State of North Carolina
Department of Environmental Quality



AccessDEQ User Guide

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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Burke Lendl, Power Platform Developer

Contents

Document Overview **3**
General Instructions for Portal Users **4**
AccessDEQ Home & Registration **5**
Identity Proofing (CROMERR Compliance) **9**
Information About Applications **11**
Starting An Application **12**
Application: (All) Introduction **14**
Application: (All) Project Information **15**
Application: (NCG01/25) Receiving Waterbodies **23**
Application: (ESC/Combined) Express Review **23**
Application: (ESC/Combined) Financially Responsible Parties **24**
Application: (ESC/Combined) Landowners **26**
Application: (ESC/Combined) Agents **28**
Application: (All) Supporting Documents **29**
Application: (NCG01/25) Application Sharing **30**
Application: (ESC) Sign Application **33**
Application: (Combined/NCG01/25) Sign Application **34**
Important Information About User Roles 34
Identity Proofing 35
Responsible Officials 36
Delegated Responsible Officials 37
Paper DOSA 39
Online DOSA 41
Approval of Online DOSA 43
Review Permit Application and Submit 45
Accepting Shared Applications/Permits **47**
Permits & Projects Grid **48**
Request Access to a Permit **51**
Applications Grid **53**
Invoices & Payments **55**
Application: (NCG01/25) Transfer Ownership of a Permit **57**
Application: (All) Notice of Termination/Project Close Out **60**
Withdrawing an Application **67**
Appendix A – Document Management **69**
Appendix B – Helpful Information **70**
Appendix C – Parent and Child Locations **71**
Appendix D – Identity Proofing **72**

Document Overview

This document walks through the AccessDEQ Application Portal in the Permitting Transformation Program (PTP) solution created for the combination of NPDES Construction Stormwater Program (NCG01/25) and Erosion and Sediment Control (E&SC) program.

This guide covers the AccessDEQ portal applications concerning:

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

A revision history for this document is recorded in **Appendix A**.

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

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

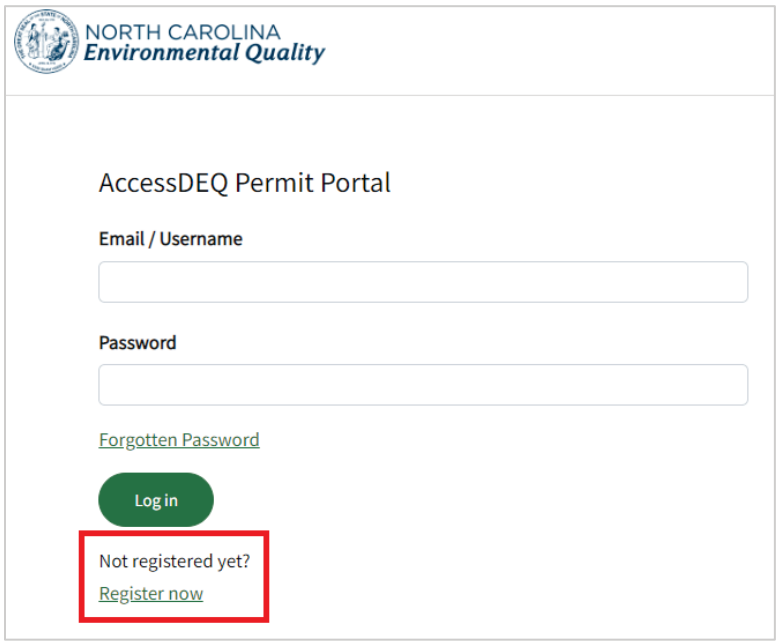
General Instructions for Portal Users

- 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.

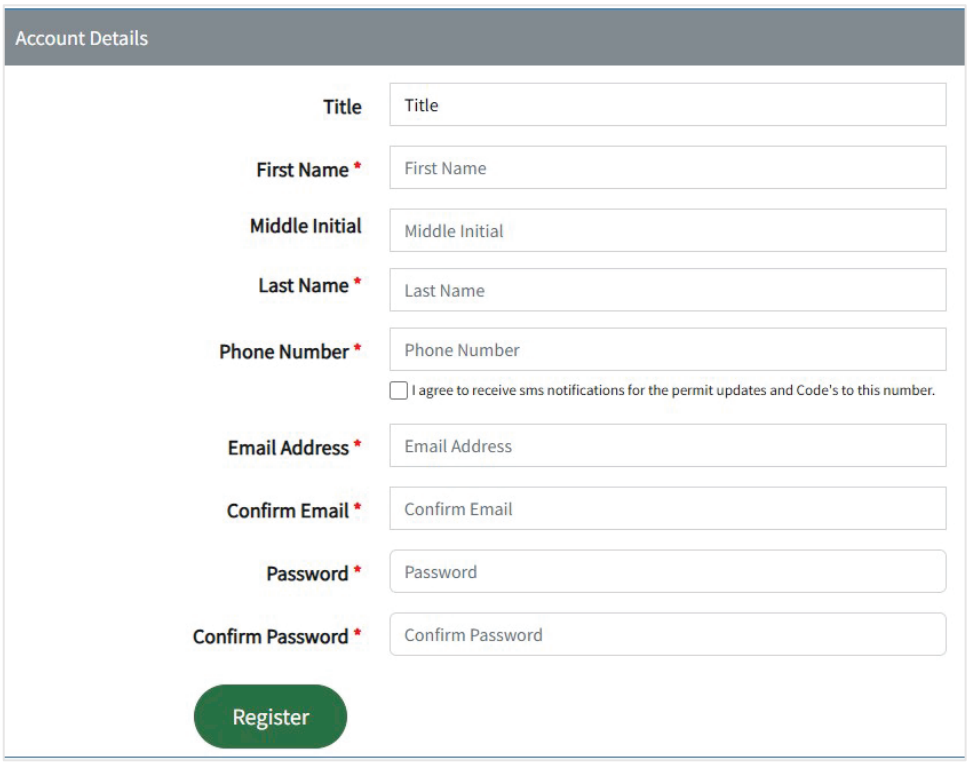


AccessDEQ Home & Registration

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.

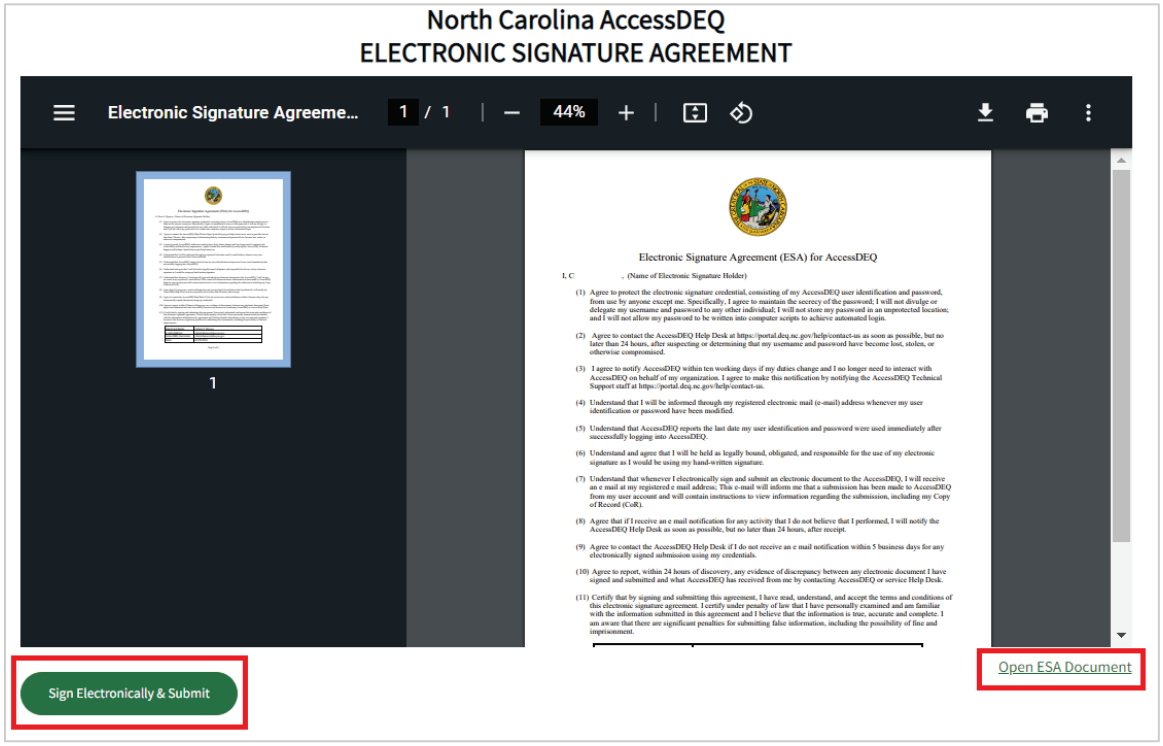


Users can fill out the form and click **Register** to create an account.

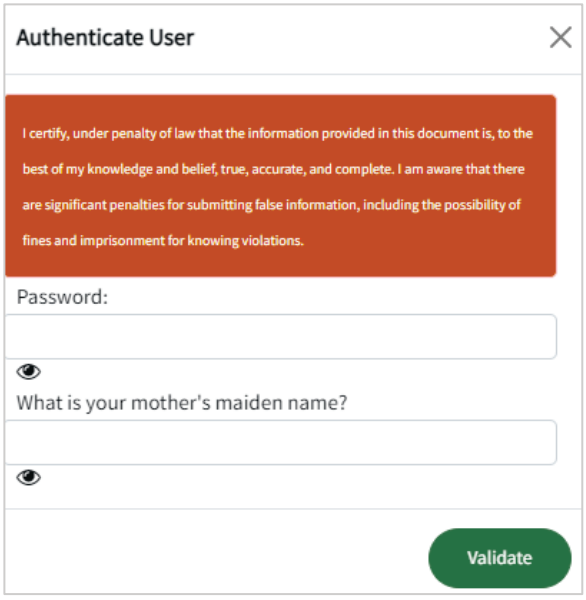


Users who will need to complete **identity proofing** should use their legal first and last name when registering for an account.

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**.



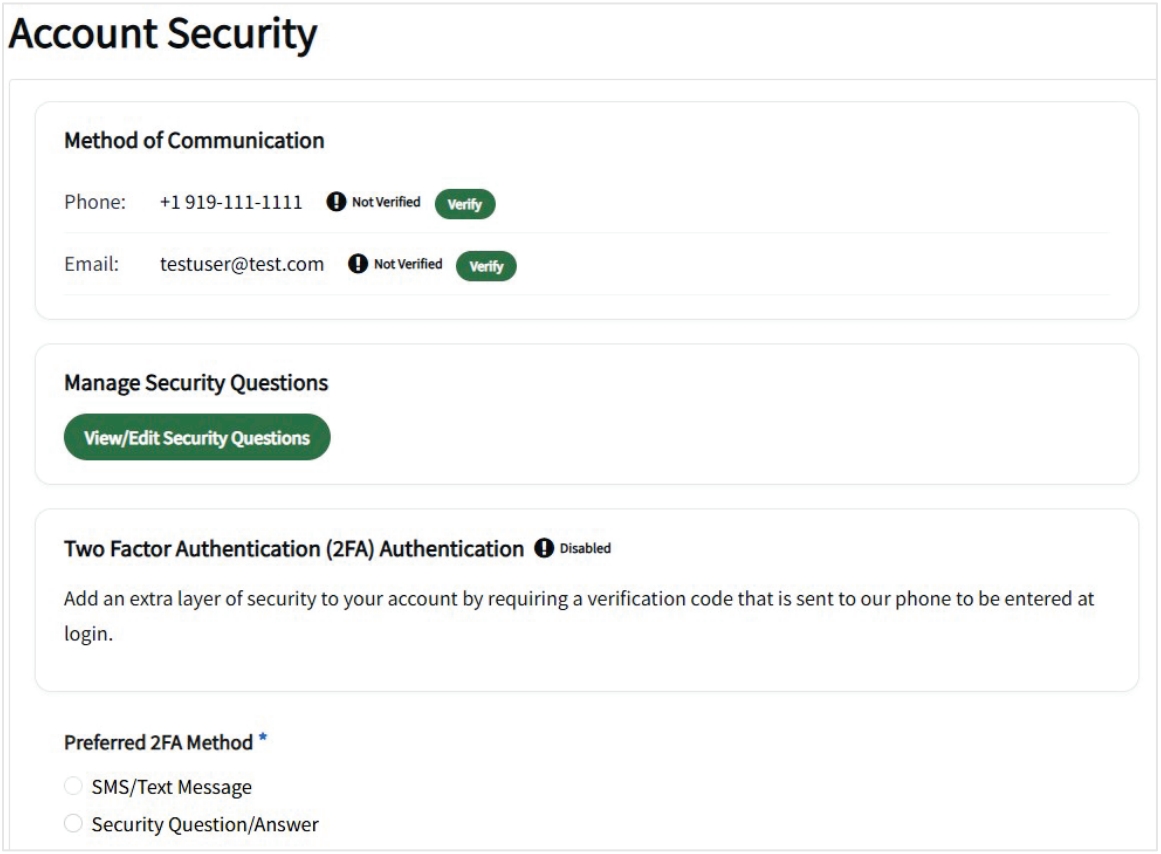
Some browsers may not display the preview of the agreement document. The agreement can be opened by clicking the **Open ESA Document** link.



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

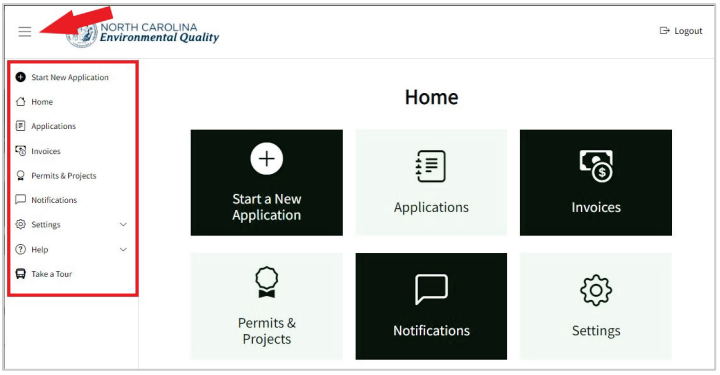
On the Account Security page users can **verify** their email address and phone number. They can select their desired two-factor authorization method for their account: SMS text message, or an answer to a security question.

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.

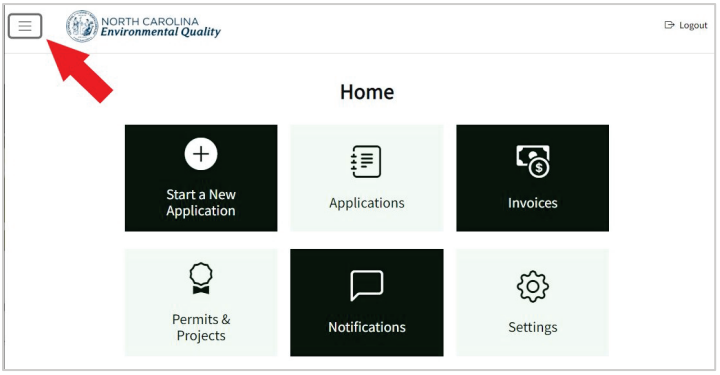


Note: The two-factor authentication method selected for the user's portal account will also be the two-factor method employed when submitting applications or performing other actions for CROMERR-compliant permits, such as NCG01/NCG25.

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.

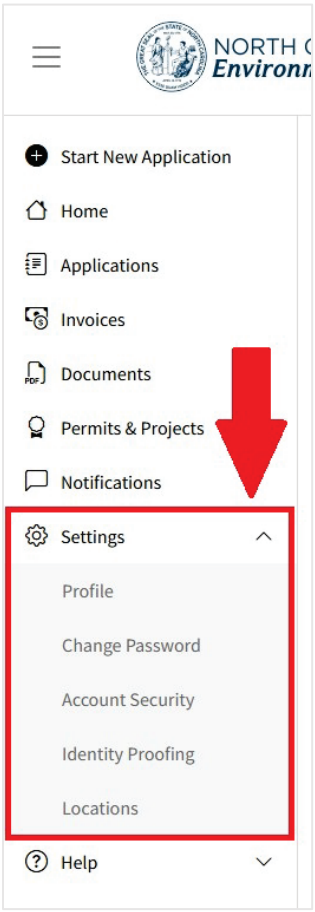


Left-hand Navigation Menu Expanded

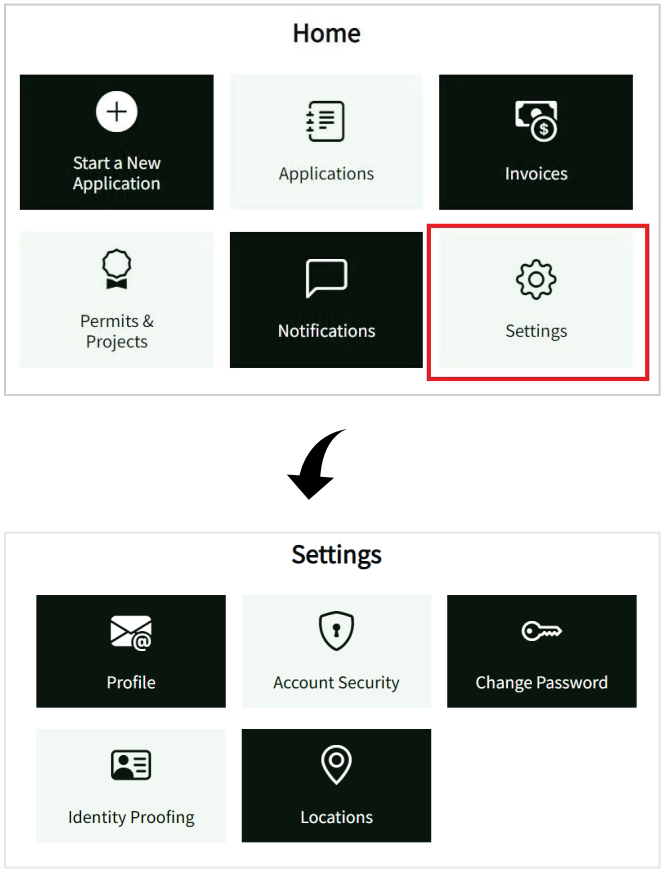


Left-hand Navigation Menu Collapsed

From the Settings menu, users may perform operations such as setting their desired two-factor security, updating their security questions, or initiating 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

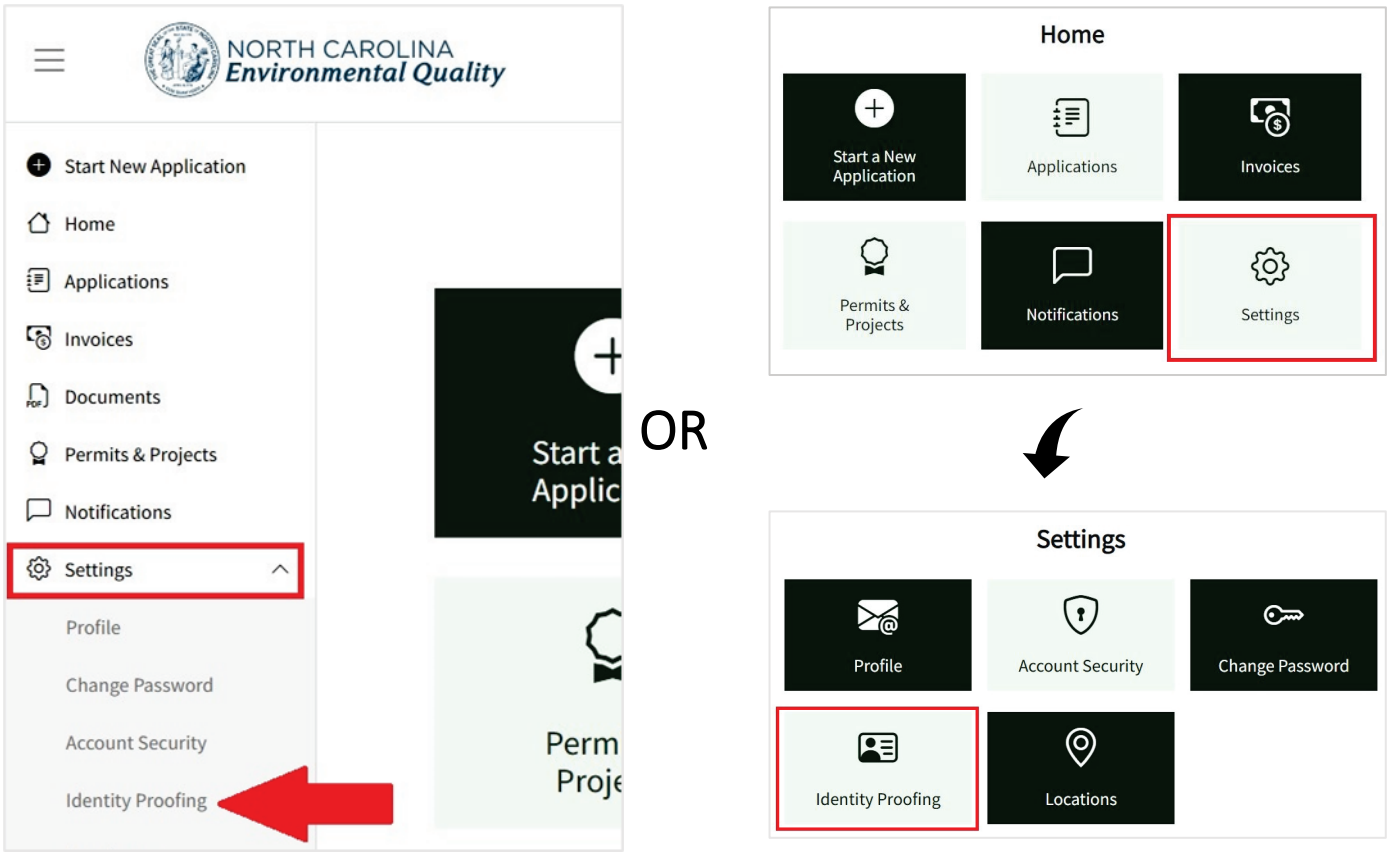


Identity Proofing (CROMERR Compliance)

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).

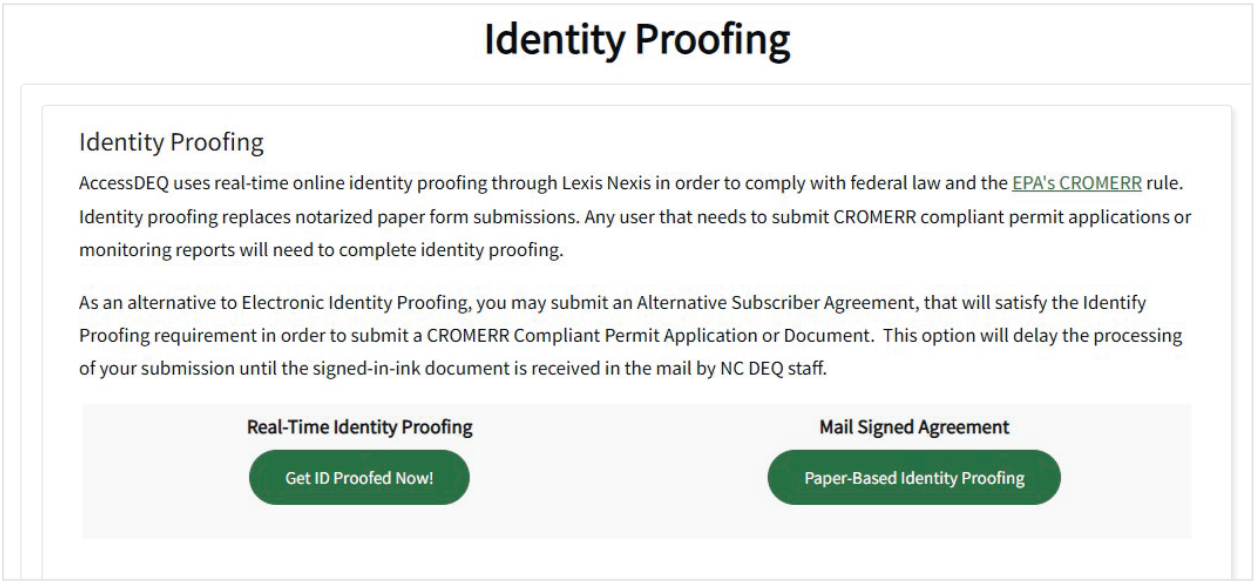
The RO/DRO must be identity proofed. This is done by selecting **Identity Proofing** from the left-hand navigation under ⚙ **Settings.** Alternatively, a user can select the **Settings** tile on the home screen, then select the **Identity Proofing** tile.

