State of North Carolina
Department of Environmental Quality



ACCESSDEQ USER GUIDE

Abridged Guide for Responsible Officials/Delegated Responsible Officials

COMBINED

CONSTRUCTION STORMWATER

NCG01/NCG25 CERTIFICATE OF COVERAGE

EROSION AND SEDIMENT CONTROL

CERTIFICATE OF APPROVAL/FINANCIAL RESPONSIBILITY OWNERSHIP FORM

Department of Environmental Quality (DEQ)
Division of Energy, Mineral and Land Resources (DEMLR)
Construction Stormwater General Permit (NCG01/NCG25)
Erosion and Sediment Control (E&SC)
Permitting Transformation Program (PTP)

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Document Overview

This document is intended for applicants with signature authority for entities legally responsible for a NPDES Construction Stormwater Program (NCG01/25) Certificate of Coverage and/or an Erosion and Sediment Control (E&SC) Plan Approval.

It applies to AccessDEQ portal applications involving:

- ✓ **Standalone NCG01/25** Certificate of Coverage
- ✓ **Standalone E&SC** Plan Approval
- ✓ **Combined NCG01/25** Certificate of Coverage + **E&SC** Plan Approval

This guide focuses specifically on the steps required to accept access to a shared application, sign the application, and submit it through the AccessDEQ public portal.

More complete information, including regarding withdrawing, transferring, and completing an application, is in the full AccessDEQ user guide found on this webpage: https://portal.deq.nc.gov/help-support/program-user-guides.

A revision history for this document is 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.

AccessDEQ Quick Links

AccessDEQ Portal Home Screen	https://portal.deq.nc.gov/my-accessdeq
AccessDEQ Help and Support	https://portal.deq.nc.gov/help-support
Applications Grid	https://portal.deq.nc.gov/my-accessdeq/myapplications
Permits & Projects Grid	https://portal.deq.nc.gov/my-accessdeq/my-permits
User Settings	https://portal.deq.nc.gov/my-accessdeq/settings
Invoices	https://portal.deq.nc.gov/my-accessdeq/my-invoices
Pay Invoice Only (no sign-in required)	https://portal.deq.nc.gov/make-payment

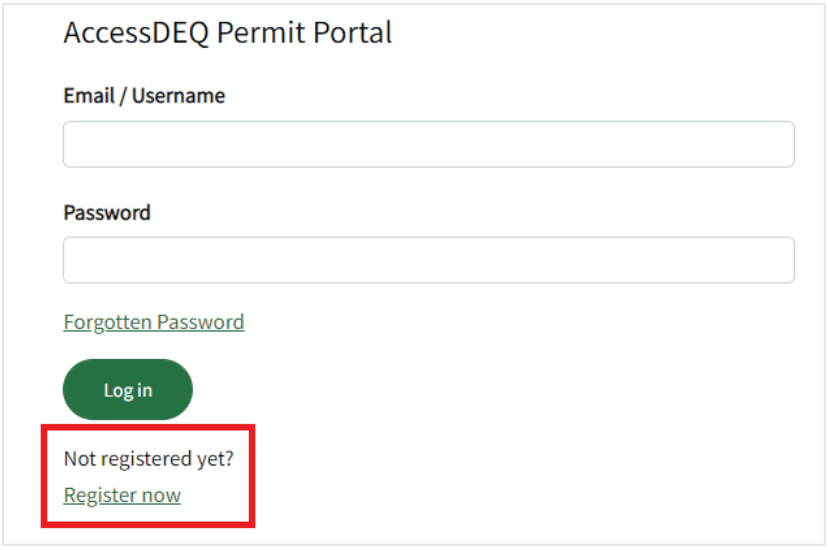
General Instructions for Portal Users

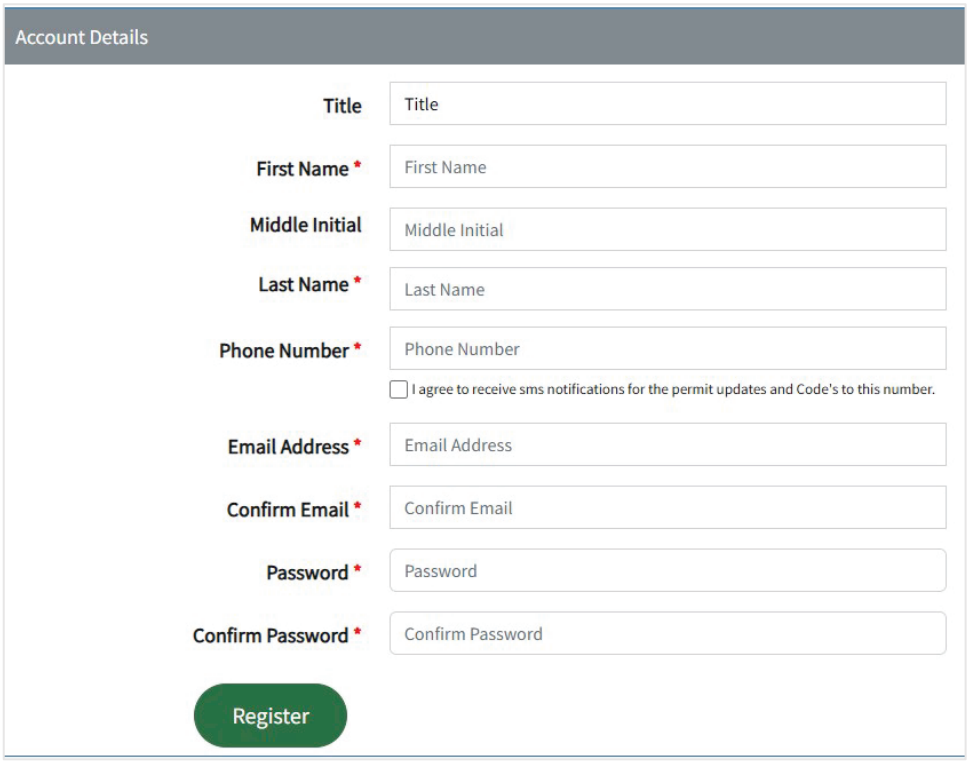
- The left-hand navigation panel is accessible throughout AccessDEQ and can be toggled open or closed by clicking the hamburger icon ☰ in the top left of the screen.
- Clicking the **Action** button on the Applications grid displays available options, such as sharing, viewing, or editing.
- Fields or 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 **Add 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 drop-down list and added to the grid.
- The **Create 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

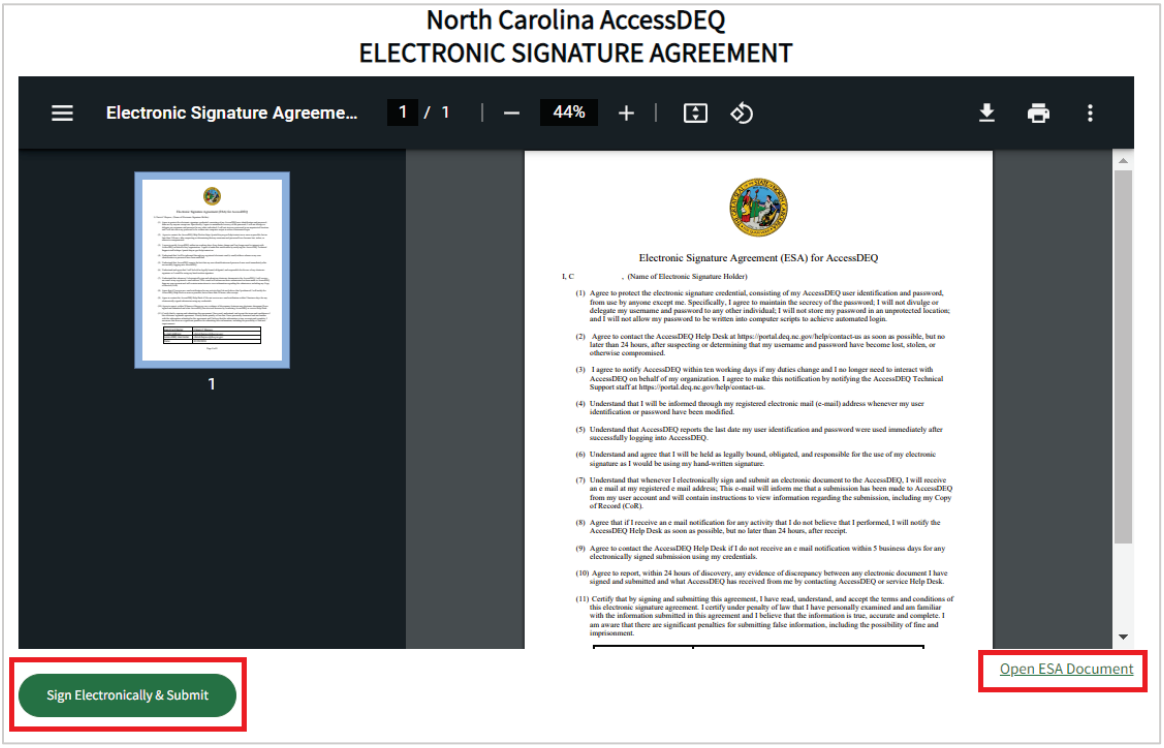
The home page for AccessDEQ is https://accessdeq.nc.gov. The user portal Home page is https://portal.deq.nc.gov/my-accessdeq. Users who are not signed in will be presented with the login screen where new users can use the **Register now** link to register for a new account. This screen can also be reached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



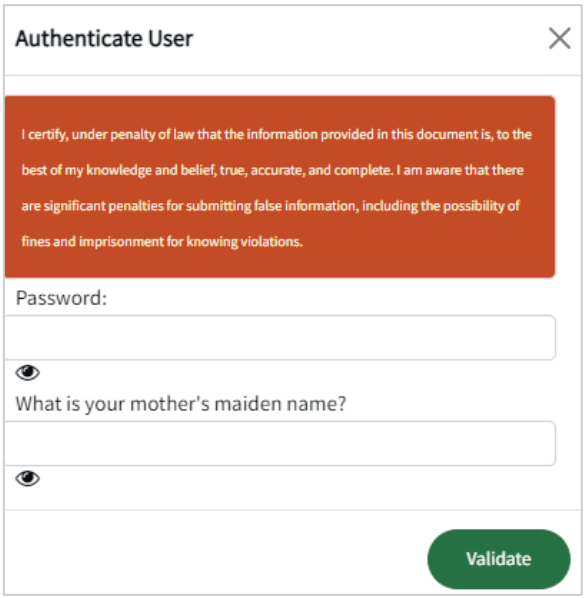


Users who will need to complete identity proofing should use their legal first and last name when registering for an account.

Upon the first login, the user will be prompted to set up security questions and answers for their account and sign the Electronic Signature Agreement (ESA). This will only be required once. To sign the document click **Sign Electronically & Submit**.



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



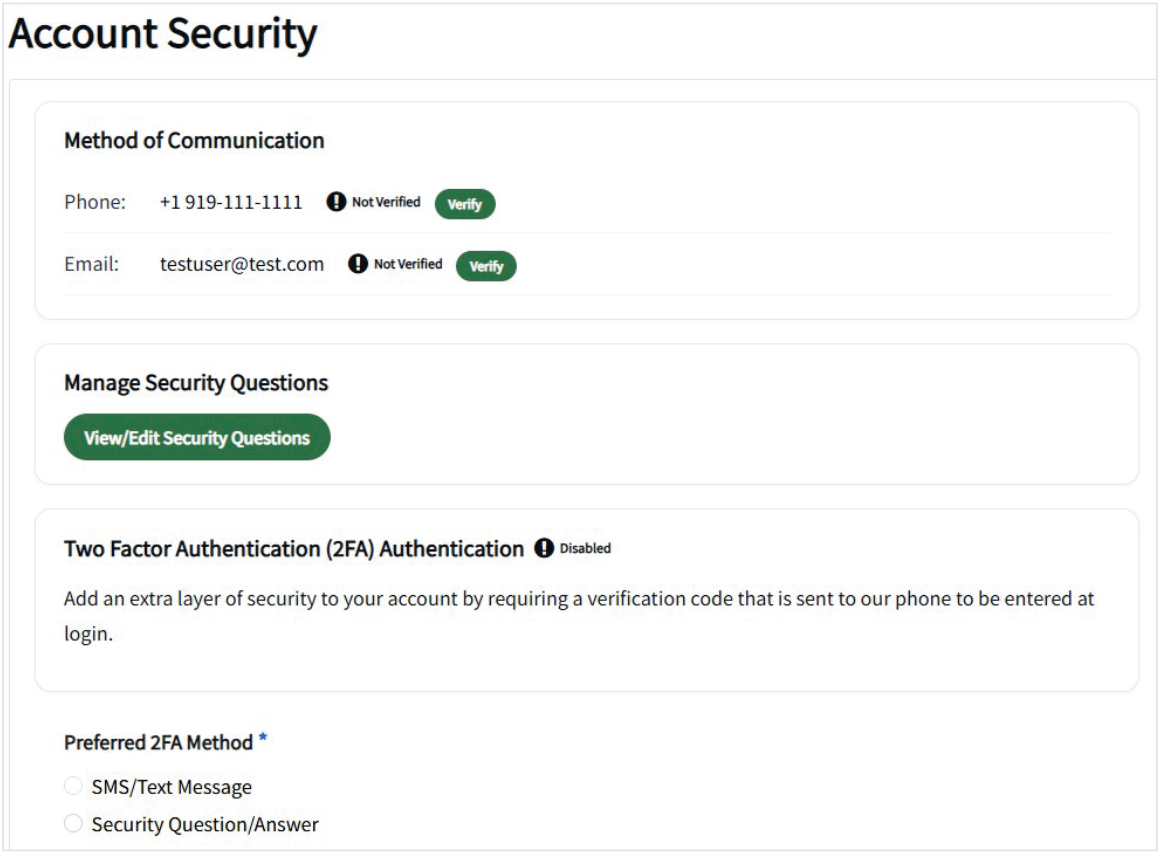
Next, the user will enter their password and answer a security question to complete signing.

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.

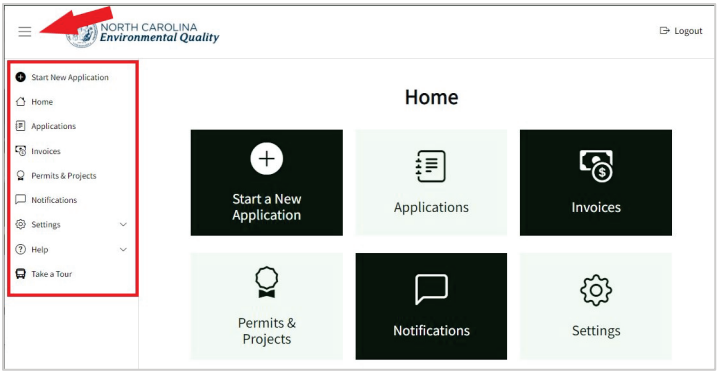
On the Account Security page users can **verify** their email address and phone number. They can select their desired two-factor authorization method for their account: SMS text message, or an answer to a security question.

For verifying email address, a one-time password will be sent from the email address **DoNotReply-DEQPermits@deq.nc.gov.** For verifying phone number, a one-time password will be sent via SMS message.

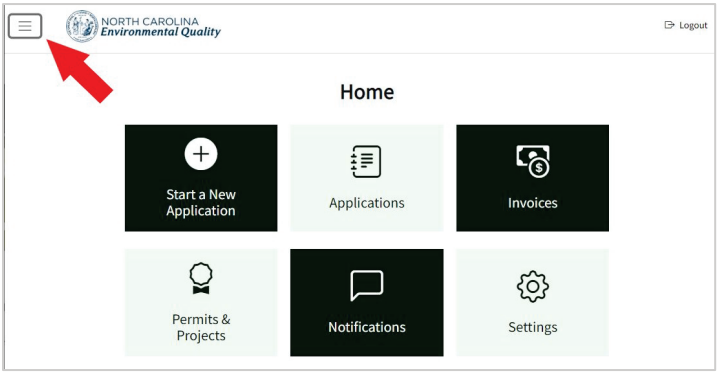


Note: The two-factor authentication method selected for the user's portal account will also be the two-factor method employed when submitting applications or performing other actions for CROMERR-compliant permits, such as NCG01/NCG25.

