



ACCESSDEQ USER GUIDE

MY DOCUMENTS / ADD A DOCUMENT

Department of Environmental Quality (DEQ)
My Documents
Permitting Transformation Program (PTP)

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Document Overview

This document walks through the AccessDEQ Application Portal in the Permitting Transformation Program (PTP) solution created for using the Documents feature to upload documents to DEQ.

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.



At this time uploading files directly from My Documents can only be done for the specific cases outlined in this guide and cannot be used for uploading documents related to an application, permit, or project.

Users can consult the [user guide](#) for the application or program for more information about how to upload documents related to a permit, application, or project.

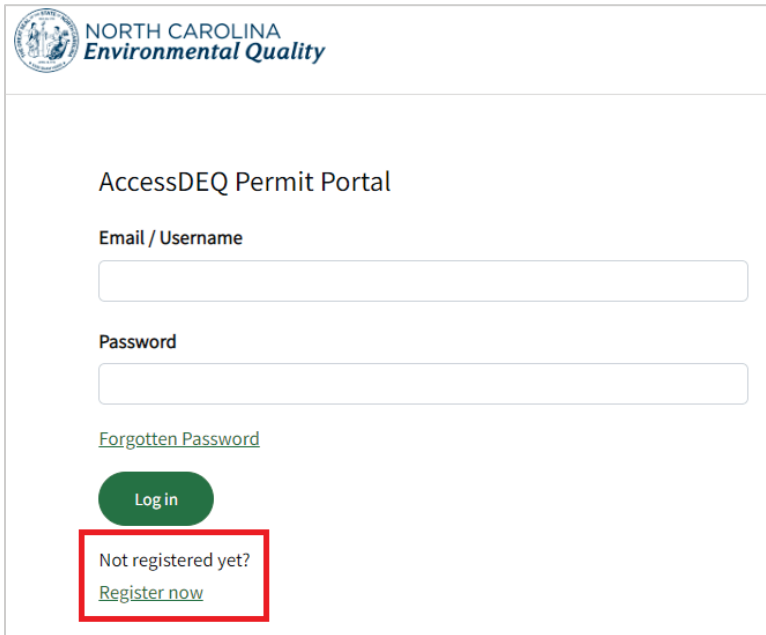
General Instructions for Portal Users

- 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**  or the **edit button** 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 **+Add** option on grids can be used to create a new record
- Location and contact information records may be stored with the portal user account allowing the user to select from their own list for certain fields within an application. At the beginning of a new PCSW application, 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.

A screenshot of a text input field. The field is rectangular with a light gray border. Inside the field, the text "5000 characters max" is displayed in a small, light gray font. At the bottom right corner of the text field, there is a small square button with a diagonal line icon, which is highlighted by a red rectangular box.

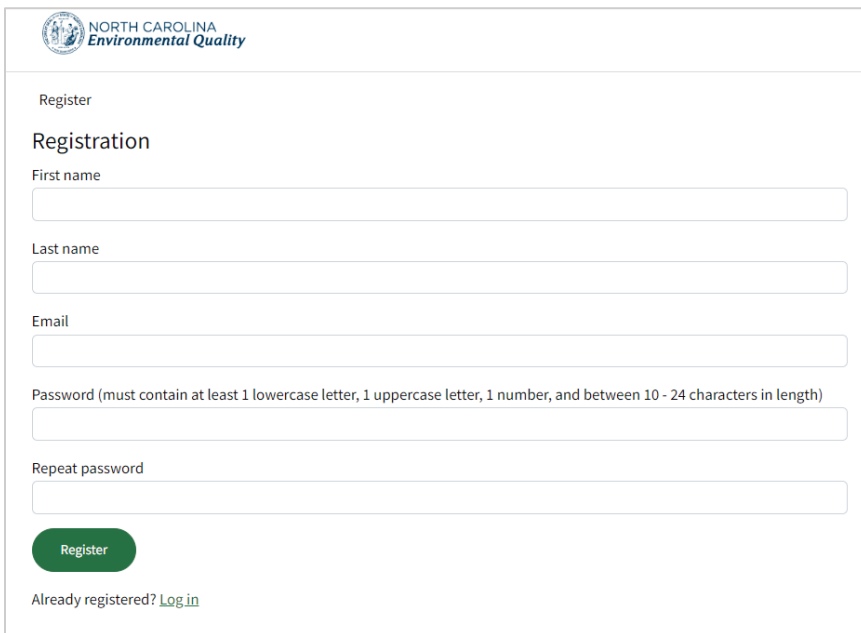
AccessDEQ Home & Registration

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>.