Note: Identity proofing only needs to be completed once.

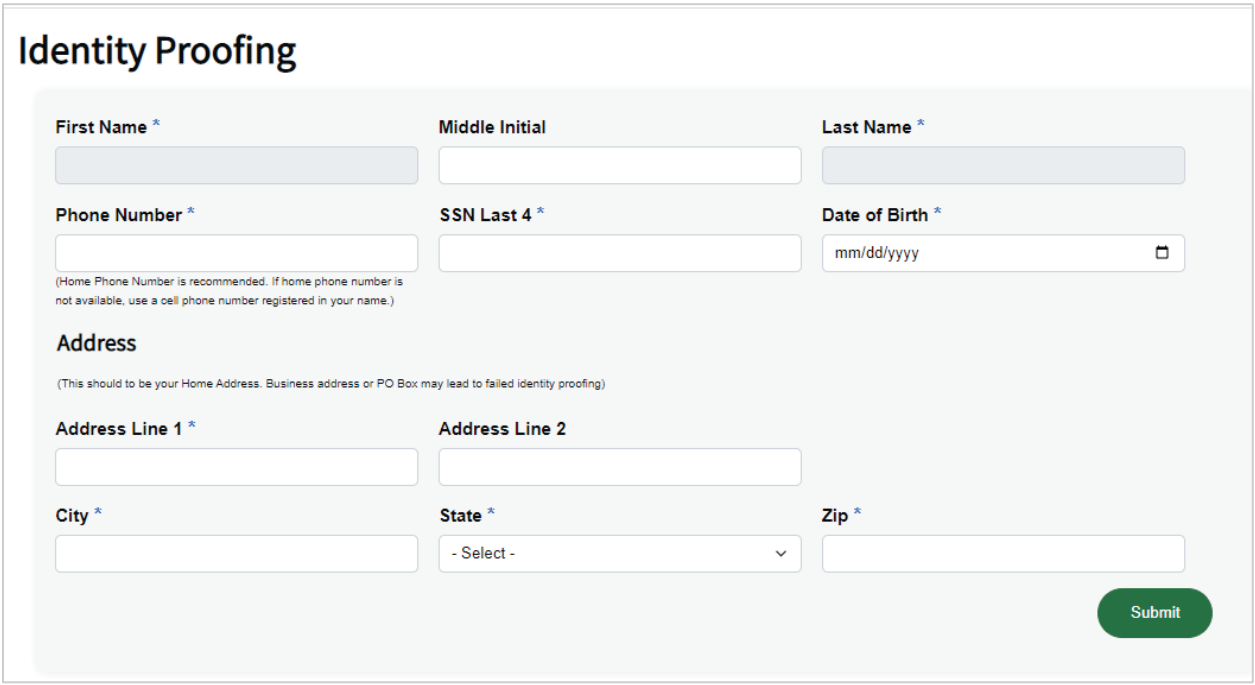


NPDES Stormwater NCG01/NCG25 applications for coverage are subject to the EPA's Cross-Media Electronic Reporting Rule (CROMERR) and have specific requirements for RO and DRO roles. The **Important Information About User Roles** section in this guide has more information.

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



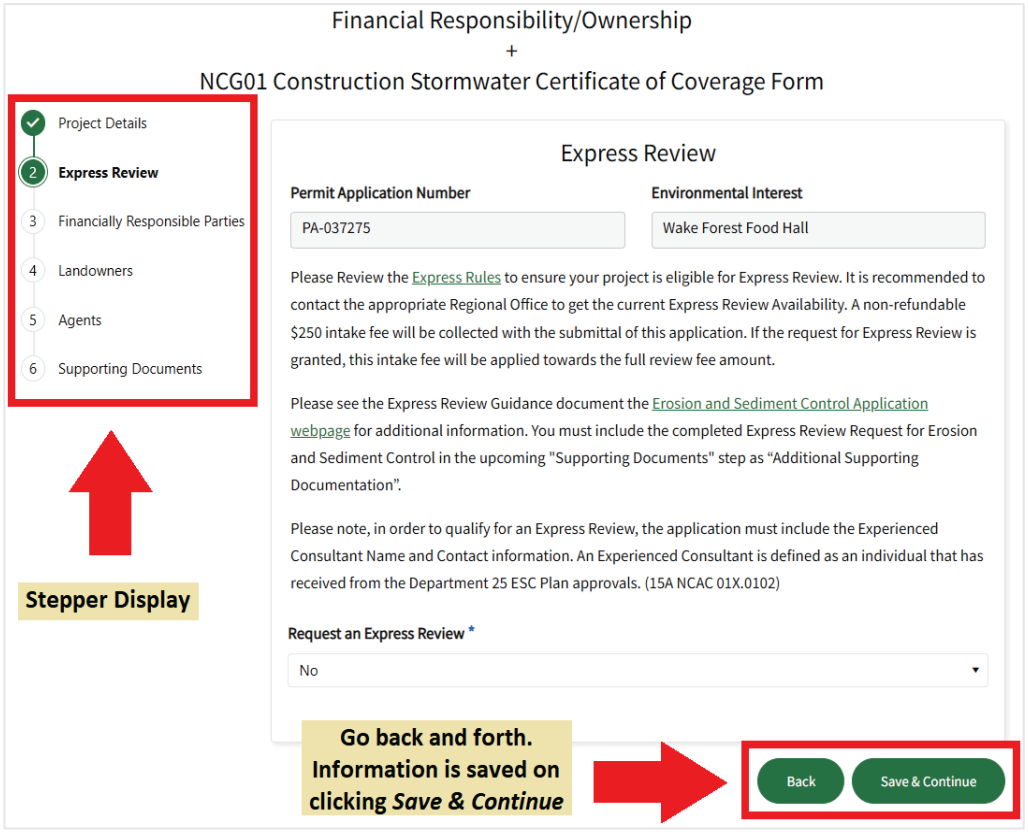
The applicant can fill out the form and submit it to perform identity proofing.



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

Information About Applications

Each application is automatically assigned a unique permit application number (PA-######). Draft applications are saved, so users can leave and return to the application later without having to re-enter information.



As users progress through an application, the **Back** and **Save & Continue** buttons at the bottom of the screen can be used to step back and forth through the application.

A stepper display illustrates progress through the application screens.

Application information is saved once **Save & Continue** is clicked, and users may leave the application and come back to it.

Unsubmitted applications can be edited at any time. Users can access applications in the **Applications** grid.

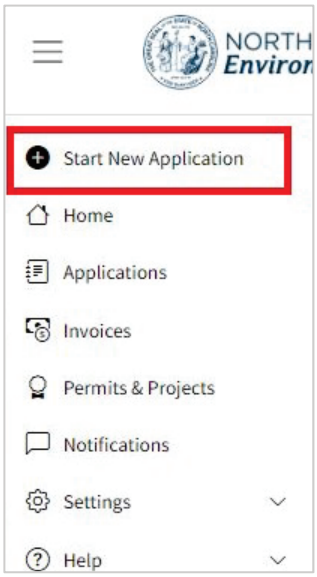
Notice of Termination/Plan Closeout and **standalone NCG01/NCG25 Modification** applications are started from the **Permit Details** screen. Once started, they are in the **Applications** grid.

Application Type	Start it from …	Started application …
- New Permit - Transfer Permit	⊕Start New Application	Applications Grid
- Combined Modify/Revised - E&SC Revised Plan	Permit Details Screen -> Modify Permit / Revised Plan **-OR-** ⊕Start New Application	Applications Grid
- NCG01/25 Modify Permit	Permit Details Screen -> Modify Permit / Revised Plan	Applications Grid
- Close Out/Terminate	Permit Details Screen -> Close Out/Terminate Permit	Applications Grid

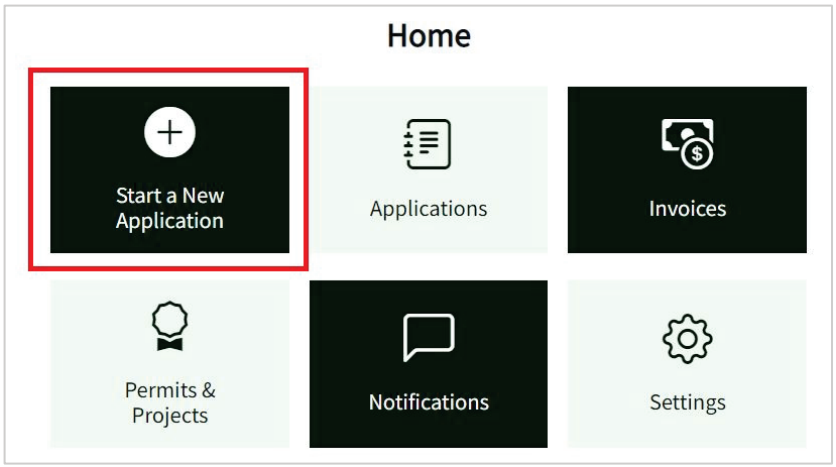
The **Applications Grid** and the **Permits & Projects Grid** sections of this document have more information.

Starting An Application

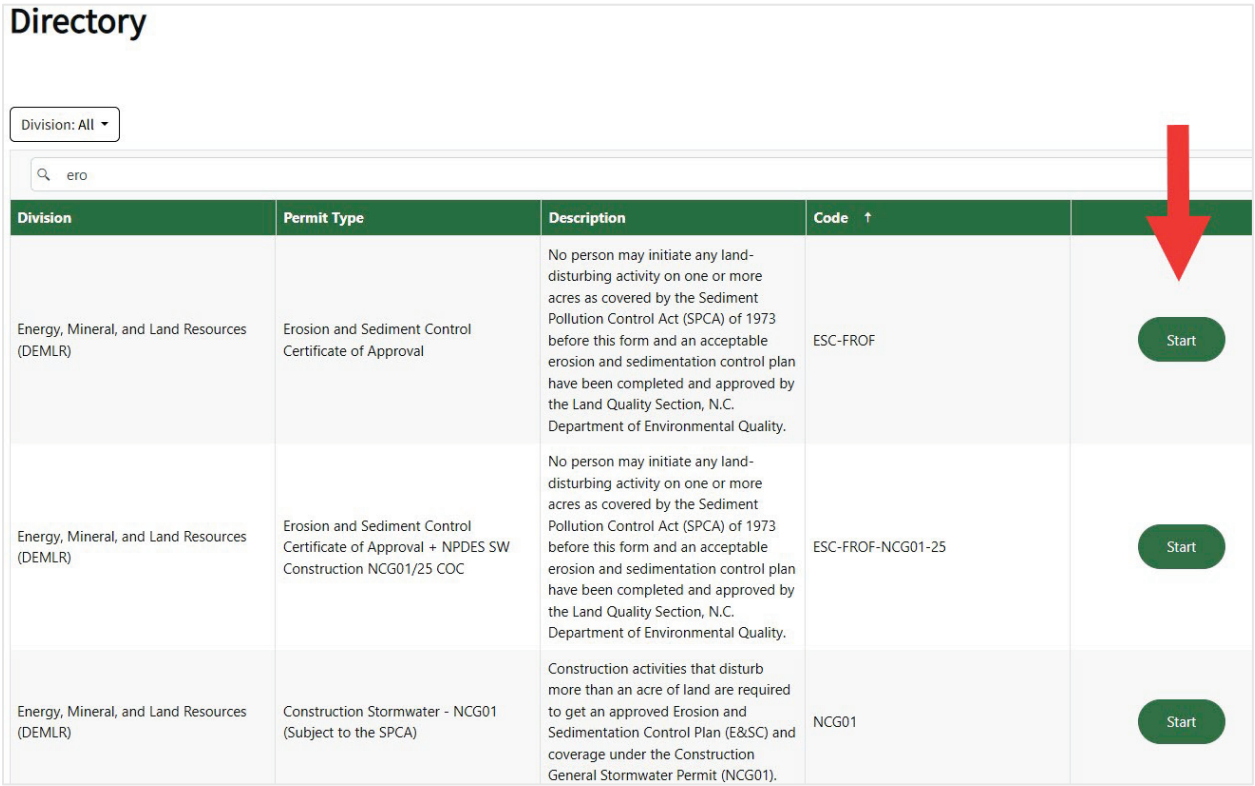
After signing into the portal a user may create an application from the Directory by clicking **Start New Application** from the left-hand navigation or by clicking the **Start a New Application** tile on the Home screen.



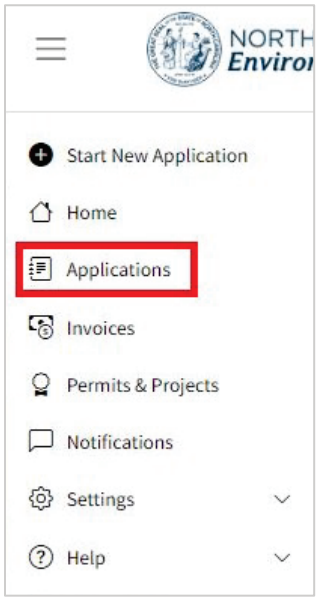
OR



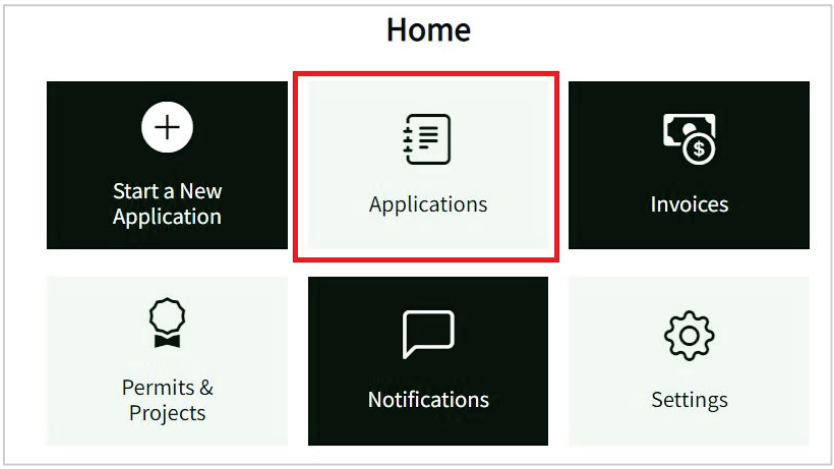
The application Directory will open from which a new application may be started by finding the appropriate entry and clicking **Start**. The introduction screen for a new application opens.



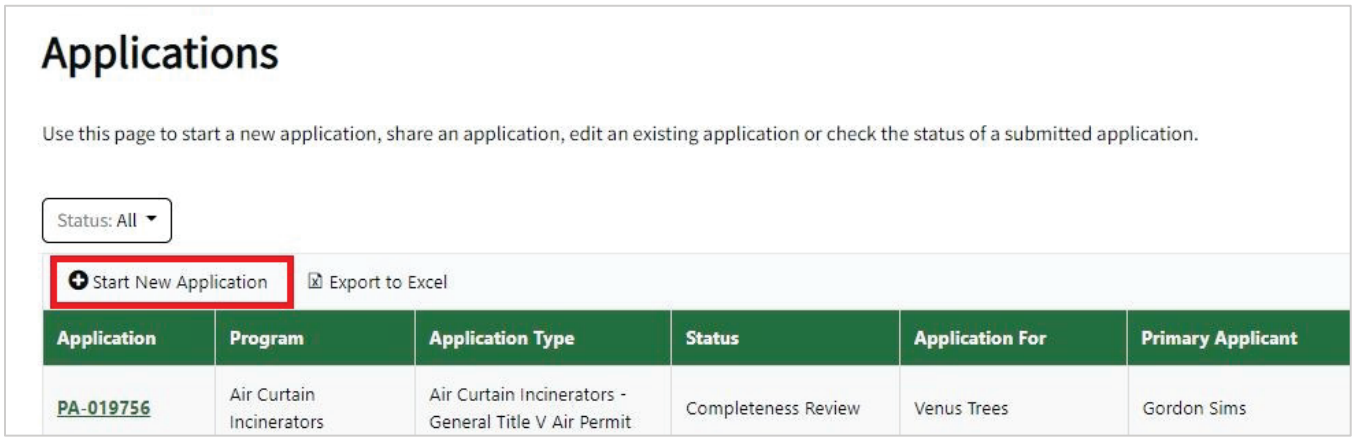
The Directory may also be accessed from the **Applications** page of My AccessDEQ. It can be reached by selecting it from the left-hand navigation menu or the tile on the Home screen.



OR



Clicking on **Start New Application** at the top of the list will open the application Directory.



Application: (All) Introduction

The first page allows the user to select from the list of options which best fits their scenario.

Selecting **option 1** allows the user to complete a **combined** NCG01 and E&SC application (new or modified).

Selecting **option 2 or 5** allows the user to complete a **standalone NCG01/25 NOI** (new).

Selecting **option 3** allows the user to apply for a **transfer**. (See the **Transfer Ownership of a Permit** section.)

Selecting **option 4** will take the user to a **standalone E&SC** Plan Approval (new or revised).

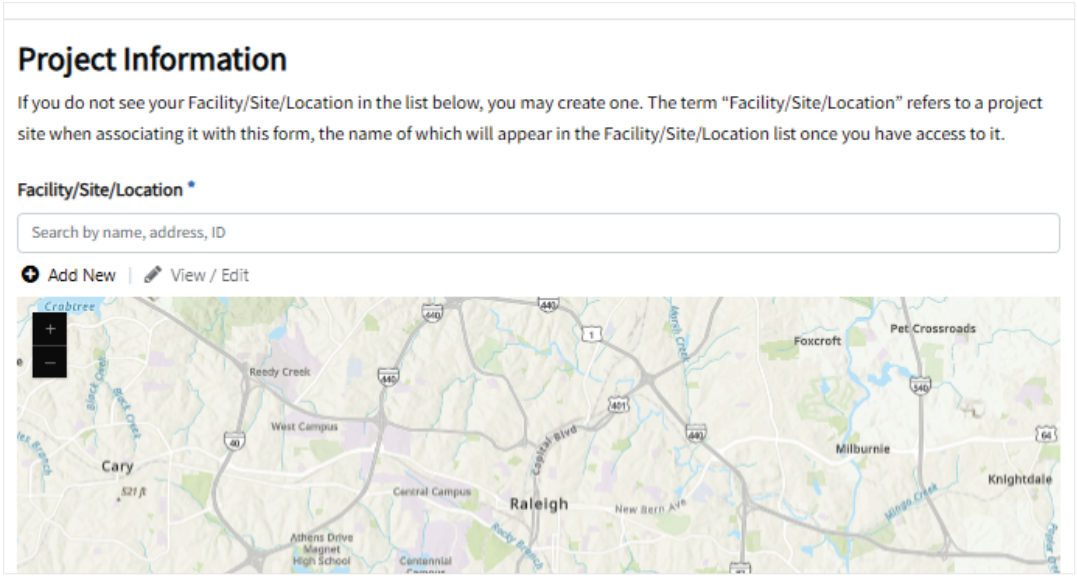


***Note**: Certain application types, such as terminations and standalone NCG01 modifications, are started from the Permit details screen. **This page** has more information.*

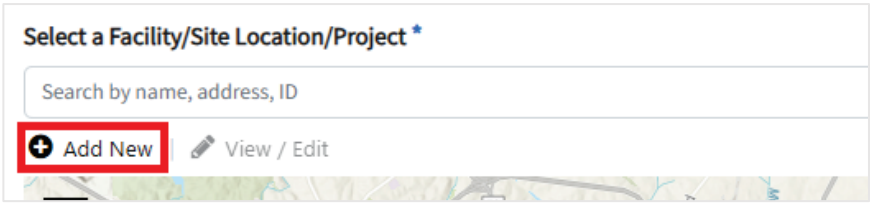
Forms within the applications are dynamically customized according to the user's selections and entries. As a result, the examples included in this guide may not match the specific fields or options displayed to individual users.

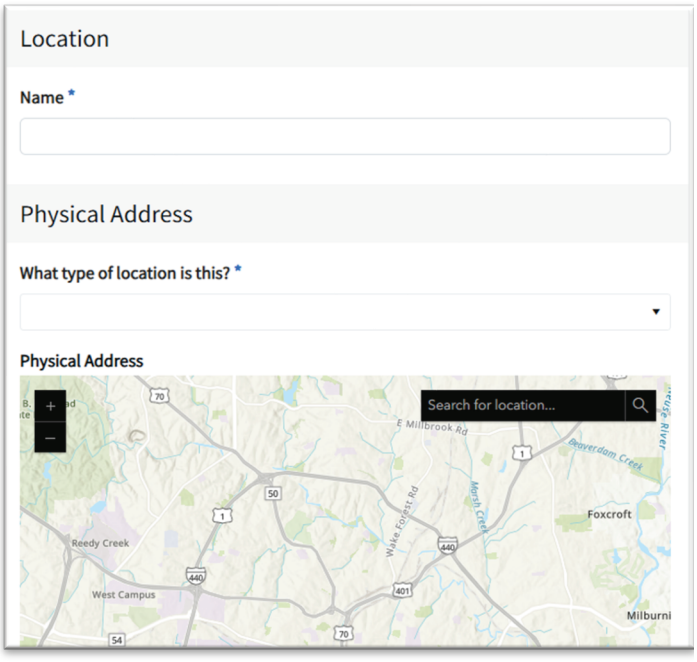
Application: (All) Project Information

The first field to complete is **Facility/Site/Location**. Users can specify information about the location associated with the permit. Often a new location should be entered in applications for new permits.



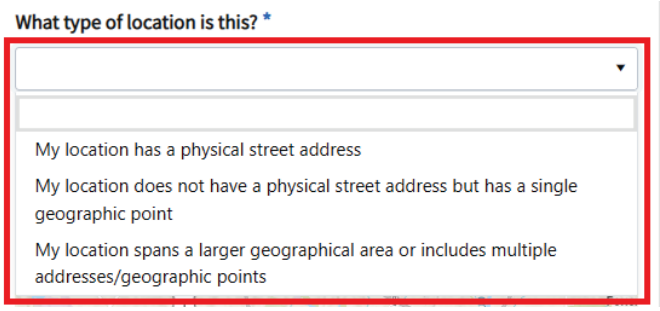
Clicking **Add New** allows users to add information about the location associated with the permit.

