

AccessDEQ User Guide

NCG01/NCG25 CONSTRUCTION STORMWATER CERTIFICATE OF COVERAGE

Abridged Guide for Responsible Officials/Delegated Responsible Officials

Department of Environmental Quality (DEQ) Division of Energy, Mineral and Land Resources (DEMLR) Construction Stormwater General Permit (NCG01/NCG25) Certificate of Coverage Permitting Transformation Program (PTP)

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Document Overview

This document is for applicants with signature authority for entities legally responsible for a NPDES Construction Stormwater Program for an NCG01 Certificate of Coverage. It focuses on the steps necessary to accept access of a shared application, and the signing and submitting the application in the AccessDEQ public portal.

More complete information, including regarding withdrawing, transferring, and completing an application, is in the full AccessDEQ Stormwater Portal User Guide.

A revision history and approvals for this document are recorded in Appendix A.

Helpful reference information may be found in Appendix B and Appendix C.

Brief instructional videos can be found on DEQ's YouTube channel in the AccessDEQ Portal Instructional Video playlist.



General Instructions for Portal Users

- The left-hand navigation panel is accessible throughout AccessDEQ and can be toggled open or closed by clicking the hamburger icon ≡ in the top left of the screen.
- Clicking the **Action** button on the Applications grid displays available options, such as sharing, viewing, or editing.
- Fields or grid rows with a pencil icon 🖋 allow editing upon clicking the icon.
- Fields displaying a down caret ^{*} indicate a drop-down list is available. In some cases, an **OAdd New** option displays indicating an option to create a new choice.
- Fields on the application marked with an *asterisk* * are mandatory fields and cannot be left blank. Users will not be able to proceed if a mandatory field is left blank.
- The Add Existing option on grids will display a list of existing records that can be selected from a dropdown list and added to the grid.
- The **Ocreate New** option on grids can be used to create a new record which will then show up under the drop-down list when a user selects "Add Existing".
- Location and contact information records are stored with the portal user account allowing the user to select from their own list for certain fields. Upon using the portal for the first time, a user may have none of these associated records.
- Columns in most tables can be sorted by clicking the column heading. Where vertical ellipses (dots) appear in the column heading, clicking on the ellipses displays a menu of available options, such as column sorting and filtering.
- Text boxes appearing with diagonal lines at the bottom right can be expanded or reduced by clicking in the area then dragging the box's bottom line down or up.





AccessDEQ Home & Registration

The home page for AccessDEQ is <u>https://accessdeq.nc.gov</u>. The user portal Home page is <u>https://portal.deq.nc.gov/my-accessdeq</u>. Users who are not signed in will be presented with the login screen where new users can use the **Register now** link to register for a new account. This screen can also be reached using <u>https://portal.deq.nc.gov/login.</u>

	IORTH CAROLINA nvironmental Quality
	AccessDEQ Permit Portal Email / Username
	Password
	Forgotten Password
[Not registered yet? Register now

Applicants can fill out the required information and click **Register**. Applicants should use their legal first and last names if they will need to be <u>identity proofed</u>.

NORTH CAROLINA Environmental Quality
Register
Registration
First name
Last name
Email
Password (must contain at least 1 lowercase letter, 1 uppercase letter, 1 number, and between 10 - 24 characters in length)
Repeat password
Register
Already registered? Log in

A confirmation email from the address **DEQTPCAdmin@deq.nc.gov** containing a link to activate the account will be sent to the email address on the registration. Upon logging in for the first time the user will be prompted to set up security questions and answers for their account. Then the user must sign the Electronic



Signature Agreement (ESA). This will only be required once. To sign the document click **Sign Electronically & Submit**.