The screenshot shows the 'AccessDEQ Permit Portal' login interface. It features the North Carolina Department of Environmental Quality logo at the top left. Below the logo, the title 'AccessDEQ Permit Portal' is centered. There are two input fields: 'Email / Username' and 'Password'. A green 'Log in' button is positioned below the password field. To the left of the 'Log in' button, there is a red rectangular box containing the text 'Not registered yet?' and a green 'Register now' link.

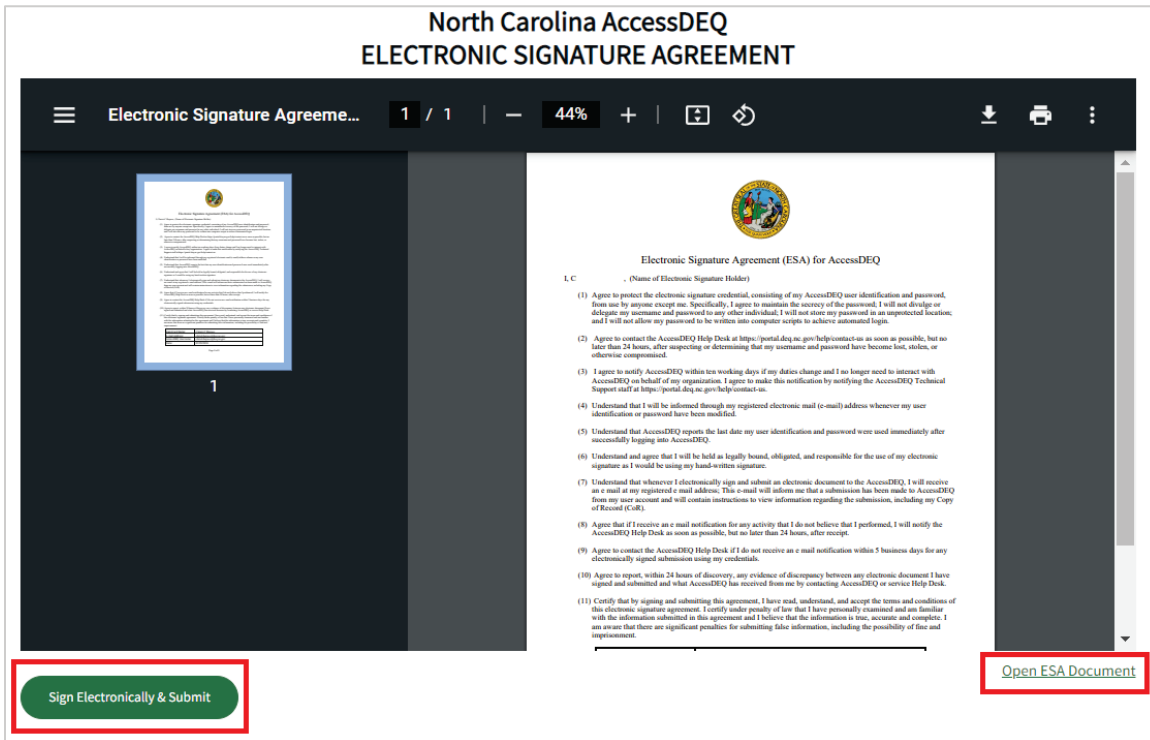
Applicants can fill out the required information and click **Register**.



