programs).

Items Due and In Progress

If an item is due in the next 90 days, or if it is currently in progress (draft or awaiting review), the item will appear on your my Items Due and In Progress list.

For many programs, 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 or report 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.

For other programs, the Items Due and In Progress list shows a summary of the items due (for example, how many Discharge Monitoring Reports are due and overdue). You may click on any of the links in the summary to see an exact listing of the items due on the My Submittals page.

Create Submittal Page

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.

Any 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.
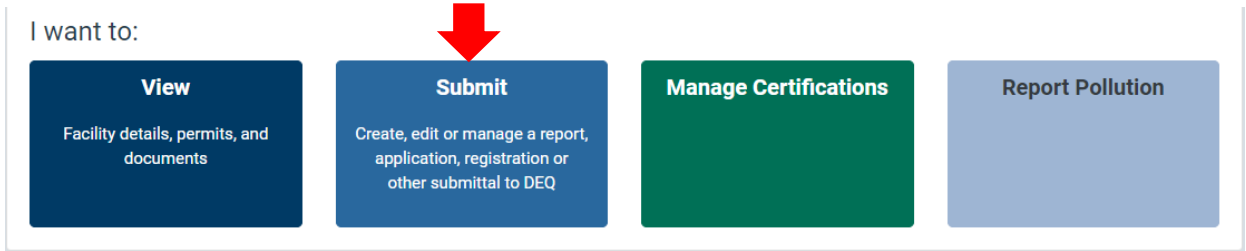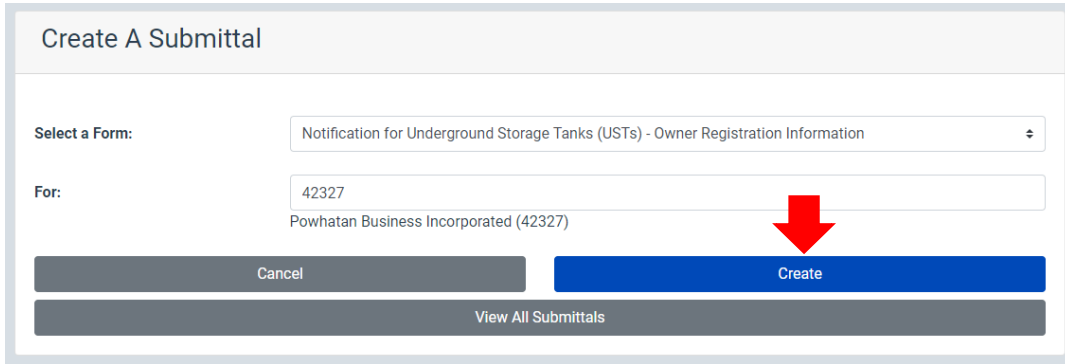
2. Select the form or report that you want to initiate.
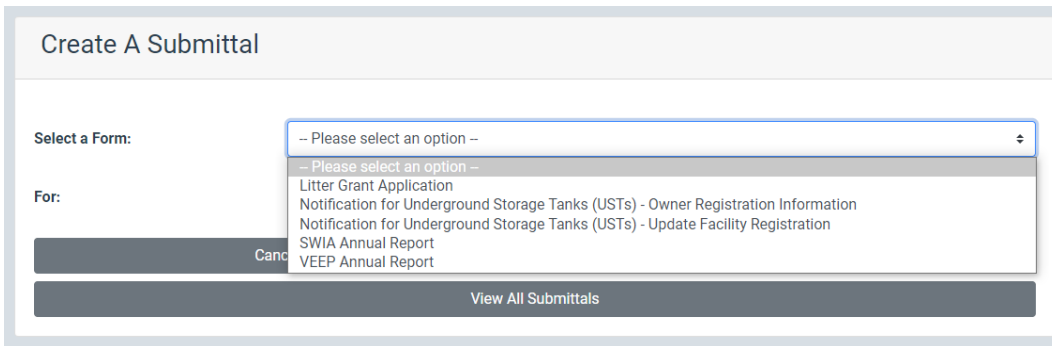
3. Select the membership, facility, site or ownership for which you are creating the submittal. You may also need to select the specific reporting period (for DMRs or others). The list is specific to your approved access and the form you have chosen. (You will not see water facilities if you choose a 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.
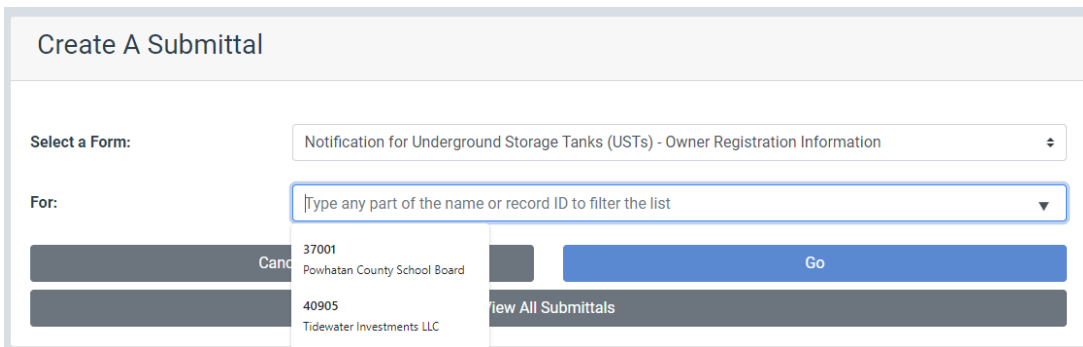
4. Click the "Create" button to begin the submittal. In some circumstances, the same type of submittal for the same membership, facility, site or ownership may already have been drafted or may have already been submitted and is under DEQ review. In these circumstances, you will not be able to create 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.