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Example Television Example Televisio	Executions aggranute aggreenter (LSA) for Accessively (C) (New of Theorem's inguines Under) (1) Agree to protect the decimies (signature resolution), running of my Accessible) user shortfactions and password, from use in your exception. Seguine tracking and the storage of the password in an asymptoteching or delegate my assume and particular this mission particular storage parameter in an asymptoteching, and if will of a file my pairwords the site of the short exception parameter in an asymptoteching, and if will of a file my pairwords the site of the short exception pairword in an asymptoteching, and if will of a file my pairwords the site of the short exception pairword in an asymptoteching, and if will of a file my pairwords the site of the short exception pairword in an asymptoteching, and if will of a file my pairwords the site of the short exception pairword in an asymptoteching, and if will of a file my pairwords the site of the short exception pairword in the short excepting pairword in the short exception pairword in t	
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	5. Understand fut Access/DRP reports were the last date my user identification and password were used immediately after associatify logging into Access/DRP. Access/DRP and the last date my user identification and password were used immediately after association and an and accessible of the last date and accessible	
	and must the projectory and address, that is start with another that a submatrix that have have the Archive RAP extension of the original orig	
	(10) Agare to separe, while 24 hours of discurscy, one y relations of discurgency between any electronic document 1 have signed and a selectronic documents (1) by contrising Accessible y on tweeter 16 hp Dexk. (11) Criefly has by signing and solubuling this supersense. I have read, understand, and score the terms and evaluations of the discussion of the discus	
Sign Electronically & Submit	<u>Open ESA Doc</u>	<u>cument</u>

Some browsers may not display the preview of the agreement document. The agreement can be opened by clicking the **Open ESA Document** link.

Authenticate User	×
I certify, under penalty of law that the information provided in this document is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fines and imprisonment for knowing violations.	
Password:	
What is your mother's maiden name?	
what is your mother's marger name.	ר
۲	
Validate	

Next, the user will enter their password and answer a security question to complete signing.

Once that is complete, the user will be directed to their account Profile to enter a phone number.

Other optional fields can also be completed. Adding entries for such fields as company name and job title is advisable for consultants and those who will be signing and submitting applications.



The left-hand navigation menu is accessible anywhere within AccessDEQ. Users may toggle it open or closed by clicking the hamburger icon \equiv in the top left of the screen. Each tile on the **Home** page is also an entry in the navigation menu.



Left-hand Navigation Menu Expanded

Left-hand Navigation Menu Collapsed

From the Settings menu, users may perform operations such as updating their security questions or initiate identity proofing. Settings can be reached anywhere within AccessDEQ from the ^(a) **Settings** section in the left menu and navigation panel. Clicking the heading will expand or collapse the section. Settings may also be reached by clicking the **Settings** tile on the Home page.





Identity Proofing (CROMERR Compliance)

NPDES Stormwater NCG01/NCG25 Certificates of Coverage applications require federal CROMERR compliance. Only a user who is a Responsible Official (RO) or Delegated Responsible Official (DRO) for the entity legally responsible for the permit can sign and submit the application. The RO/DRO must be identity proofed. This is done by selecting **Identity Proofing** from the left-hand navigation under ⁽²⁾ **Settings.** Alternatively, a user can select the **Settings** tile on the home screen, then select the **Identity Proofing** tile.

Note: Identity proofing only needs to be completed once.

	DLINA al Ouality		Home	
Start New Application		+ Start a New Application	Applications	Invoices
 Home Applications 				¢
🕤 Invoices	e	Permits & Projects	Notifications	Settings
Permits & ProjectsNotifications	Start a OR Applic		f	
Settings			Settings	
Profile	C		•	©
Change Password		Profile	Security Questions	Change Password
Security Questions	Perm Proj	Lidentity Proofing		



On the Identity Proofing page users may click the button for **Get ID Proofed**. Individuals who are a Responsible Official or Delegated Responsible Official for the Legally Responsible Entity seeking an NCG01 NPDES Stormwater Construction Certificate of Coverage must be identity proofed.

it applications or monitorin
Result Date

The applicant can fill out the form and submit it to perform identity proofing.

First Name *	Middle Initial	Last Name *	
Phone Number *	SSN Last 4 *	Date of Birth *	
		mm/dd/yyyy	
nome nome nome commence is recommenced. If nome tot available, use a cell phone number registered Address (This should to be your Home Address. Business	in your name.) address or PO Box may lead to failed identity proofing)		
Nome movie nome is recommended. If nome not available, use a cell phone number registered Address (This should to be your Home Address. Business Address Line 1 *	address or PO Box may lead to failed identity proofing) Address Line 2		
Notice movies movies is recommended. If nome not available, use a cell phone number registered Address (This should to be your Home Address. Business Address Line 1 *	address or PO Box may lead to failed identity proofing) Address Line 2		
Address Line 1 *	address or PO Box may lead to failed identity proofing) Address Line 2 State *	Zip *	

There is more information regarding identity proofing in <u>Appendix C</u>.