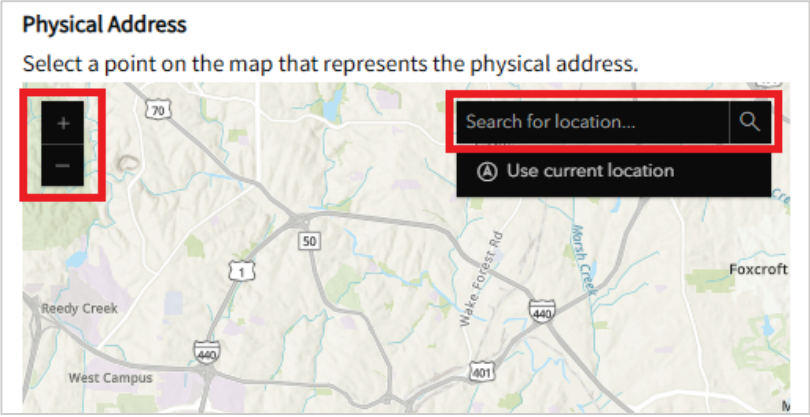




A modal window pops up where the user can enter the **Name** of the facility/location.

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



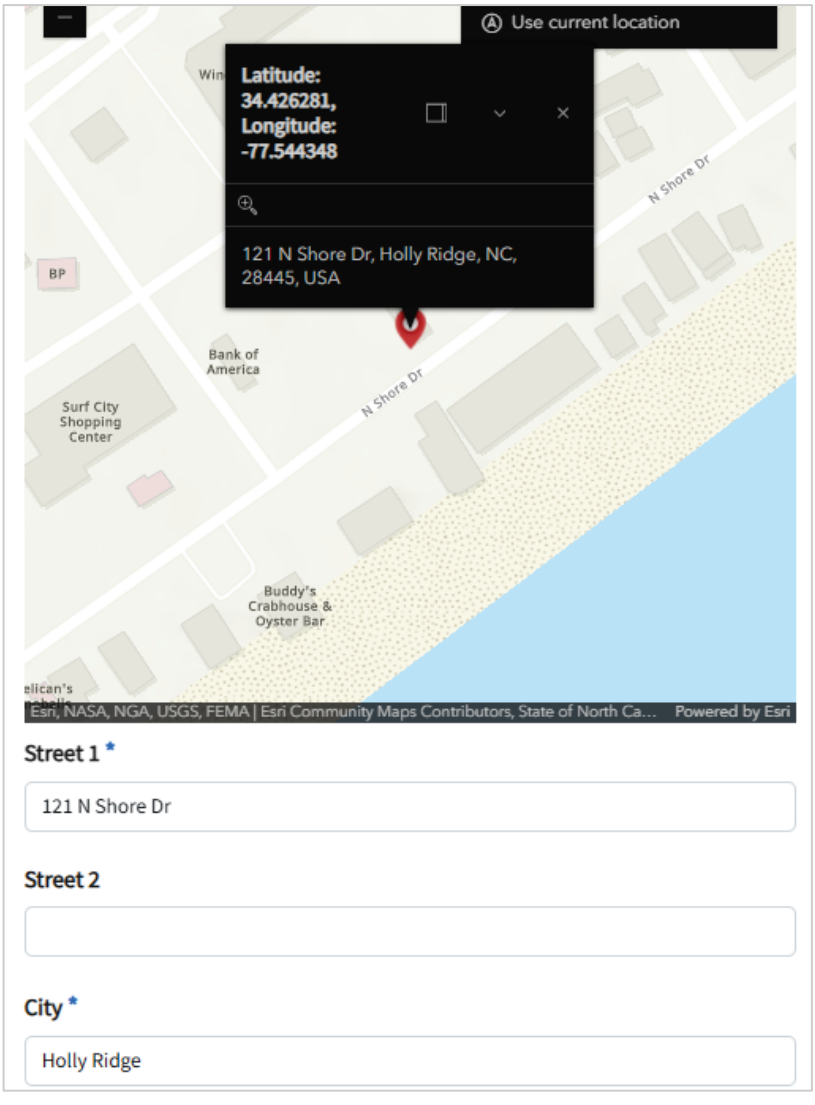


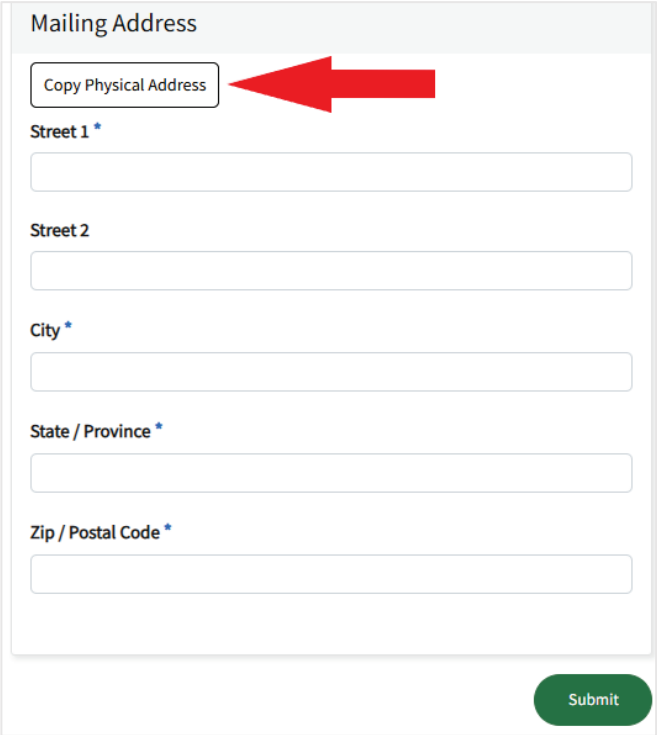
The user can use their mouse to move around the map. The **+** and **–** signs in the top left of the map zoom in and out.

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 associated with it, the address will also automatically be filled in.

These values can be manually overridden by the user.



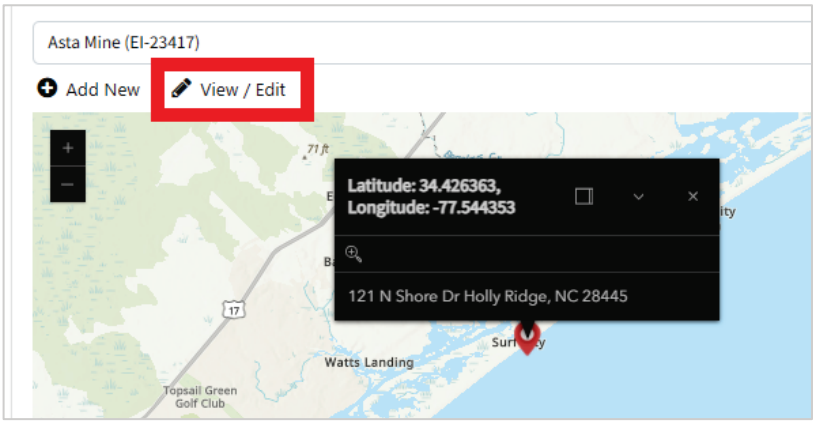


In the Mailing Address part of the form, the user can click the **Copy Physical Address** button to have the address field values from the physical address copied into the mailing address fields.

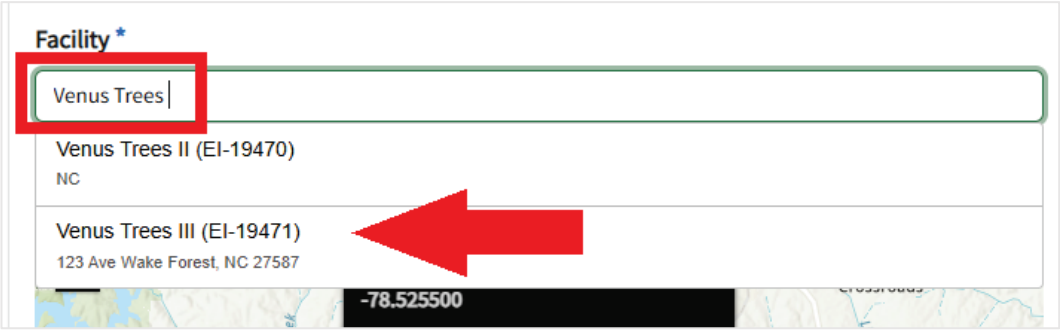
Clicking the **Submit** button at the bottom of the form completes the entry of the location information.

Note: If the user needs to change the information at any time before the permit application is submitted, they can click **View/Edit** to edit the location information.

However, if a location record has a Permit or a submitted Permit Application associated with it, the information cannot be edited. Instead, the user should use **Add New** to create a new record.

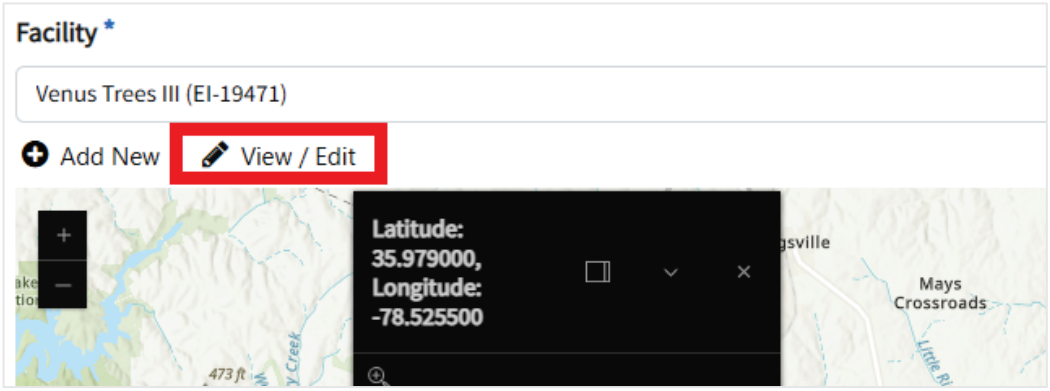


Users can select an existing location record within the AccessDEQ system by typing the name and/or address of the location in the **Facility** in the search bar to search for it and then selecting the appropriate result.



Only a handful of results are returned in the event of multiple matches, so users can continue to add name or address information in the search bar to narrow down the list.

Once a location has been selected users can click **View/Edit** to see the location's information to ensure it is correct.

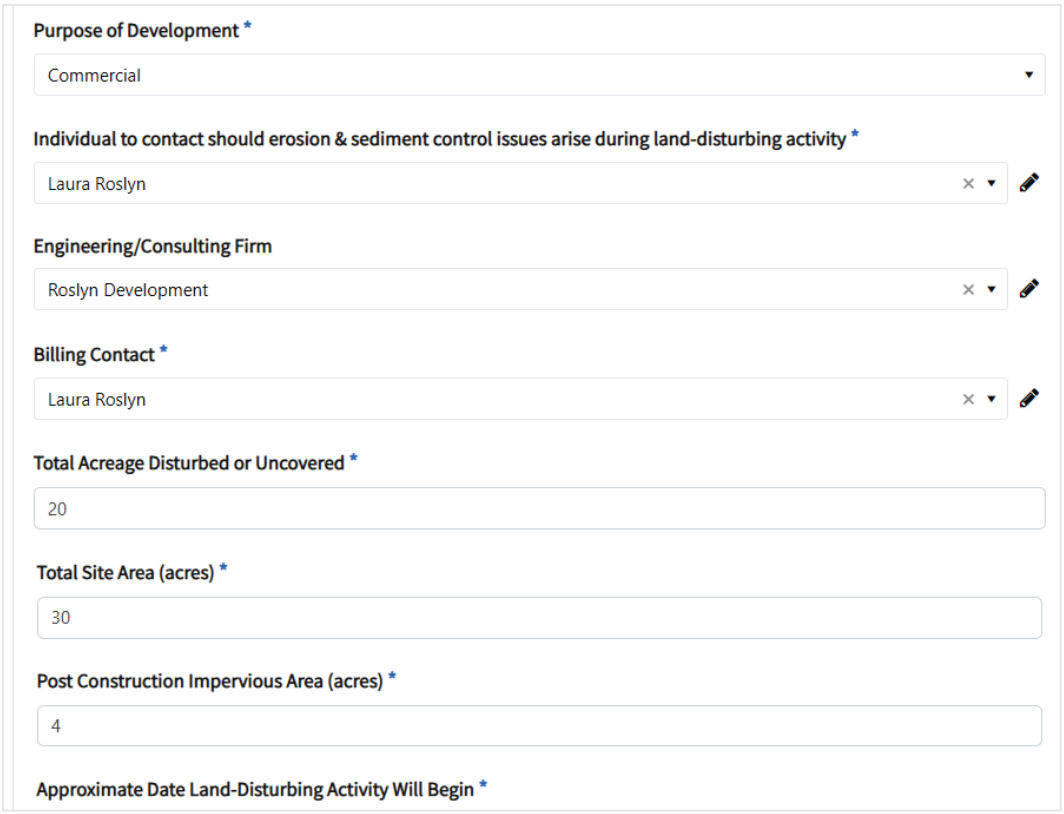


The location record information is read-only and cannot be edited if a permit or submitted permit application is associated with it. If the location record's information is not accurate for the project, users should use **Add New** to add a new location record with the correct information.

Locations can be organized as parent and child. **Appendix C** contains more information.

The user can continue to complete the fields on the Project Information form and click **Save & Continue** at the bottom of the screen to proceed to the next step.

***Note**: For NCG01/25 standalone applications, project information fields are split between this screen and the following screen (Receiving Waterbodies).*

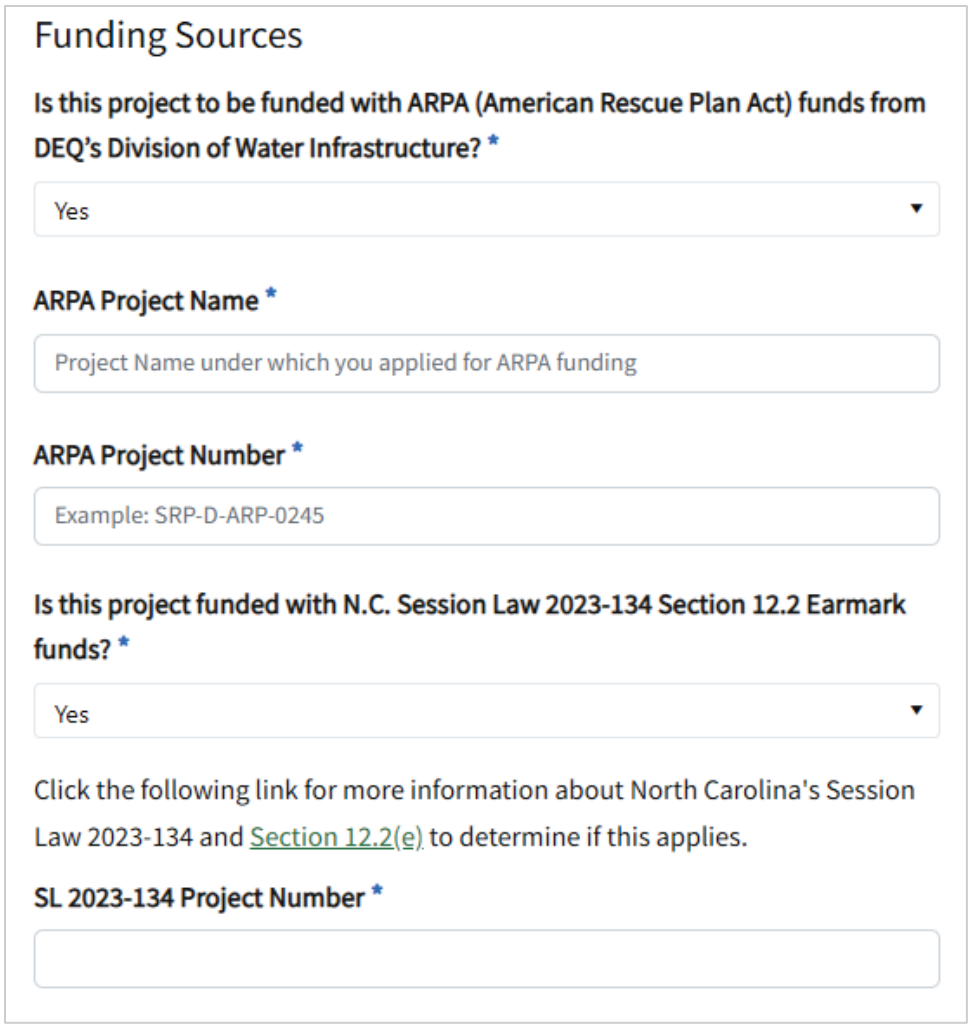


For fields containing contacts, users can select from the drop-down contacts they have previously entered or click **Add New** in the top of the drop down to create a new contact.



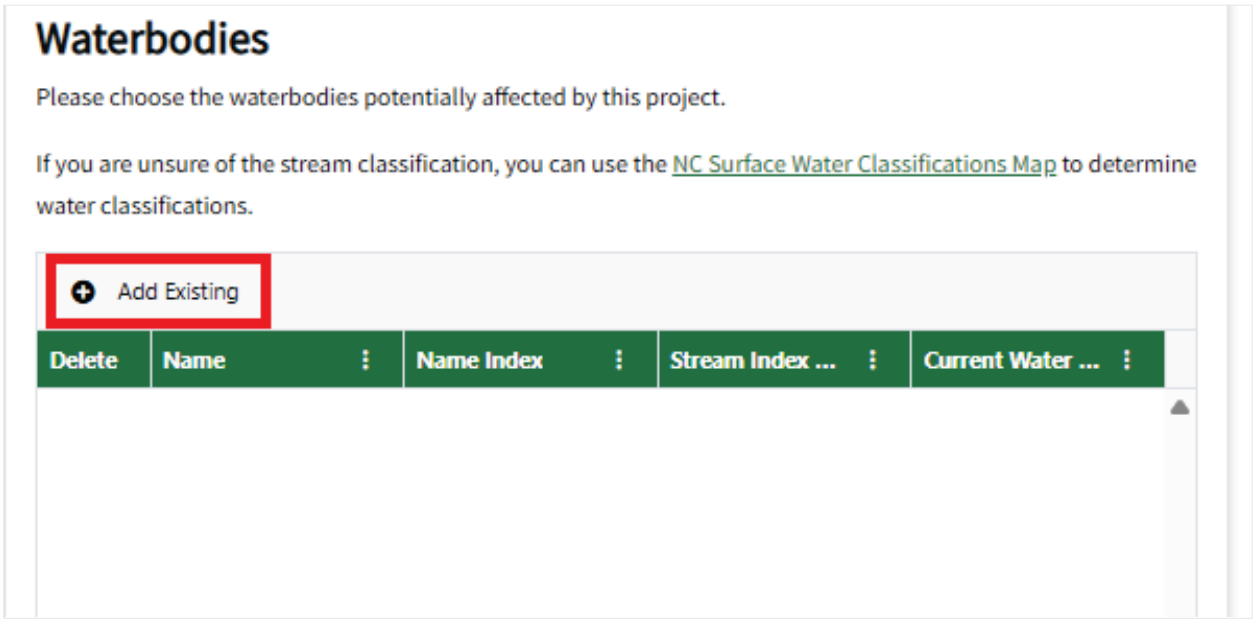
If the user answers "Yes" to either of the **Funding Sources** questions on the form, they must enter additional information.

For ARPA (American Rescue Plan Act) funded projects, the **ARPA Project Name** and **ARPA Project Number** will be required. If the project is funded with North Carolina SL 2023-134 (Session Law 2023-134 Section 12.2 Earmark funds), the **SL 2023-134 Project Number** will be required.

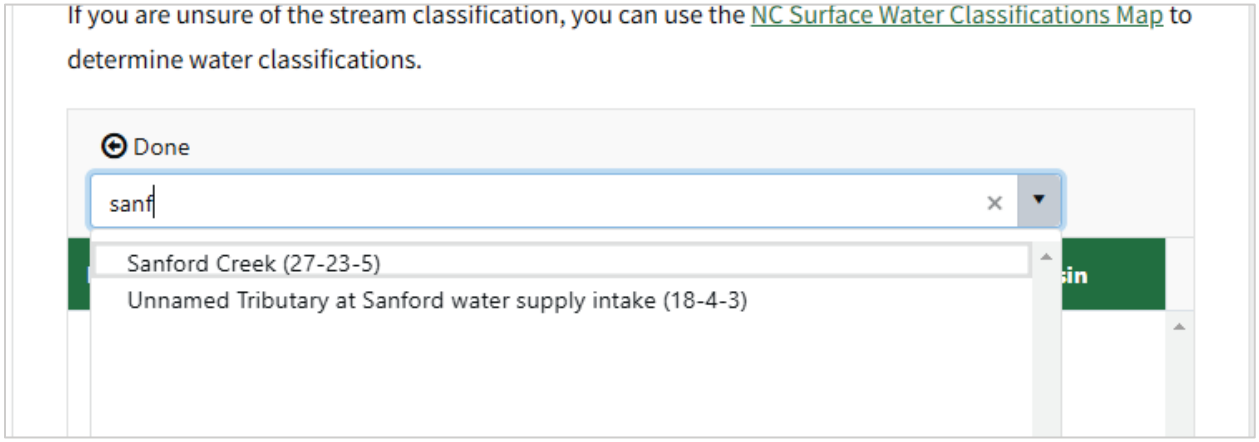


The user can select from a list the waterbodies that will potentially be affected by the project. Some waterbodies have more than one entry in the list. Users can click the link on the form to the NC Surface Water Classifications Map to find the relevant waterbodies.

The form uses a grid so that the user may add as many waterbodies as applicable. To add a waterbody, the user can click ⊕ **Add Existing** to select a waterbody.

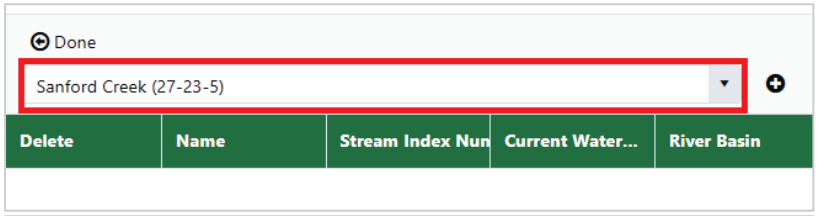


A user can type a stream name or index number in the search bar to narrow down the list. Even partial words or stream index numbers work. For instance, typing “sanf” will narrow the list to two possible choices.

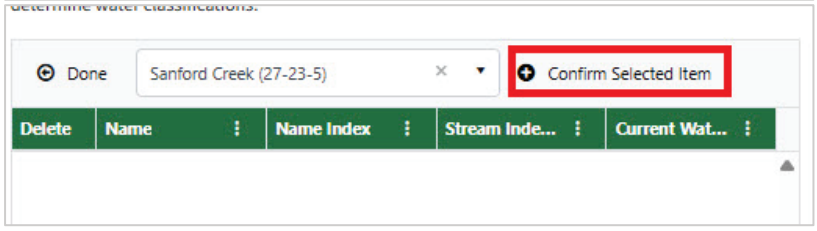


Once the user selects the appropriate waterbody they can click ⊕ **Confirm Selected Item** to add it to the grid.

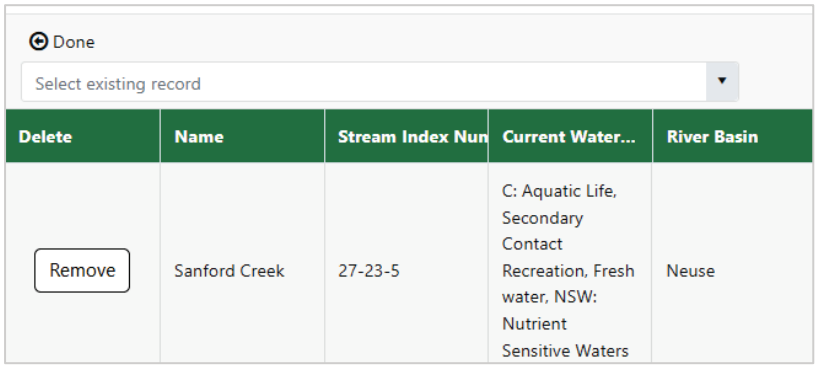
Step 1: Select the waterbody from the dropdown list.



