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 https://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.

- ü **Make sure the name on your profile matches your government issued ID.**
- ü **Make sure your address and phone number are your home address and phone number, not your organization's address and phone number.**
- ü **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