

# ACCESS DEQ APPLICATION PORTAL USER GUIDE

**Erosion & Sediment Control Certificate of Approval Financial Responsibility Ownership Form** 

Department of Environmental Quality (DEQ)
Division of Energy, Mineral and Land Resources (DEMLR)
Erosion and Sediment Control
Permitting Transformation Project (PTP)

Sonia Khanijo, Business Analyst Richard Funk, Power Platform Developer



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#### **Document Overview**

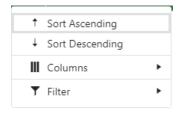
This document walks through the AccessDEQ Application Portal (intake) in the Permit Transformation Project (PTP) solution created for Erosion and Sediment Control.

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

A glossary of terms that may be used in this document is recorded in Appendix B.

#### **General Instructions for Portal Users**

- Some fields or grid entries may appear with a pencil icon 
   <sup>●</sup>. Clicking on the pencil will allow editing.
- Fields displaying a down caret <sup>▼</sup> indicate a drop-down list is available. In some cases, an "Add New" icon <sup>•</sup> Add New will display at the top of the drop-down indicating an option to create a new choice.
- Fields on the application marked with an asterisk \* are mandatory fields and cannot be left blank. These fields are also validated for the data type. Users will not be able to proceed if a mandatory field is left blank.
- Grids display the Add Existing option. Clicking on "Add Existing" 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 the "Add Existing" icon.
- Records such as locations and contact information are stored with the portal user account allowing the user access to these for certain fields using drop-down lists in other parts of an application or future applications. Upon using the portal for the first time, a user may have none of these associated records.
- All the columns in a table can be sorted and filtered using the ellipses, next to the column header, to display a specific type of record.



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#### **Portal Registration**

The home page for AccessDEQ is <a href="https://accessdeq.nc.gov">https://accessdeq.nc.gov</a>. The user's portal homepage (My AccessDEQ) is <a href="https://portal.deq.nc.gov/my-accessdeq">https://portal.deq.nc.gov/my-accessdeq</a>. Applicants can use the "Register now" link to register for a new account in the AccessDEQ portal using the following URL:

<a href="https://portal.deq.nc.gov/login">https://portal.deq.nc.gov/login</a>.

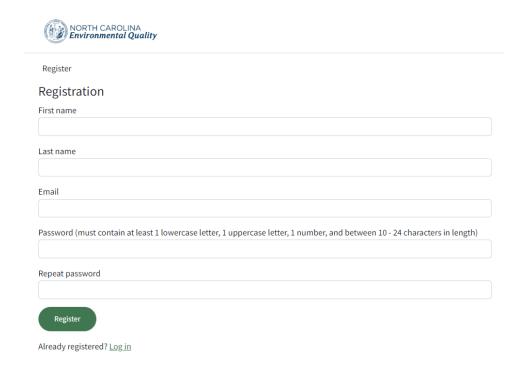


AccessDEQ Pe	mit Portal		
Email / Username			
Password			
Forgotten Password			
Login			
Not registered yet? <u>Register now</u>			

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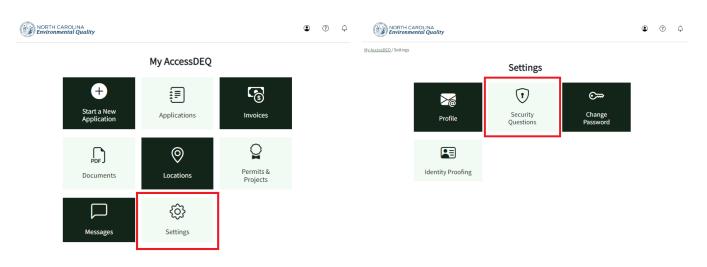


Applicants can fill out required information and click "Register".



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.

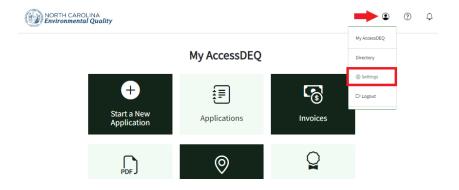
Security questions can be updated any time from My AccessDEQ by going to "Settings" then selecting "Security Questions".



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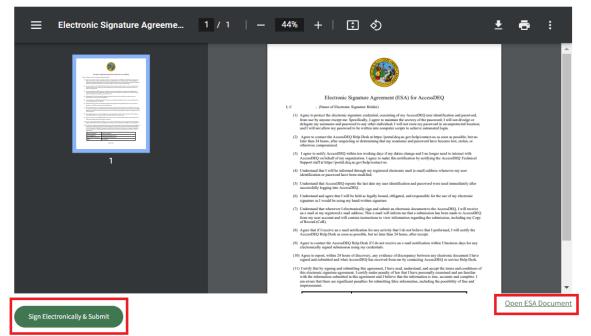
While in the My AccessDEQ portal, the settings can also be accessed from the User menu at the top right of the screen.



When logging in for the first time, the user must sign the Electronic Signature Agreement (ESA). This will only be required once. To sign the document click "Sign Electronically & Submit".