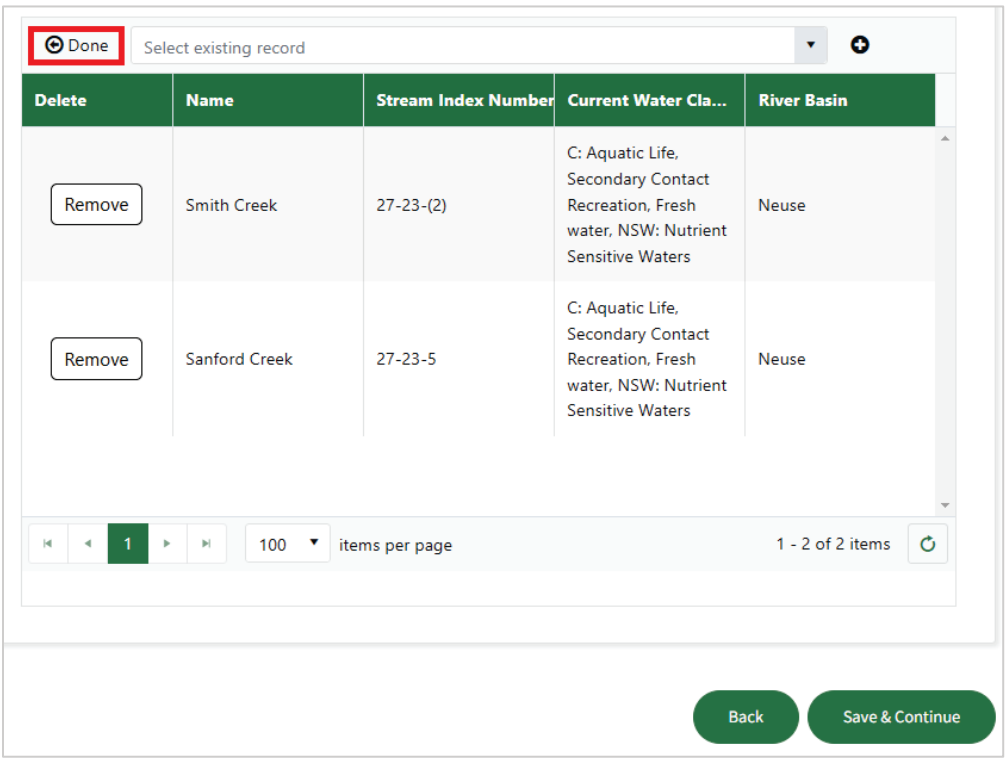
Step 2: Click ⊕ **Confirm Selected Item**



Step 3: The selected waterbody will appear in the grid.



The user can add as many rows for waterbodies as appropriate. When finished they can click ⊖ **Done** to close the selection list and **Save & Continue** to go to the next page.



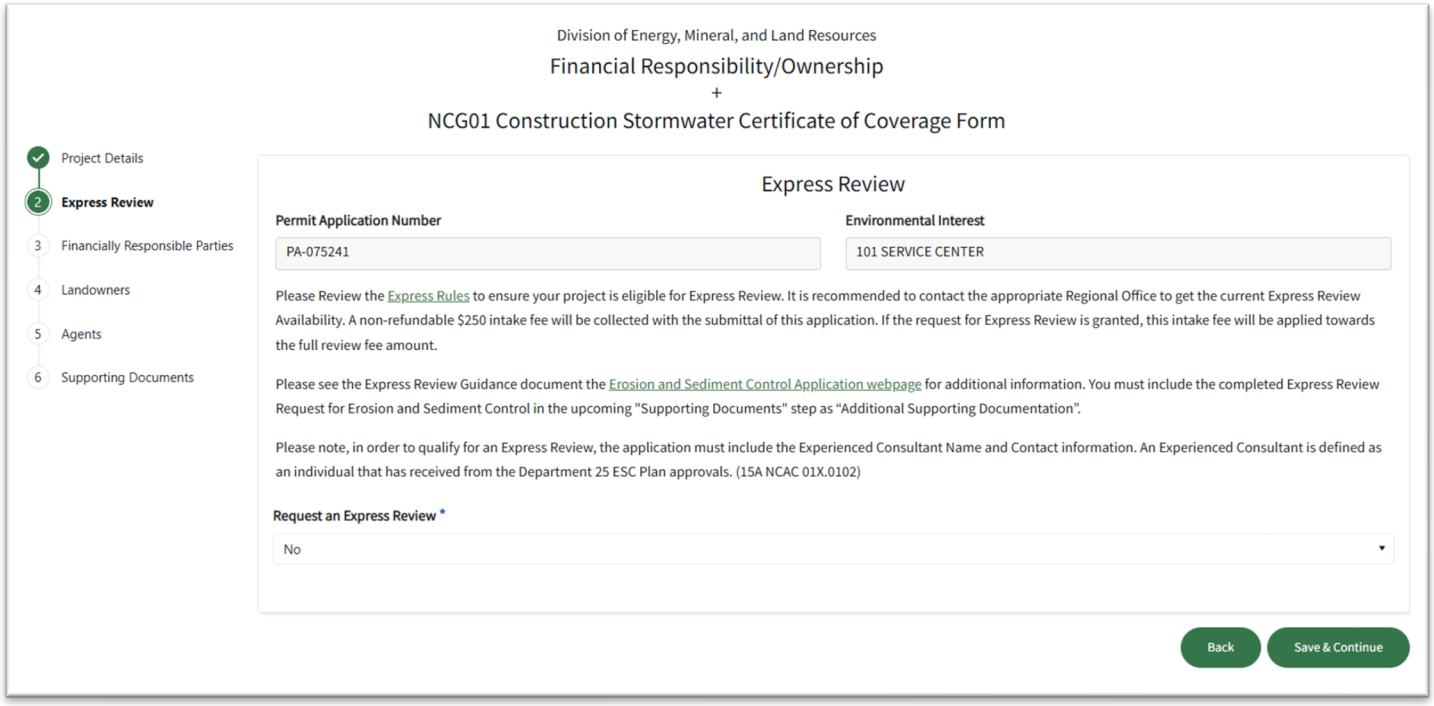
Application: (NCG01/25) Receiving Waterbodies

For NCG01/25 standalone applications, the information equivalent to that appearing in **Project Information** is spread onto the Receiving Waterbodies screen as well. Users can refer to the previous section's instructions.

Application: (ESC/Combined) Express Review

If the user does not wish to request an Express Review, they can leave the selection as **No** and click **Save & Continue** to proceed to the next step.

On this screen, the Permit Application Number and Environmental Interest will be shown to the user based on the previous screen's input. Along with certain other information, a link to the Express Rules and Erosion and Sediment Control Application webpage will be accessible to the user.

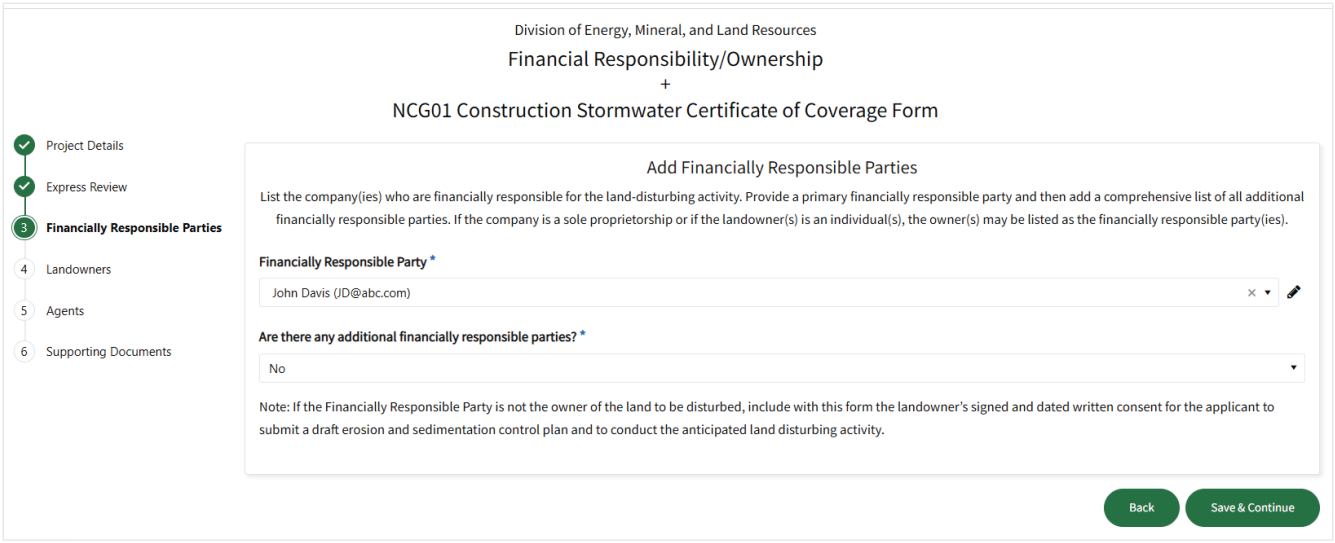


At the bottom, users can request an express review by selecting **Yes** in the dropdown selection. Additional questions will appear.

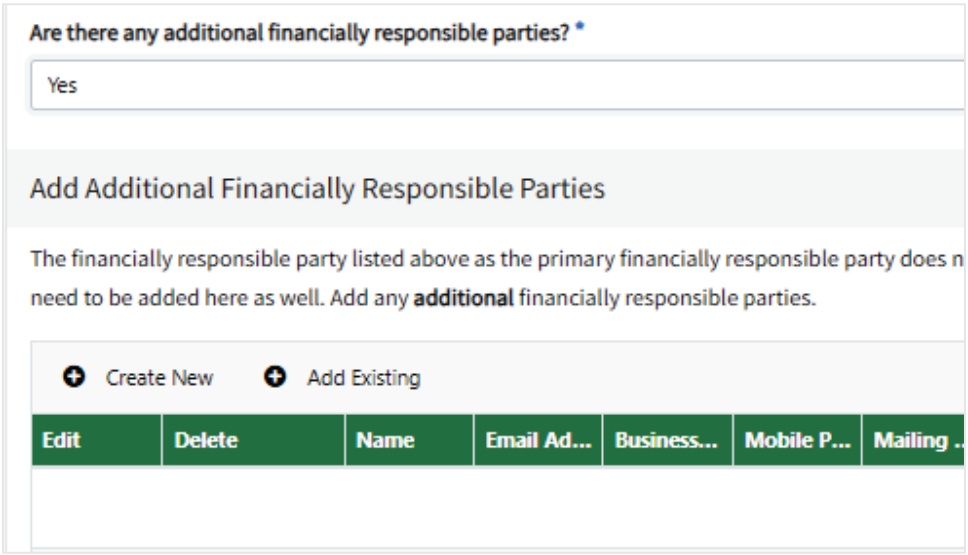
Please note filling out an Express application here does not also create an express request application for other permits. Those must be made separately.

Application: (ESC/Combined) Financially Responsible Parties

Users can select or enter the **Financially Responsible Party**.



On selecting **Yes** for **additional financially responsible parties?**, a grid displays where contact information for the additional parties can be added. The grid works in a similar way to the other grids in the application: the user can create a new entry or select from contacts which they have already added to the application. Users can add as many entries to the grid as appropriate.

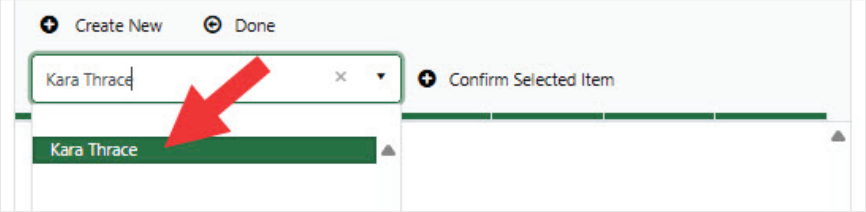


If the user would like to select a previously entered contact record as an additional financially responsible party, they can follow these steps:

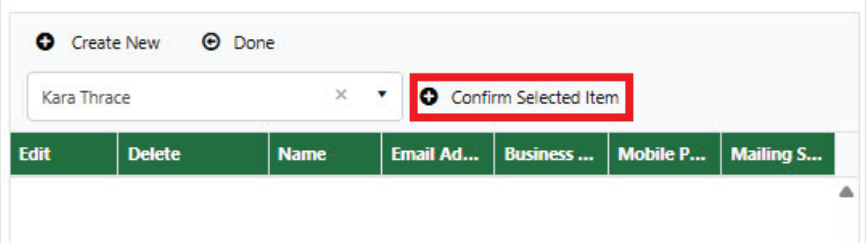
Step 1: Click **Add Existing** in the grid heading



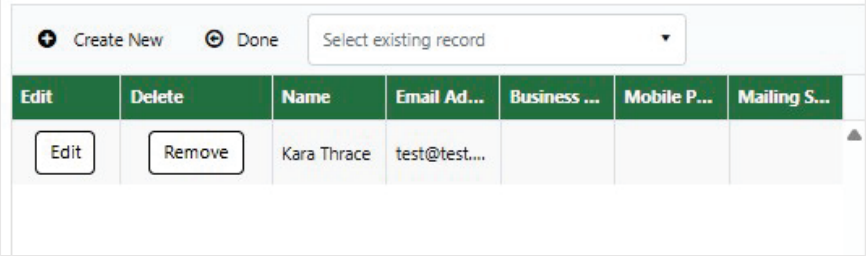
Step 2: Select the desired entry from the dropdown list.



Step 3: Click **Confirm Selected Item** to add the entry to the grid.

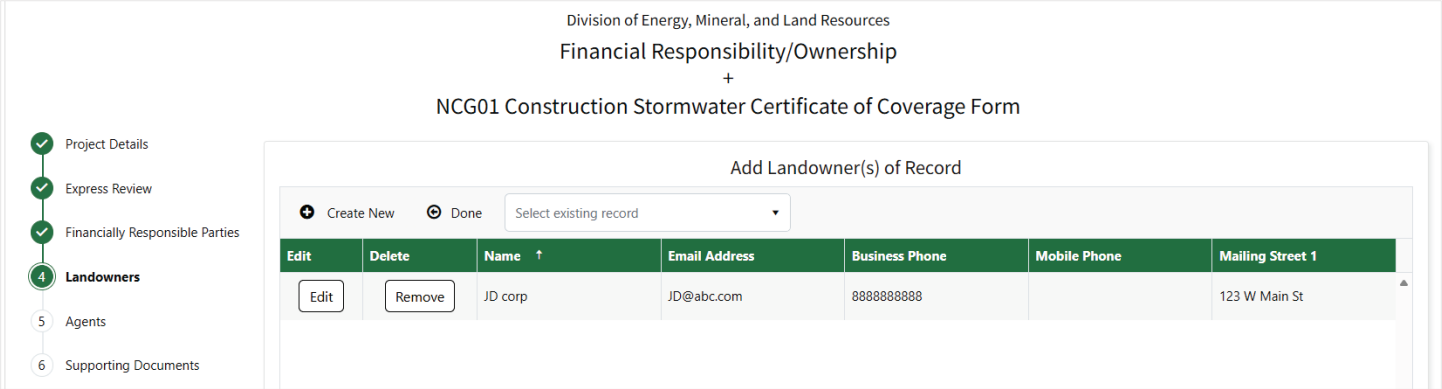


The selected entry will be added to the grid.



Application: (ESC/Combined) Landowners

Clicking ⊕ **Create New** at the top of the grid allows users to add landowner details. Users can also select from existing contact records. Users can add as many entries to the grid as appropriate.

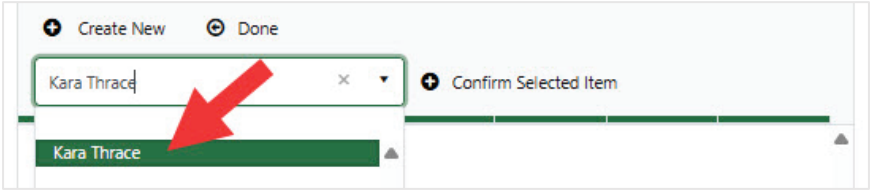


To select existing contact records to add to the grid:

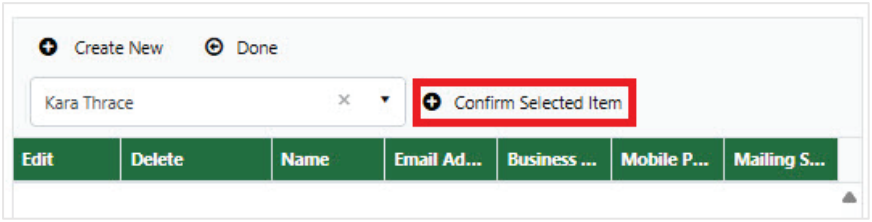
Step 1: Click ⊕ **Add Existing** in the grid heading



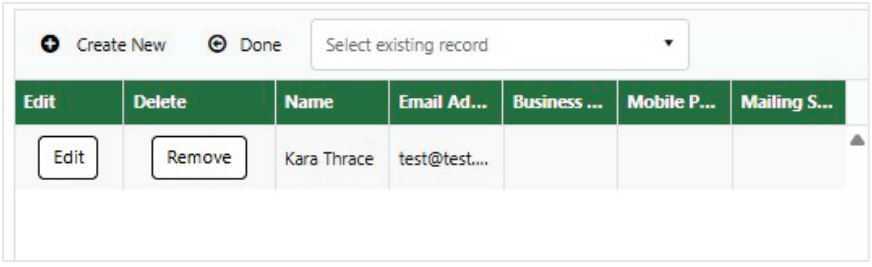
Step 2: Select the desired entry from the dropdown list.



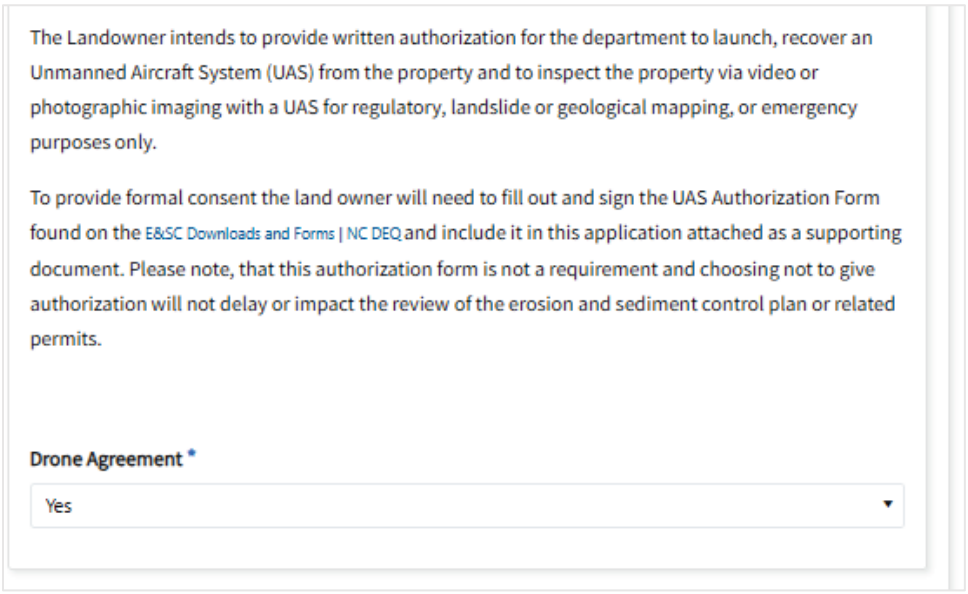
Step 3: Click ⊕ **Confirm Selected Item** to add the entry to the grid.



The selected entry will be added to the grid.



On the last part of this screen users can download the UAS Authorization Form to complete and attach later in the application. Users who will be uploading the form should select **Yes**.



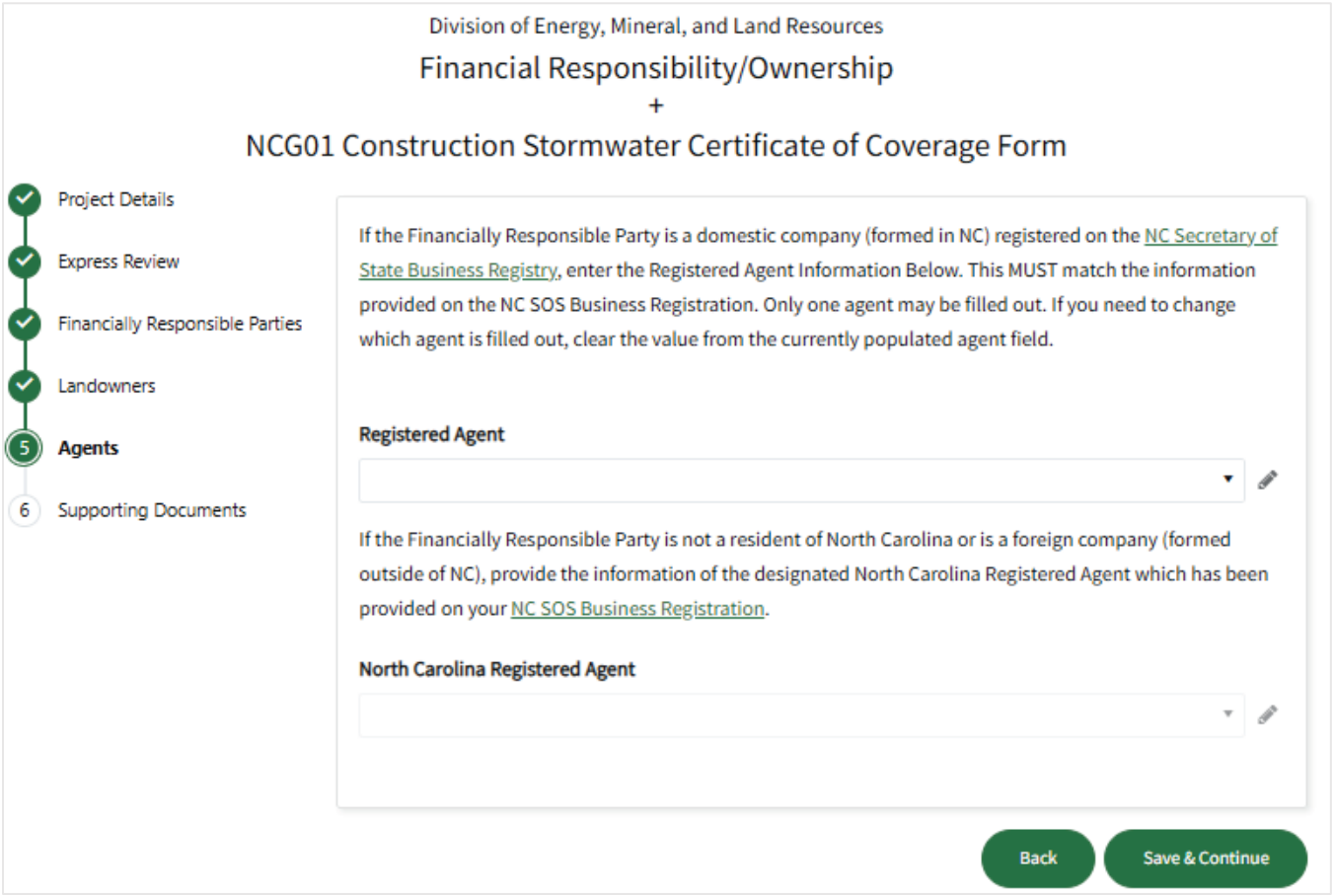
Application: (ESC/Combined) Agents

Registered Agent information can be added in this step. **Only one entry should be made on this screen.**

If the financially responsible party is a resident of North Carolina, or is an organization formed in North Carolina, **Registered Agent** should be entered.