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

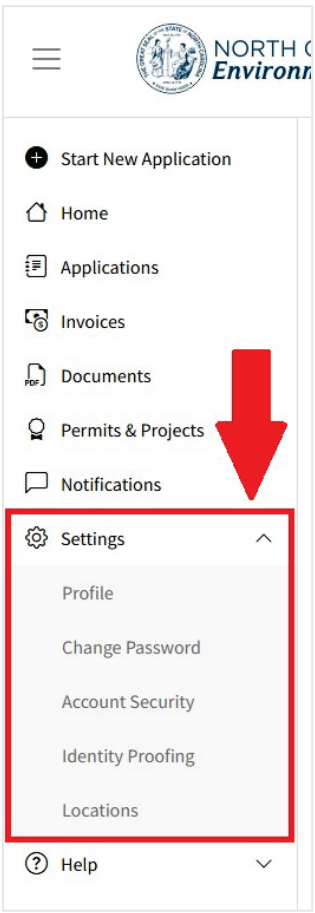


Left-hand Navigation Menu Expanded

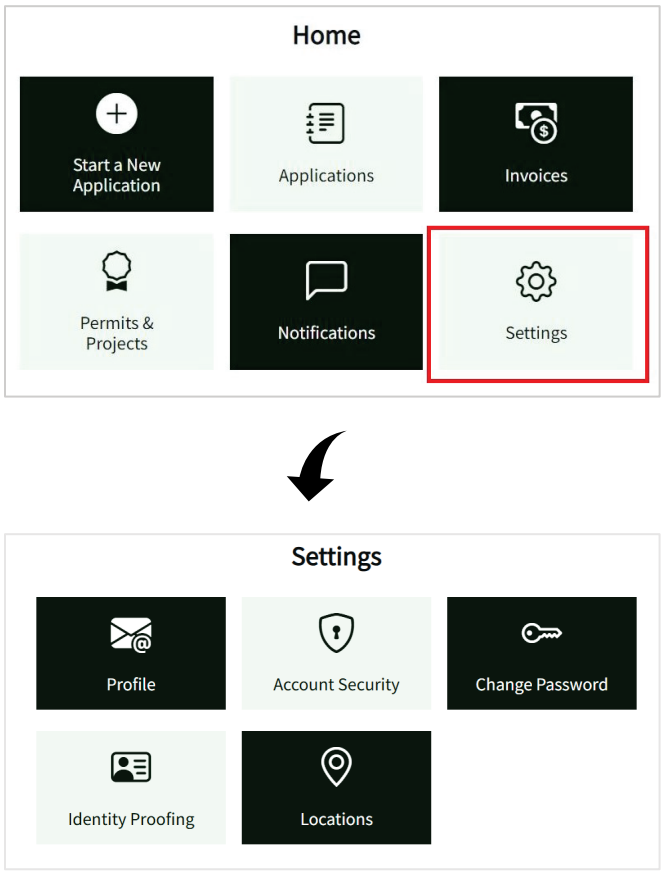


Left-hand Navigation Menu Collapsed

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 ⚙ **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.



OR

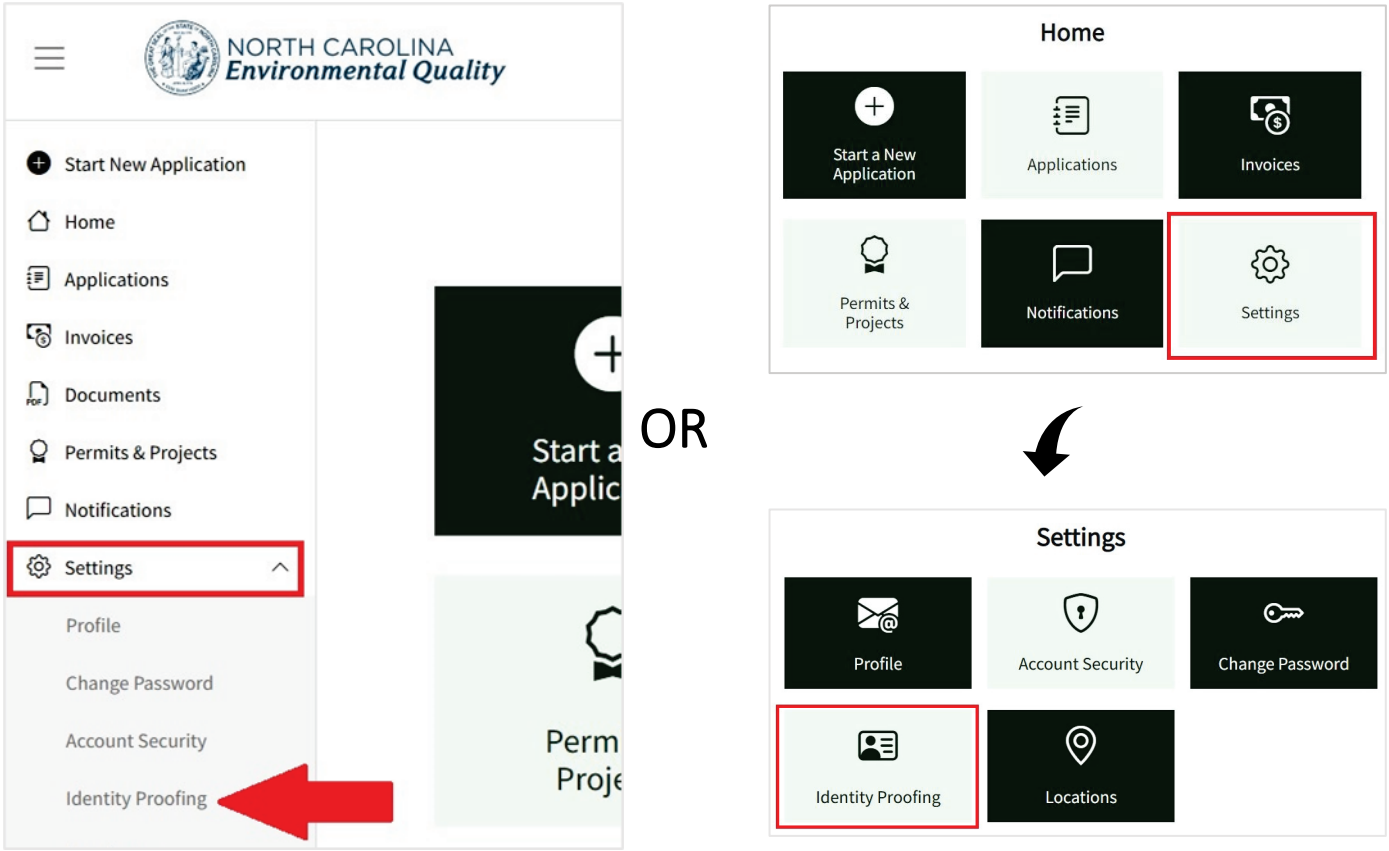


Identity Proofing

Erosion and Sediment Control plan approval and NPDES Stormwater NCG01/NCG25 Certificate of Coverage applications require that only a user who is a Responsible Official (RO) or Delegated Responsible Official (DRO) for the entity legally responsible for the permit sign and submit the application. For standalone Erosion & Sediment Control applications, the Financially Responsible Person is considered the Responsible Official (RO) and their designee is considered a Delegated Responsible Official (DRO).

The RO/DRO must be identity proofed. This is done by selecting **Identity Proofing** from the left-hand navigation under ⚙ **Settings.** Alternatively, a user can select the **Settings** tile on the home screen, then select the **Identity Proofing** tile.

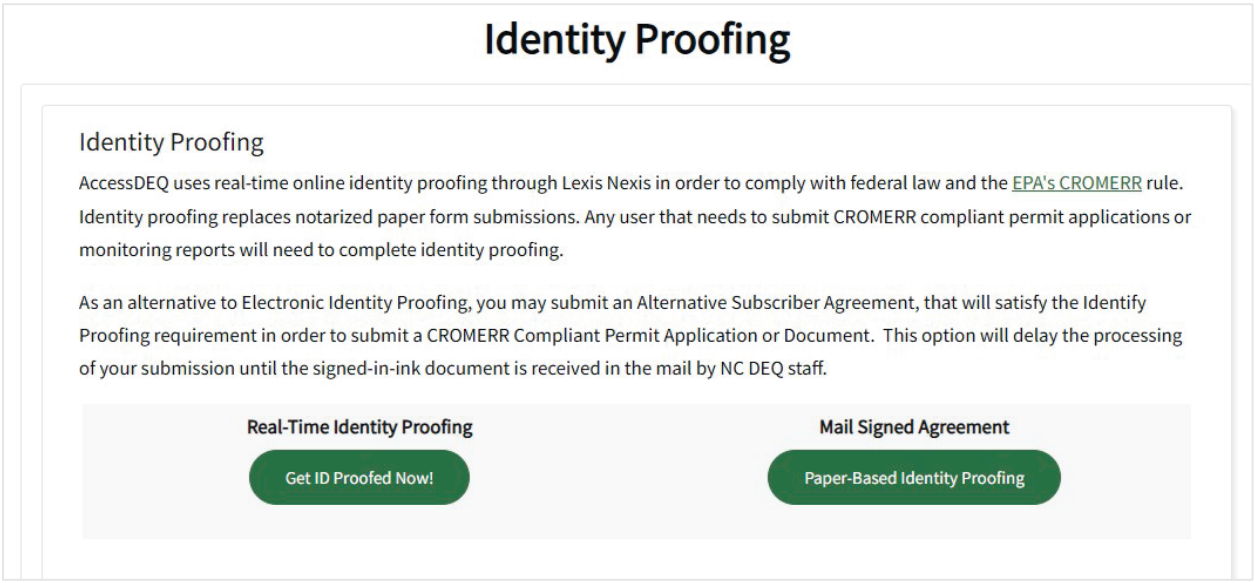
Note: Identity proofing only needs to be completed once.



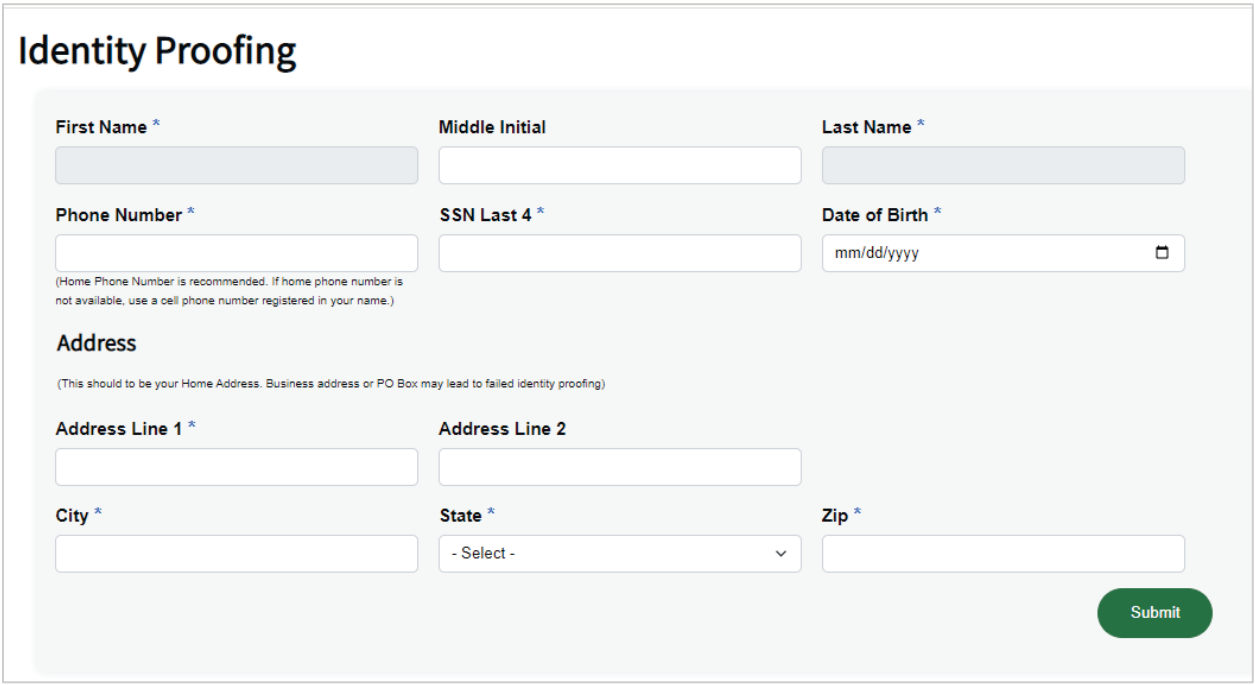
NPDES Stormwater NCG01/NCG25 applications for coverage are subject to the EPA's Cross-Media Electronic Reporting Rule (CROMERR) and have specific requirements for RO and DRO roles. The **Sign Application: NCG01/25 & Combined** section in this guide has more information.

This does **not** apply to **standalone Erosion and Sediment Control** applications. Those require only that the signing RO/DRO complete identity proofing. The **Sign Application: E&SC Standalone** section in the document has more information.

Users may click the **Get ID Proofed Now!** button for online real-time identity proofing.



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



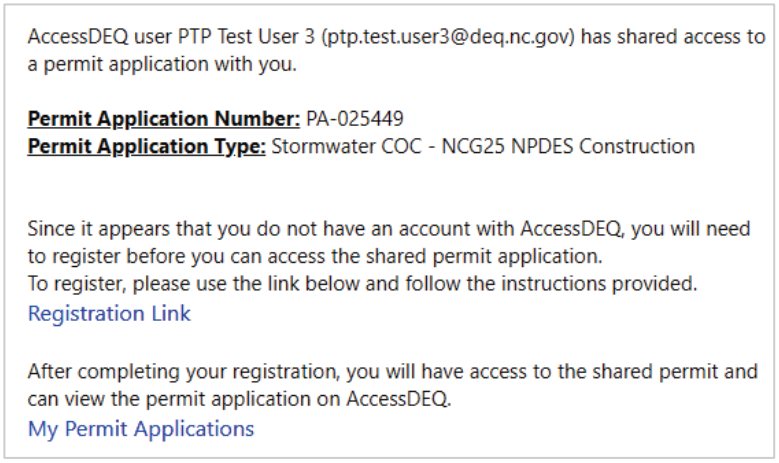
There is more information regarding identity proofing in **Appendix C**.

Accepting a Shared Application/Permit

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, the recipient is sent a message from the email address **DoNotReply-DEQPermits@deq.nc.gov** which includes information about the permit application shared. The subject line of the email contains **[Sharer] has shared a permit or permit application with you on AccessDEQ**.

If the recipient does not already have a portal account in AccessDEQ, they can register an account. After successful account registration the shared application will be available in their Applications grid.



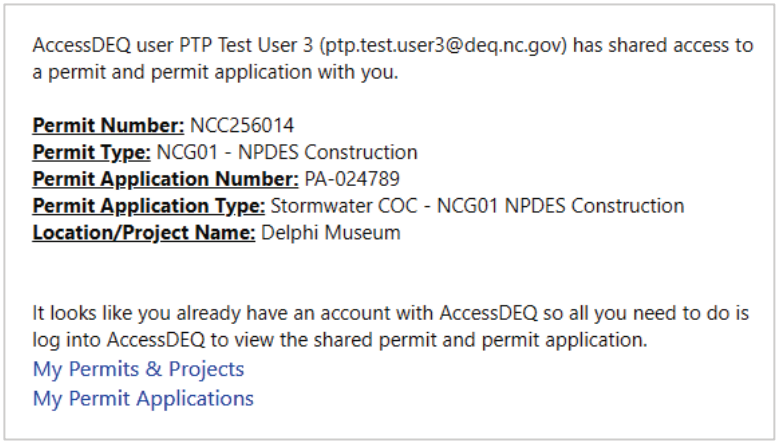
AccessDEQ user PTP Test User 3 (ptp.test.user3@deq.nc.gov) has shared access to a permit application with you.