The agreement can also be opened by clicking the "Open ESA Document" link. Some browsers may not display the preview of the agreement document. If that is the case, a link to open the ESA document will be provided.

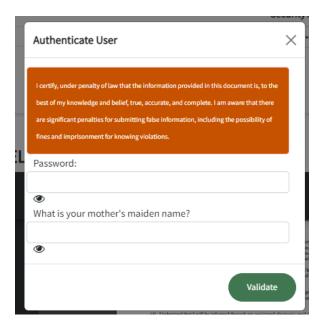
#### North Carolina AccessDEQ ELECTRONIC SIGNATURE AGREEMENT



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



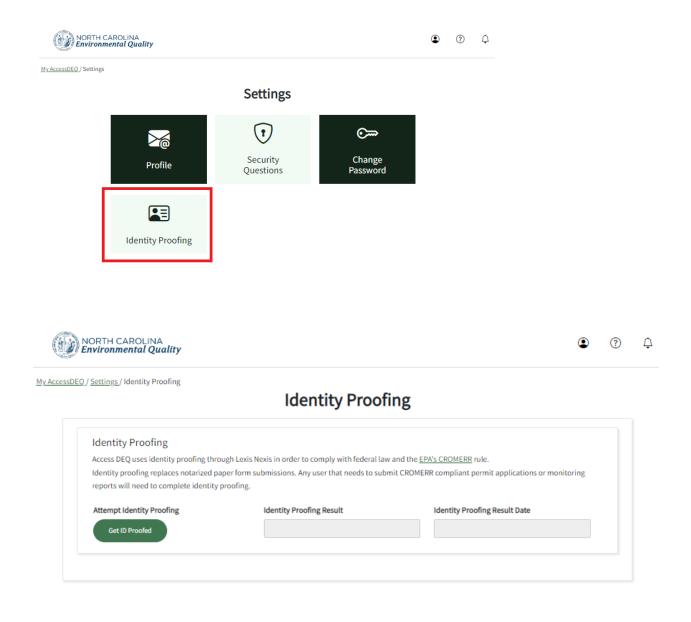
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#### **Identity Proofing (CROMERR Compliance)**

Users who are Responsible Officials (RO) or Designated Responsible Officials (DRO) for projects requiring CROMERR compliance can complete Identity Proofing by going to My AccessDEQ Settings then selecting "Identity Proofing" and clicking the link for "Get ID Proofed". For erosion and sedimentation control applications, the Financially Responsible Person is considered the Responsible Official (RO), and their designee is considered a Designated Responsible Official (DRO).

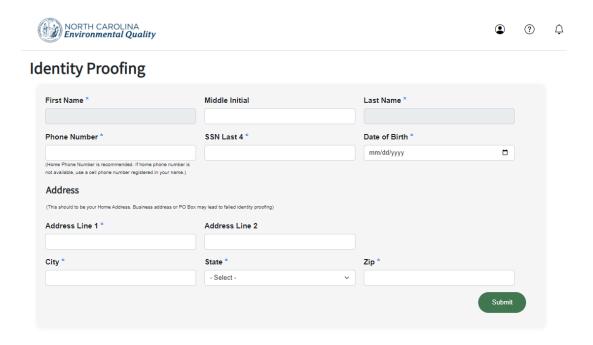
**Note**: Identity Proofing only needs to be completed once.



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The applicant can fill out the form and submit it to perform Identity Proofing.

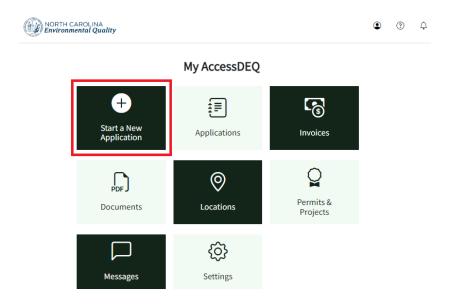


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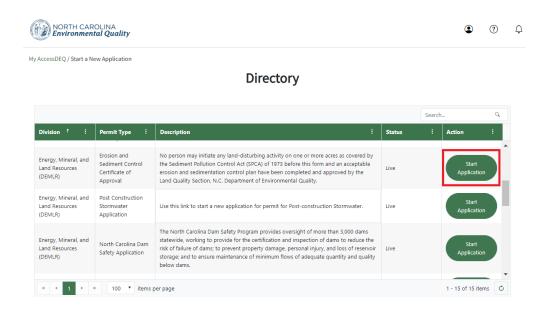


#### Starting a New Application

After registering for the portal an applicant may create a new application from the application Directory by selecting "Start a New Application" on My AccessDEQ.



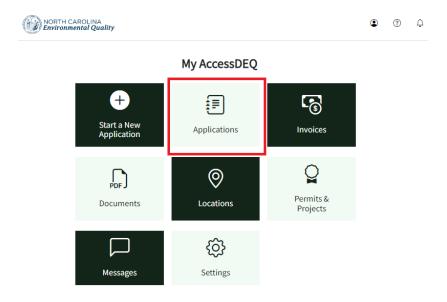
Clicking "Start a New Application" will open the application Directory from which a new application for an Erosion and Sediment Control Certificate of Approval may be started by clicking "Start Application".