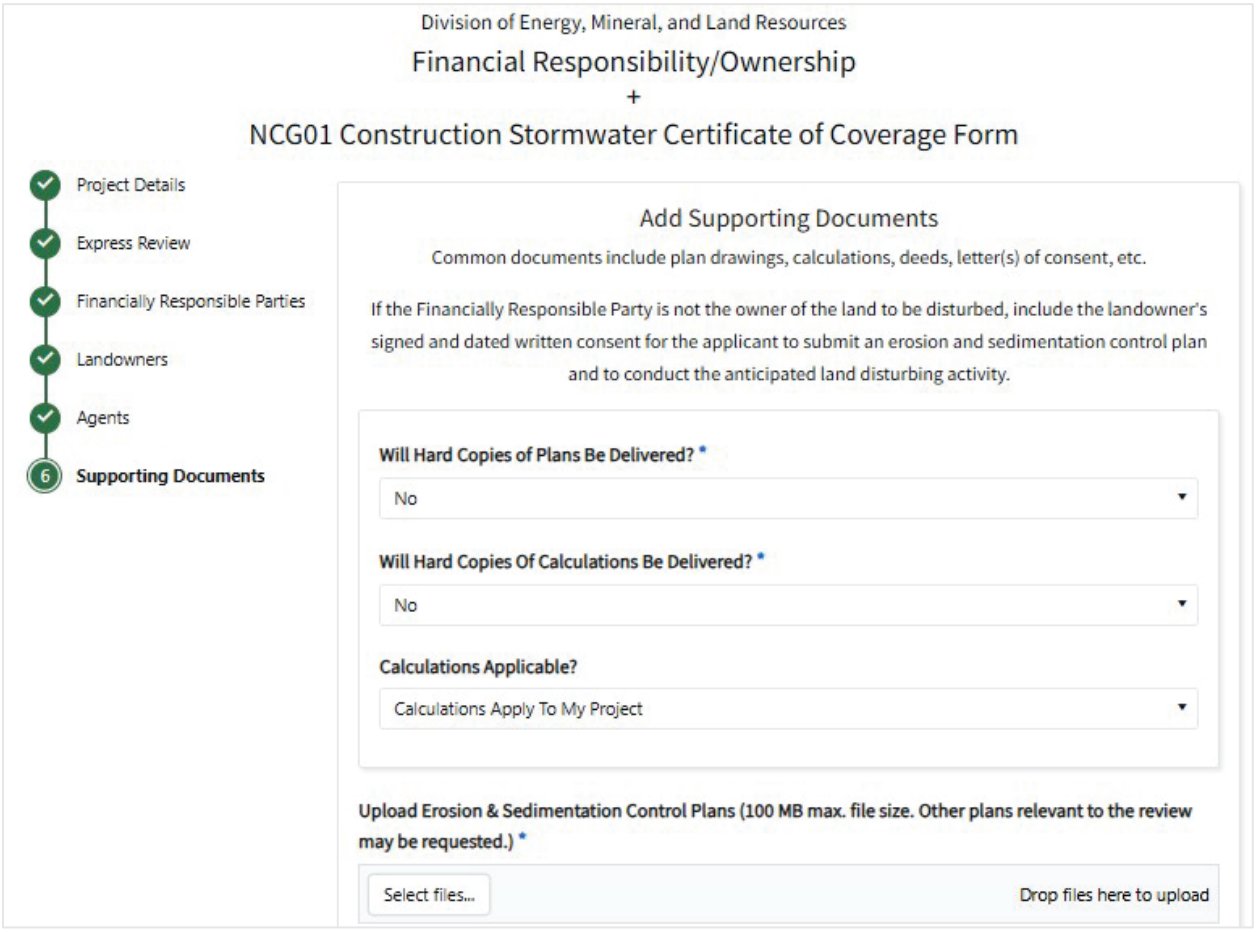
If the financially responsible party is not a resident of North Carolina, or is a company formed outside of North Carolina, the **North Carolina Registered Agent** should be entered.

The entry should match information provided on the North Carolina Secretary of State Business Registry.

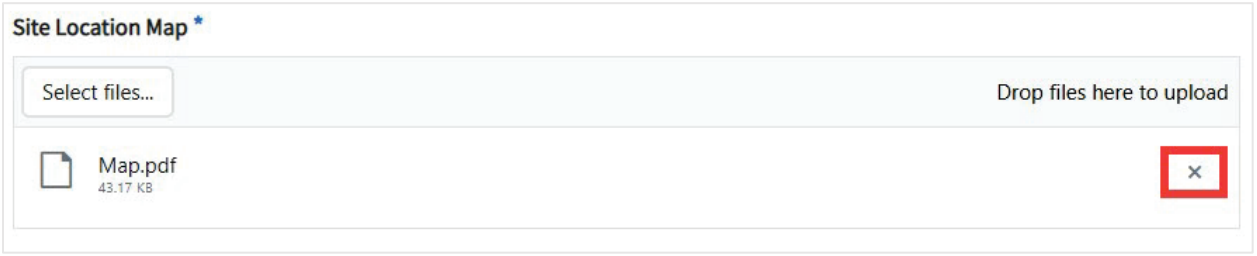


Application: (All) Supporting Documents

On the **Add Supporting Documents** form users can upload the supporting documents for their application. Only PDFs are allowed and there is a maximum size of 100MB per file. Users may enter more than one file for each document entry. Users may enter further information in the **Comments/Notes** field.



Uploaded documents can be removed by clicking the **x** next to the file.

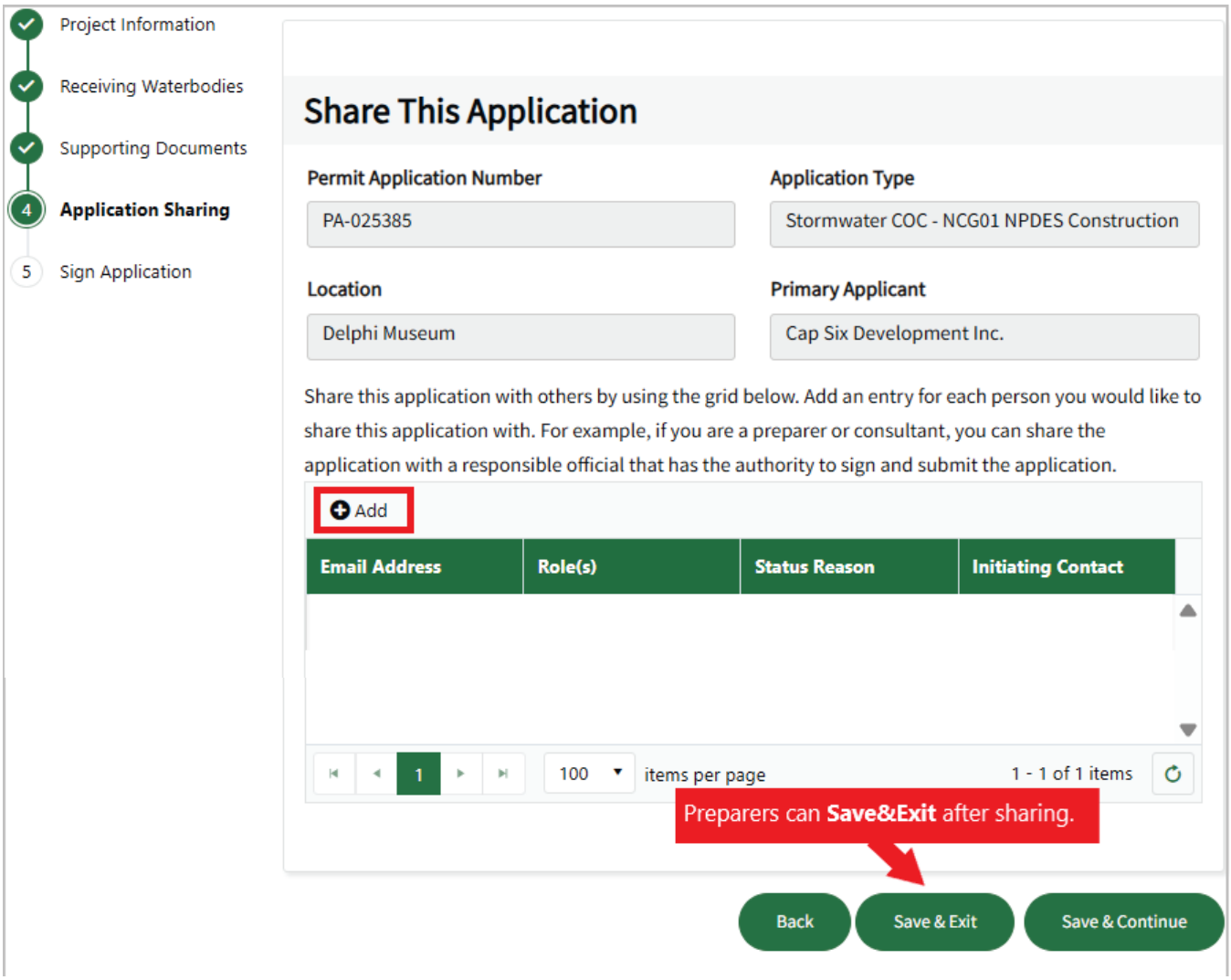


***Note**: Once the application has been submitted, it cannot be edited and the files cannot be removed*.

Application: (NCG01/25) Application Sharing

Note: Any application can be shared at any time from the **Applications grid**. For E&SC standalone applications, sharing from inside the application is in the Sign Application step. The same instructions apply.

Clicking **Add** at the top of the grid allows users to enter a share invitation to other users. Preparers should use **Save & Exit** when they are finished on this screen. Only users who have signature authority for the entity responsible for the permit should **Save & Continue** on this screen.



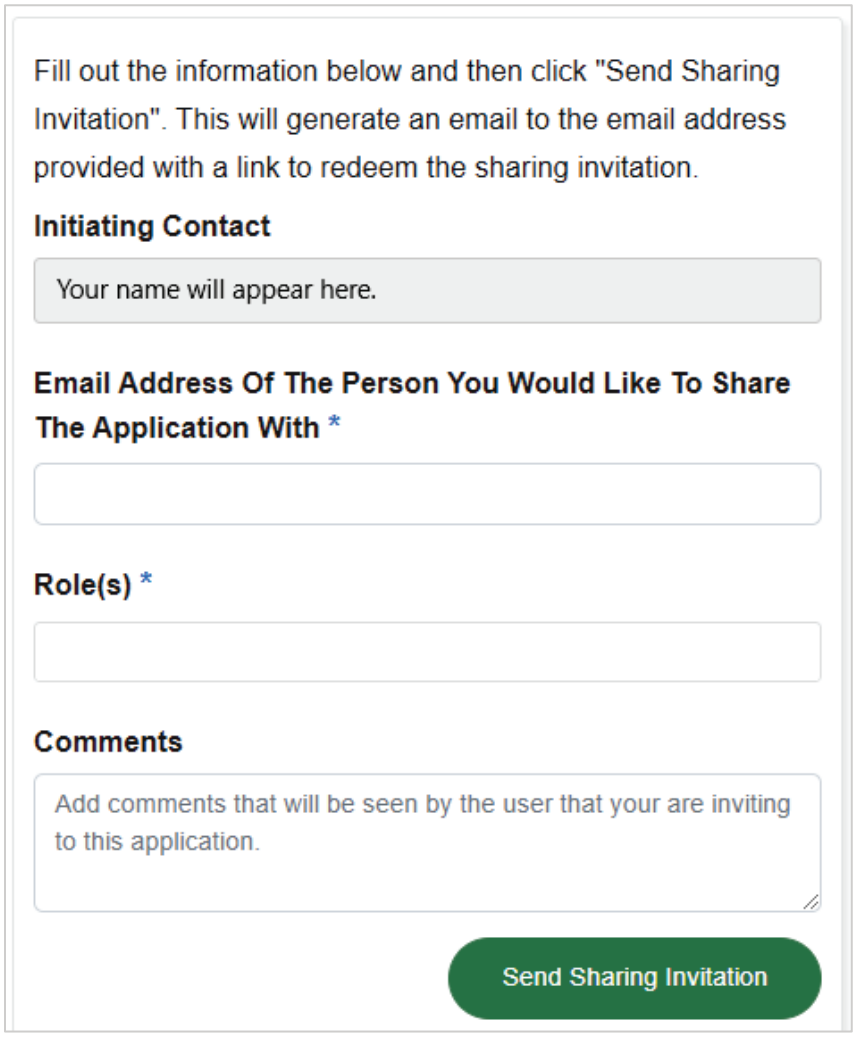
Users without signature authority may share applications with users who do have the authority so that the application can be signed and submitted.

Users can also share applications with colleagues or others who should have access. If an application has not been submitted, share recipients can edit the application.

Users can continue or exit from this screen if they do not need to add sharing invitations here, or when they are finished.

After clicking clicking ⊕ **Add** at the top of the grid a modal window will open where 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 will sign and submit the application should have the role **Responsible Official** or **Delegated Responsible Official**.

- Responsible Official
- Delegated Responsible Official
- Report Certifier
- Preparer
- Financial Administrator

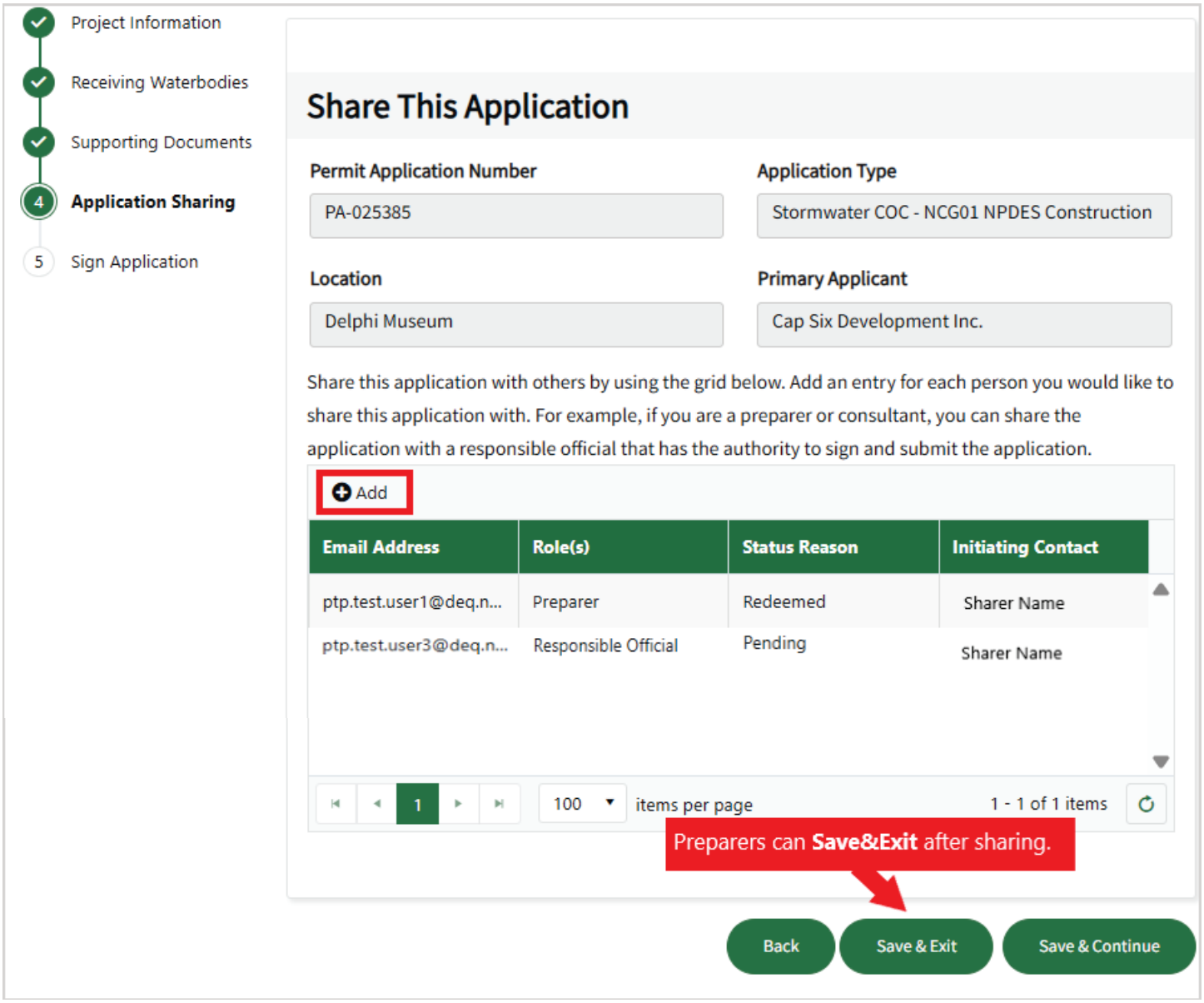
For others, users can select the role that seems most appropriate. If unsure, the role of **Preparer** can be used.

The email address that is/will be associated with the share recipient's AccessDEQ portal account must match the email address entered on this form 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.

Users may continue clicking **Add** to send more share invitations. Once entered, the invitations appear in the grid. Invitations in **Pending** status have not yet been redeemed, those in **Redeemed** status have.

At this point, preparers can click **Save & Exit.** Users may always return to the application before it has been submitted to make revisions. Responsible Officials/Delegated Responsible Officials can click **Save & Continue** to proceed with signing and submitting the application.

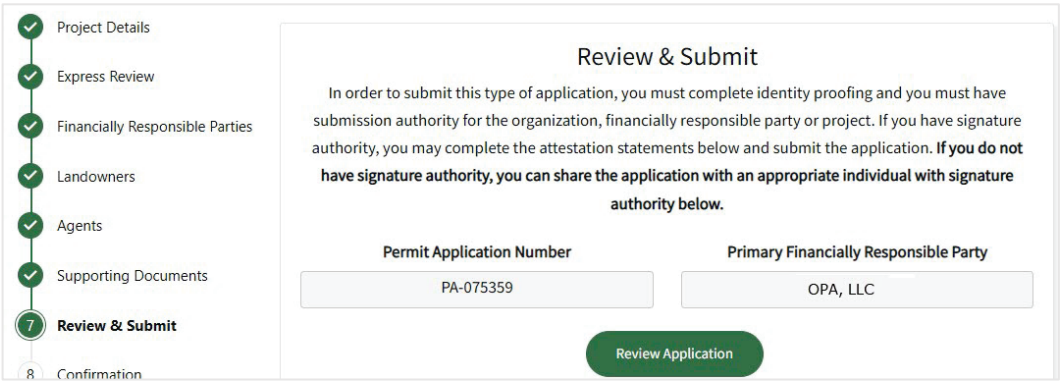


Application: (ESC) Sign Application

This section applies only to standalone E&SC applications. All others can refer to the next section.

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.

Preparers do not need to complete identity proofing and can navigate away when finished on this screen.

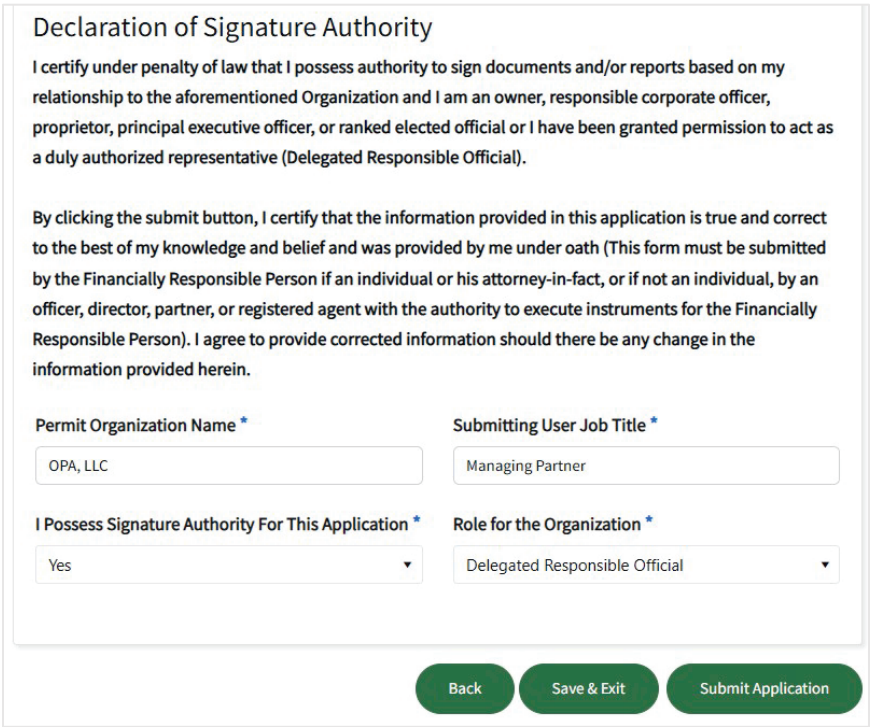


Here the application can be reviewed, shared, or submitted.

For application sharing instructions, users can refer to the **previous section.**

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.



Application: (Combined/NCG01/25) Sign Application

The next step is signing the application. Only users who have signature authority for the entity responsible for the permit may sign and submit the application.

Non-signatory users who proceed onto this page may navigate away and do not need identity proofing.

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 User 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:

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.

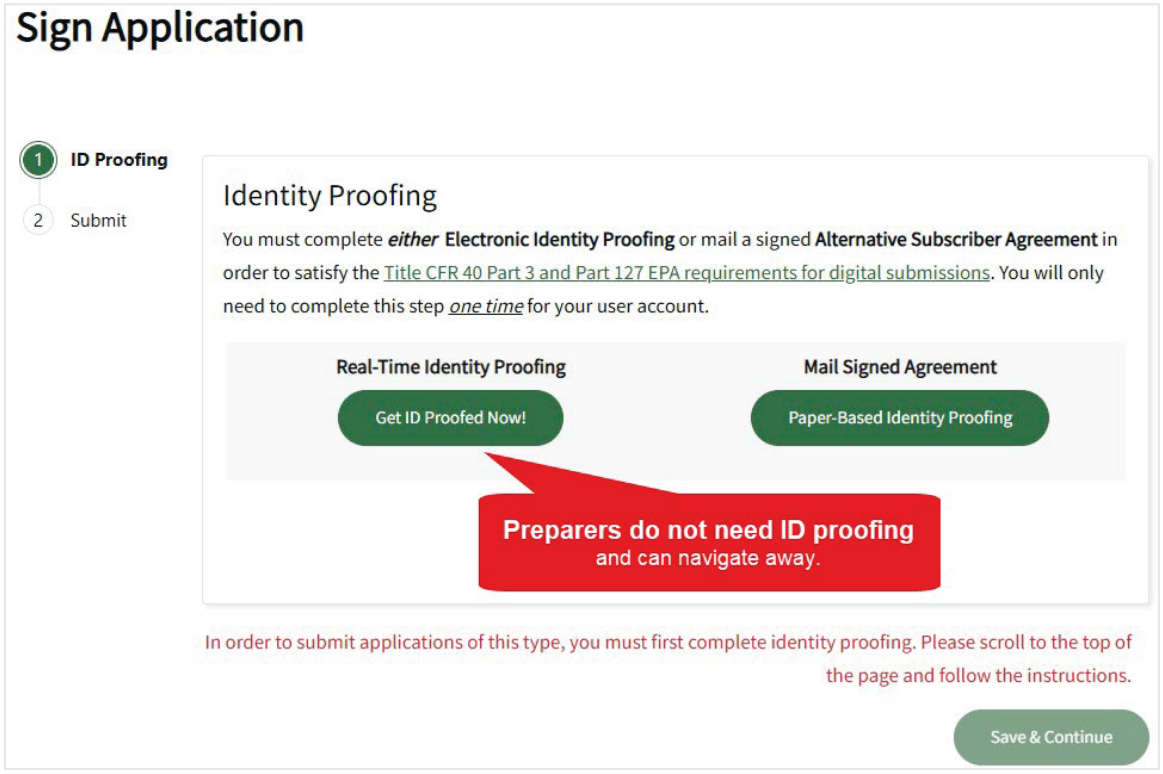
As per: New NCG01 AccessDEQ Permit System | NC DEQ

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. Or the user can click the paper-based identity proofing button to download an agreement that can be printed out and mailed to DEQ.