Permit Application Number: PA-025449
Permit Application Type: Stormwater COC - NCG25 NPDES Construction

Since it appears that you do not have an account with AccessDEQ, you will need to register before you can access the shared permit application.
To register, please use the link below and follow the instructions provided.
Registration Link

After completing your registration, you will have access to the shared permit and can view the permit application on AccessDEQ.
My Permit Applications

An example of a permit application sharing email message sent which includes instructions to register an account then return to the email to redeem the invitation.



AccessDEQ user PTP Test User 3 (ptp.test.user3@deq.nc.gov) has shared access to a permit and permit application with you.

Permit Number: NCC256014
Permit Type: NCG01 - NPDES Construction
Permit Application Number: PA-024789
Permit Application Type: Stormwater COC - NCG01 NPDES Construction
Location/Project Name: Delphi Museum

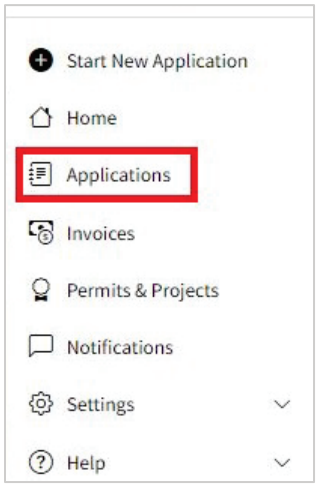
It looks like you already have an account with AccessDEQ so all you need to do is log into AccessDEQ to view the shared permit and permit application.
My Permits & Projects
My Permit Applications

An example of a permit sharing email message sent to a share recipient whose email address matches a current AccessDEQ portal account.

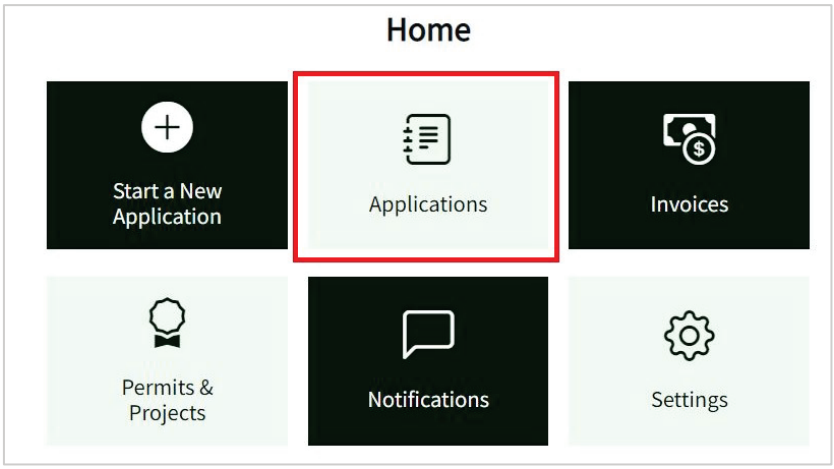
It is important that the email address to which the sharing invitation is sent matches the email address that is/will be associated with the invitee's AccessDEQ portal account. If a user sends a sharing request to the wrong email address, the sharer can re-send the invitation using the correct email address for the recipient. The shared permit or permit application will appear in the recipient's **Permits & Projects** and/or **Applications** section in My AccessDEQ.

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.



OR

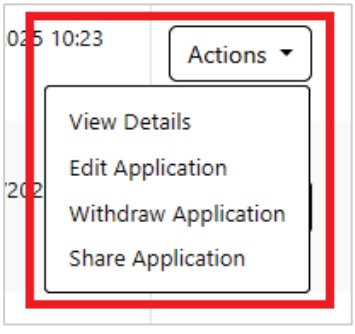


Clicking on the permit application number (**PA-######**) in the **Application** column will open the permit application for editing if the permit application is in the status of "Not Submitted" or "Awaiting Applicant". If the permit application is in any other status, the **Application Details** screen is displayed.

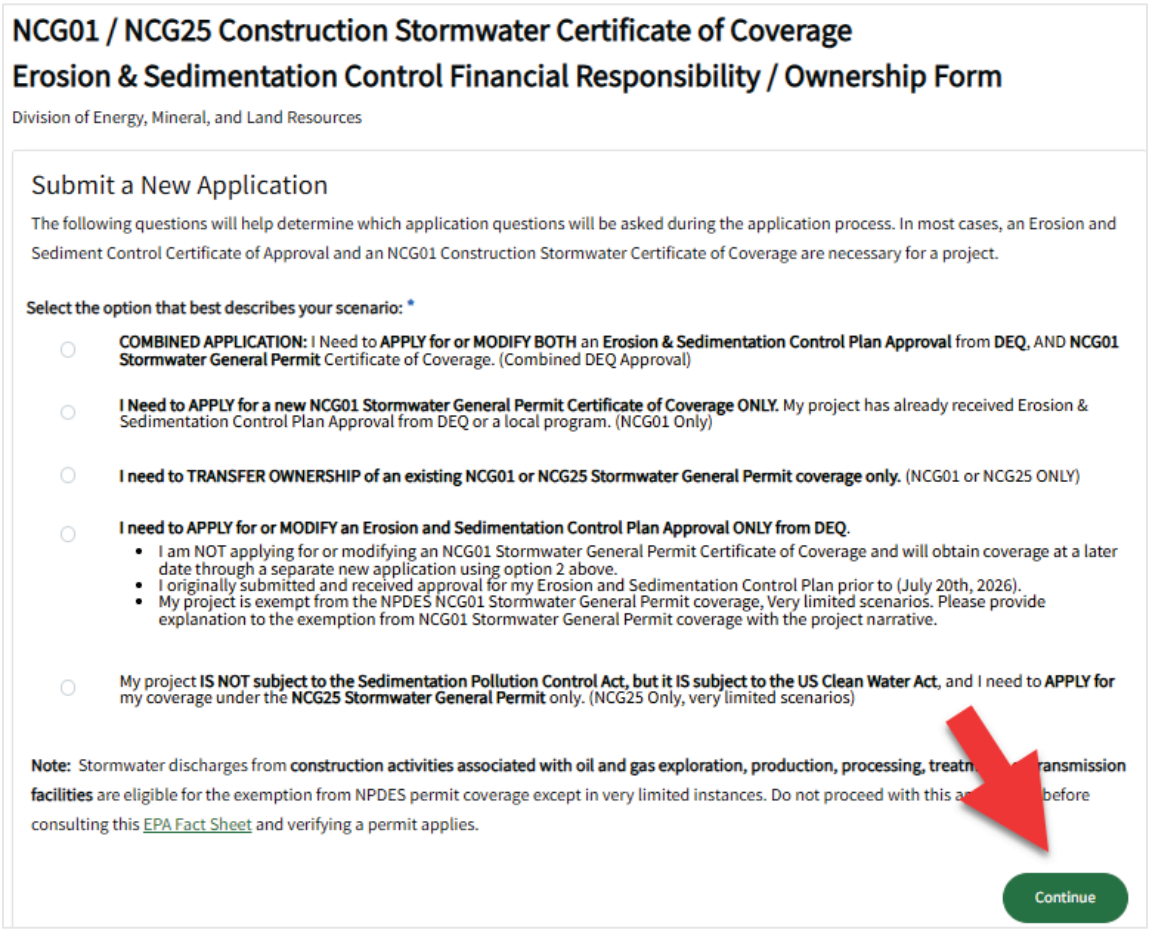
Application	Program	Application Type	Status	Location	Primary Ap...	Submitted On	Created On ↓	
PA-156533	Post-Construction Stormwater	Post-Construction Stormwater	Application Submitted	My Test Location	James Martin	8/7/2025 9:41 AM	8/7/2025 9:19 AM	Actions
PA-156531	NPDES Stormwater	Stormwater COC - NCG01 NPDES Construction	Not Submitted	WaFo Renaissance Food Hall	Blue Ox Construction		8/7/2025 9:10 AM	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.

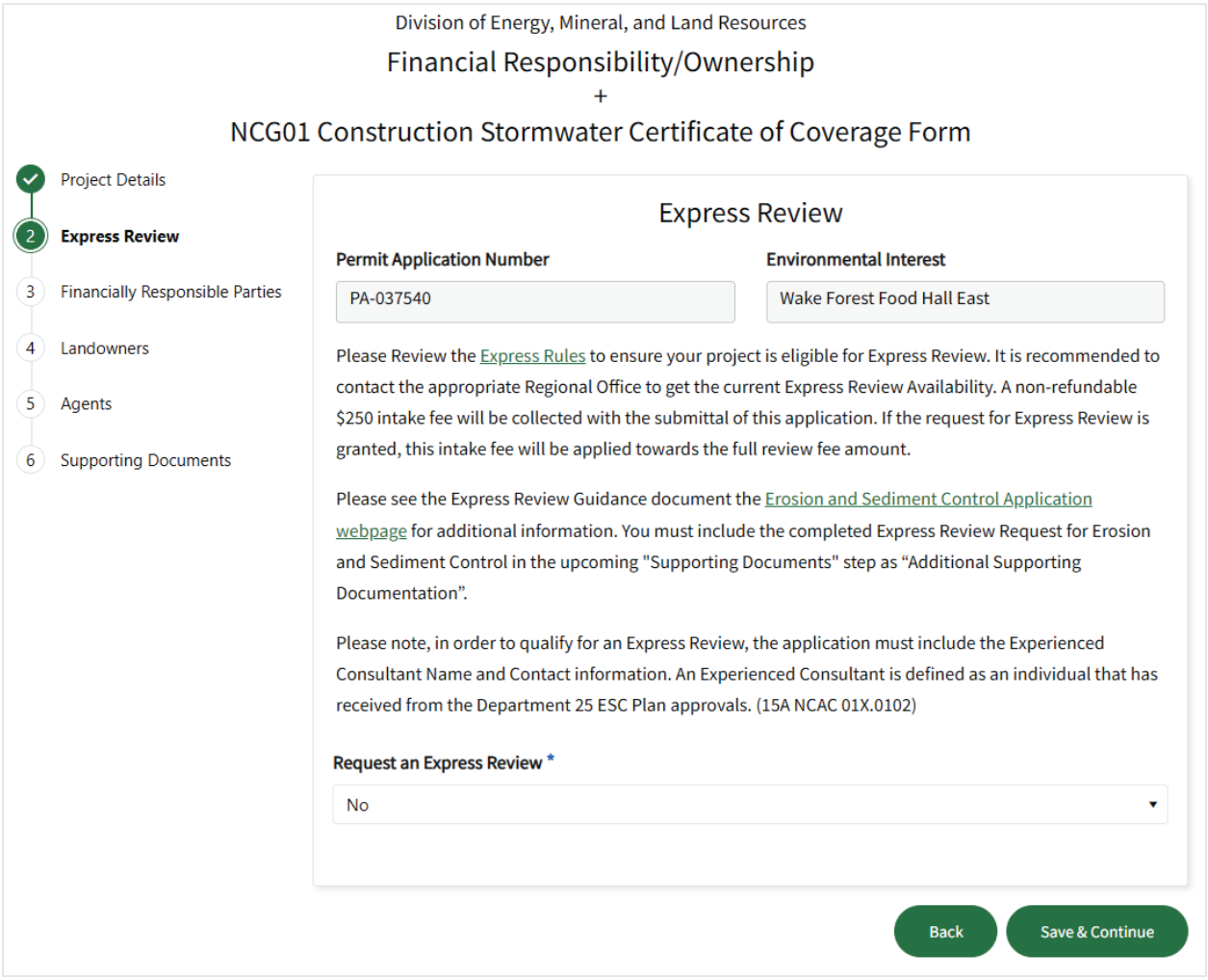


To sign an application, it must first be opened for editing. Once an application is opened for editing the application introduction page is displayed. The entries already made by the preparer will be displayed. Unless there is an error, the signing user should only need to click **Continue** at the bottom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

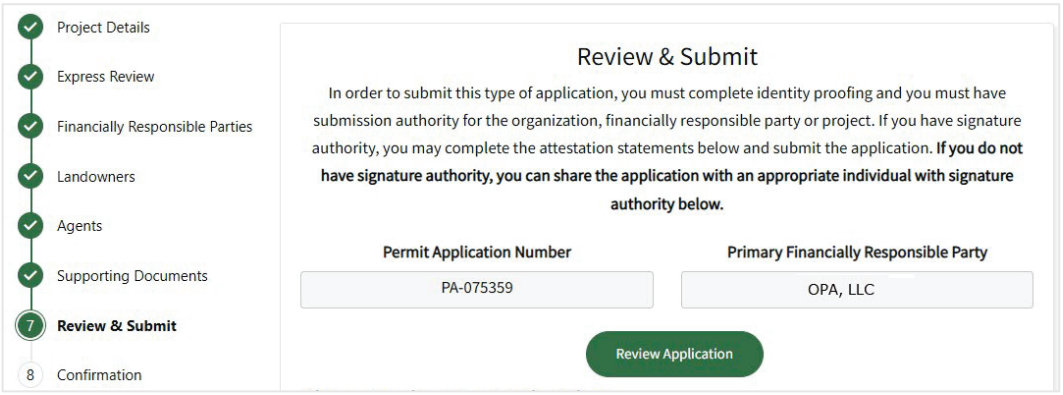


They can use the tracker circles on the side or the **Back** and **Save & Continue** button at the bottom of the screen to step backward and forward through the application.

Signing users can proceed through the application forms until they get to the end to sign and submit.

Sign Application: E&SC Standalone

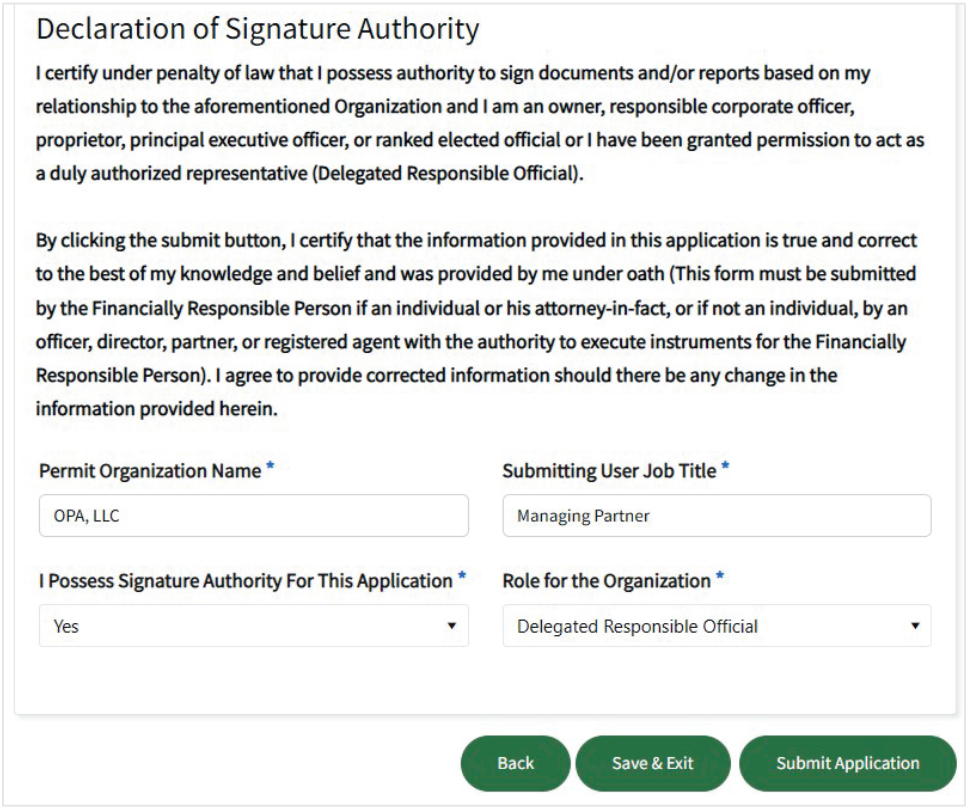
Only users who have signature authority for the entity responsible for the permit may sign and submit the application. There are two roles with signature authority: Responsible Official (RO) and Delegated Responsible Official (DRO). For standalone Erosion & Sediment Control applications, the Financially Responsible Person is considered the RO and their designee is considered a DRO.