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 past and, for some programs, upcoming submittals due for facilities, sites, memberships, ownerships, permits, etc. to which you have approved access. Click the View My Submittals quick link on the right side of the myDEQ Portal dashboard.

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:

All Programs ▼

Select a Form:

-- Please select an option -- ▼

Record Name or Id:

Type any part of the name or record ID to filter the list

Due Date: **Submitted records:**

Show All ▼   All ▼

Clear   Search

Viewing 1 to 10 of 21   « ‹ **1** 2 3 › »   10 ▼

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	👁
SWIA Annual Report	SWIA - Waste Permit	Augusta Regional Landfill	SWP585	2020	04/01/2021	03/23/2021	Accepted	👁
VEEP Annual Report	VEEP	Airlie	E3-23	2020	04/01/2021		Draft	👁

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 view or edit (with appropriate permissions) a draft, or view a previously submitted form, by clicking the 👁 on the right side of the row. If a submittal has not yet been started and the monitoring/reporting period is open, you can begin the submittal by clicking ⊞ on the right side of the row. If you do not see this symbol, you cannot begin the submittal because the monitoring period is not yet open.

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, 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
SOLID WASTE INFORMATION & ASSESSMENT (SWIA) ANNUAL REPORT	https://www.deq.virginia.gov/land-waste/solid-hazardous-waste/solid-waste/solid-waste-information-assessment
VIRGINIA ENVIRONMENTAL EXCELLENCE PROGRAM (VEEP) ANNUAL REPORT	https://www.deq.virginia.gov/get-involved/pollution-prevention/virginia-environmental-excellence-program/annual-reporting
DEQ CERTIFICATION & TRAINING PROGRAM	https://www.deq.virginia.gov/permits-regulations/training-certification/swm-esc-training/recertification
POLLUTION REPORTING	https://www.deq.virginia.gov/get-involved/pollution-response
UNDERGROUND PETROLEUM STORAGE TANKS	https://www.deq.virginia.gov/land-waste/petroleum-tanks/underground-storage-tanks/registration
AIR COMPLIANCE PROGRAM	https://www.deq.virginia.gov/permits-regulations/permits/air
EDMR PROGRAM	https://www.deq.virginia.gov/permits-regulations/permits/water/surface-waters-vpdes/e-dmr-submissions