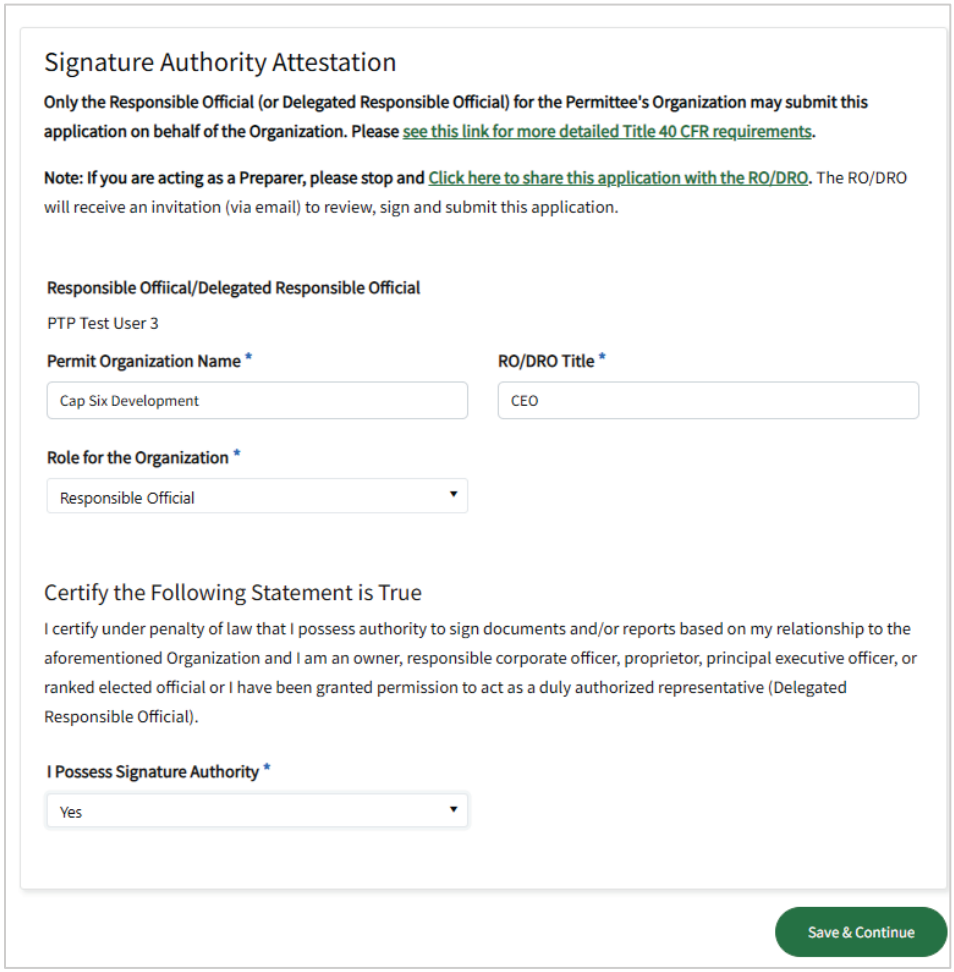
Note: Identity proofing only needs to be completed once. Sections **Identity Proofing** and **Appendix D** have more information.



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 **RO/DRO Name** 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 applies to Delegated Responsible Officials (DROs). ROs who do not need information on DROs can skip it and go directly to the **Review Permit Application and Submit** section.

Information on RO approval of an online delegated responsible official request is within the next section of this document in the **Approval of Online DOSA** subsection.

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

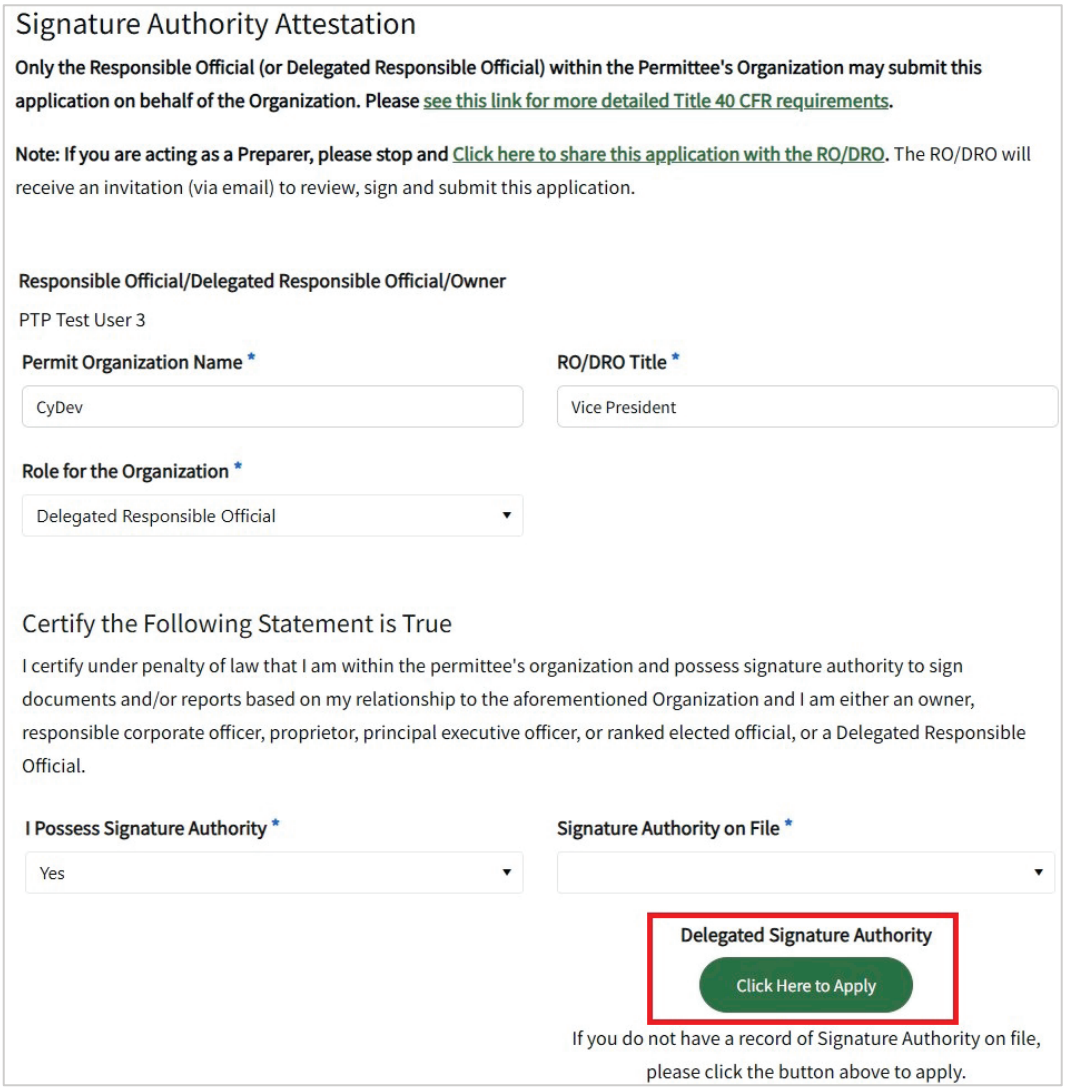
After selecting the paper DOSA method, a PDF DOSA form will be generated that must be printed out, filled in, and signed by the DRO and RO. The wet-signed paper copy of the DOSA form should then be mailed to the Stormwater program per the instructions.

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.

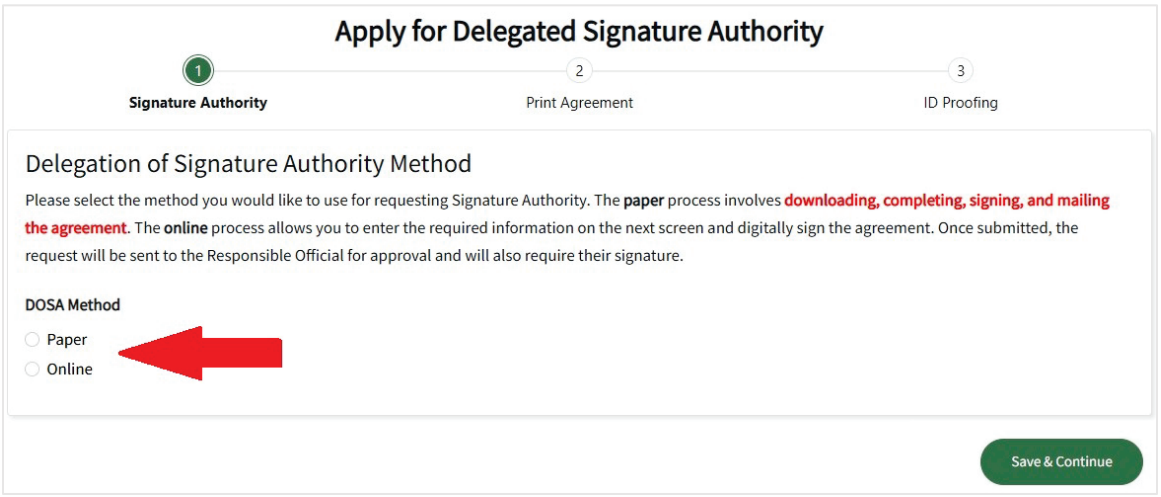
The user fills in/selects:

- 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.

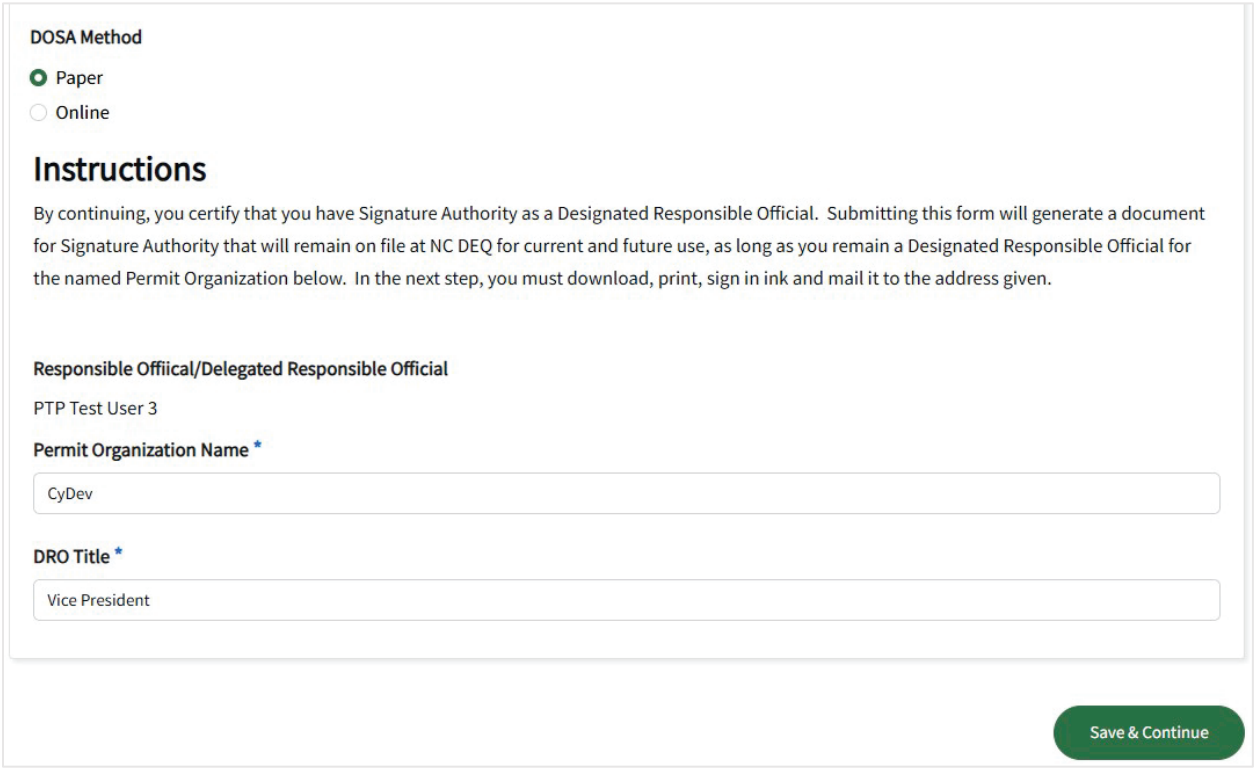
To add signature authority the user can **Click Here to Apply**.

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

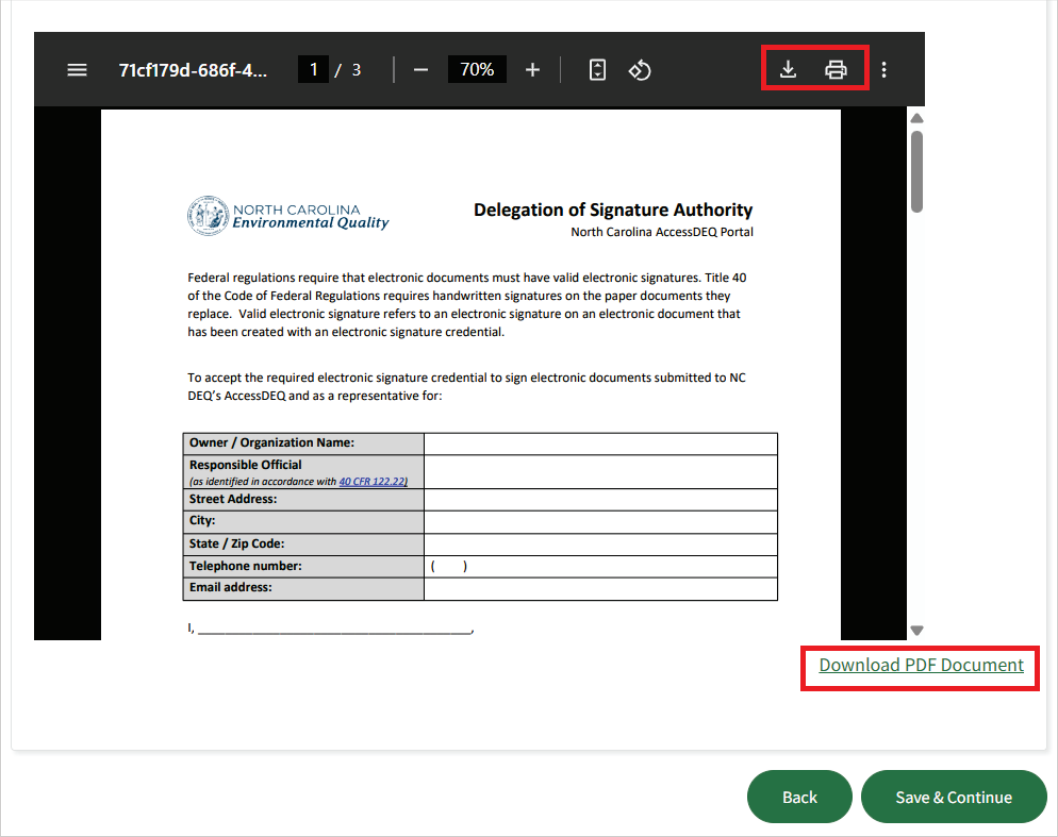


Paper DOSA

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:

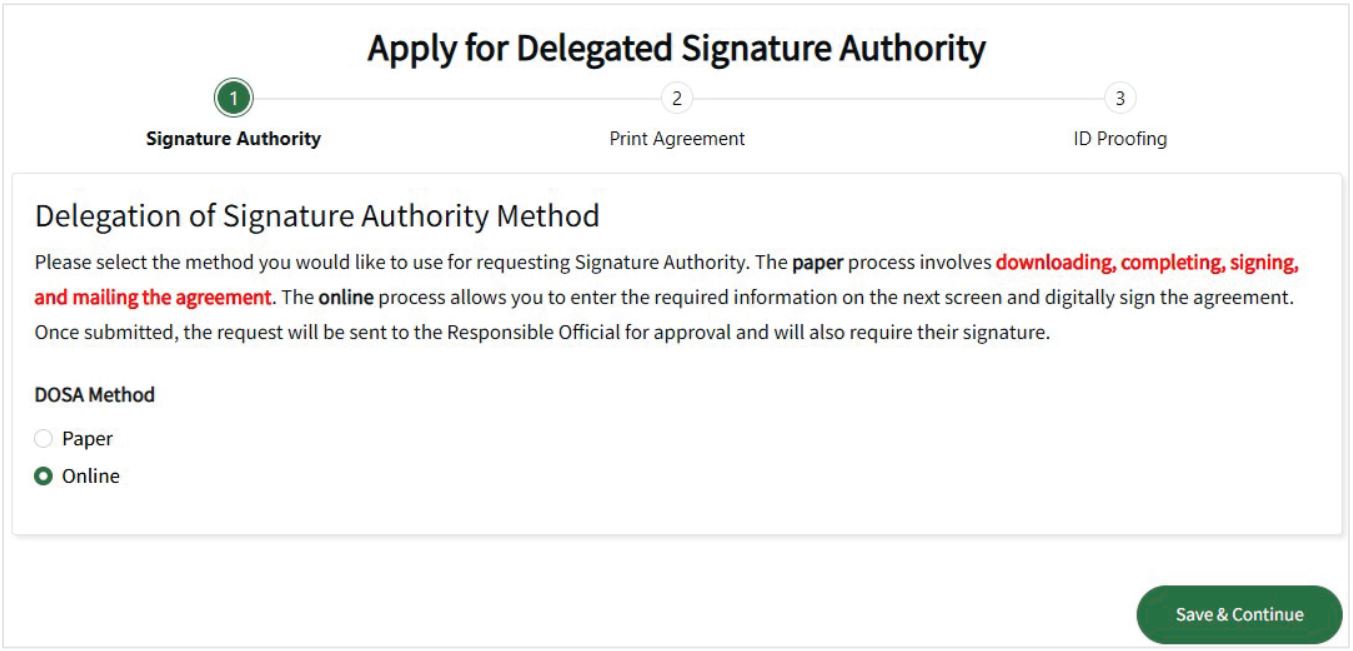
US Mail
DEQ-DEMLR Stormwater
1612 Mail Service Center
Raleigh, NC 27699-1612

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

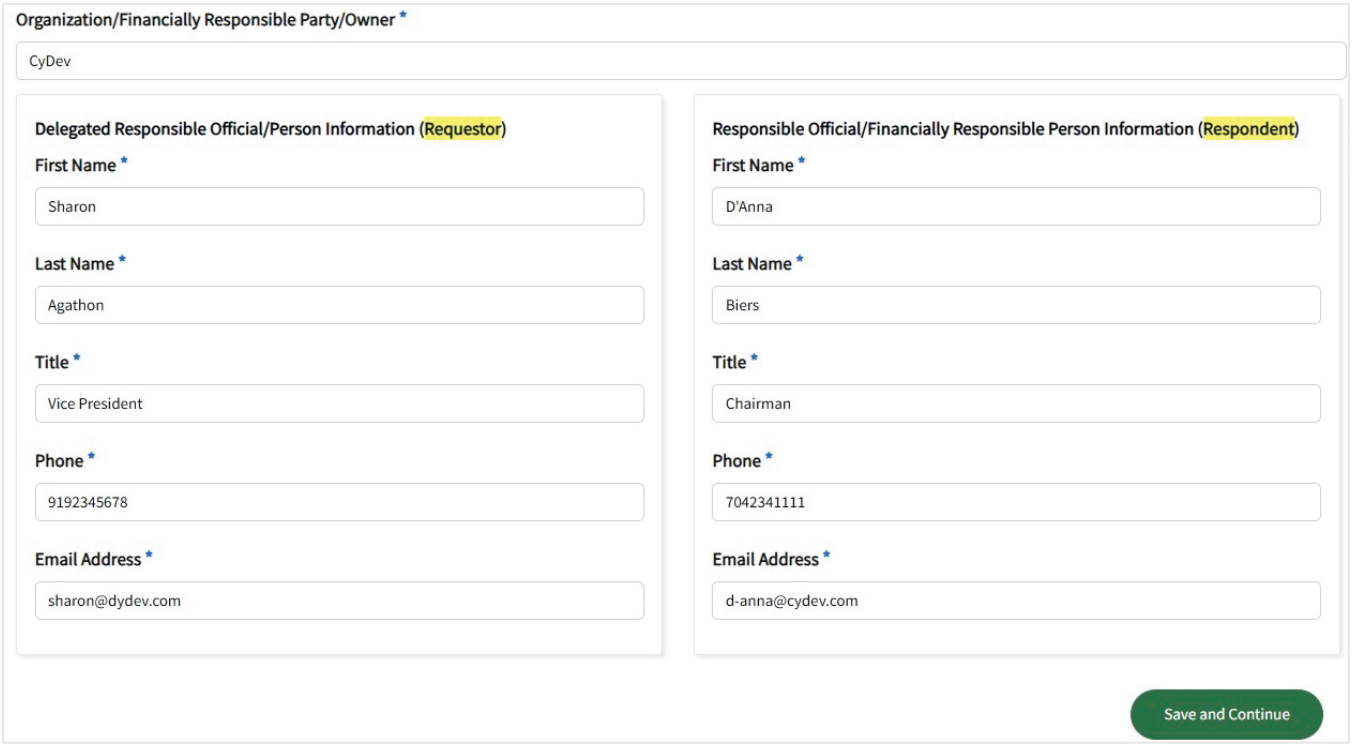
Once they have completed printing or downloading the form, users can click **Save & Continue** to exit the signature authority process. Users will return to the Sign Application page where they can **electronically Sign, Save & Continue, and Submit** the Application once ready to do so.