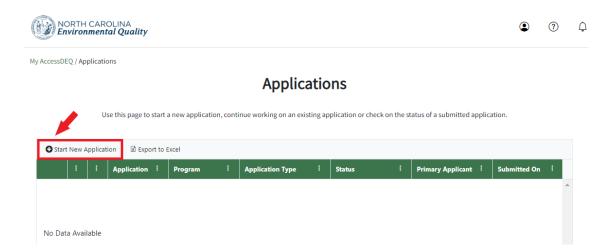
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The Directory may also be accessed from the Applications section of My AccessDEQ.



Clicking on "Start New Application" will open the application Directory.



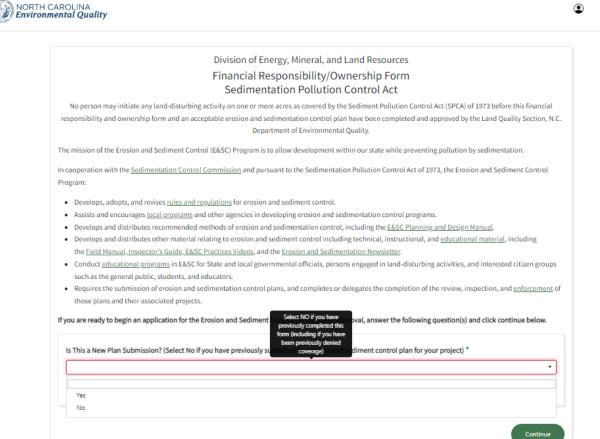
When an Erosion and Sediment Control Certificate of Approval Application is selected from the Directory, a new Financial Responsibility/Ownership (FRO) form for the Sedimentation Pollution Control Act (SPCA) opens.

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#### **Application Introduction**

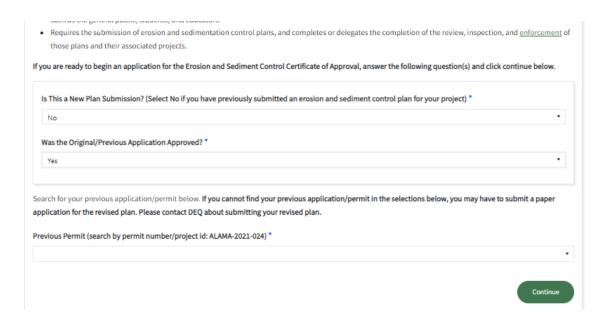
The first page of the FRO form gives the Applicant an option to select between a new or a revised plan for submission.



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For revised submissions, selecting "Yes" for a previously approved application will allow the user to select a previously issued permit from a list. Selecting "No" will allow the user to select from a list of previously submitted or drafted permit application(s) to be updated and/or submitted.



Selecting a new submission will take the user to the first page of a new FRO form. Above the form header is an application tracker to indicate in what stage of the application the user is working.



While completing the application, a user can step back to previously completed application screens by clicking the "Back" button and step forward again by clicking "Save & Continue". Information previously submitted will not be lost. A user can also step forward or back one step by clicking on the corresponding tracker circle.

Required fields are indicated by an asterisk \*. Users will not be able to advance screens without completing required fields.

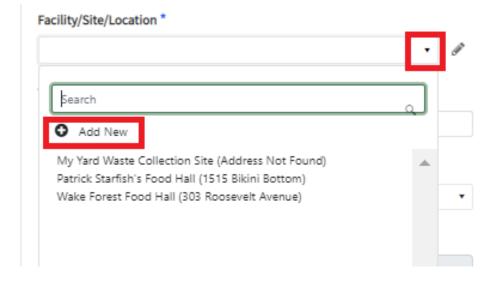
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Certain fields, such as "Stream Classification", may allow multi-selection from a list of options.



Fields with a down caret display a list of options from which to choose. For certain fields there may also be an option to add a new entry.

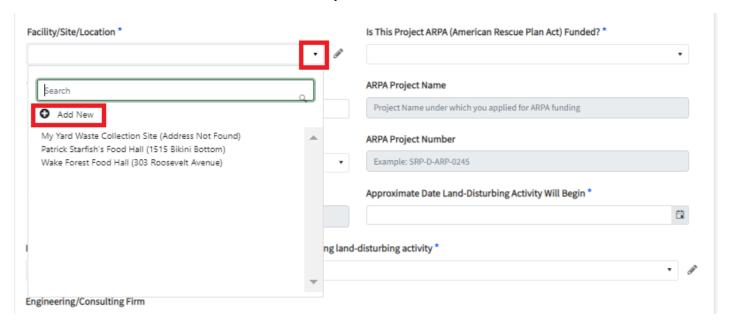


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#### **Application Step 1: Location**

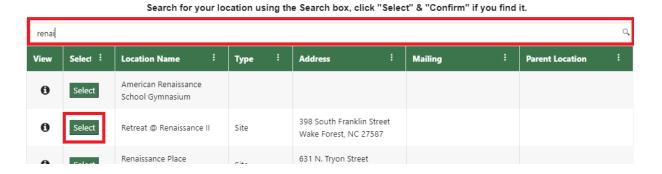
The first field to complete is "Facility/Site/Location" (referred to subsequently as Location). A list of Locations a user already has access to will appear on the drop-down list. If the application is for a location the user does not have access to, they can add a new location.