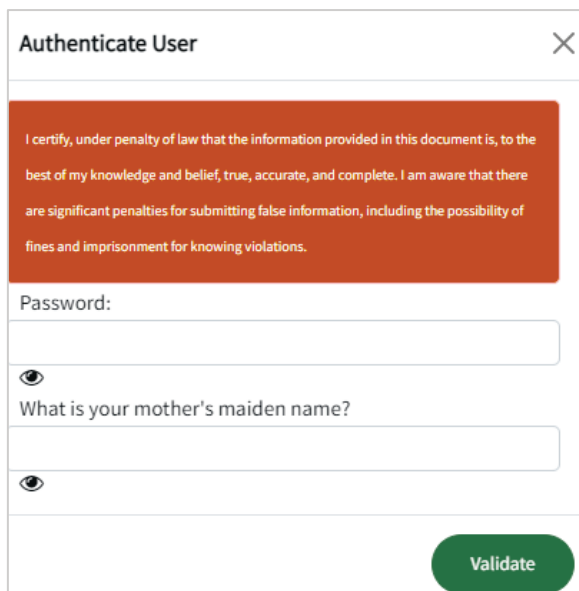
The screenshot shows the 'Register' form in the AccessDEQ Permit Portal. It features the North Carolina Department of Environmental Quality logo at the top left. Below the logo, the title 'Register' is centered. The form is titled 'Registration' and contains several input fields: 'First name', 'Last name', 'Email', 'Password (must contain at least 1 lowercase letter, 1 uppercase letter, 1 number, and between 10 - 24 characters in length)', and 'Repeat password'. A green 'Register' button is located at the bottom left of the form. Below the button, there is a link that says 'Already registered? Log in'.

A confirmation email from the address **DoNotReply-DEQPermits@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**.



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

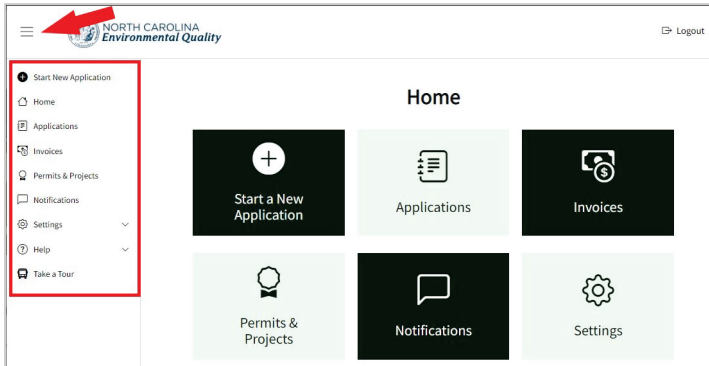


Next, the user will enter their password and answer a security question to complete signing.

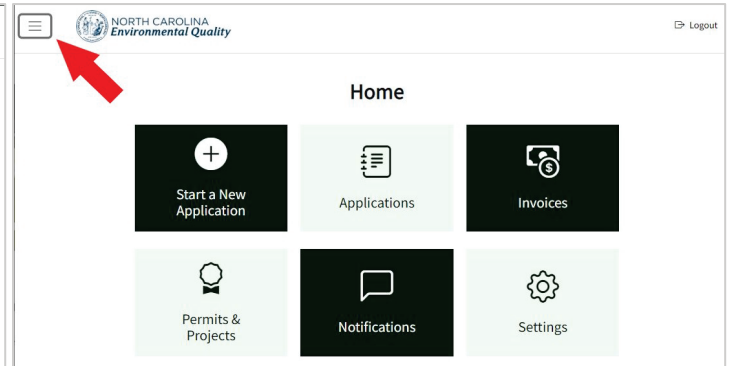
Once that is complete, the user will be directed to their account Profile to enter a phone number.

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.

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.