Online DOSA

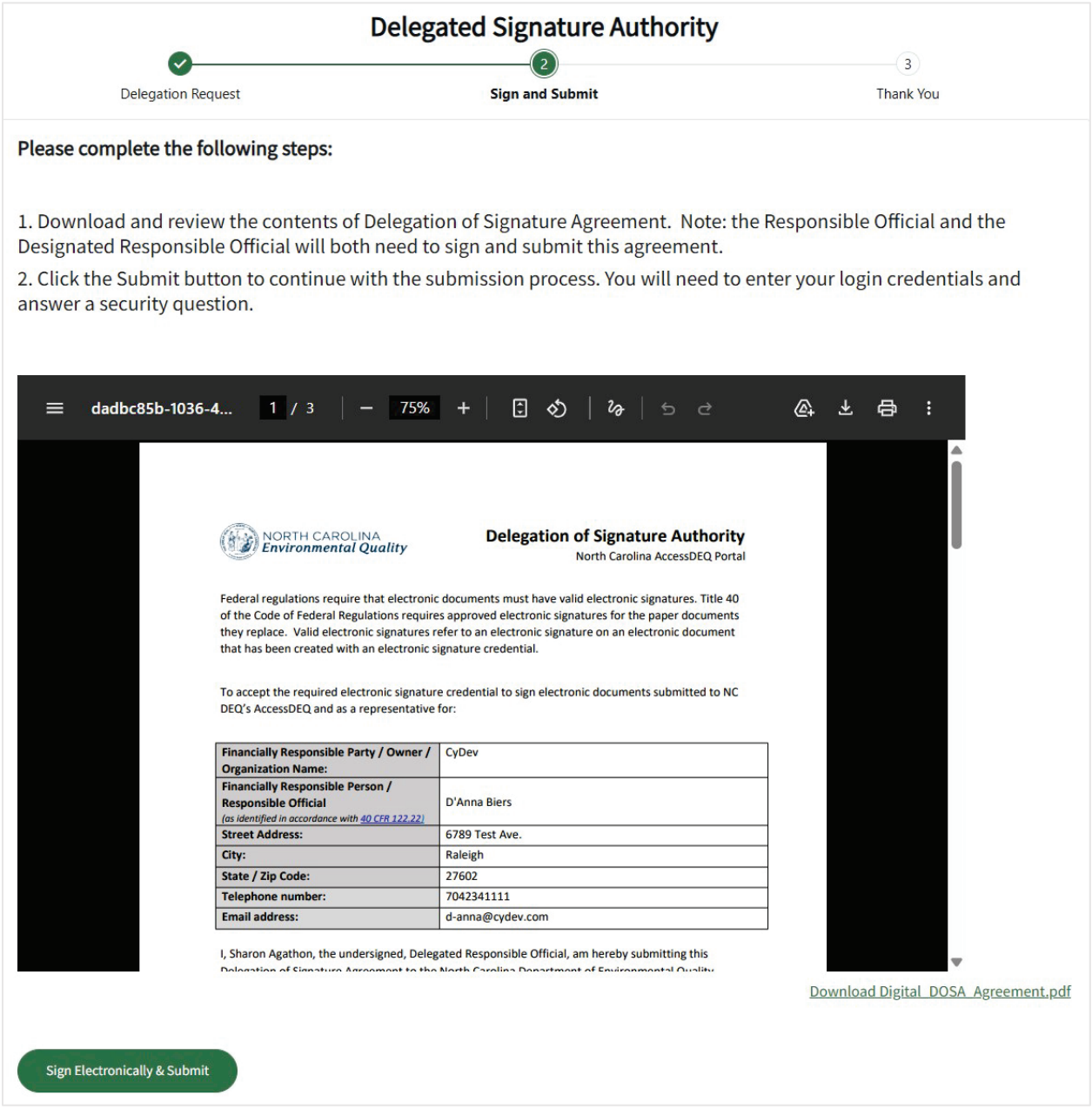
To complete the DOSA process online, users can select **Online** and click **Save & Continue** to proceed.



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



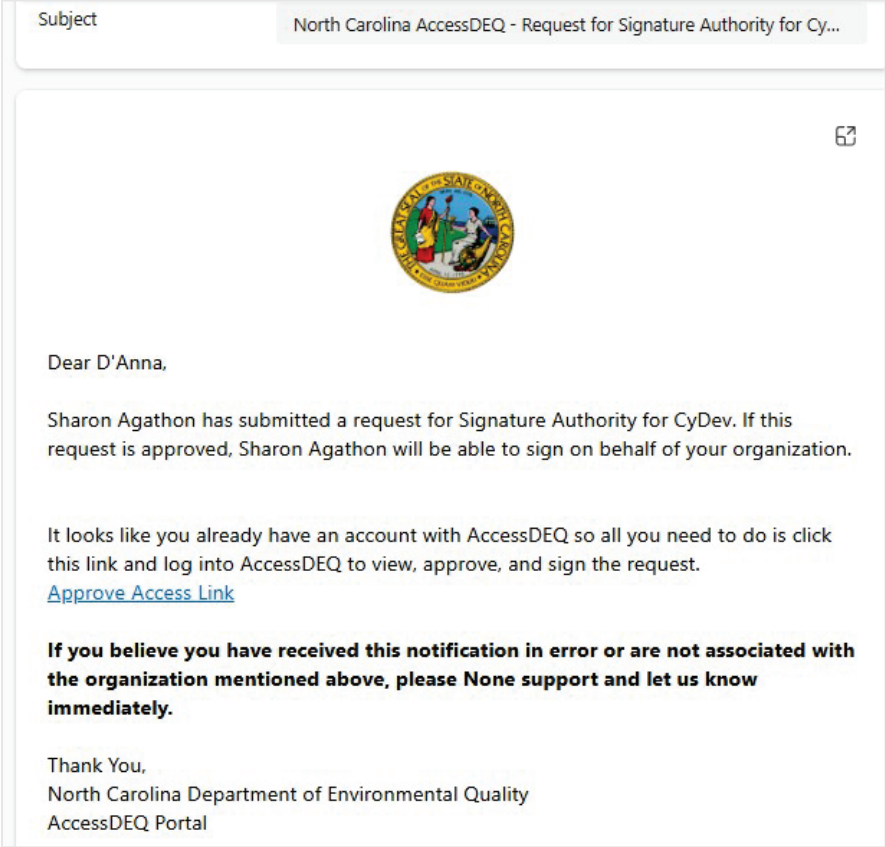
The completed DOSA document is generated. The user can download or print the document if they wish. When they click **Sign Electronically & Submit**, the request for delegated authority is sent to the email address of the RO as entered on the previous screen.



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.

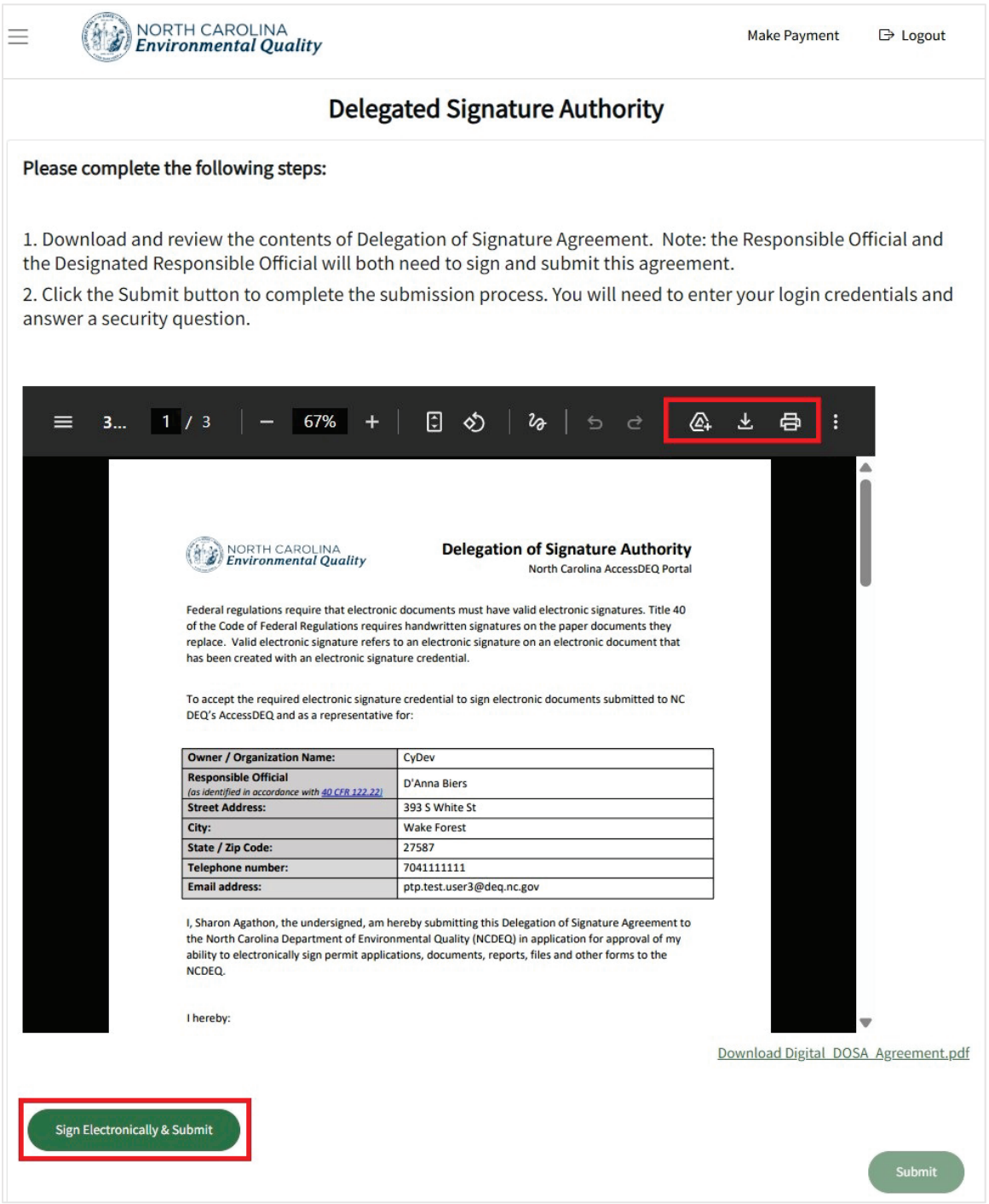
It looks like you already have an account with AccessDEQ so all you need to do is click this link and log into AccessDEQ to view, approve, and sign the request.
Approve Access Link

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

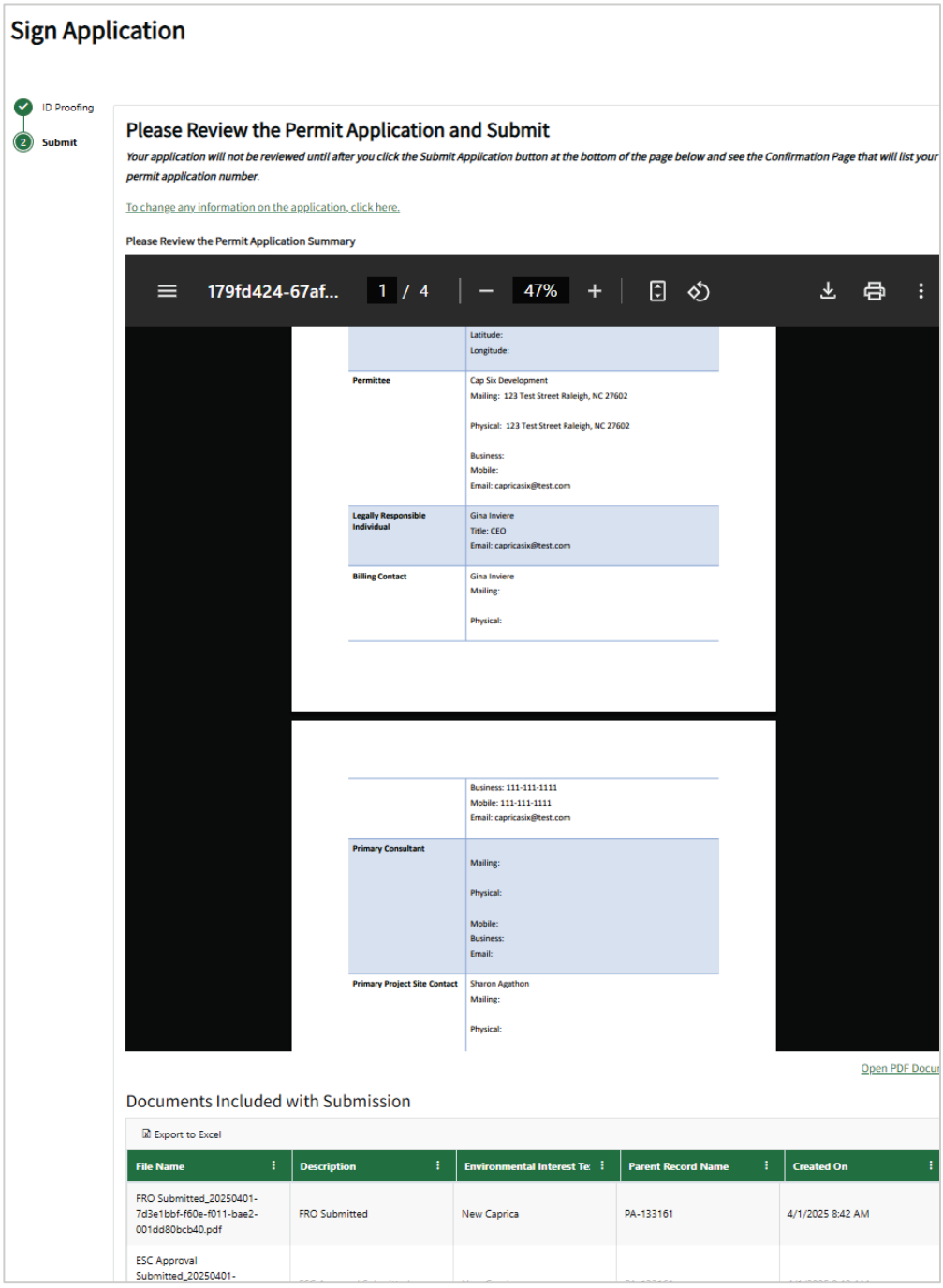
The DOSA review link will display the generated DOSA. The RO can also download or print the agreement. After the RO has reviewed the DOSA, they can click **Sign Electronically & Submit**. The RO will then be prompted to re-enter their password and, depending on their multi-factor choices for their AccessDEQ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



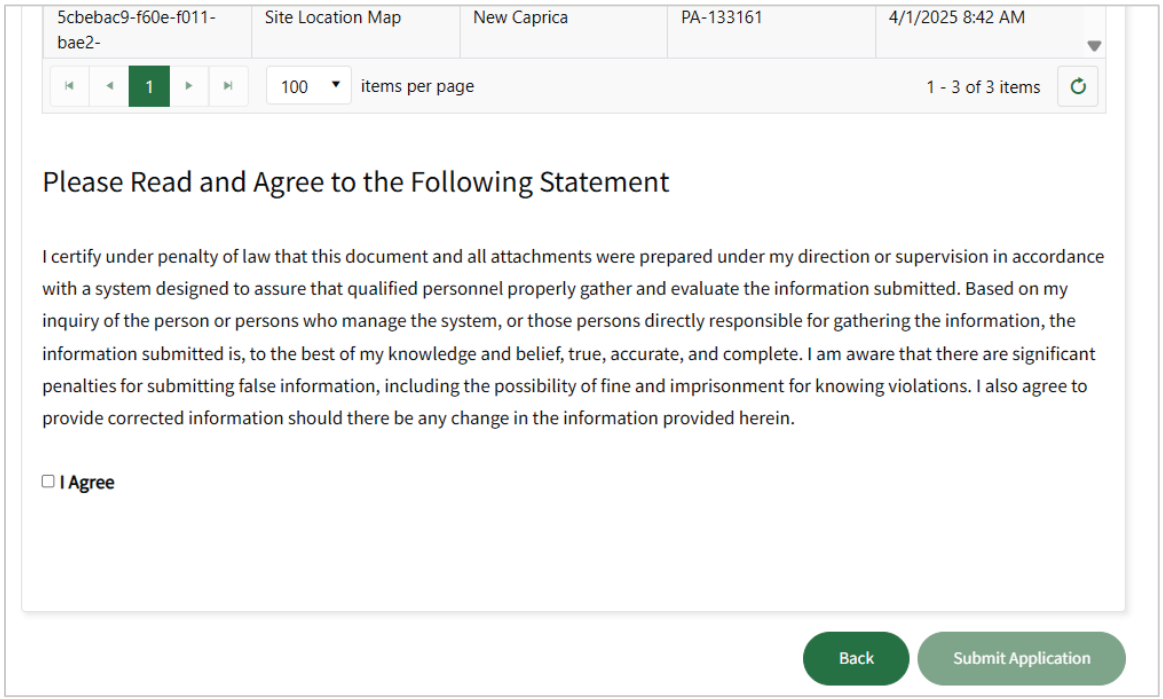
Review Permit Application and Submit

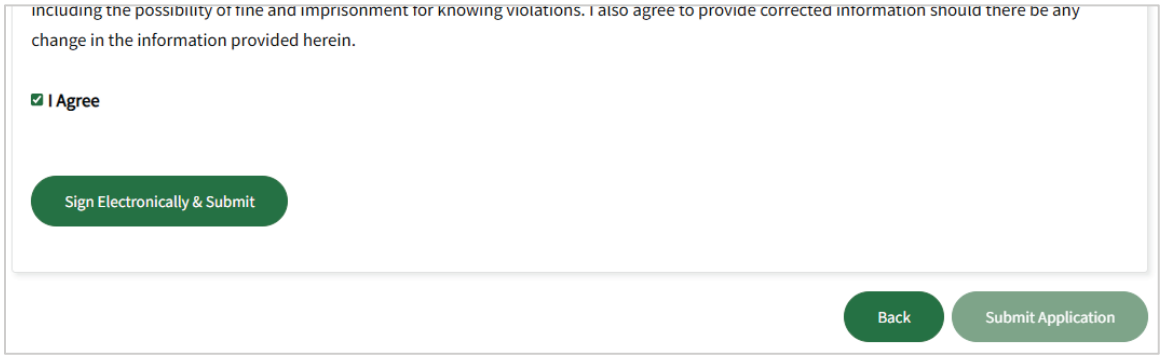
Once an RO or DRO has proceeded past step one of **Sign Application**, they can review the application and attached documents and submit the application. On the top of the screen is a document viewer displaying the completed application from which users can download or print it. Beneath that is a display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

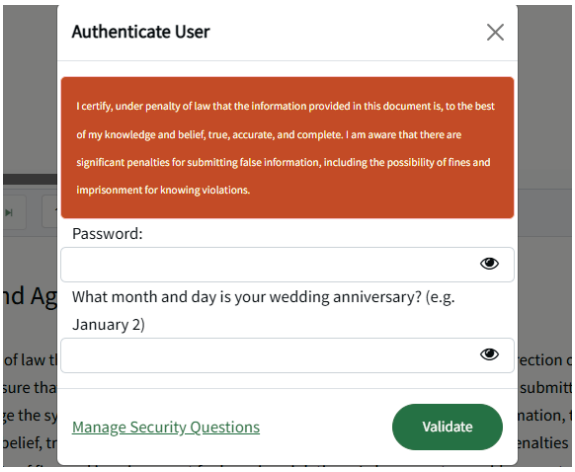


Users can click the link above the document display to go back and change information. **Note:** Until an application has been submitted, users can always change the application information at any time. The section on the Applications Grid has more information about accessing applications.

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.







Accepting Shared Applications/Permits

A portal user can grant access to others for permit applications or permits by using the sharing feature. The **Applications Grid** and **Permits & Projects Grid** sections in this document have more information for users who want to share.

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. 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

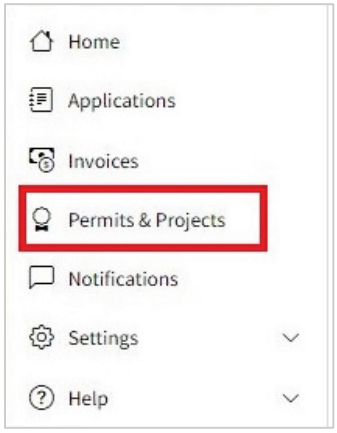
It looks like you already have an account with AccessDEQ so all you need to do is log into AccessDEQ to view the shared permit and permit application.
My Permits & Projects
My Permit Applications

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

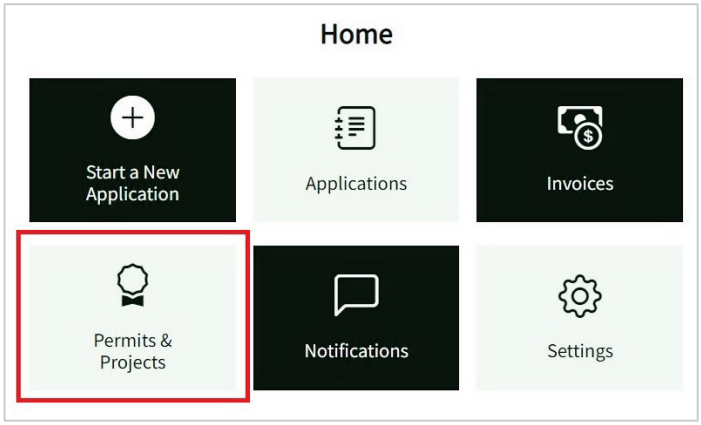
It is important that the email address to which the sharing invitation is sent matches the email address that is/will be associated with the invitee's AccessDEQ portal account. In the event a user sends a sharing request to the wrong email address, the sharer can re-send the invitation using the correct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

Permits & Projects Grid

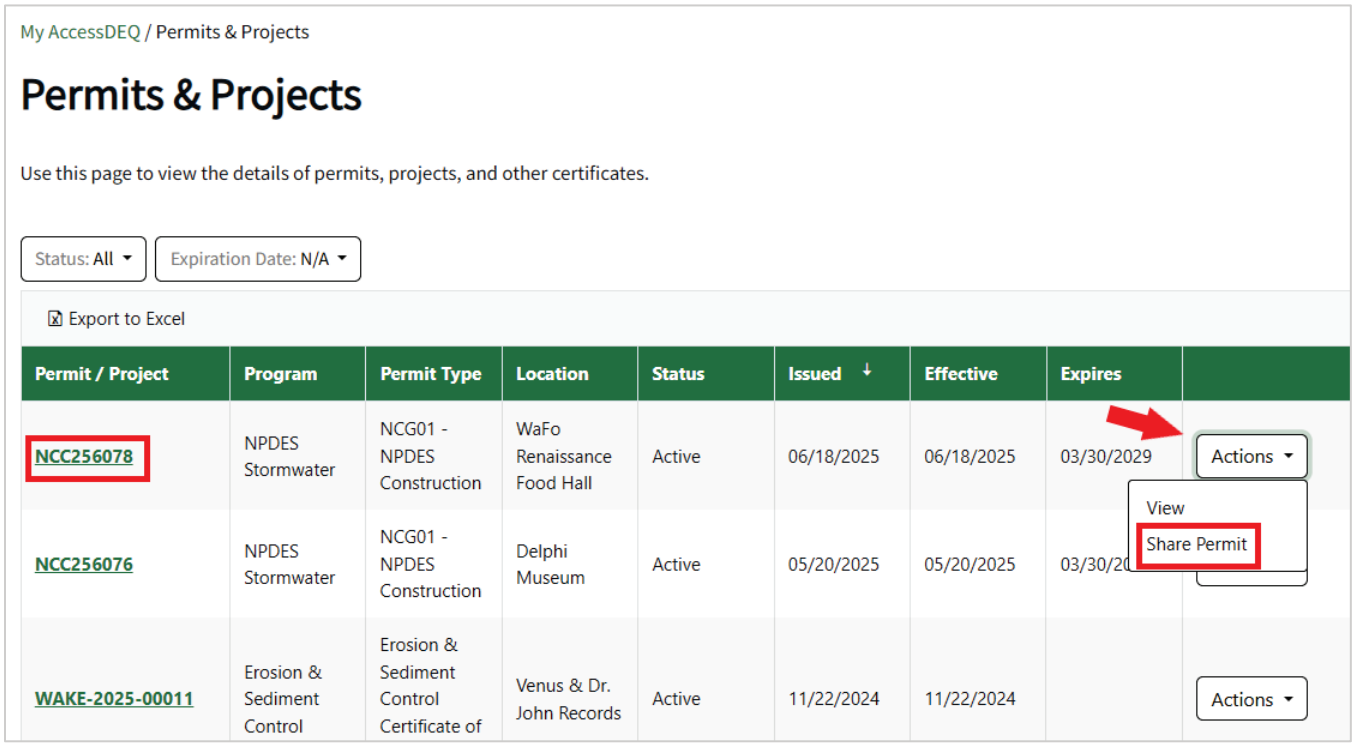
Users can see the permits to which their AccessDEQ portal account currently has access. To reach the Permits & Projects screen users can select **Permits & Project** on the left-hand navigation, or click the tile on the home screen. To gain access to a permit which does not appear in the list, users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

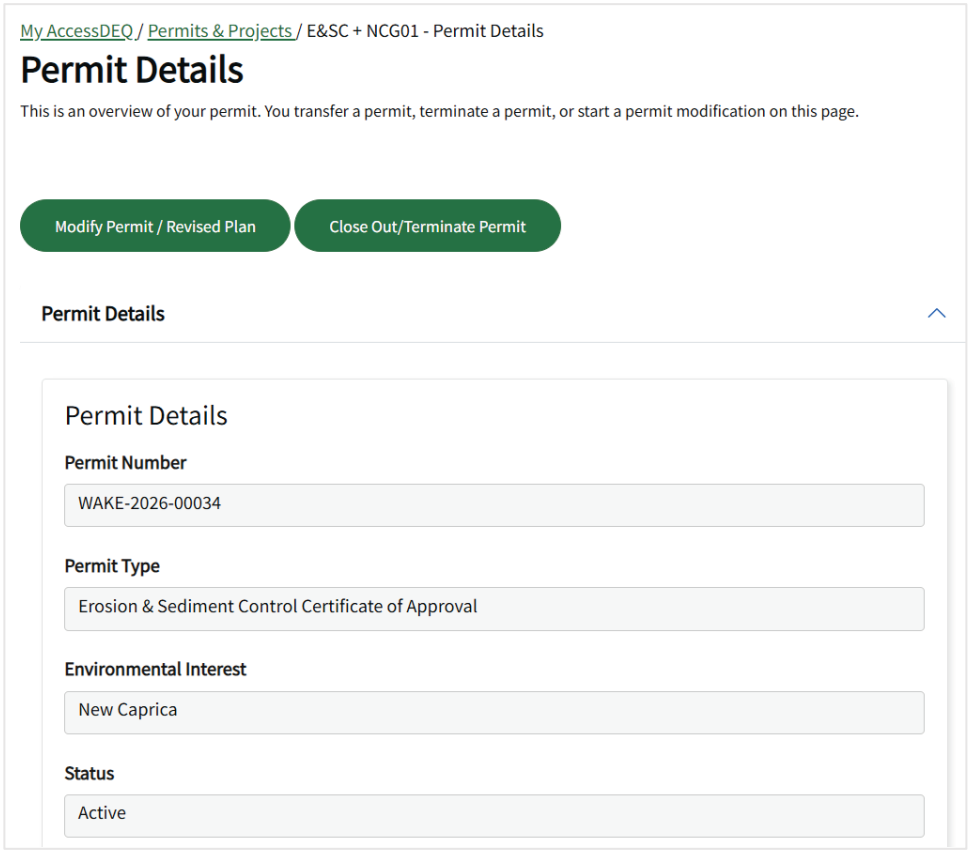


OR



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.