At the end of the application is a screen where the application can be reviewed and submitted.

At the bottom of this screen, an RO or DRO who has been identity proofed can fill in/select **Organization Name**, **Job Title**, **Signature Authority**, and **Role**. If the user has already completed identity proofing, the **Submit Application** button becomes available when this information is filled in.

If an RO/DRO has not yet completed identity-proofing when they reach this page, a link to identity proofing is displayed. The **Submit Application** button will not be available if identity proofing has not been completed.



Sign Application: NCG01/25 & Combined

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). The first time using AccessDEQ for an organization, DROs must go through an extra step to have their signature authority verified. The **Delegated Responsible Officials** section has more information on this process. Once a DRO's signature authority has been established they do not need to go through this step again.

Important Information About Roles

In accordance with Code of Federal Regulations 40 CFR 122.22 (see link eCFR: 40 CFR 122.22) and as noted in the Stormwater website: New NCG01 AccessDEQ Permit System | NC DEQ

Important information about User Roles to help you prepare and/or submit an application (specific to NCG01 or NCG25 NPDES Construction Stormwater):

Responsible Official (RO) is defined as the representative with the authority to be the primary decision-maker for the property or business function. Duties include, but are not limited to:

- Signature Authority
- This role is responsible and accountable for compliance.
- Ability to Prepare/Submit applications, modifications, data/reports and pay fees (see individual rules for the program).
- Examples: Owner, Operator, Plant Manager, Corporate Officer, Elected Official, LLC owner/operator, etc.

Delegated Responsible Official (DRO) is defined as a duly Authorized Representative **within the RO's organization** who has been given specific powers/authority to act on the behalf of the RO.

Delegation of duties must be approved by a Responsible Official in advance and documented within the AccessDEQ system. Delegated Responsible Officials who do not already have signature authority on file can apply for it from the signature page within the application. More information is in the **Delegated Responsible Officials** section of this document. This is a summary of the steps:

Paper Method	Online Method
1. Print Form	1. Fill out and sign/submit form
2. Fill it out	2. RO electronically signs form
3. RO and DRO sign form	
4. Mail in signed copy	

The online method requires the RO to have a portal account in AccessDEQ, the paper method does not. Please note that the form, whether paper or online, only needs to be submitted once for each Delegated Responsible Official within a specific organization. Duties include, but are not limited to:

- Signature Authority
- This role can submit applications and compliance reports.

- Federal permits (like NCG01/NCG25) must have the DROs be a part of their organization.
- Ability to Prepare/Submit applications, modifications, notice of terminations (NOTs), data/reports, and pay fees (see individual rules for the program).

Preparer is defined as someone that prepares permit applications or compliance reports on behalf of the DRO or RO.

- This role does not have the authority to submit applications or compliance reports.
- Can pay fees on behalf of the DRO or RO once an application has been submitted by the RO/DRO.
- Examples: Consultant, Agent, Contractor, etc.

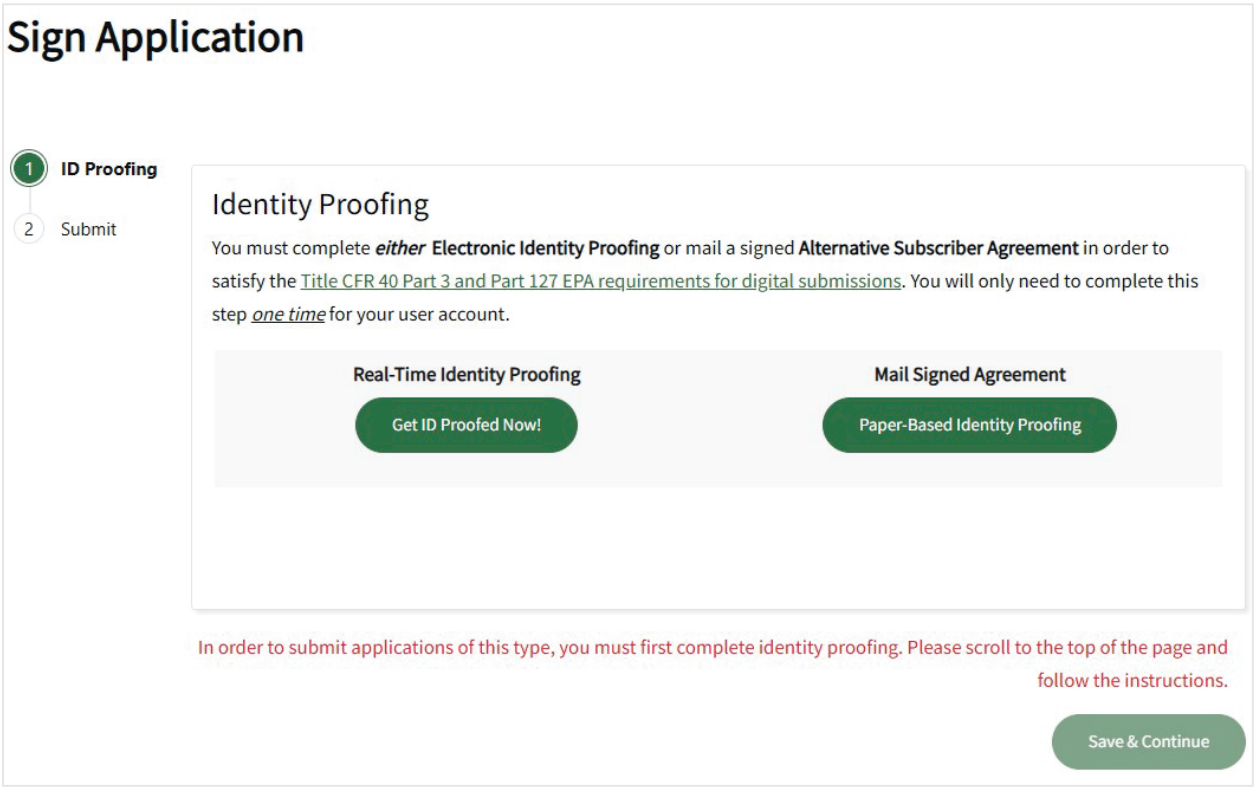
As per: New NCG01 AccessDEQ Permit System | NC DEQ

In accordance with Code of Federal Regulations 40 CFR 122.22 As noted in the website: New NCG01 AccessDEQ Permit System | NC DEQ

Identity Proofing

A user who has signature authority must have completed 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.

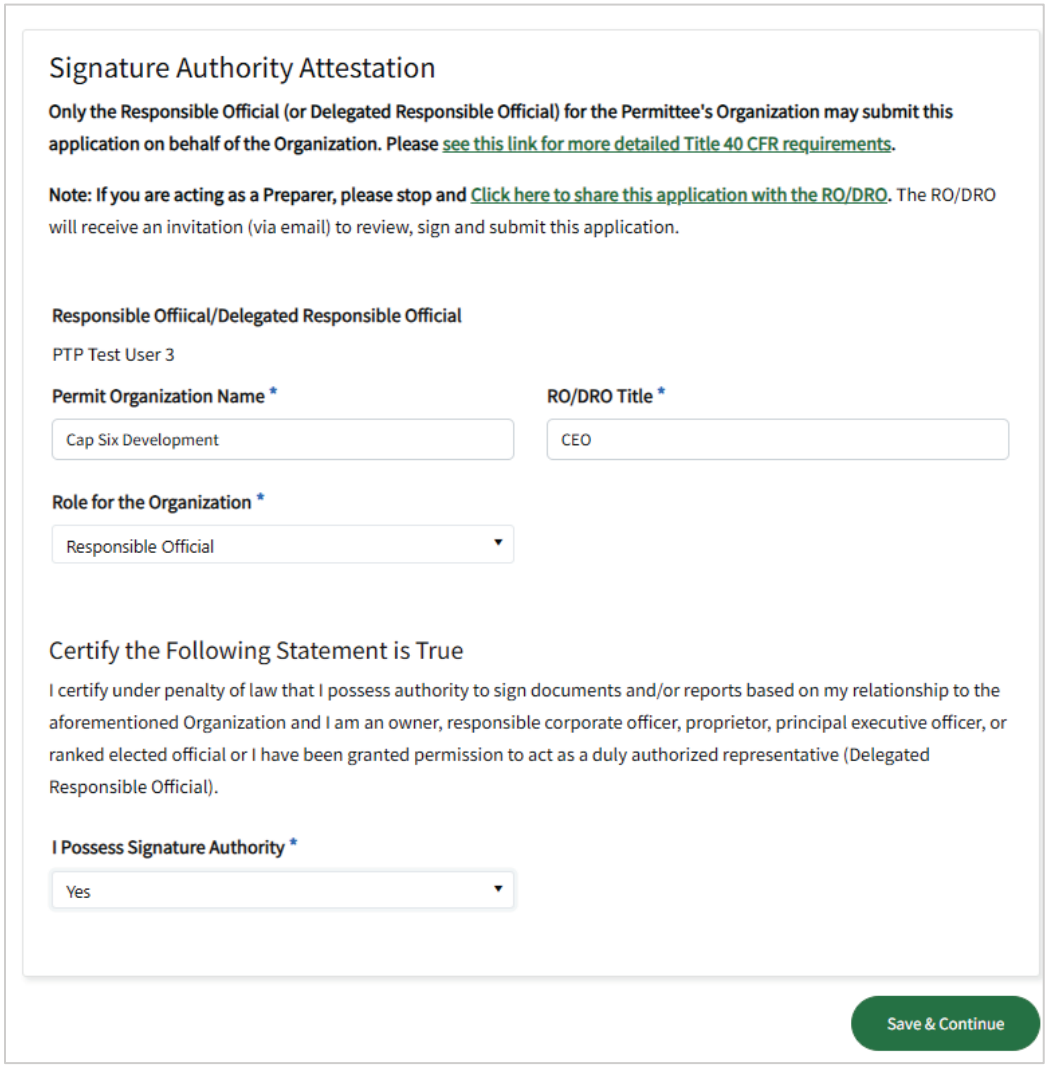
Note: Identity proofing only needs to be completed once. The section in this guide on **Identity Proofing** and **Appendix C** have more information about identity proofing.



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.



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

Delegated Responsible Officials

Delegated Responsible Official (DRO) is defined as a duly Authorized Representative within the same Organization as the Responsible Official (RO) who has been given specific powers/authority to act on behalf of the RO.

AccessDEQ users who have been identity proofed and who are a DRO for the entity seeking the permit must have signature authority approved by the RO and documented in AccessDEQ in order to sign and submit applications.

Once the approval is on file, the user can select it when signing an application. A delegated responsible official who does not already have approval on file can apply for that approval on the signature page of the application and select either the **Online** or **Paper** Delegation of Signature Authority (DOSA) method.

Summary of Steps	
Paper Method:	Online Method:
1. Print Form	1. Fill out and sign/submit form
2. Fill it out	2. RO signs form in AccessDEQ
3. RO and DRO sign form	
4. Mail in signed copy	

Note: The online method requires the Responsible Official to have an account in the AccessDEQ portal.

Online Method

After selecting the online DOSA method, the user can fill out the delegated responsible official's information and the responsible official's information. A PDF DOSA form will be generated which the user can sign electronically. The email address entered for the Responsible Official will be sent a link to view and approve the request in AccessDEQ. If the RO does not already have an AccessDEQ account, they will be sent instructions on creating one.

Paper Method

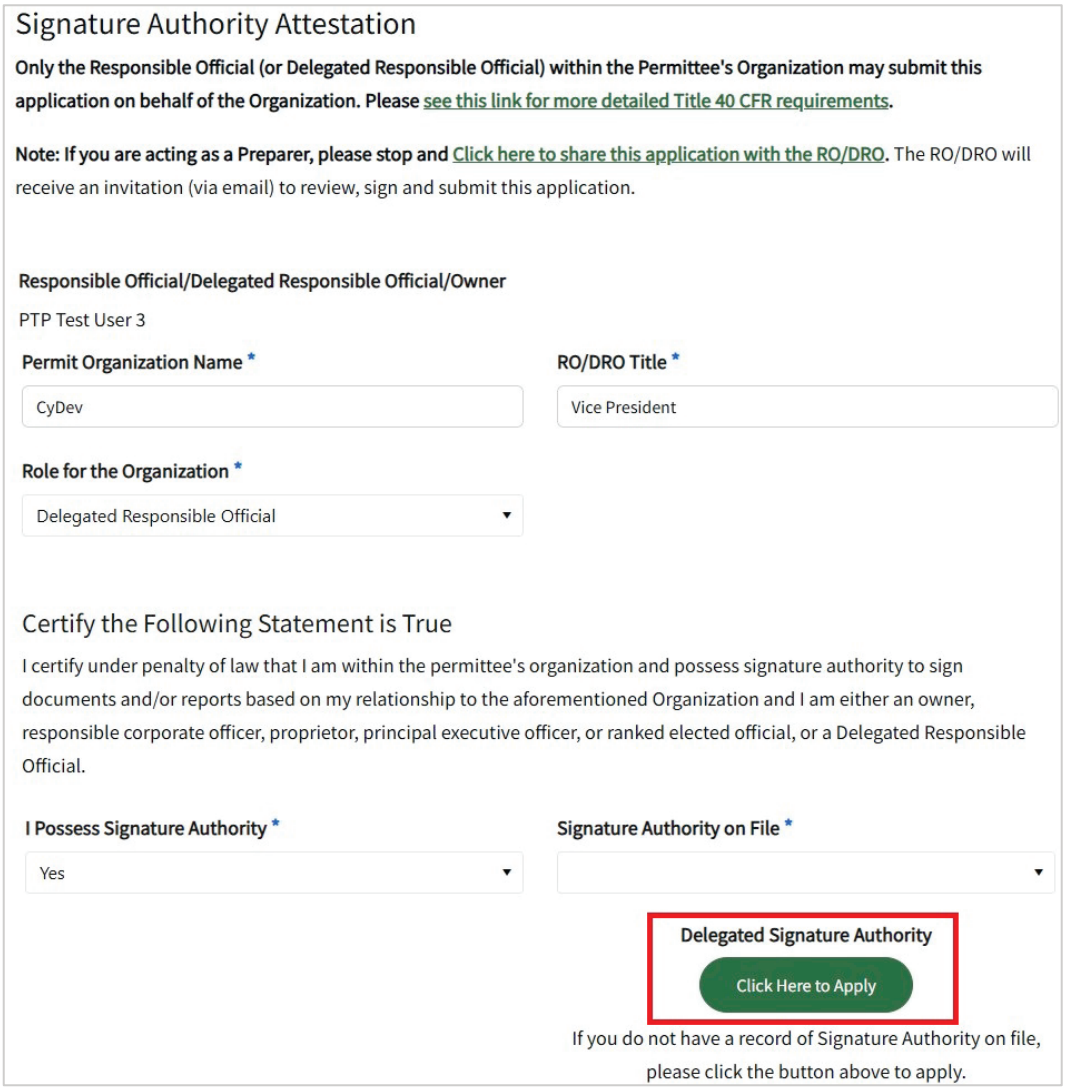
After selecting the paper DOSA method, a PDF DOSA form will be generated that must be printed out, filled in, and signed by the DRO and RO. The wet-signed paper copy of the DOSA form should then be mailed to the Stormwater program per the instructions.