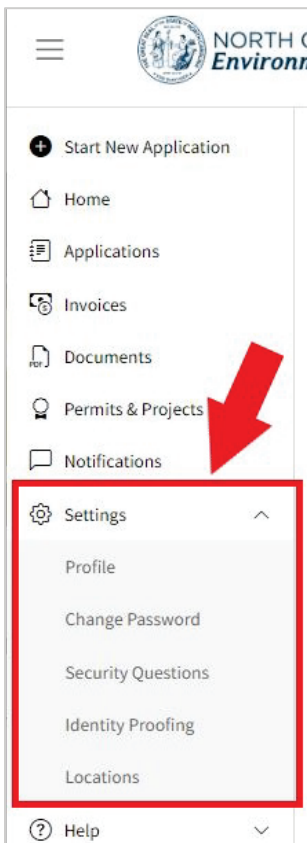


Left-hand Navigation Menu Expanded

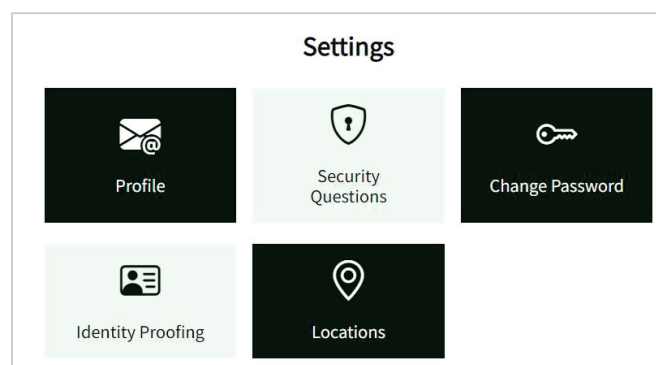
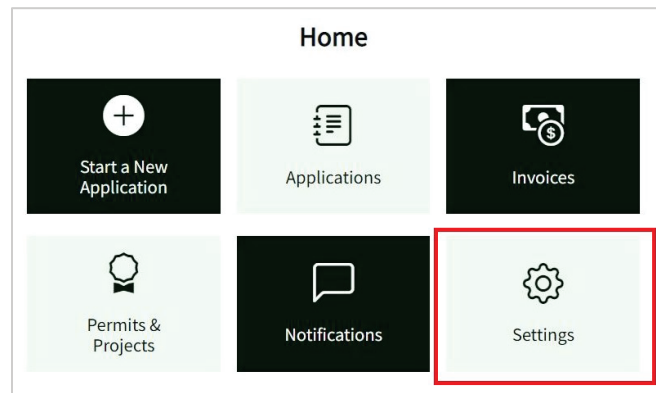


Left-hand Navigation Menu Collapsed

From the Settings menu, users may perform operations such as updating their security questions. 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.

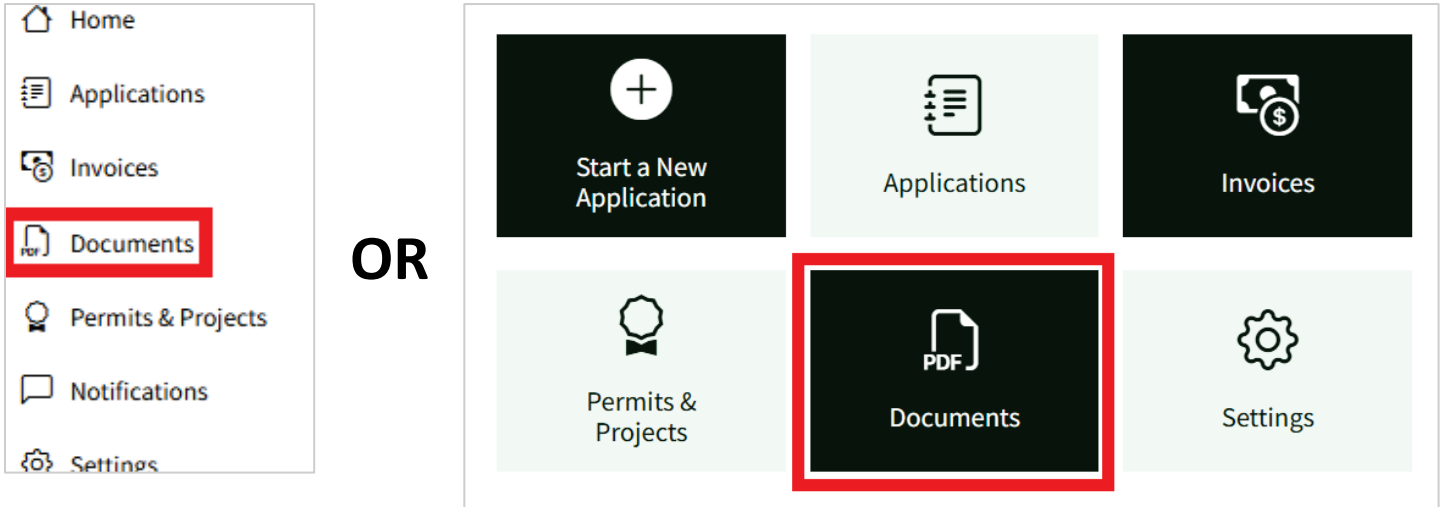


OR



Documents Grid

The **Documents** grid lists all the user's uploads using Documents as well as files they have uploaded as part of an application or permit or project. It is accessed either from the option in the left-hand navigation, or the tile.