Clicking "Add New" brings up the Location grid. From here users can search for a location already existing in the system or indicate they need to create a new location.

**Note:** Selecting from an existing location with the system can save the user time in preparing their application as well as future applications with the NCDEQ.

To select an existing location, click "Select" then click "Confirm".

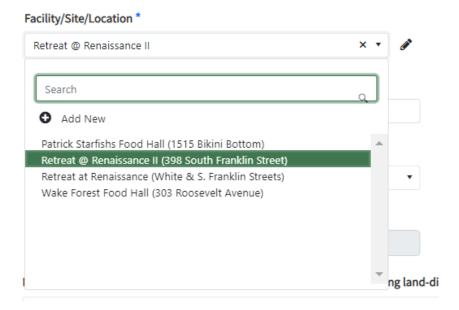


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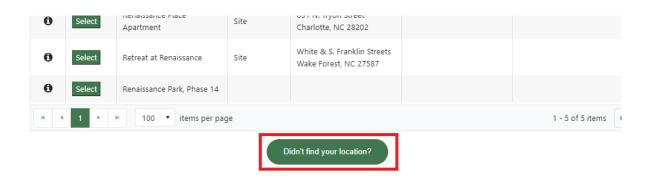


Search for your location using the Search box, click "Select" & "Confirm" if you find it. Q, renai Mailing Parent Location Select : Address View **Location Name** Туре American Renaissance 0 Select School Gymnasium 398 South Franklin Street Confirm Retreat @ Renaissance II Wake Forest NC 27587 Renaissance Place 631 N. Tryon Street

The location will then be added to the user's Location dropdown list in the application.



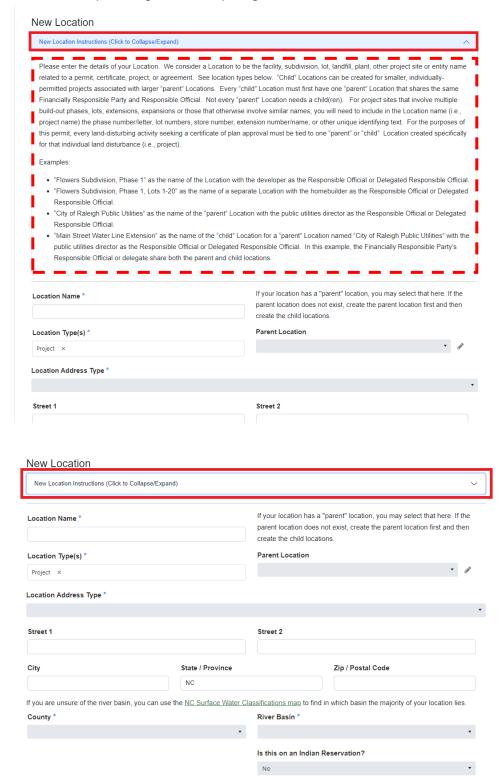
If the user's location cannot be found, the user will need to take additional steps to provide details regarding their project site. To create a new location, click "Didn't find your location?"



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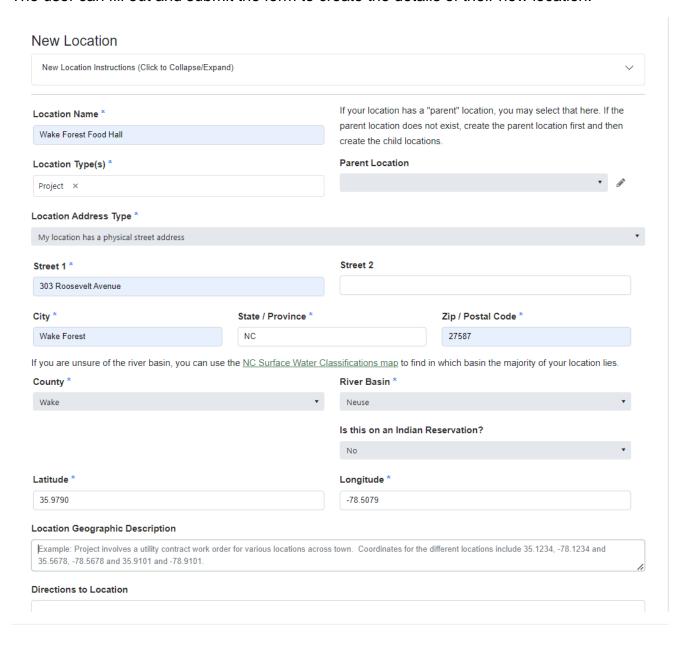
The New Location screen displays. Click on the New Location Instructions heading to toggle between expanding and collapsing the instructional text.