Accepting a Shared Application

Only users who have signature authority for the entity responsible for the permit can sign and submit the application. Users without signature authority must share the application with a user who has signature authority.

When a user shares an application they have been preparing, the recipient will receive a message from the email address **DoNotReply-DEQPermits@deq.nc.gov** which will include a link to redeem the shared invitation. The subject line of the email will say [name of sharer] Has Requested For You To Register With Access DEQ.

If the recipient does not already have a portal account in AccessDEQ, they can register an account first then accept the sharing invitation.

It is important that the email address to which the sharing invitation is sent matches the email address that is/will be associated with the invitee's AccessDEQ portal account. In the event a user sends a sharing request to the wrong email address, the sharer can re-send the invitation using the correct email address for the recipient.

This is an example of an email message sent which includes instructions to register an account then return to the email to redeem the invitation:

Request to Register with AccessDEQ

AccessDEQ user PTP Test User 3 (ptp.test.user3@deq.nc.gov) has invited you to join AccessDEQ to access a permit application for Wheat Fields.

Location Name: Wheat Fields

Permit Application Number: PA-021349

In order to join AccessDEQ, you must register first. Once you have completed the registration and activated your AccessDEQ account, return to this email and use the link in Step 2 below to redeem the invitation to join the environmental interest.

Step 1: <u>Register with AccessDEQ</u> Step 2: After completing your registration, <u>Click Here</u> to redeem your invitation to join Wheat Fields.

AccessDEQ Home Page

Thank You, North Carolina Department of Environmental Quality



This is an example of a message sent to a share recipient whose email address matches an AccessDEQ portal account:



Once the redemption link is clicked, access to the permit application will be granted and the shared permit application will now appear in the recipient's **Applications** section in My AccessDEQ. If the share recipient is not logged into the AccessDEQ portal at the time of clicking the invitation redemption link, the recipient is automatically routed to the sign in screen first. After signing in, the sharing invitation will automatically be redeemed, and a message will display.

The shared application will now be available to the recipient in their Applications section in AccessDEQ. The recipient may now view, edit, or share details of the application. (The <u>Opening an Application</u> section in this document has more information on working with applications.)





Opening an Application

The **Applications** grid shows the applications to which the user has access. This includes applications created by the user or shared with the user. It can be reached by selecting it from the left-hand navigation menu or the tile on the Home screen.



Clicking on the permit application number (**PA-######**) in the **Application** column will open the permit application for editing if the permit application is in the status of "New – Pending Submission" or "Awaiting Applicant". If the permit application is in any other status, the **Application Details** screen is displayed.

Application	Program	Application Type	Status	Location	Primary Applicar	Submitted On	Created On ↓	
<u>PA-024789</u>	NPDES Stormwater	Stormwater COC - NCG01 NPDES Construction	Application Submitted	Delphi Museum	Cap Six Development Inc.	4/2/2025 11:11 AM	3/18/2025 2:55 PM	Actions •
<u>PA-024788</u>	NPDES Stormwater	Stormwater COC - NCG01 NPDES Construction	New - Pending Submission	Beachside Food Hall - New Name	D'Anna Biers		3/18/2025 2:17 PM	Actions •

The Actions button also allows users to select various actions, such as Edit Application, Share Application, or View Details.

To sign and submit an application, users with signing authority must first open the application for editing.





To sign an application, it must first be opened for editing. Once an application is opened for editing the application introduction page is displayed. The entries already made by the preparer will be displayed. Unless there is an error, the signing user should only need to click **Next** at the bottom of the screen.



Should a user leave an application, upon re-entering it, the user will enter again at the introduction page and must click **Next** to proceed but thereafter may advance through completed screens. Previously entered information will be saved and will not be lost.



The signing user can step through to review and edit the information in the application as necessary.

Cc Divisi	on of Energy, Mineral, and Lan	Stormwater: Notice of Intent Form		
2	Project Information Receiving Waterbodies Supporting Documents	Go back to cha Project Information If you do not see your project in the list below, please click the + sign to search for/register a new Project Name *	nge applicatio	<u>n type</u> .tem.
5	Application Sharing	Permittee (Legally Responsible Entity) * Roslyn Development Primary Project Site Contact *	× •	j

They can use the tracker circles on the side or the **Back** and **Save & Continue** button at the bottom of the screen to step backward and forward through the application.