Documents

Use this page to upload documents or view document history.

Status: All ▼ Program: All ▼

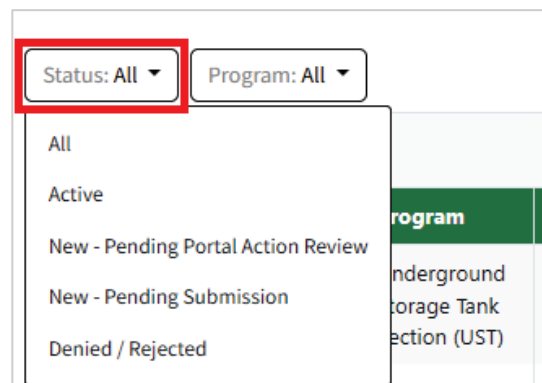
+ Add New Document

File Name	Location / Permit ...	Program	Description	Created On ↓	Status	
MonitoringReport...	Tycho Station	Underground Storage Tank Section (UST)	Include Facility ID, Incident #, Permit #, and any other information important for this document upload.	11/12/2025 1:37 PM	New - Pending Portal Action Review	Actions ▼ View Document View Document Details ↗ Download Document
application_mine p...	NCC256027	NC DEQ		10/29/2025 10:39 AM	Active	

Clicking the link in the **File Name** column opens [Document Details](#) screen.

There are also direct commands in the **Actions** menu.

The **Status** and the **Program** filters on the top of the grid listing allow only certain documents to be displayed in the grid.



Users can click **+ Add New Document** to open the Add Document screen and upload a file.

Status: All

Program: All

+ Add New Document

File Name	Location / Permi...	Program	Description	Created On	Status
Receipts.pdf	PA-162097	DEMLR - Mining	Adjoining	11/7/2025 10:47 AM	Active



At this time **+ Add New Document** can only be used for the specific cases in this guide and cannot be used for uploading documents related to an application, permit, or project.

Users can consult the [user guide](#) for the application or program for more information about how to upload documents related to a permit, application, or project.

Documents submitted using **+ Add New Document** appear in the documents grid. If the user has submitted documents in relation to permit applications or permits/projects, those documents will also appear.

File Name	Location / Per...	Program	Description	Created On	Status	
InspectionRpt...	Tycho Station	Underground Storage Tank Section (UST)	facility ID 00-0-00000009999	11/14/2025 12:23 PM	New - Pending Portal Action Review	Actions
MonitoringRe...	Tycho Station	Underground Storage Tank Section (UST)	revised document	11/14/2025 10:12 AM	Active	Actions
MonitoringRe...	Tycho Station	Underground Storage Tank Section (UST)	asdf	11/14/2025 9:19 AM	Denied / Rejected	Actions

Submissions from the Documents Grid display one of the following in the **Status** column of the grid:

Status	Meaning
New – Pending Portal Action Review	Acceptance is pending departmental review
Active	Document submittal has been accepted
Denied/Rejected	Document submittal has been rejected.

Note: The acceptance of a document submission does not signify approval or agreement with the contents of the document. Rather, it indicates the document was received and appears to be complete.

Document Details Screen

The Document Details screen can be reached from the [Documents Grid](#). It displays information about the document.

Document Details

Location

Tycho Station

Status

New - Pending Portal Action Review

Program

Underground Storage Tank Section (UST)