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The user can fill out and submit the form to create the details of their new location.



#### **About Child Locations:**

A "Location" is the facility, subdivision, lot, landfill, plant, other project site or entity name related to a permit, certificate, or other agreement with the NCDEQ. For many users, only one Location is needed. "Child" Locations can be created for smaller, individually-permitted projects within larger "parent" Locations. Every "child" Location must first have one "parent" Location that shares the same Financially Responsible Party and Responsible Official. "Parent" Locations can be created based on the extent of responsibilities for "child" projects or Locations within the organization. For project sites

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that involve multiple build-out phases, lots, extensions, expansions or those that otherwise involve similar names, you will need to include in the Location name (i.e., project name) the phase number/letter, lot numbers, store number, extension number/name, or other unique identifying text. For the purposes of an erosion and sedimentation control permit, every land-disturbing activity seeking a certificate of plan approval must be tied to one "parent" or "child" Location created specifically for that individual land disturbance (i.e., project).

#### Examples of Parent and Child Locations:

- "Flowers Subdivision, Phase 1" as the name of the Location with the developer as the Responsible Official.
- "Flowers Subdivision, Phase 1, Lots 1-20" as the name of a separate Location with the homebuilder as the Responsible Official.
- "City of Raleigh Public Utilities" as the name of the "parent" Location with the public utilities director as the Responsible Official.
- "Main Street Water Line Extension" as the name of the "child" Location for a "parent" Location named "City of Raleigh Public Utilities" with the public utilities director as the Responsible Official. In this example, the Financially Responsible Party's Responsible Official or delegate share both the parent and child locations.

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After clicking Submit a message confirming access to the added location will be displayed. The user can click the "x" at the upper right to return to the application and select the newly added location.

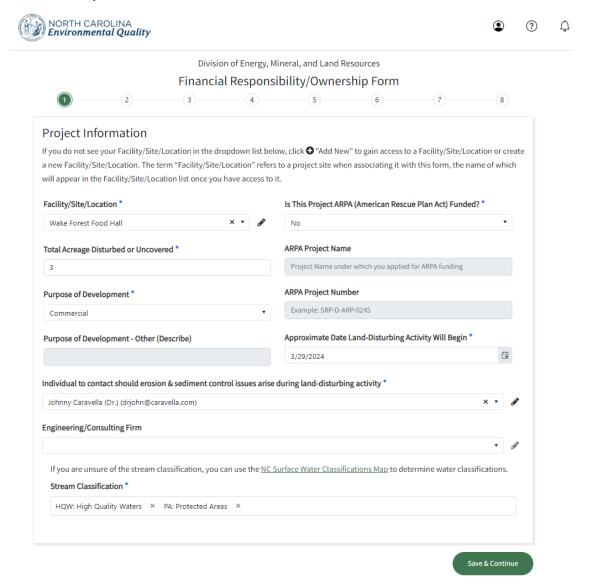
Access has been granted to use the location record for your permit applications. You will now see the location in the dropdown selection. Just choose the new location to proceed with your application.

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#### Application Steps 1 - 5

The user completes the fields on step 1 of the FRO form and clicks "Save & Continue" to proceed to the next step.

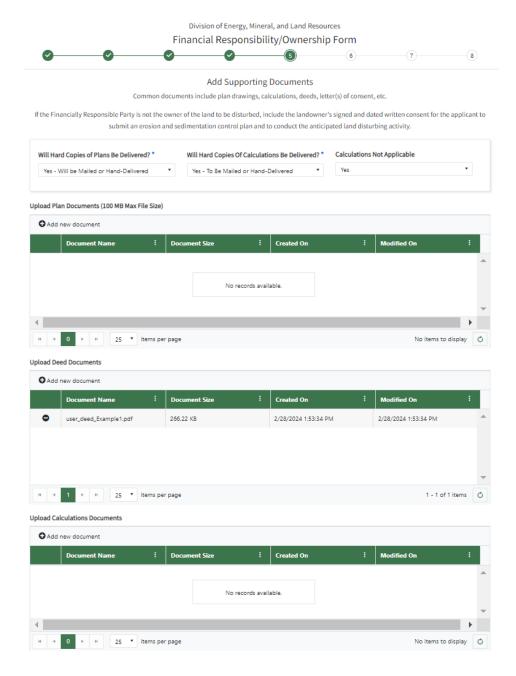


Steps 2 – 4 request the applicant to provide the names of Financially Responsible Parties, landowners, and agents registered with the Office of the Secretary of State to conduct business within the state of North Carolina.