For Both Methods

The name of the DRO is already filled in and cannot be changed. The **Permit Organization Name** and the **RO/DRO Title** field should be filled in and "Delegated Responsible Official" selected for **Role for the Organization**. The user must select Yes to indicate they have signature authority. Once the DRO signature authority has been approved, the DRO can select the signature authority on file, then click **Save & Continue** to submit the application.

NEXT PAGE

Note: Delegated Responsible Officials only need to apply for signature authority once for each organization for which they have delegated signature authority.



The user's name is automatically filled in from their user profile.

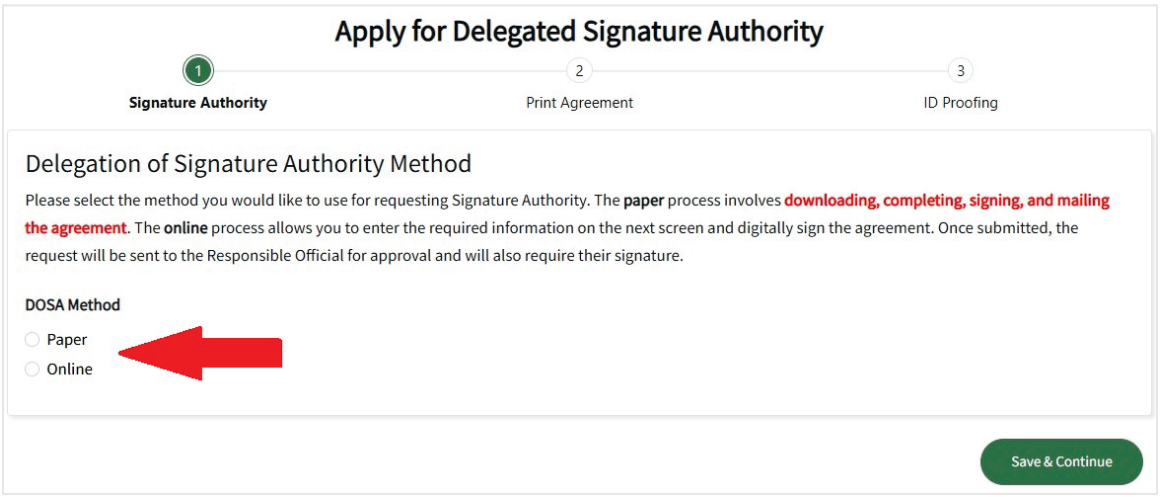
The user fills in/selects:

- The **name** of the organization
- Their **title** in the organization
- **Delegated Responsible Office** as the role
- **Yes** for signature authority.

If the user already has a **signature authority on file** for the organization, they should select it and continue.

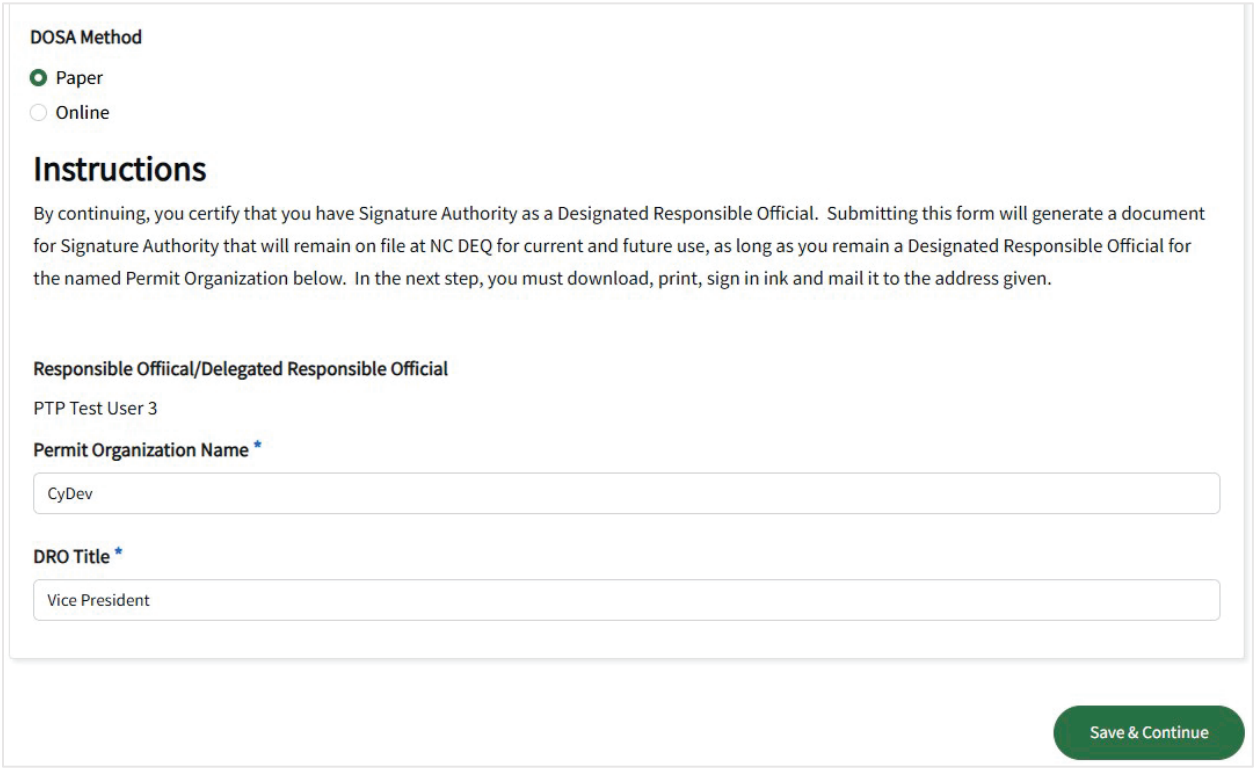
To add signature authority the user can **Click Here to Apply**.

After **Click Here to Apply** the next step allows the user to choose the Paper or Online method.

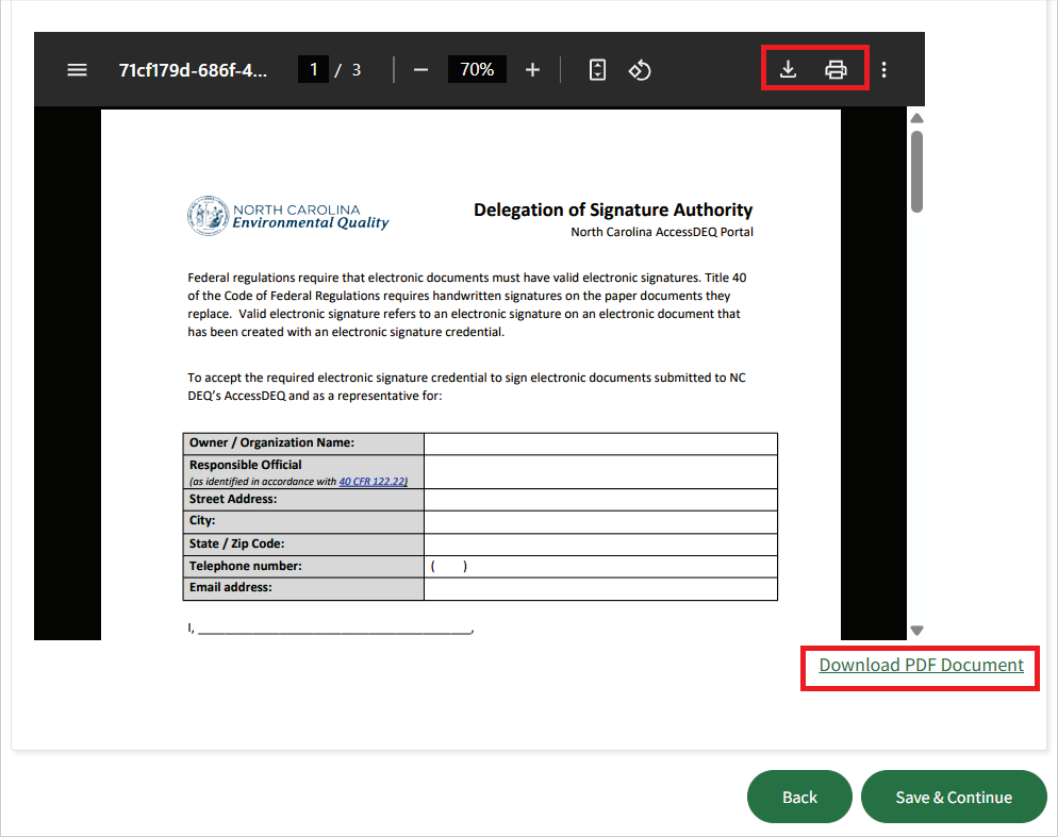


Paper DOSA

If Paper DOSA method is selected, the user should ensure the name of the organization for which they are seeking delegated signature authority and their title at the organization is filled in correctly and click **Save & Continue**. The user's name is filled in the user profile and cannot be changed.



On the next screen the DOSA document is generated. 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.

Please note that only one DOSA form can be downloaded and submitted per application, for one individual.

The completed and signed form should be mailed to:

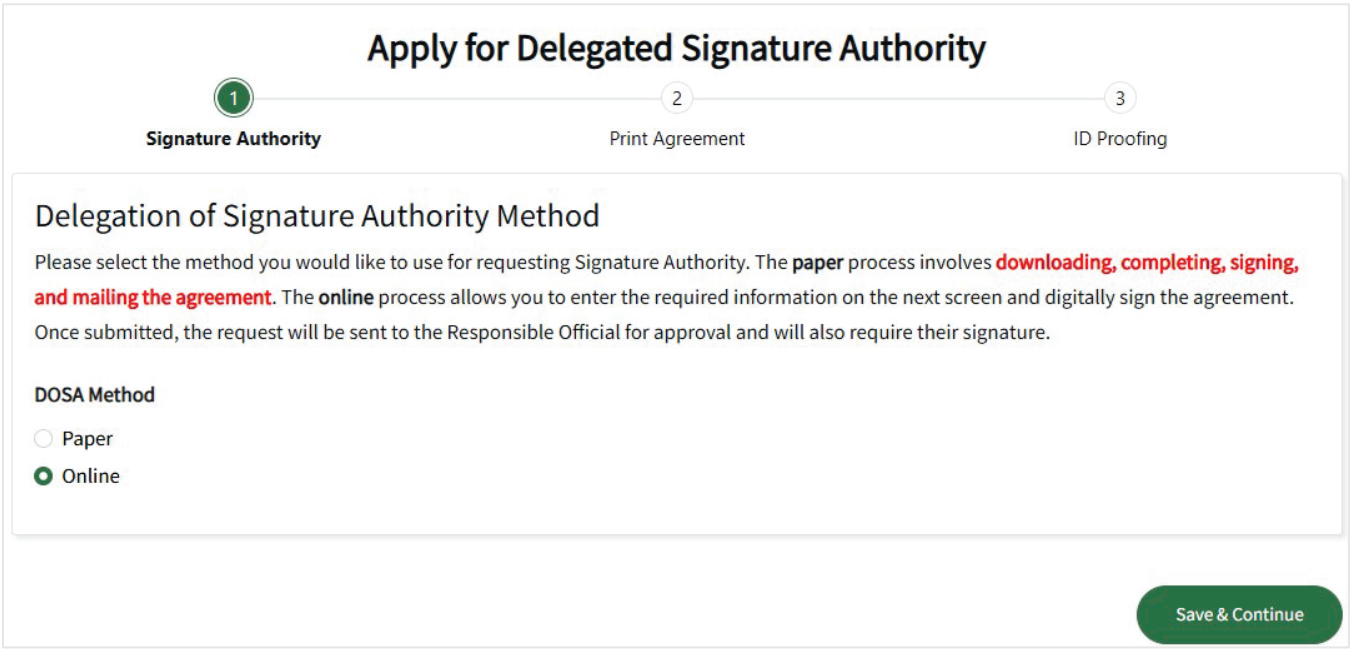
US Mail
DEQ-DEMLR Stormwater
1612 Mail Service Center
Raleigh, NC 27699-1612

Delivery Service (Fed Ex, UPS, Other)
DEQ-DEMLR-Stormwater
512 N. Salisbury Street
Archdale Building, 640K
Raleigh, NC 27604

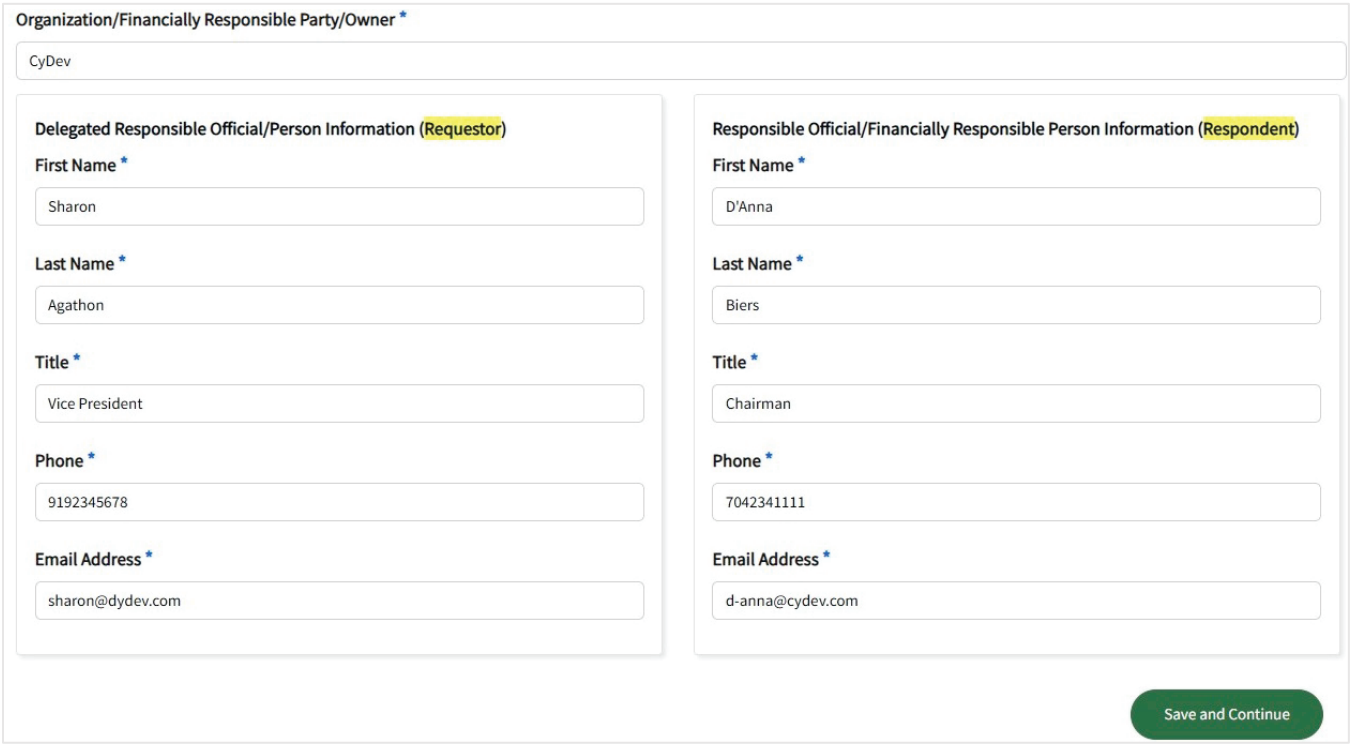
Once they have completed printing or downloading the form, users can click **Save & Continue** to exit the signature authority process. Users will return to the Sign Application page where they can **electronically Sign, Save & Continue, and Submit** the Application once ready to do so.