Once they get to **Application Sharing** step, they must use the **Save & Continue** button to proceed to **Sign Application.**





Sign Application

Only users who have signature authority for the entity responsible for the permit may sign and submit the application.

There are two roles with signature authority: Responsible Official (RO) and Delegated Responsible Official (DRO). ROs are typically within the organization/entity responsible for the permit. For example, the owner or chief executive. DROs may not be part of the organization but are authorized to sign on behalf of the organization/entity. DROs must go through an extra step to have their signature authority verified before being able to sign and submit an application. The <u>Delegated Responsible Officials</u> section has more information.

A user who has signature authority must complete identity proofing to submit the application. If this is not already done, the user may click the **Get ID Proofed Now!** button for real-time online identity proofing. For paper-based identity proofing, the user can click the paper-based subscriber agreement button to download an agreement that can be printed out and mailed to DEQ.

The section in this guide on Identity Proofing and Appendix C have more information about identity proofing.

Sign Appl	ication	
2 Submit	Identity Proofing You must complete <i>either</i> Electronic Identity Proofing or mai satisfy the <u>Title CFR 40 Part 3 and Part 127 EPA requirements</u> step <u>one time</u> for your user account.	il a signed Alternative Subscriber Agreement in order to for digital submissions. You will only need to complete this
	Real-Time Identity Proofing Get ID Proofed Now!	Mail Signed Agreement Paper-Based Subscriber Agreement
	In order to submit applications of this type, you must first comp	plete identity proofing. Please scroll to the top of the page and follow the instructions.



Responsible Officials

AccessDEQ users who have been identity proofed and who are responsible officials for the entity seeking the permit can attest to signature authority and sign and submit the application.

The name of the RO/DRO is already filled in and cannot be changed. The **Permit Organization Name** is already filled in but can be changed. The user must enter the **RO/DRO Title** field (their title at the organization: CEO, COO, Director, Owner, etc.) and select Responsible Official for **Role for the Organization**. They must select **Yes** to indicate they have signature authority, then click **Save & Continue** to submit the application.

ing the nesponsible official (of belegated it	esponsible Official) for the Permittee's Organization may submit this
pplication on behalf of the Organization. Ple	ease see this link for more detailed Title 40 CFR requirements.
lote: If you are acting as a Preparer, please st vill receive an invitation (via email) to review	top and <u>Click here to share this application with the RO/DRO</u> . The RO/DRO <i>I</i> , sign and submit this application.
Responsible Offiical/Delegated Responsible	Official
PTP Test User 3	
Permit Organization Name *	RO/DRO Title *
Cap Six Development	CEO
Role for the Organization *	
Responsible Official	•
Certify the Following Statement is	True
certify under penalty of law that Loossess a	uthority to sign documents and/or reports based on my relationship to the
forementioned Organization and I am an ow	vner, responsible corporate officer, proprietor, principal executive officer, or
anked elected official or I have been granted	I permission to act as a duly authorized representative (Delegated
Responsible Official).	
Possess Signature Authority *	
,	•
Vec	
Yes	

The next section of the guide applies only to Delegated Responsible Officials (DROs). ROs can skip it and go directly to the <u>Review Permit Application and Submit</u> section.



Delegated Responsible Officials

AccessDEQ users who have been identity proofed and who are delegated responsible officials for the entity seeking the permit must have signature authority on file to sign and submit the application.

The name of the DRO is already filled in and cannot be changed. The **Permit Organization Name** is already filled in but can be changed. The user must enter the **RO/DRO Title** field with their title at the organization, or if they are not part of the organization, their title as it relates to the delegated authority (Registered Agent, Counsel, etc.) and select Delegated Responsible Official for **Role for the Organization**. They must select **Yes** to indicate they have signature authority and select the signature authority on file if it already exists, then click **Save & Continue** to submit the application.

If they do not already have signature authority on file, they may request it clicking the **Click Here to Apply** button.