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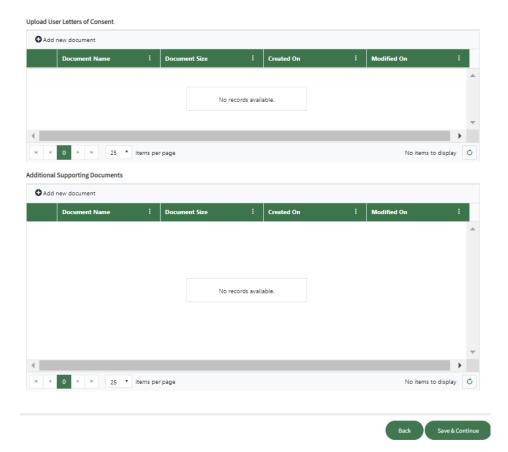


Step 5 guides the applicant through the uploading of their project deliverables. Users can upload supporting documents, which are displayed in a grid. Uploaded documents can also be removed from the unsubmitted application if required.



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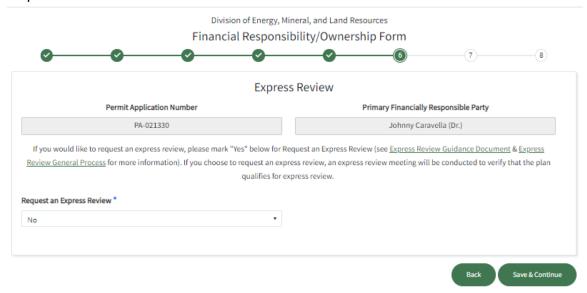


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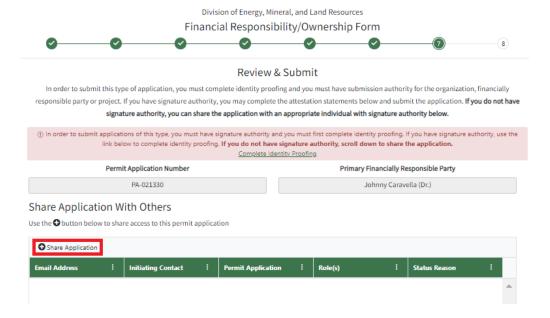
#### **Application Step 6: Express Review Request**

Step 6 of the application is where users can select an "Express Review Request". This page also contains some general information about the Express Review process and the documentation requirements for the selection.



#### Application Step 7: Review, Share, Submit

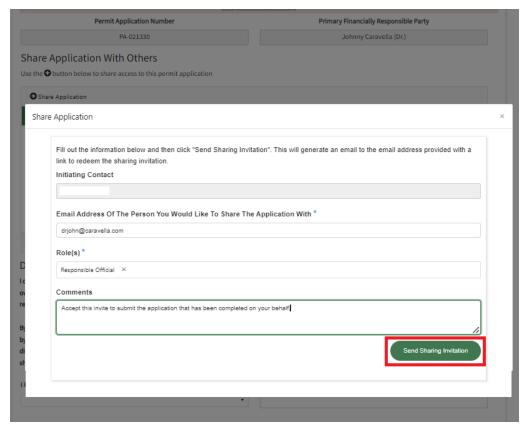
In Step 7 users can review the application. Users can also share the completed application with another party by clicking "Share Application".



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After "Share Application" is clicked, the Share Application form will display.



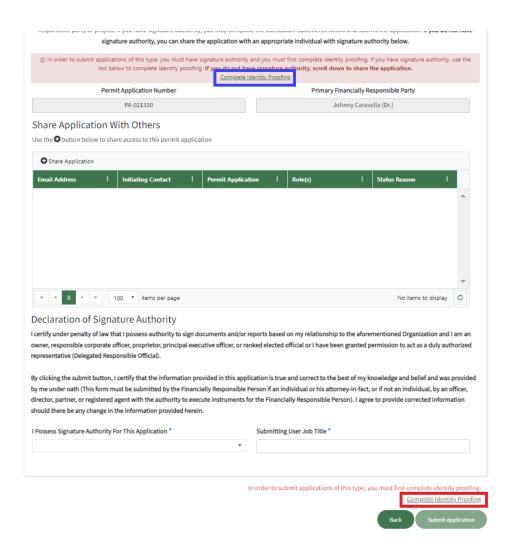
Only a user who has signature authority for the financially responsible party can submit the application. A user who does not have signature authority can share the completed application with the appropriate party/parties and should select the role "Responsible Official" or "Designated Responsible Official" on the Share Application form to share the application with a party who has authority to submit it. For erosion and sedimentation control applications, the Financially Responsible Person is considered the Responsible Official (RO), and their designee, if applicable, is considered a Designated Responsible Official (DRO).

Note: The sharing user should use the email address that is/will be associated with the sharing recipient's AccessDEQ portal account. If the email address of the recipient is not associated with an AccessDEQ portal account, the sharing message will include registration instructions for the recipient. For more information on receiving share invitations, see the <a href="Accepting Shared Applications">Accepting Shared Applications</a> section in this document.

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A user who has signature authority must complete identity proofing to submit the application. If this has not already been done, a user may click one of the links on step 7 of the application.



Once the user submits the application the PDF version of the application is provided. It may be printed or downloaded.