Online DOSA

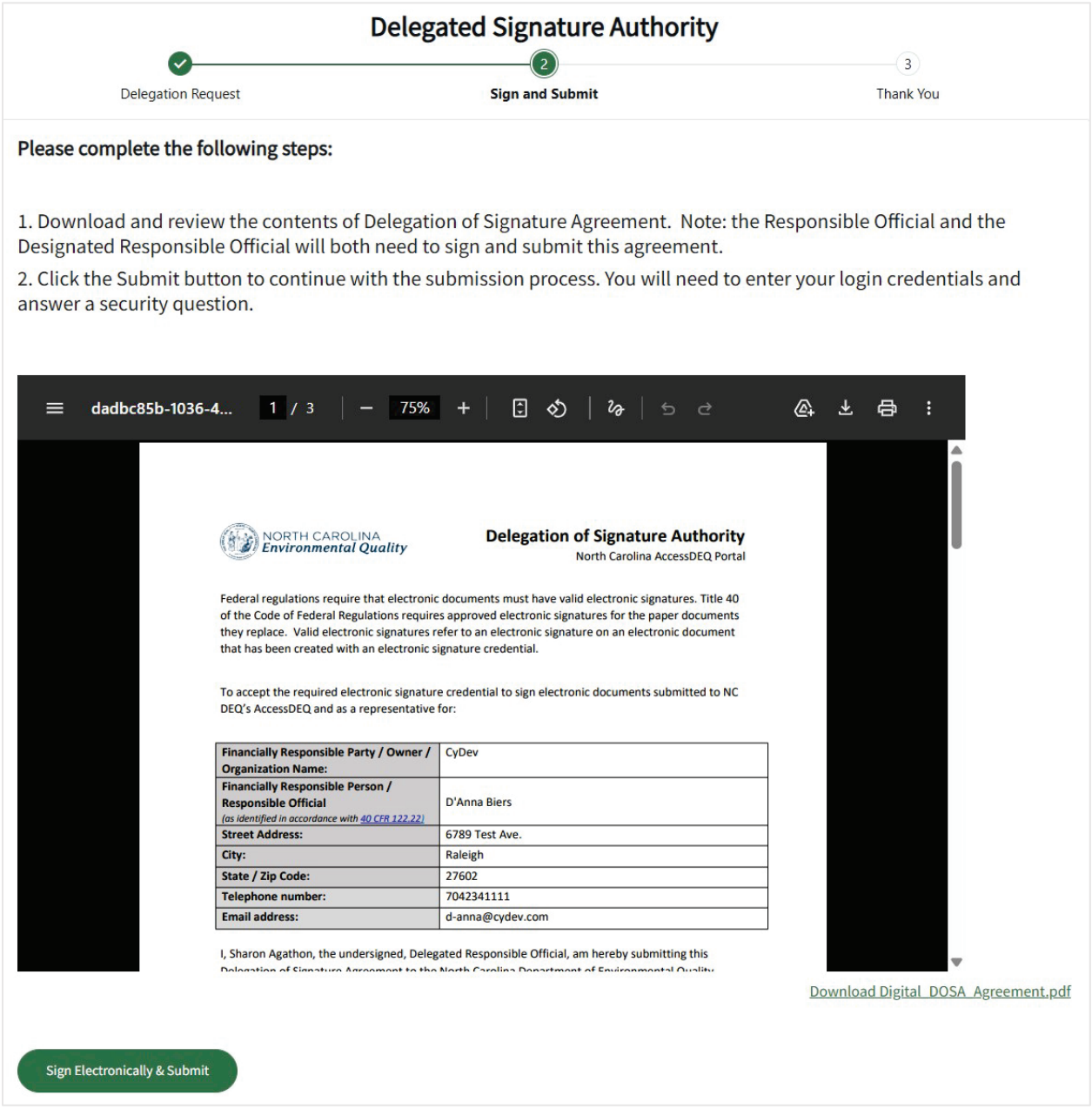
To complete the DOSA process online, users can select **Online** and click **Save & Continue** to proceed.



Next the user can fill out information about the DRO (Requestor) and the RO (Respondent) and click **Save and Continue**.



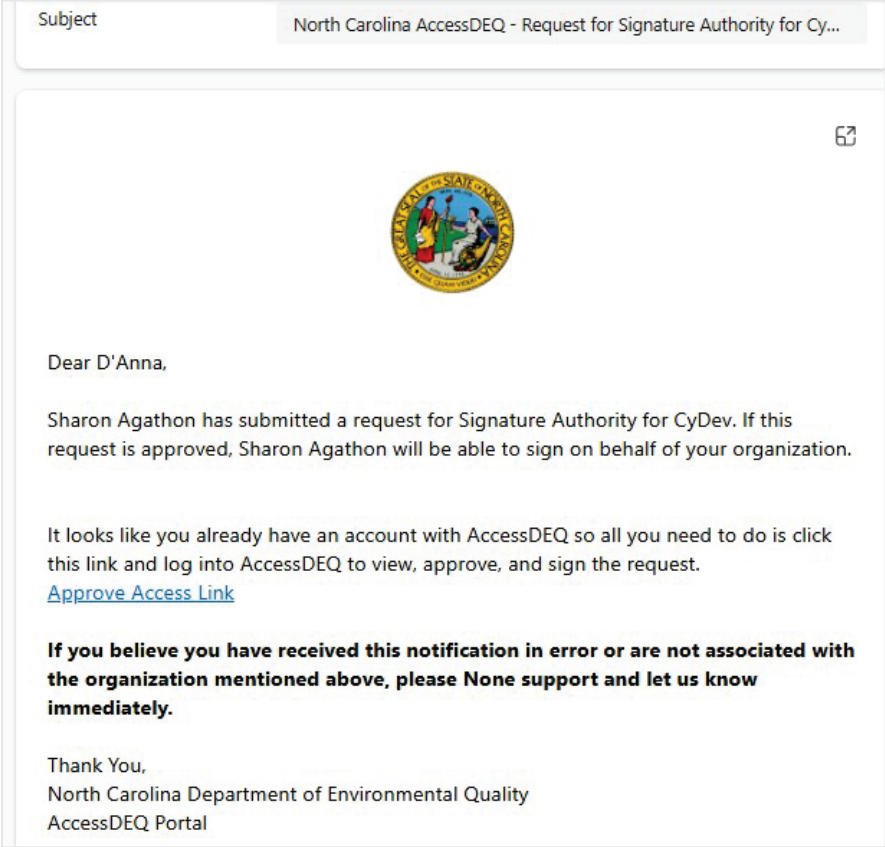
The completed DOSA document is generated. The user can download or print the document if they wish. When they click **Sign Electronically & Submit**, the request for delegated authority is sent to the email address of the RO as entered on the previous screen.



The RO will receive an email from **DoNotReply-DEQPermits@deq.nc.gov** containing a link to view and approve the DOSA. If there is not an AccessDEQ account associated with the RO email address, the email that is sent will also include instructions on creating one. When the delegated signature authority is approved by the RO, the user will receive an email from **DoNotReply-DEQPermits@deq.nc.gov** notifying them.

Approval of Online DOSA

Responsible Officials approve online DOSA applications. When an online DOSA is submitted, an email containing a link for the DOSA approval is sent to the RO from the email address **DoNotReply-DEQPermits@deq.nc.gov**. If the RO does not already have an AccessDEQ portal account, the email will also contain instructions on creating one.



Subject: North Carolina AccessDEQ - Request for Signature Authority for Cy...

Dear D'Anna,

Sharon Agathon has submitted a request for Signature Authority for CyDev. If this request is approved, Sharon Agathon will be able to sign on behalf of your organization.

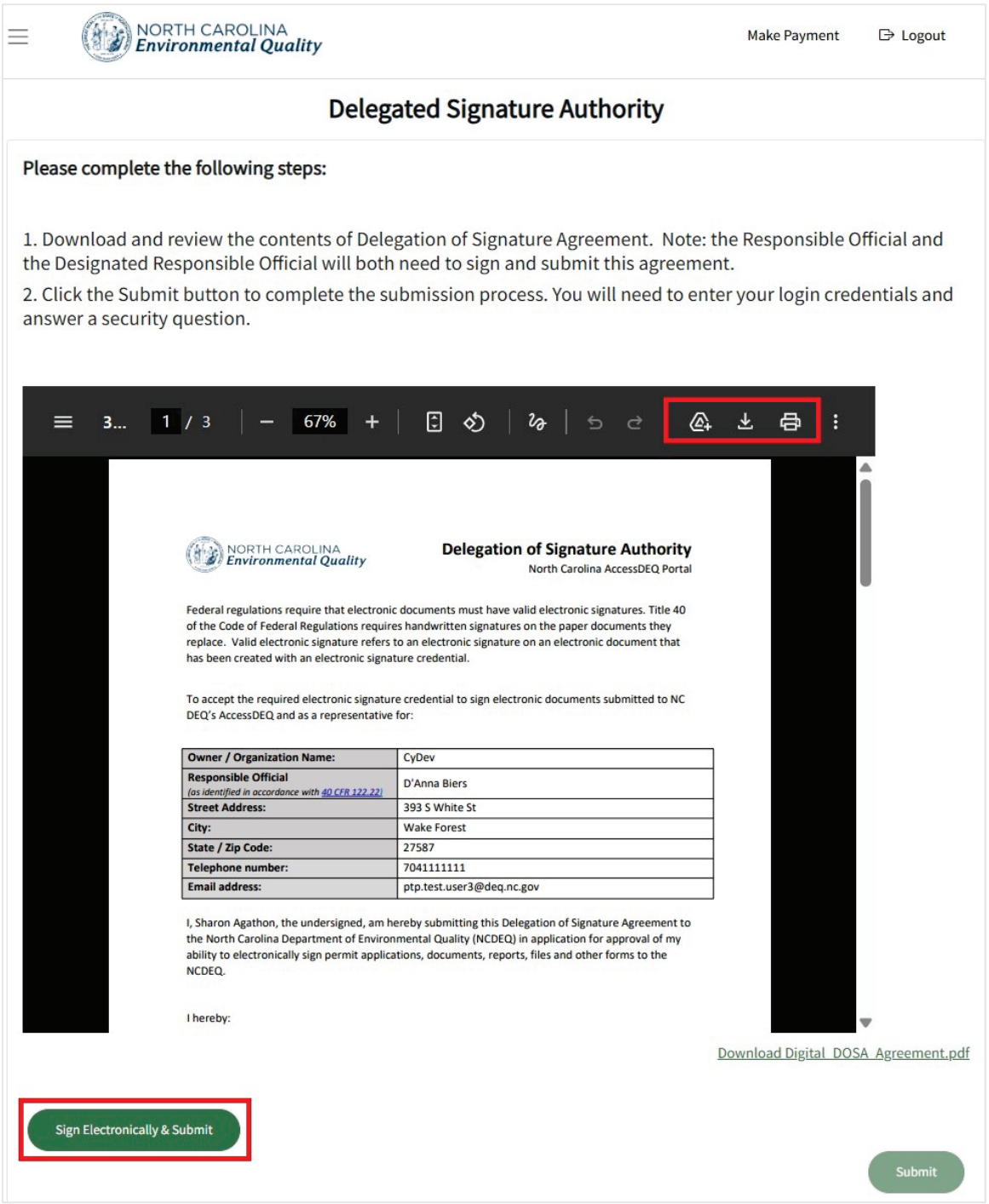
It looks like you already have an account with AccessDEQ so all you need to do is click this link and log into AccessDEQ to view, approve, and sign the request.
Approve Access Link

If you believe you have received this notification in error or are not associated with the organization mentioned above, please None support and let us know immediately.

Thank You,
North Carolina Department of Environmental Quality
AccessDEQ Portal

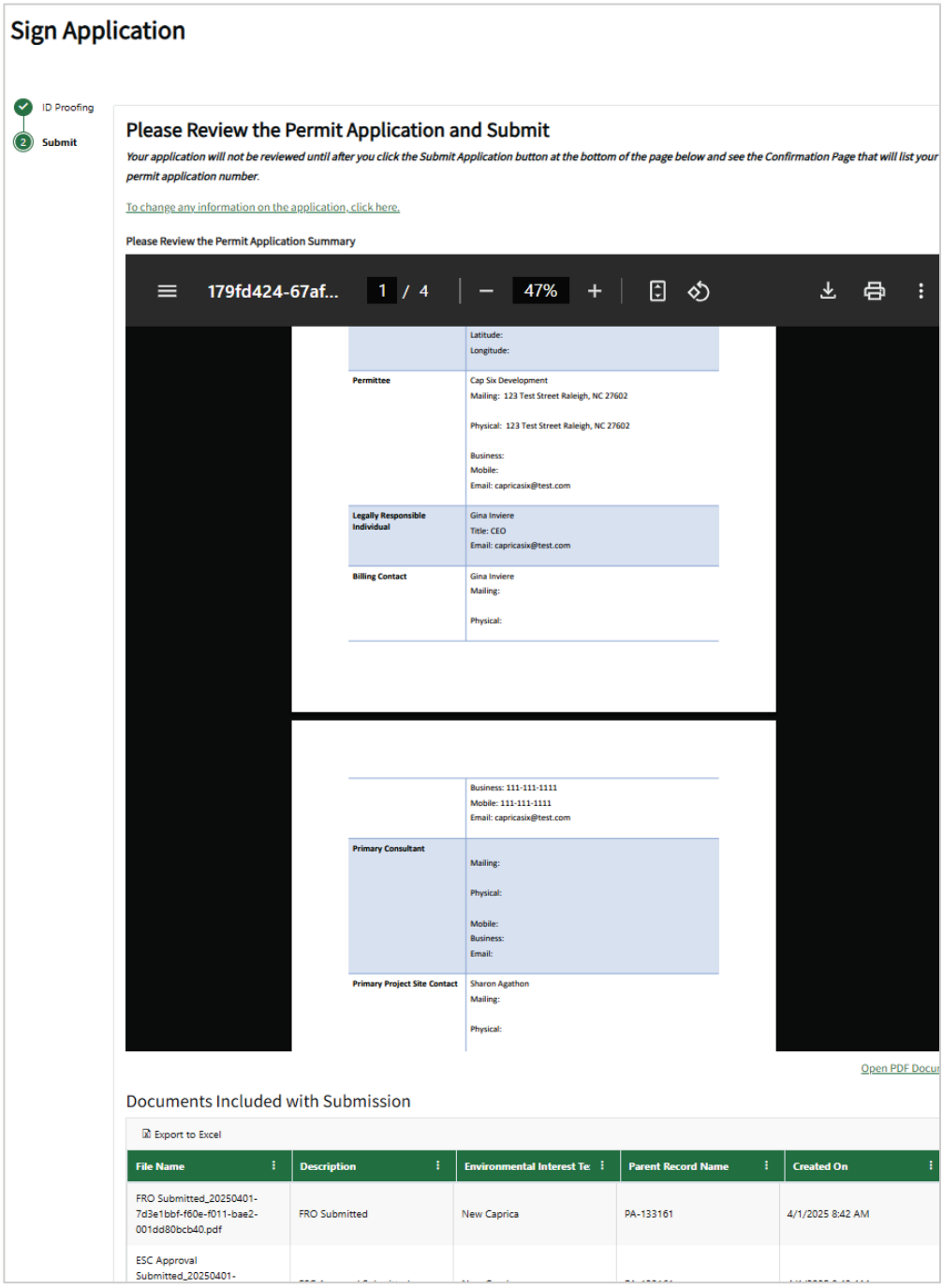
The DOSA review link will display the generated DOSA. The RO can also download or print the agreement. After the RO has reviewed the DOSA, they can click **Sign Electronically & Submit**. The RO will then be prompted to re-enter their password and, depending on their multi-factor choices for their AccessDEQ account,

either answer a security question or receive an SMS verification code. Once this has been completed, the delegated official will have signature authority for the organization on file for application submissions.