Signature Authority Attestation					
Only the Responsible Official (or Delegated Responsible Official) for the Permittee's Organization may submit this application on behalf of the Organization. Please see this link for more detailed Title 40 CFR requirements.					
Note: If you are acting as a Preparer, please stop and <u>Cli</u> RO/DRO will receive an invitation (via email) to review, s	ck here to share this application with the RO/DRO. The ign and submit this application.				
Responsible Offiical/Delegated Responsible Official					
PTP Test User 3					
Permit Organization Name *	RO/DRO Title *				
Cap Six Development	Authorized Agent				
Role for the Organization *					
Delegated Responsible Official					
Certify the Following Statement is True I certify under penalty of law that I possess authority to relationship to the aforementioned Organization and I a principal executive officer, or ranked elected official or I authorized representative (Delegated Responsible Office I Possess Signature Authority *	sign documents and/or reports based on my im an owner, responsible corporate officer, proprietor, have been granted permission to act as a duly ial). Signature Authority on File *				
Yes	•				
	Delegated Signature Authority Click Here to Apply				
	If you do not have a record of Signature Authority on file, please click the button above to apply.				



The next screen contains the Delegation of Signature document as well as instructions on downloading, completing, and mailing it in to DEQ. Users will receive an email notification when the application has been received and processed by DEQ staff. Note that a Responsible Official must also sign the agreement.

Note: DROs will only have to complete this step once for each organization for which they have delegated signature authority.





Users can click the download icon, the print icon, or the Download PDF Document link to download or print the Delegation of Signature Authority document.



Once they have completed printing or downloading the form, users can click **Save & Continue** to exit the signature authority process, then click **Save & Continue** again once they are returned to the Sign Application page.



Review Permit Application and Submit

Once an RO or DRO has proceeded past step one of **Sign Application**, they can review the application and attached documents and submit the application. On the top of the screen is a document viewer displaying the completed application from which users can download or print it. Beneath that is a display of documents that were uploaded as part of the application. At the bottom the application can be signed and submitted.

ID Proofing	Please Review the Permit Application and Submit Your application will not be reviewed until after you click the Submit Application button at the bottom of the page below and see the Confirmation Page that will list you permit application number.								
	To change any information on the application, click here,								
	Please Review the Permit Application Summary								
	=	179fd424-67af	1 / 4	- 47% +	5 🔊		₹	¢	:
				Latitude: Longitude:					
			Permittee	Cap Six Development Mailing: 123 Test Street Raleigh, NC 276 Physical: 123 Test Street Raleigh, NC 277	02				
				Business: Mobile: Email: capricasix@test.com					
			Legally Responsible Individual	Gina Inviere Title: CEO Email: capricasix@test.com					
			Billing Contact	Gina Inviere Mailing:					
				Physical:					
				Physical:		4			
				Physical: Business: 111-111-1111 Mobile: 114-111-1111 Email: capricasis@test.com		-			
			Primary Consultant	Physical: Business: 111-111-1111 Mobile: 111-1111 Ernail: capricasie@test.com Mailing:					
			Primary Consultant	Physical: Business: 111-111-1111 Mobile: 111-1111 Email: capricasix@test.com Mailing: Physical: Mobile: Business: Email: capricasix@test.com					
			Primary Consultant	Physical: Business: 111-111-1111 Mobile: 111-1111 Email: capricasik@test.com Mailing: Physical: Mobile: Business: Email: Sharon Agathon Mailing:					
			Primary Consultant Primary Project Site Contact	Physical: Business: 111-111-1111 Budolie: 111-1111 Email: capricasix@test.com Mailing: Physical: Sharon Agathon Mailing: Physical:				<u>Open PDJ</u>	FDo
	Document	ts Included with Su	Primary Consultant Primary Project Site Contact	Physical: Business: 111-111-1111 Mobile: 111-1111 Email: capricasi@fest.com Mailing: Physical: Bharon Agethon Mailing: Physical: Physical:				<u>Open PDI</u>	F Dor
	Document Export to 1	ts Included with Su	Primary Consultant Primary Project Site Contact bmission	Physical: Business: 111-111-1111 Mobile: 111-1111 Mobile: Business: Email: Shoroo Agathon Mailing: Physical: Shoroo Agathon Mailing: Physical:				<u>Open PDI</u>	F Dor
	Document Document Document Document	ts Included with Su Excel i Descripti	Primary Consultant Primary Project Site Contact bmission	Physical: Business: 111-111-1111 Busiless: 111-1111 Enail: capricasis@test.com Multings: Physical: Mubile: Business: Email: Shuron Agathon Maling: Physical:	Parent Record Nam	ње і	Created On	<u>Open PDI</u>	F Dor
	Document Export to 1 File Name FRO Submittee 7d3e1b5r/600 001dd80bct40	ts Included with Su Excel 1 Descripti d_20250401- =r011-base2- PRO Subn	Primary Consultant Primary Project Site Contact bmission on i	Physical: Physical: Mulliness: 111-111-1111 fmail: capricasi:@Hest.com Mulling: Physical: Mubile: Business: Emmail: Physical: Mubile: Business: Emmail: Mulling: Physical: New Caprica Mulling: Physical: Physical: Ph	Parent Record Nam PA-133161	se I	Created On 4/1/2025 8:42	Open PDI	<u>F Doc</u>