File Name

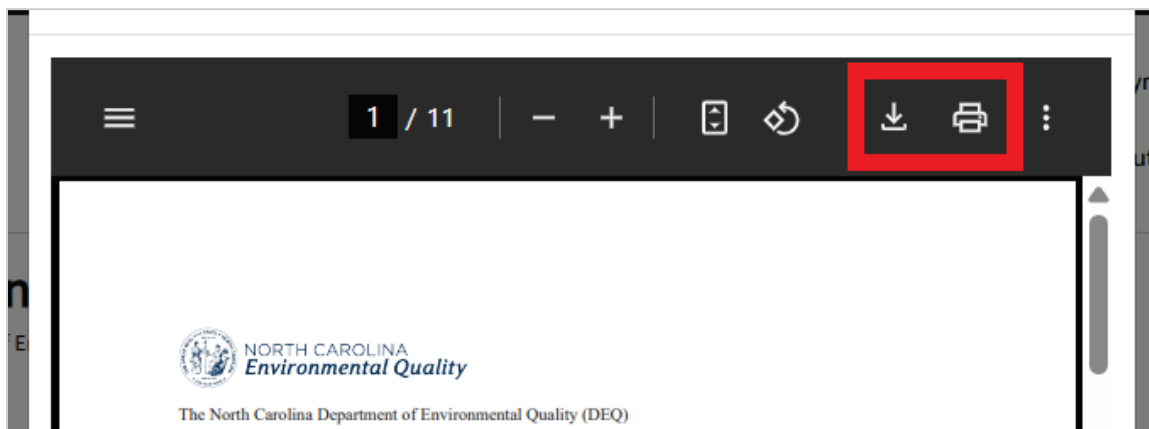
EnterFileName_20251112-1e2146a0-f6bf-f011-bbd2-001dd80416e1.pdf

Description

Include Facility ID, Incident #, Permit #, and any other information important for this document upload.

View Document

Clicking the **View Document** button opens the document viewer, which allows the user to view the document. They may also click the icons to download or print the document.



Add New Corrective Action UST Document

Starting the Add Document form

To add a new document related to UST corrective action users can click **+ Add New Document**.

+ Add New Document						
File Name	Location / Permi...	Program	Description	Created On ↓	Status	
Receipts.pdf	PA-162097	DEMLR - Mining	Adjoining Landowner Receipt	11/7/2025 10:47 AM	Active	
Receipts.pdf	PA-162097	DEMLR - Mining	Adjoining Landowner Receipt	11/7/2025 10:47 AM	Active	

On the Add Document screen the user can enter information and upload a file.

My AccessDEQ / Documents / Add Document

Add Document

This Document is Related to *

Division *

Program *

Regional Office *

File Name *

Additional Details (enter the facility ID, incident #, permit # or any other details you deem important)

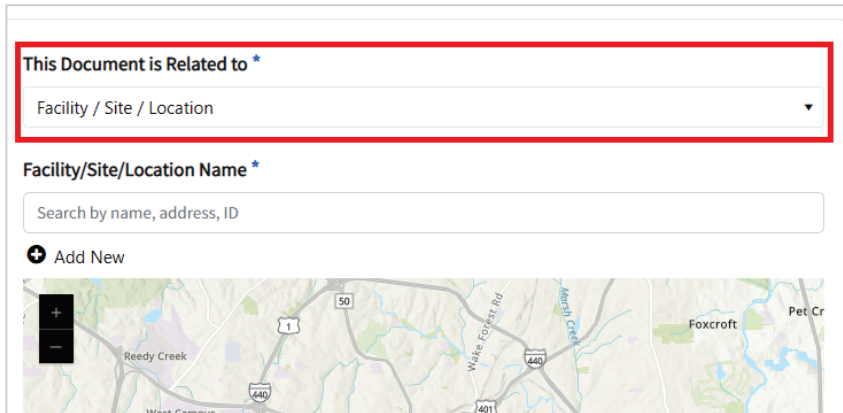
File Upload (Maximum file size is 100MB) *

Select files...

Allowed Extensions: .doc;.docx;.txt;.rtf;.pdf;.zip;.rar;.png;.jpg;.bmp;.jpeg;.xlsx

Submit

The user should select “Facility/Site/Location” for **This Document Is Related to**.



Once “Facility/Site/Location” is selected, the location map control will appear.

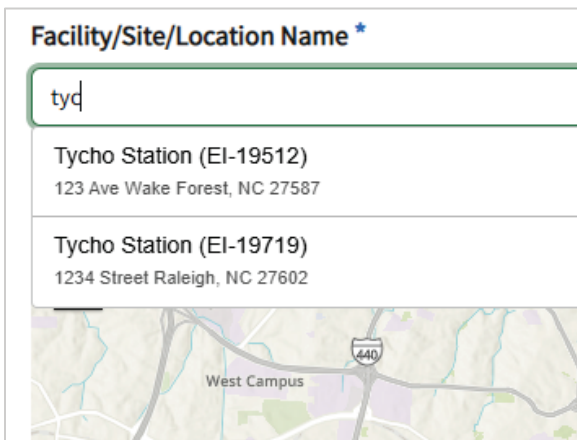
The user can either select an existing facility record within the AccessDEQ system, or they may add a new one.