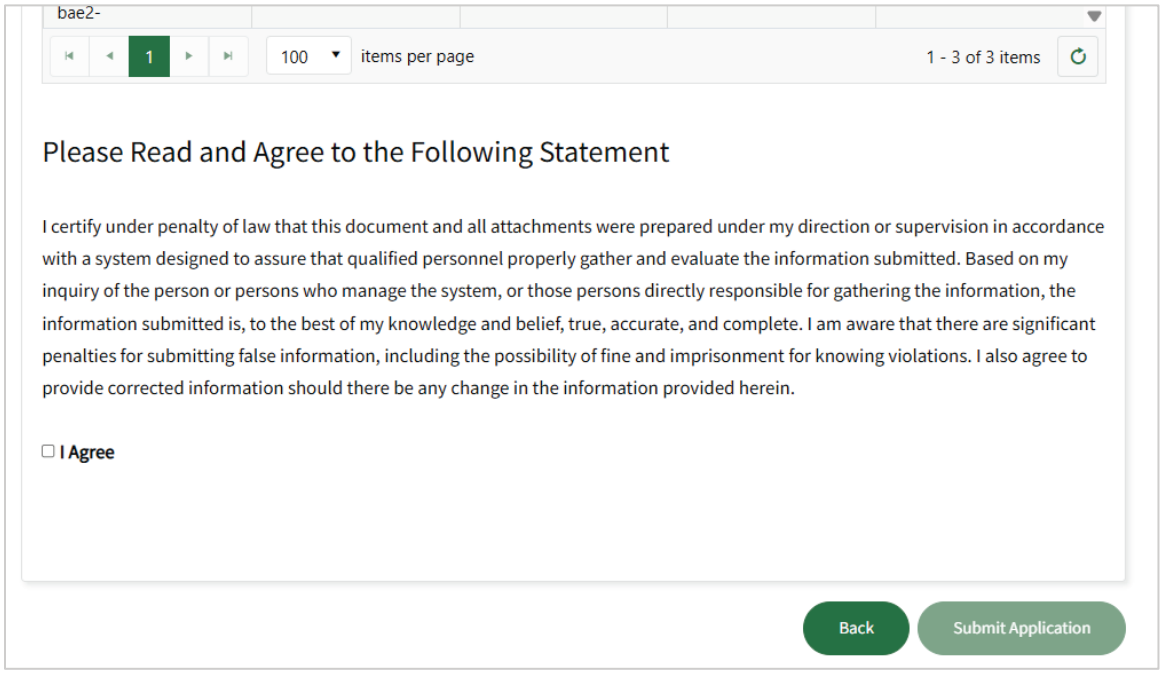
Review Permit Application and Submit

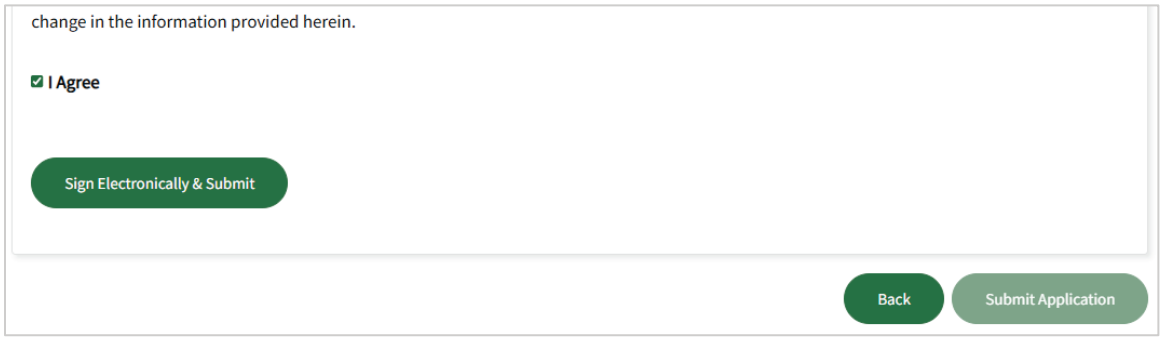
Once an RO or DRO has proceeded past step one of **Sign Application**, they can review the application and attached documents and submit the application. On the top of the screen is a document viewer displaying the completed application from which users can download or print it. Beneath that is a display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

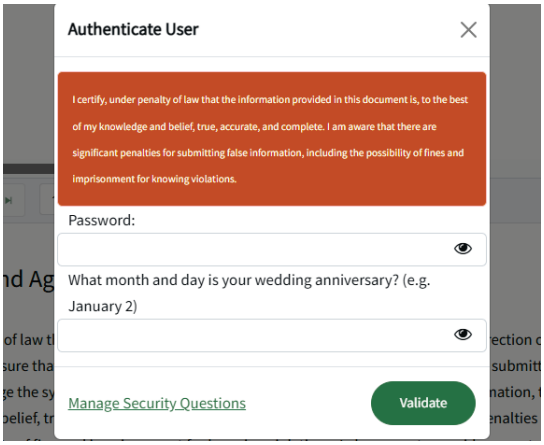


Users can click the link above the document display to go back and change information. **Note**: Until an application has been submitted, users can always change the application information at any time. The section on the **Opening an Application** has more information about accessing applications.

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.

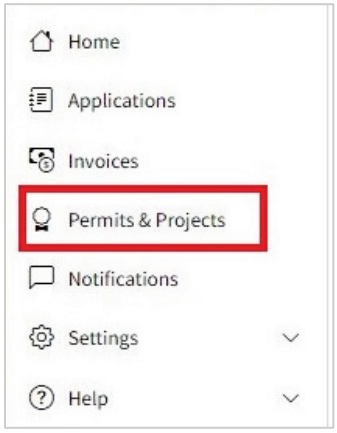




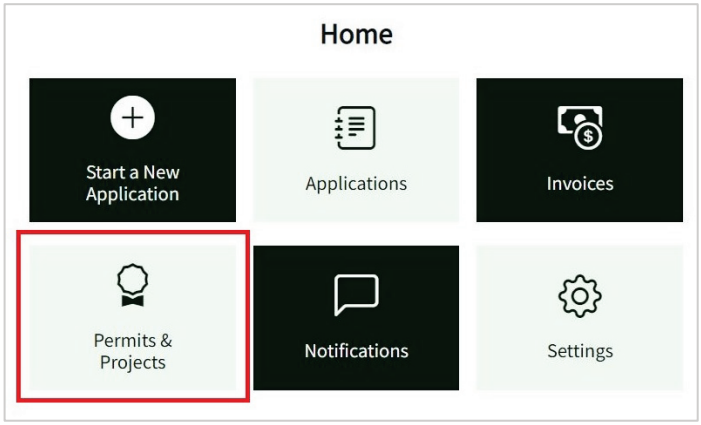


Permits & Projects Grid

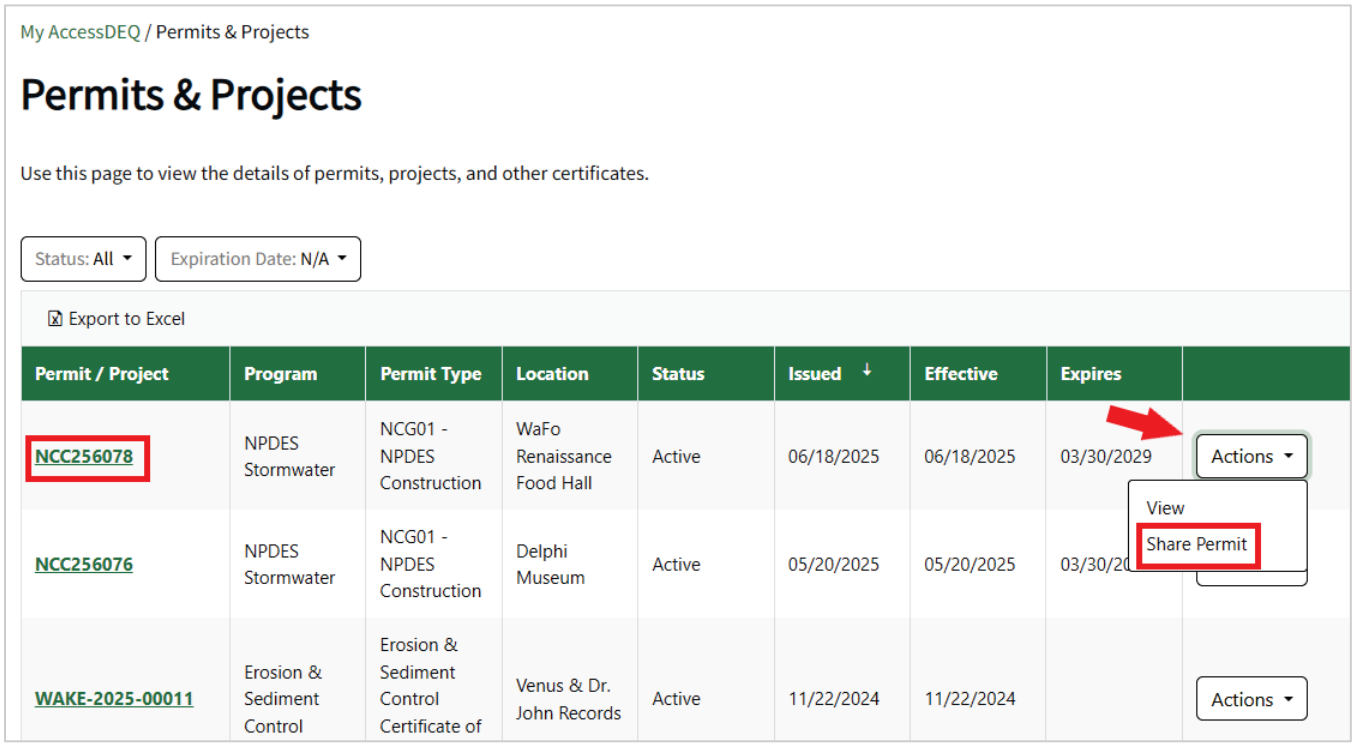
Users can see the permits to which their AccessDEQ portal account currently has access. To reach the Permits & Projects screen users can select **Permits & Project** on the left-hand navigation, or click the tile on the home screen. To gain access to a permit which does not appear in the list, users can request access. The **Request Access to a Permit** section has more information.

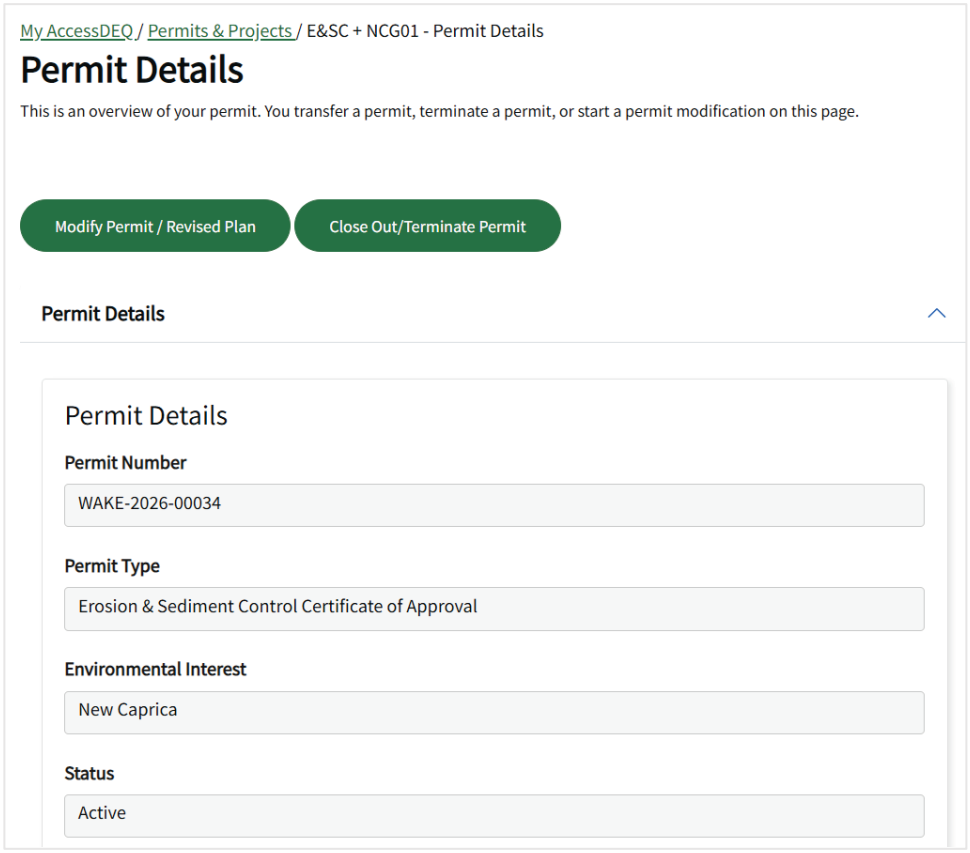


OR



The user's permits and projects grid will be displayed. Users may click on the link in the **Permit/Project** column to view the Permit Details screen for a permit. In the **Actions** menu, users may select **Share Permit** to share access to a permit with another user.





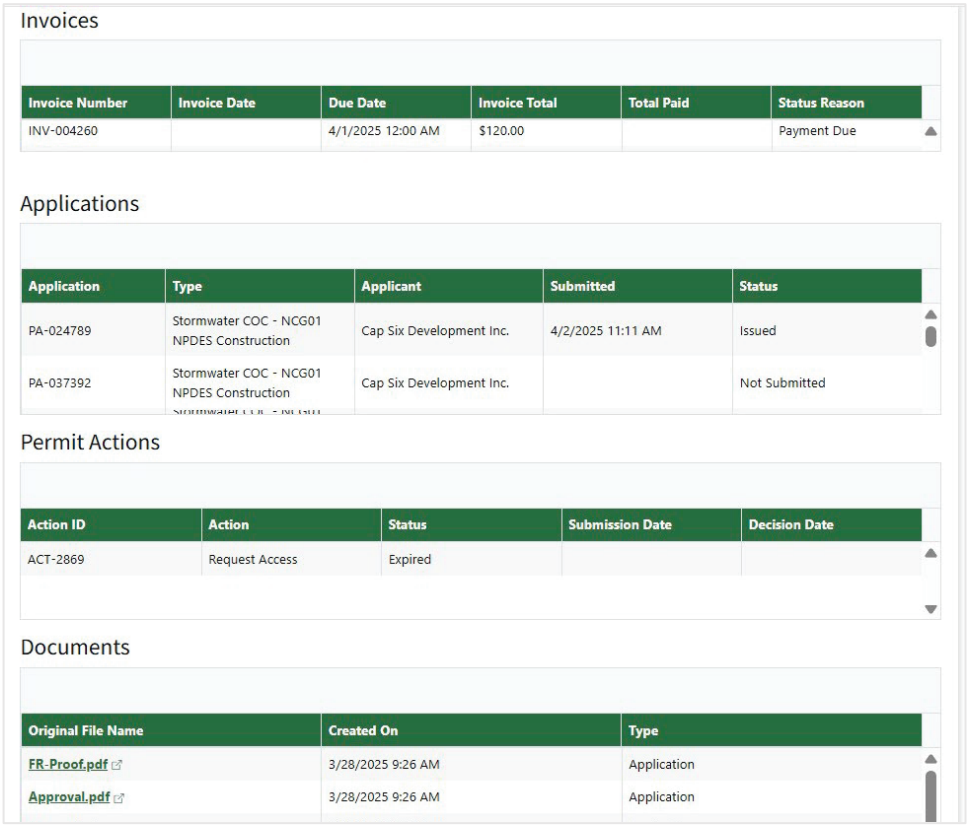
The Permit Details screen displays information about the permit.

From this screen users may start an application for **termination** or **modification**.

The Permit Details screen also displays items associated with the permit, such as invoices, permit applications, portal actions and documents.