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#### **Accepting Shared Applications**

An applicant may grant access to an application to someone else by using the Share Application feature (see sections <u>Application Step 7: Review, Share, Submit</u> and <u>Applications Grid</u> in this document for more information about sharing an application). When an applicant shares an application, the recipient will receive a message from the email address **DoNotReply-DEQPermits@deq.nc.gov** which will include a link to redeem the share 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 will first need to sign up (refer to the <u>Portal Registration</u> section of this document for more information about registering for a portal account).

It is important that the email address the applicant used for their sharing request matches the email address that is/will be associated with the share recipient's portal account. In the event an applicant sends a sharing request to an email address the recipient does not, or will not, associate with an AccessDEQ portal account, the sharer should re-send the invitation using the correct email address for the recipient.

This is the 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: Register with AccessDEQ

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

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This is the message sent to a share recipient whose email address matches a current AccessDEQ portal account:

Request to contribute on AccessDEQ

AccessDEQ user Julie Coco (julie.coco@deq.nc.gov) has invited you to gain access to a permit application for Archdale Renovation Project.

Environmental Interest/Organization: Archdale Renovation Project

Permit Application Number: PA-019647

It looks like you already have an account with AccessDEQ so all you need to do is use the link below to redeem your invitation to join Archdale Renovation Project.

Click Here to redeem your invitation to join Archdale Renovation Project.

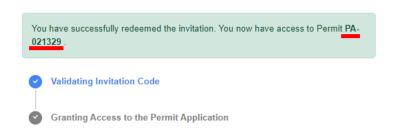
AccessDEQ Home Page

Thank You,

North Carolina Department of Environmental Quality

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 My AccessDEQ. The recipient may now view, edit, or share details of the application. (See the Applications Grid section in this document for more information on working with applications.)

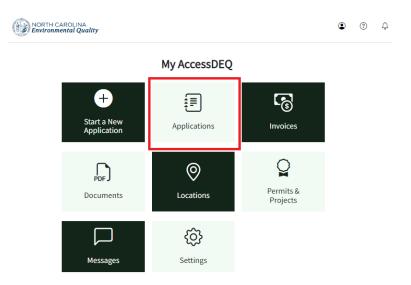


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#### **Applications Grid**

An applicant can view existing applications under "Applications" in My AccessDEQ

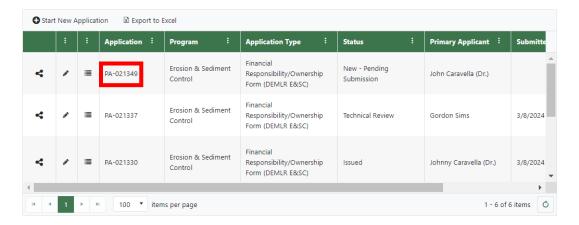


The application grid shows the applications to which the user has access. This could be applications previously created by the applicant or shared with the applicant. Highlighted below is the application that was shared earlier.

My AccessDEQ / Applications

#### **Applications**

 $Use this page \ to \ start \ a \ new \ application, continue \ working \ on \ an \ existing \ application \ or \ check \ on \ the \ status \ of \ a \ submitted \ application.$ 



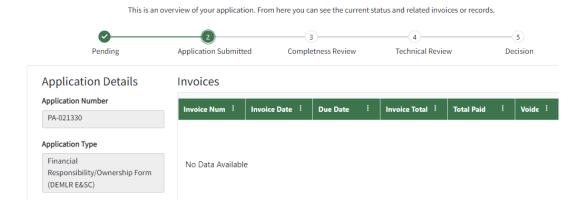
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Applications may be shared using the share icon . See the <u>Application Step 7: Review, Share, Submit</u> and <u>Accepting Shared Applications</u> sections in this guide for more information about application sharing.

Clicking on the details icon will display the View Application Details screen which includes status and invoice information and a progress tracker for the application.

#### **View Application Details**

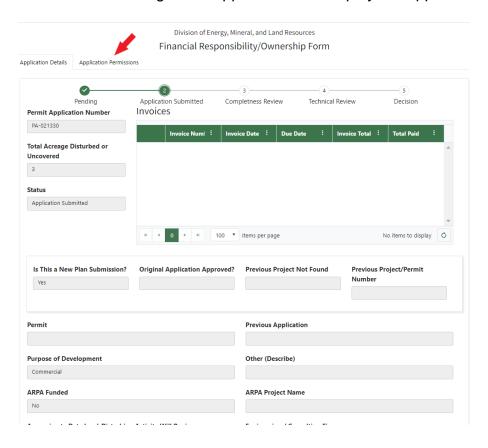


Applications that have not been submitted may be edited by clicking the edit icon .

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Applications which have been submitted may not be changed, but clicking the edit icon will display the application contents on the "Application Details" tab. Clicking on the "Application Permissions" tab will allow sharing of the application and display the application's sharing history.