Note: For UST CAB facilities, they most likely already exist in AccessDEQ.

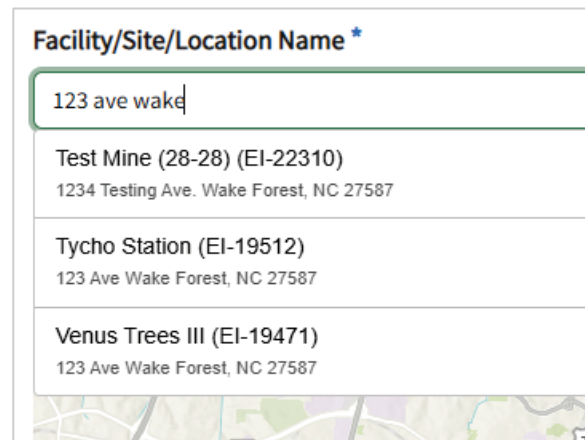
Facility Location: Select Existing

In most cases for UST corrective action facilities, users will be able to select a location already present in the AccessDEQ system. To find it, users can start to type the facility’s **name** or **address** in the search bar.

Search by Name:



Search by Address:

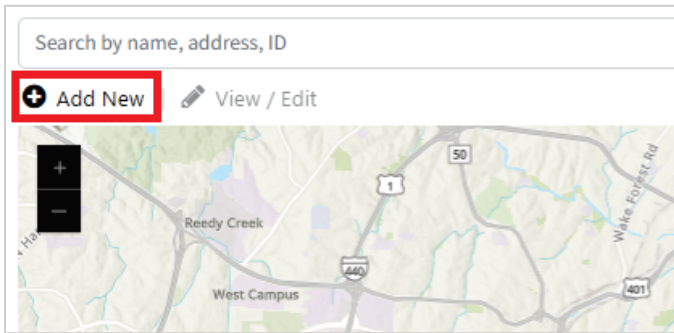


The system will only show a limited number of potential matches for a search, so if the user at first does not see the correct facility, they can continue typing to narrow down the list and select the facility for which they want to upload documents.

The next section of this document explains how to add a facility’s information to AccessDEQ in case the user could not find the correct facility in AccessDEQ. Users who do not need this information can skip to the [Completing the Form](#) section in this document.

Facility Location: Add New

If the facility's location information is not present in AccessDEQ, users can click **+ Add New** to add it.



A modal window appears allowing the user to enter information about the facility's name and location.

Name *

Type(s) *

UST Incident ✕

Indian Reservation

No ▼

Physical Address

What type of location is this? *

▼

For **Type(s)** the user should select **UST Incident**.

In the Physical Address section, the user can select the location address type:

What type of location is this? *

▼

My location has a physical street address

My location does not have a physical street address but has a single geographic point

My location spans a larger geographical area or includes multiple addresses/geographic points

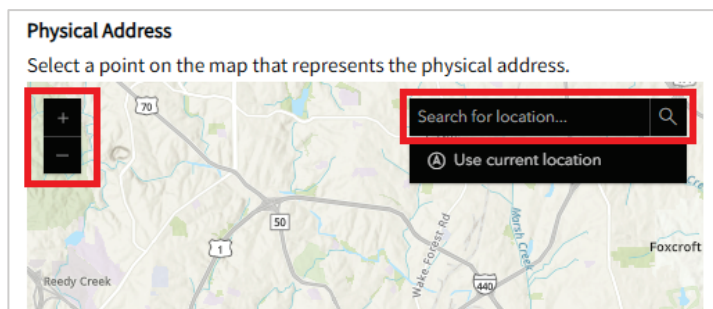
Physical Address

Select a point on the map that represents the physical address.