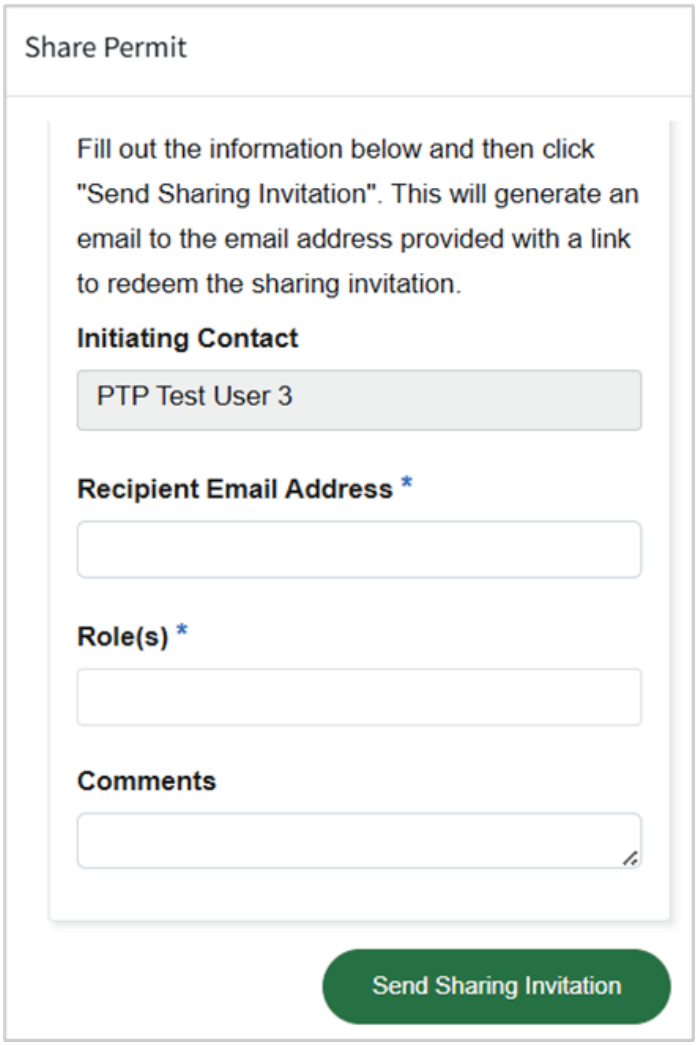
If there are **modification** or **termination** requests for the permit, they will appear here.

Applications in **Not Submitted** status can be opened for editing and resumed from the **Applications Grid** part of AccessDEQ found at https://portal.deq.nc.gov/my-accessdeq/myapplications.



Selecting **Share Permit** from the Actions menu on the Permits & Project grid will open a modal window in which the user can fill out the invitation. The sharing user's name is automatically filled in.

The **Email Address** of the invitee must be entered and their **Role** must be selected from the dropdown. There is also space for optional comments which will be inserted into the email that is automatically sent to the share recipient once **Send Sharing Invitation** is clicked.



Invitees who have signature authority should have the role **Responsible Official** or **Delegated Responsible Official**.



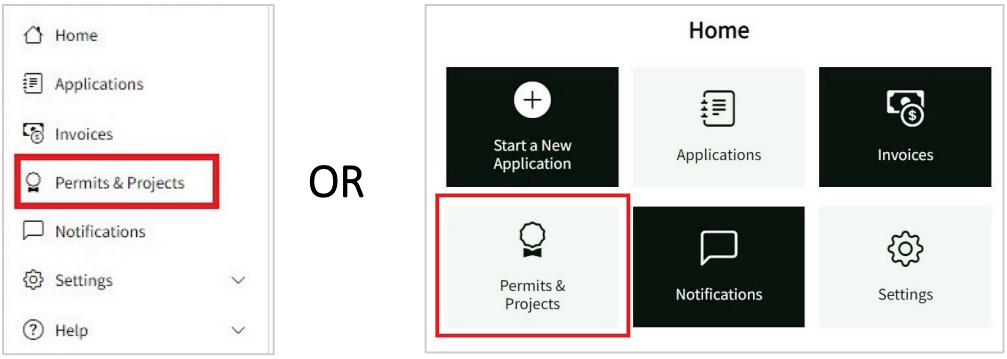
For others, users can select the role that seems most appropriate. If unsure, the role of **Preparer** can be used.

The email address that is/will be associated with the share recipient's AccessDEQ portal account must match the email entered here for the invitation to be redeemed successfully. If a user shares an application to the wrong email address, they can share the application again to the correct email address.

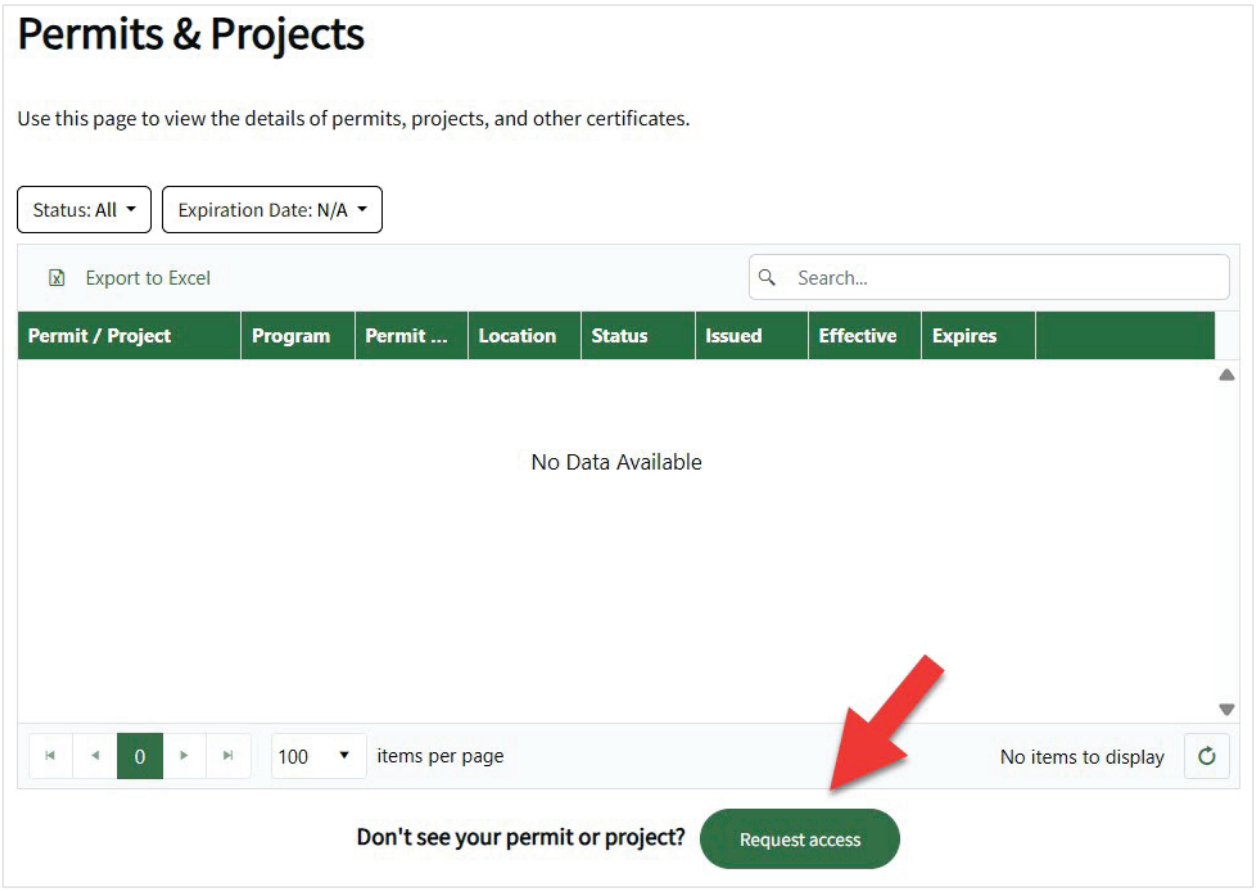
If the email address of the recipient is not yet associated with an AccessDEQ portal account, the sharing message will include registration instructions for the recipient. The Accepting Shared Applications/Permits section in this document has more information.

Request Access to a Permit

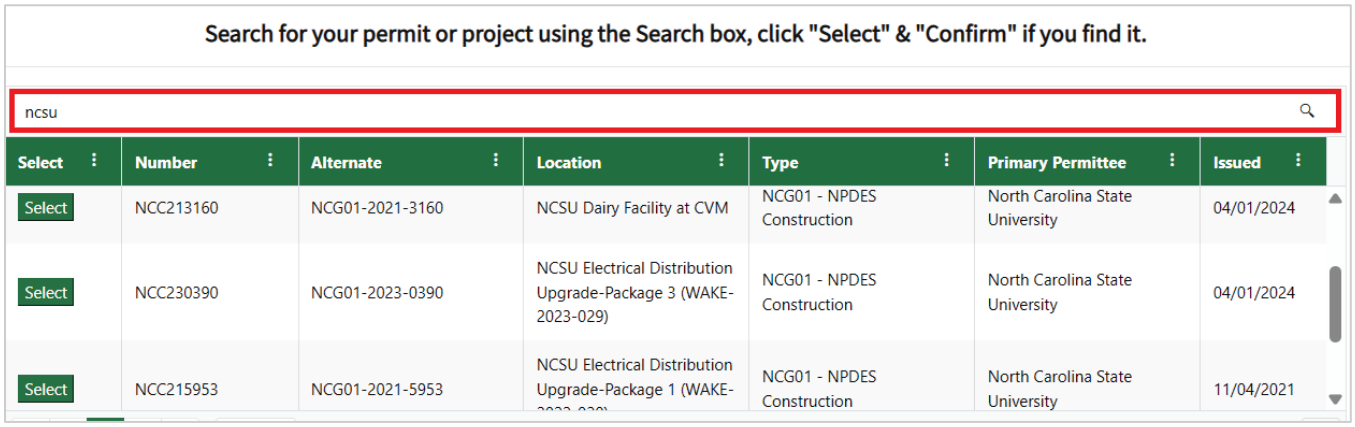
A user can request access to an existing permit from the Permits & Projects screen.



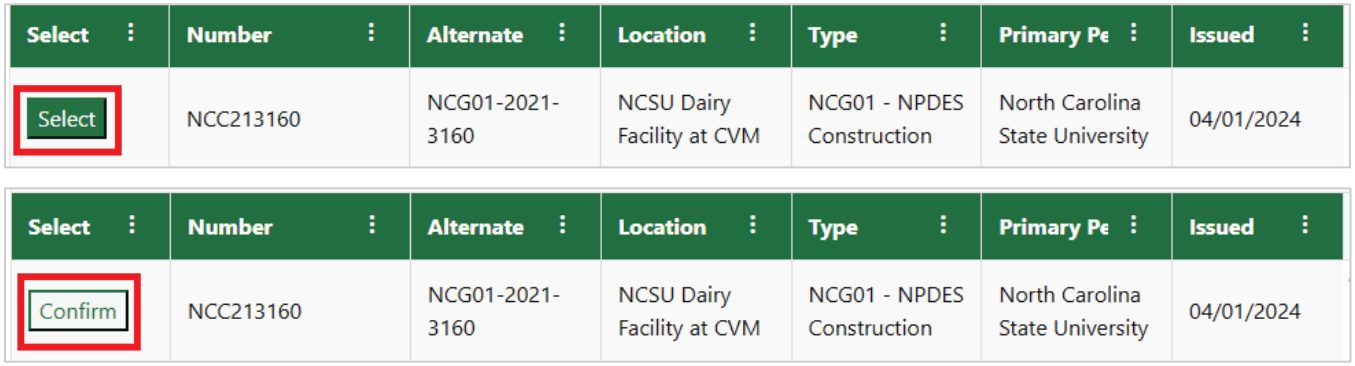
Users can click the **Request access** button at the bottom of the grid to bring up the permit search from which access can be requested.



The user can type a search term and press enter. The **Number**, **Alternate**, and **Location** columns are evaluated for the search term. The search accepts partial numbers and names.



The user can click **Select** then **Confirm** to select the permit. On the next screen the request is completed.



The user can enter explanatory comments about the request for access and upload supporting documentation. These should include information about why they should have access. Users are encouraged to ensure their AccessDEQ **Profile** is complete to help make the process go more smoothly.



Clicking **Submit** sends the request to DEQ. The user will be notified via email about the decision for the request. If the request is granted, the permit will appear in the Permits & Projects for the user's AccessDEQ account.

Appendix A – Document Management

Document History

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

Version	Version Description	Details
1.0	Initial version of the user guide.	Author: Christi Haynes Date: 04/08/2025
1.1	• Add further details & updated screen illustrations for the Sign Application section • Add Permit Sharing feature in Accepting Shared Applications/Permits (and rename section); update sharing email content and subject line • Application status New – Pending Submission changed to Not Submitted • Add Construction Stormwater RO/DRO information • Reword for clarity RO/DRO instructions • Added sections Permits & Projects Grid and Request Access to a Permit • Minor rewording and formatting changes; font change to allow inline bolded words to show up better on PDF	Author: Christi Haynes, Shelton Sullivan Date: 09/12/25
1.2	• Revise for addition of digital DOSA • Revise for changes in registration activation • Revise for addition of 2-factor authentication and SMS opt-in • Revise for changes in settings menu	Author: Christi Haynes Date: 05/21/26
2.0	• Revise for NCG01+E&SC Combined • Updates to screen illustrations due to AccessDEQ updates	Author: Christi Haynes Date: 08/28/26

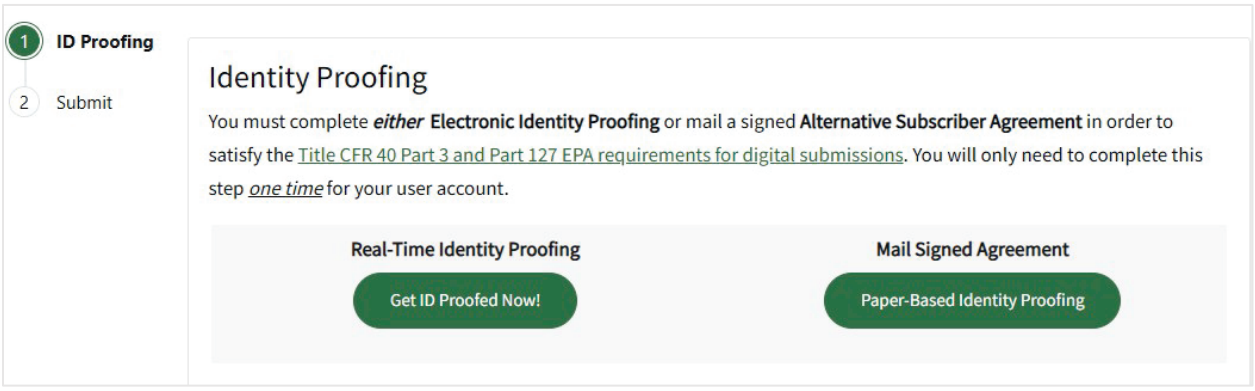
Appendix B – Helpful Information

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: https://www.deq.nc.gov/accessdeq/permit-directory.

Appendix C – Identity Proofing



Real-Time Identity Proofing - GET ID Proofed Now!

The purpose of identity proofing is to verify that the person interacting electronically with NCDEQ is who they claim to be. Identity proofing is completed via an integration with the EPA and their third-party partner, LexisNexis.

Certain permit types are required by the EPA to be CROMERR (Cross-Media Electronic Reporting Rule) compliant. Part of this compliance is requiring that applications are submitted by identity proofed users. Other permit types may also require identity proofing for the submitting user.

LexisNexis uses information in publicly available databases to verify the information users entered on the identity proofing screen. This includes the user's first and last name, phone number, address, and the last 4 digits of their Social Security Number.

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 Identity Proofing** 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 contact us link for assistance.