Users can click the link above the document display to go back and change information. **Note**: Until an application has been submitted, users can always change the application information at any time. The section on the <u>Opening</u> <u>an Application</u> has more information about accessing applications.

DROs with signature authority requests pending will not be able to submit yet. For all others, checking **I agree** will reveal a **Sign Electronically & Submit** button. Upon clicking it, a modal window pops up prompting the user to enter their password and a security question answer. The **Submit Application** button is then enabled.



Clicking it will submit the application to DEQ. Once an application has been submitted it cannot be edited unless it is returned by DEQ to the user for revisions.





Appendix A – Document Management

Document History

The change history of the document is recorded in the Revision History Table.

Version Version	Version Description	Details
1.0 In	nitial version of the user guide.	Author: Christi Haynes Date: 04/08/2025

Appendix B – Helpful Information

Description	Web Address
North Carolina AccessDEQ homepage	https://deq.nc.gov/accessdeq
Sign into or sign up for an AccessDEQ portal account	https://portal.deq.nc.gov/login
My AccessDEQ user portal homepage	https://portal.deq.nc.gov/my-accessdeq
General guide to the My AccessDEQ portal	https://portal.deq.nc.gov/help/getting-started-guide
Answers to FAQs and commonly used acronyms	https://portal.deq.nc.gov/help/faqs-and-acronyms
Links to all AccessDEQ portal application user guides	https://portal.deq.nc.gov/help/user-guides
North Carolina DEQ YouTube Playlists	https://youtube.com/@NCDEQ/playlists

The North Carolina Department of Environmental Quality (DEQ) Permitting Transformation Program (PTP) is the initiative behind AccessDEQ. Information about it can be found at https://www.deq.nc.gov/accessdeq/permitting-transformation-program.

Information about all DEQ permitting and a link to a list of all permits, including those not currently part of AccessDEQ, can be found at this web address: <u>https://www.deq.nc.gov/accessdeq/permit-directory</u>.



Appendix C – Identity Proofing

The purpose of identity proofing is to ensure that the person interacting electronically with NCDEQ is the person they say they are. NPDES Construction Stormwater Certificate of Coverage under NCG01/NCG25 electronic applications are required by the EPA to be CROMERR (Cross-Media Electronic Reporting Rule) complaint. Requiring identity proofing of users who submit electronic applications is part of this compliance.

The identity proofing component of NCDEQ's external portal is provided via an integration with EPA and their third-party partner Lexis-Nexis.

Lexis-Nexis uses information in publicly available databases to check the information users entered on the identity proofing screen. This includes the user's first and last name, phone number, the last 4 digits of their social security number, and address.

Tips for successful real-time identity proofing:

- Use home address and not a PO Box or work address.
- Enter the phone number typically used when filling out financial applications, banking information, mortgage documents, etc. This is usually a home phone number or registered cell phone, and not a work number.
- Ensure there are no leading or trailing spaces in the first and last name on the user's AccessDEQ profile.
- Identity proofing uses the first and last name entered when the AccessDEQ portal account was
 created. It checks against names in databases where legal names are used. If the identity proofing
 fails and the user's name has recently changed, or the user signed up for AccessDEQ using a name
 other than their legal name, they can change the name on their AccessDEQ profile and attempt
 identity proofing again.
- The user can enter different information and try again. For instance, they can try adding/removing the middle initial or try a different phone number with which the user is associated.

If a user cannot complete real-time identity proofing they can mail in a signed paper-based Subscriber Agreement to DEQ. To do this, they can click on the **Paper-Based Subscriber Agreement** button on the Identity Proofing screen, print and sign the form, and mail it to DEQ. The mailing address is provided.

Sometimes publicly available information is erroneous. Users can use the <u>contact us</u> link for assistance.