+ -

Search for location... 🔍

📍 Use current location

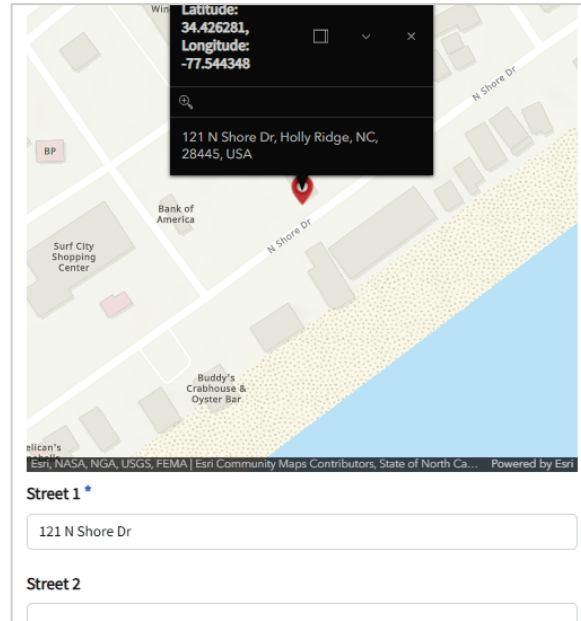


For location types with an address or a geographic point, the user can use their mouse to move around the map. The **+** and **-** signs in the top left of the map zoom in and out.

Users can also use the **search** bar to enter the address/coordinates of the site.

When the user selects a point on the map the latitude and longitude are automatically filled. If the point on the map has a street address, it will also automatically be filled in.

These values can be manually overridden by the user.



Mailing Address

Copy Physical Address

Street 1 *

Street 2

City *

State / Province *

In the Mailing Address section, the user can click the **Copy Physical Address** button to have the address field values from the physical address copied into the mailing address fields.

Clicking the **Submit** button at the bottom of the form completes the entry of the facility's name and location information.

Completing the form

The user can complete the remaining fields on the Add Document screen and click Submit.

Division *

Waste Management (DWM)

Program *

Underground Storage Tank Section (UST)

Regional Office * [View RO Map](#)

Raleigh

Incident Number

99999

File Name *

EnterFileName

Additional Details (enter the facility ID, incident #, permit # or any other details you deem important)

Include Facility ID, Incident #, Permit #, and any other information important for this document upload.

File Upload (Maximum file size is 100MB) *

Select files...

Submit

Division:

Waste Management (DWM)

Program:Underground Storage Tank
Section (UST)Select **Regional Office**Enter **Incident Number** (if
known)Enter a **File Name**Add **Additional Details**Click the **Select files...** button or
drag a file into the shaded area.Click **Submit** to send the
document to DEQ.

Before the form has been submitted, the user can remove a file attachment by clicking the **x** to the right of the uploaded file. After a file has been removed, the user can replace it.

File Upload (Maximum file size is 100MB) *

Select files...

 MonitoringReport.pdf
43.17 KB



Allowed Extensions: .doc;.docx;.txt;.rtf;.pdf;.zip;.rar;.png;.jpg;.bmp;.jpeg;.xlsx

Submitted Document

Once the Add Document form has been submitted, the user will see a confirmation screen with a link to the Documents grid, where the status of the submission is displayed.

Your Document has been Submitted Successfully

Thank you for your submission. Your submitted document number is **ACT-2836**. You will be notified when your submission has been assigned and processed.

If you wish to check the progress of your document submission, you may login to AccessDEQ any time and visit the [My Documents page](#) to see the current status.

Other operations, such as viewing the document or downloading it, can also be done from the Documents grid. The [Documents Grid](#) and [Document Details Screen](#) sections in this document has more information.

Email Notifications

Users receive automated email notifications from the email address **DoNotReply-DEQPermits@deq.nc.gov** to notify them of the document submission activity:

- When the submission is received
- When the submission is assigned for review
- When the submission is accepted or rejected

Note: The acceptance of a document submission does not signify approval or agreement with the contents of the document. Rather, it indicates the document was received and appears to be complete.

Should a document submission be rejected, the resulting email will state the reason and may contain additional comments. Following is a list of possible reasons rejection:

- Incomplete
- Missing Professional Stamp (PG, PE, PLS, etc.)
- Not Signed and/or Not Notarized



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: 11/13/2025

Appendix B – Helpful Information

Description	Web Address
North Carolina AccessDEQ homepage	https://deq.nc.gov/accessdeq
Sign in 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
Link 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
Direct link to pay invoice	https://portal.deq.nc.gov/make-payment

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 – Parent and 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 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.