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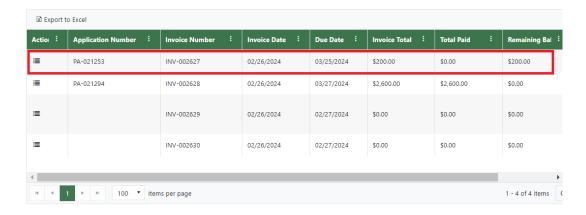
#### **Invoices & Payments**

An invoice is generated after a successful completeness review of an application. All invoices can be viewed from the "Invoices" section of My AccessDEQ.

My AccessDEQ / Invoices

#### **Invoices**

Use this page to pay invoices related to applications and permits.

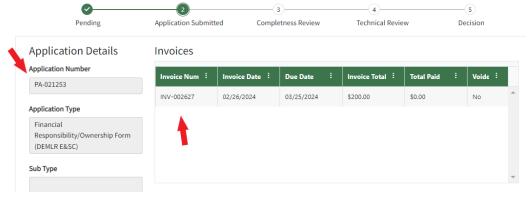


Invoice information for an individual application is also available on the application details.

My AccessDEQ / Applications / View Application Details

#### **View Application Details**

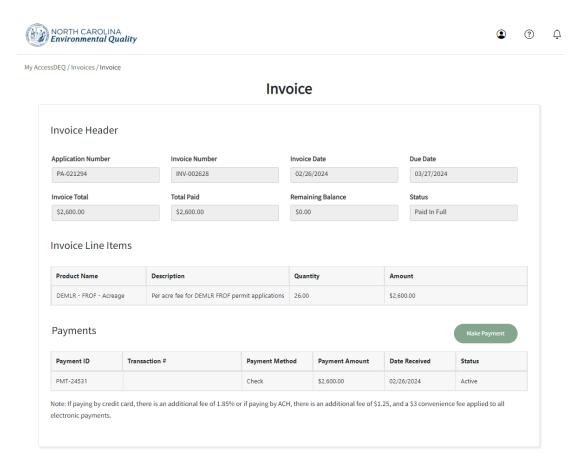
This is an overview of your application. From here you can see the current status and related invoices or records.  $\frac{1}{2} \int_{-\infty}^{\infty} \frac{1}{2} \int$ 



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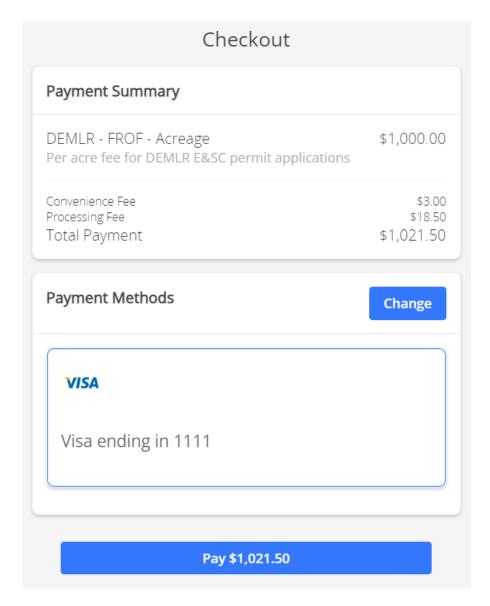


Clicking on the details icon from the Invoices grid allows the user to view details of an invoice. The "Make Payment" button is enabled for invoices with an outstanding balance. Clicking it takes the applicant to the Paylt web application, where they can submit a payment.



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The applicant can select or update a payment method to connect a credit card, debit card or checking account (ACH) to use for payment.

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## **Payment Receipt**

Print

PA-001139 INV-001036 09/29/2023  Product Name Description Quantity Amount  DEMLR - FROF - Per acre fee for DEMLR E&SC permit applications 10.00 \$1,000.00	Dice Line Items  duct Name Description Quantity Amount  MLR - FROF - Per acre fee for DEMLR E&SC permit 10.00 \$1,000.00
DEMLR - FROF - Per acre fee for DEMLR E&SC permit 10.00 \$1,000.00	duct Name Description Quantity Amount  MLR - FROF - Per acre fee for DEMLR E&SC permit 10.00 \$1,000.00
Payment ID Transaction # Payment Payment Date Received Sta	ment ID Transaction # Payment Payment Date Received State

Successful processing of a payment in Paylt will send the applicant back to the portal and a receipt will be generated. Applicants can print a copy of the receipt by clicking on the 'Print' button at the top right corner of the page.

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### **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	The initial document instance for this initiative was created leveraging the standard Specifications Team template.	
1.1	Reorganization for User Guide	Author: Sonia Khanijo Date: 06/23/2023
2.0	Updated the User Guide	Author: Sonia Khanijo Date: 08/28/2023
3.0	<ul> <li>Update for new releases of AccessDEQ and E&amp;SC FROF</li> <li>My AccessDEQ redesign.</li> <li>Location access and ID proofing changes to allow application information to be entered independently of completion of ID proofing by financial responsible party.</li> <li>Add application sharing functionality.</li> <li>Add ESA.</li> </ul>	Author: Christi Haynes Date: 03/11/2024

#### **Appendix B – Glossary**

Refer to: PTP Glossary.docx

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