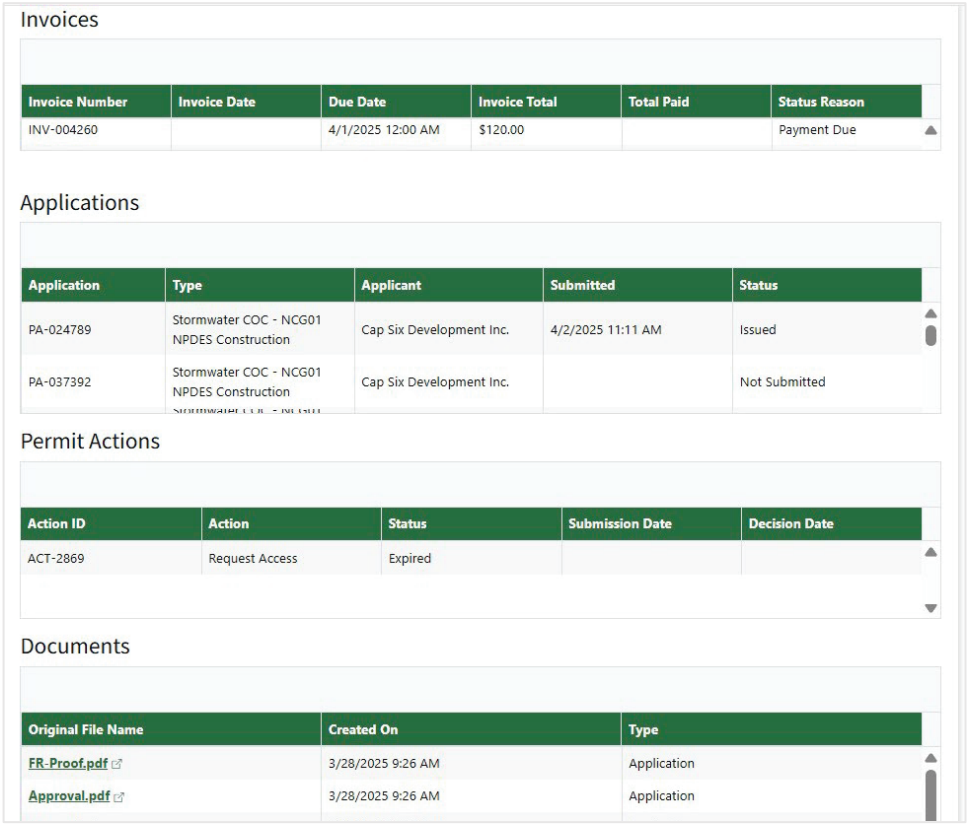
The Permit Details screen displays information about the permit.

From this screen users can start an applications for **termination** or **modification**.

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

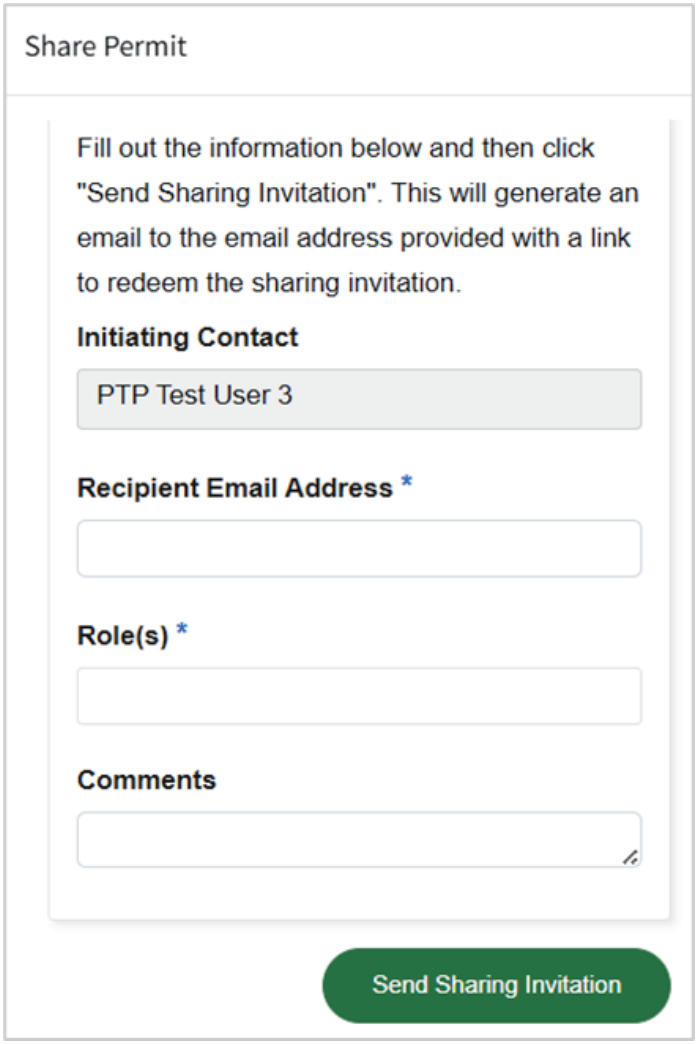
If there are **modification** or **termination** requests for the permit, they will appear here.

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**.



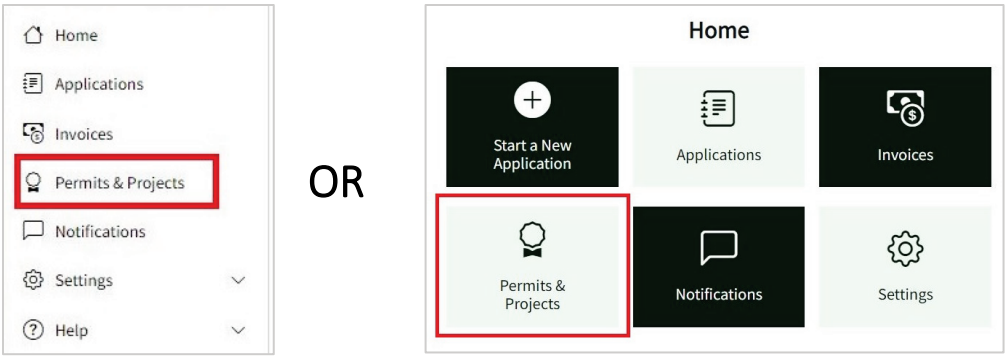
For others, users can select the role that seems most appropriate. If unsure, the role of **Preparer** can be used.

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.

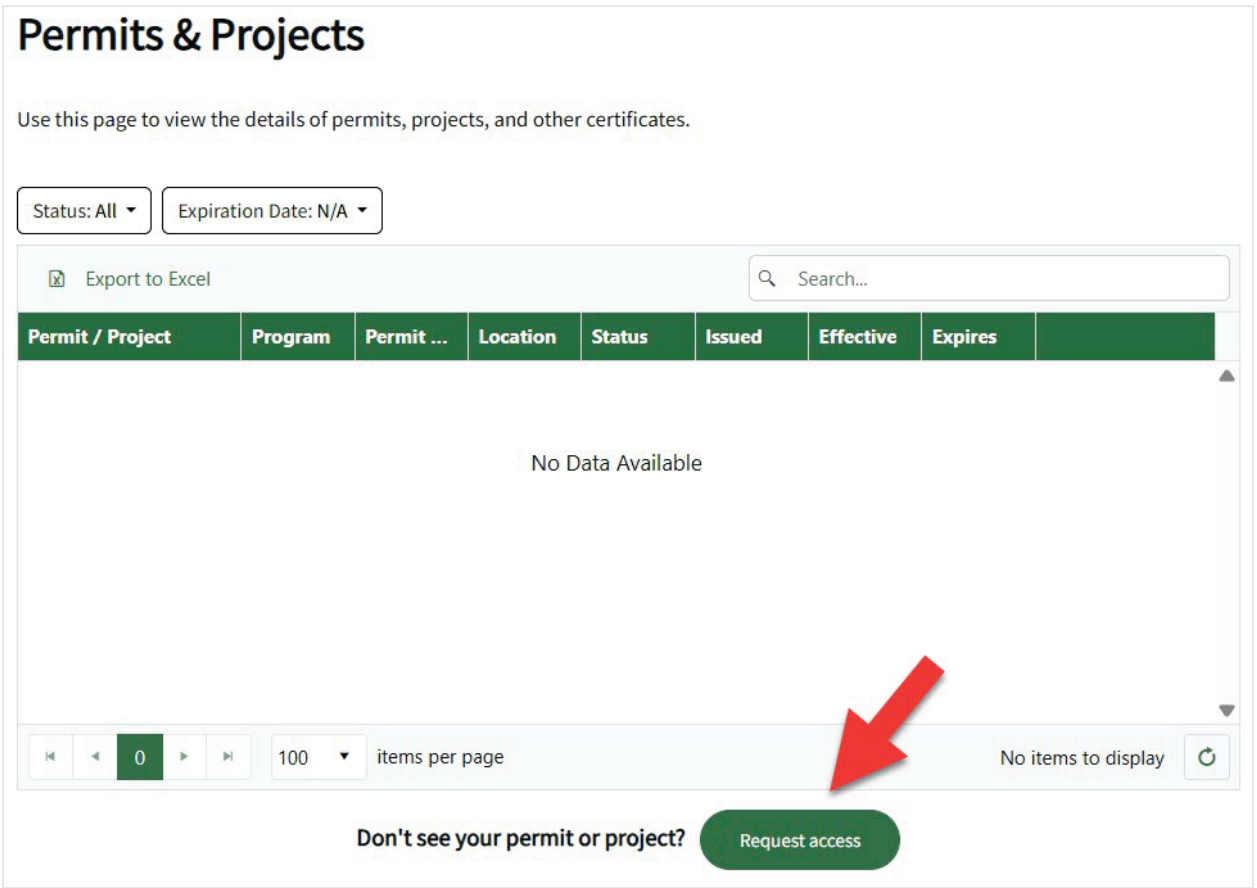
If the email address of the recipient is not yet associated with an AccessDEQ portal account, the sharing message will include registration instructions for the recipient. The **Accepting Shared Applications/Permits** section in this document has more information.

Request Access to a Permit

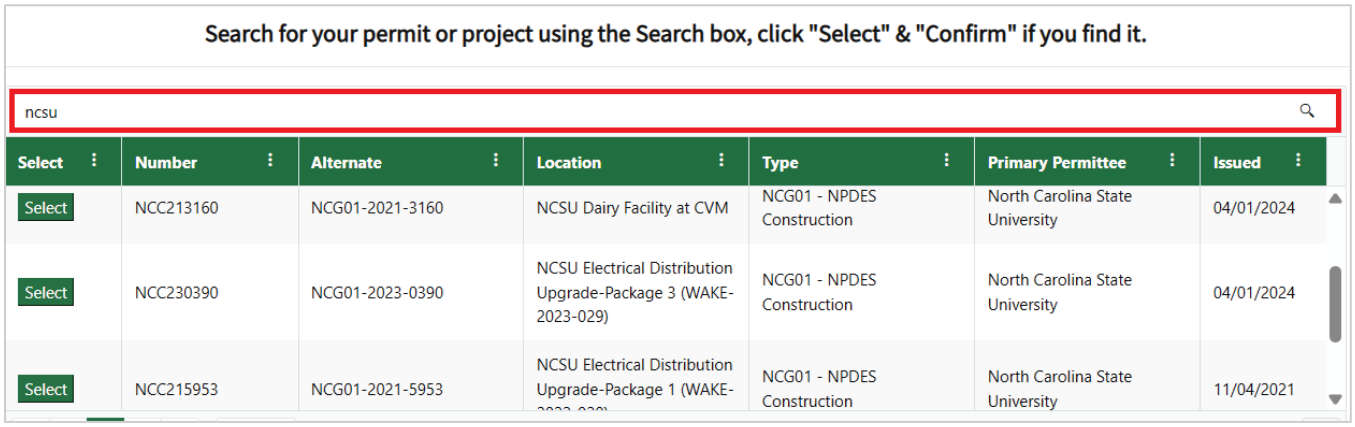
A user can request access to an existing permit from the Permits & Projects screen.



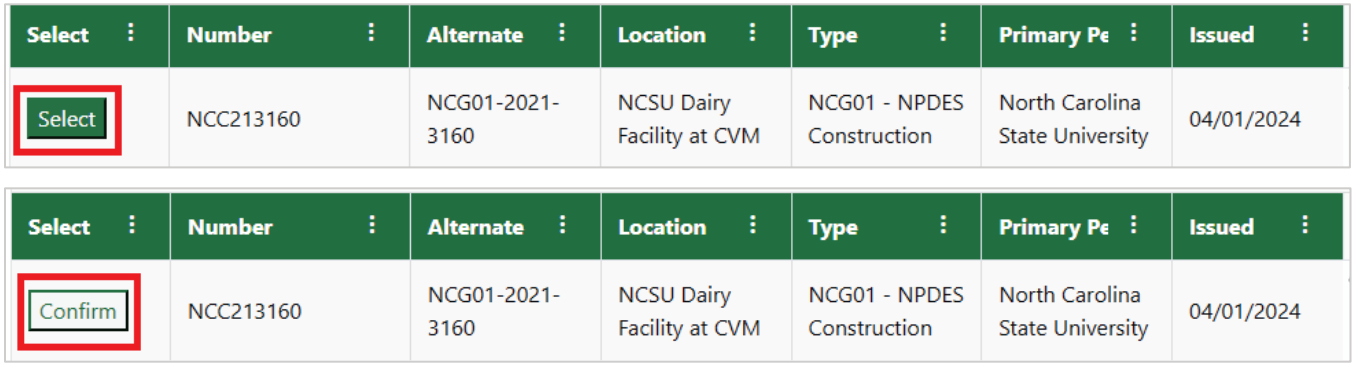
Users can click the **Request access** button at the bottom of the grid to bring up the permit search from which access can be requested.



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.



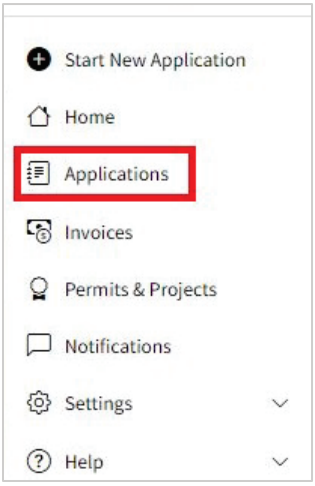
The user can enter explanatory comments about the request for access and upload supporting documentation. These should include information about why the user should have access. Users are encouraged to ensure their AccessDEQ **Profile** is complete to help make the process go more smoothly.



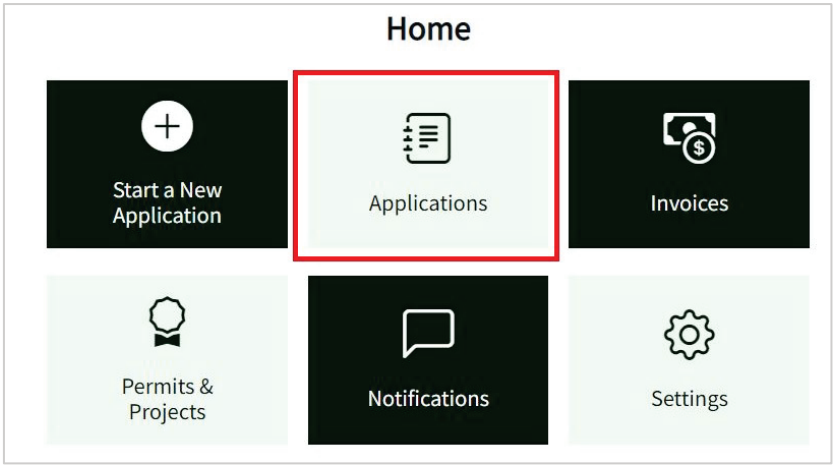
Clicking **Submit** sends the request to DEQ. The user will be notified via email about the decision for the request. If the request is granted, the permit will appear in the Permits & Projects for the user's AccessDEQ account.

Applications Grid

A list of a user's applications may be accessed from the **Applications** page in AccessDEQ. It can be reached by selecting it from the left-hand navigation menu or the tile on the Home screen.



OR



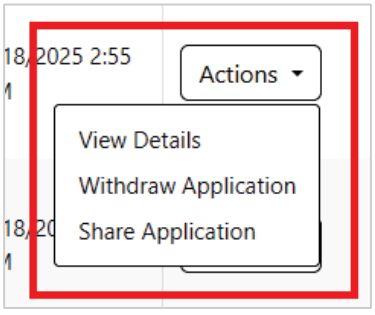
The **Applications** grid shows the applications to which the user has access. This includes applications created by the user or shared with the user. The user's permit applications, as well as termination and modification requests, appear on this grid.

Clicking on the permit application number (**PA-######**) in the **Application** column will take the user to the application. If the permit application is in the status of "Not Submitted" or "Awaiting Applicant", the permit application will open for editing. 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

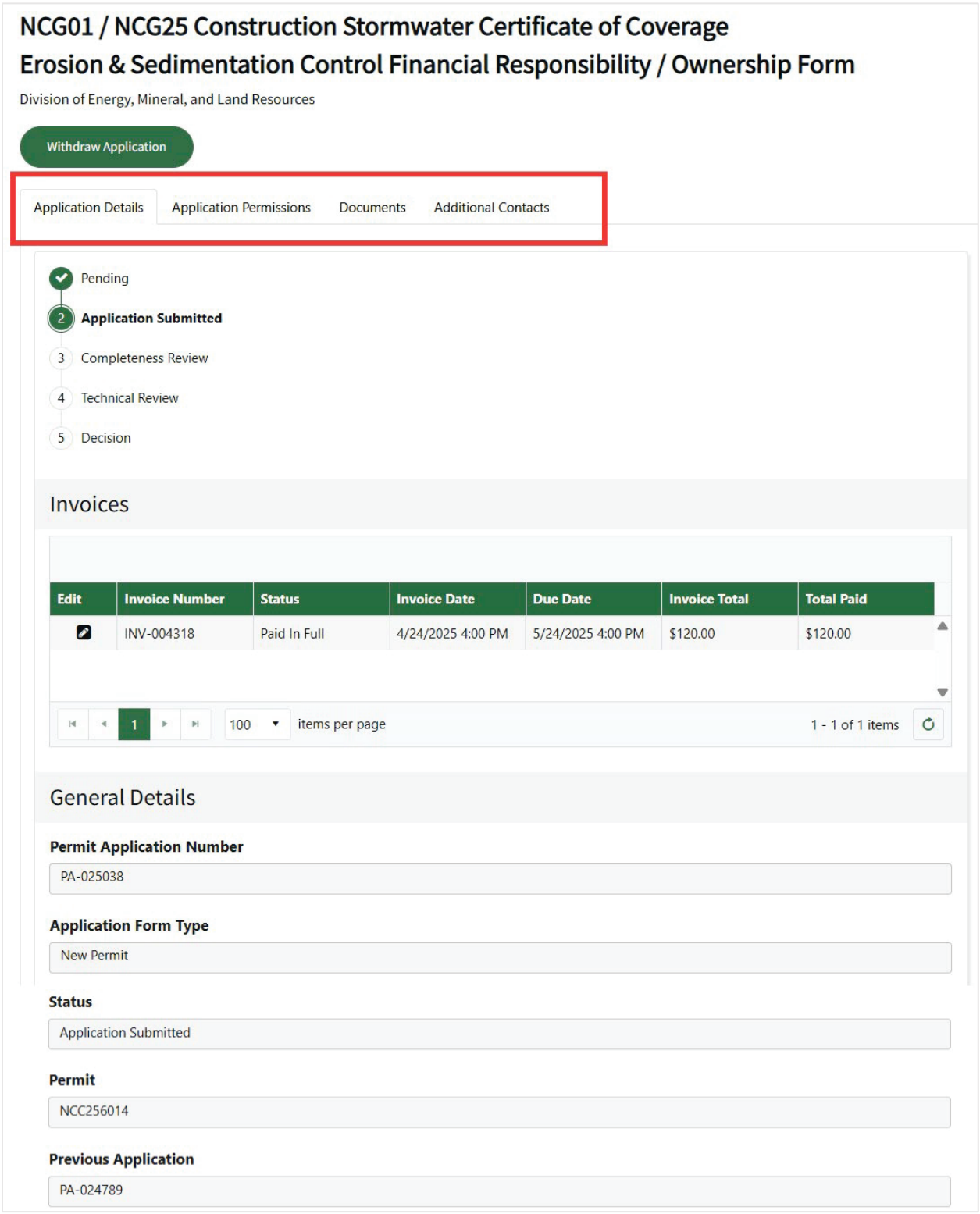
The **Actions** button also allows users to view the Applications Details screen by selecting **View Details.** There are other options such as **Share Application** or **Edit Application**.

Note: the option to edit an application is only available if the application is in status "Not Submitted" or "Awaiting Applicant".



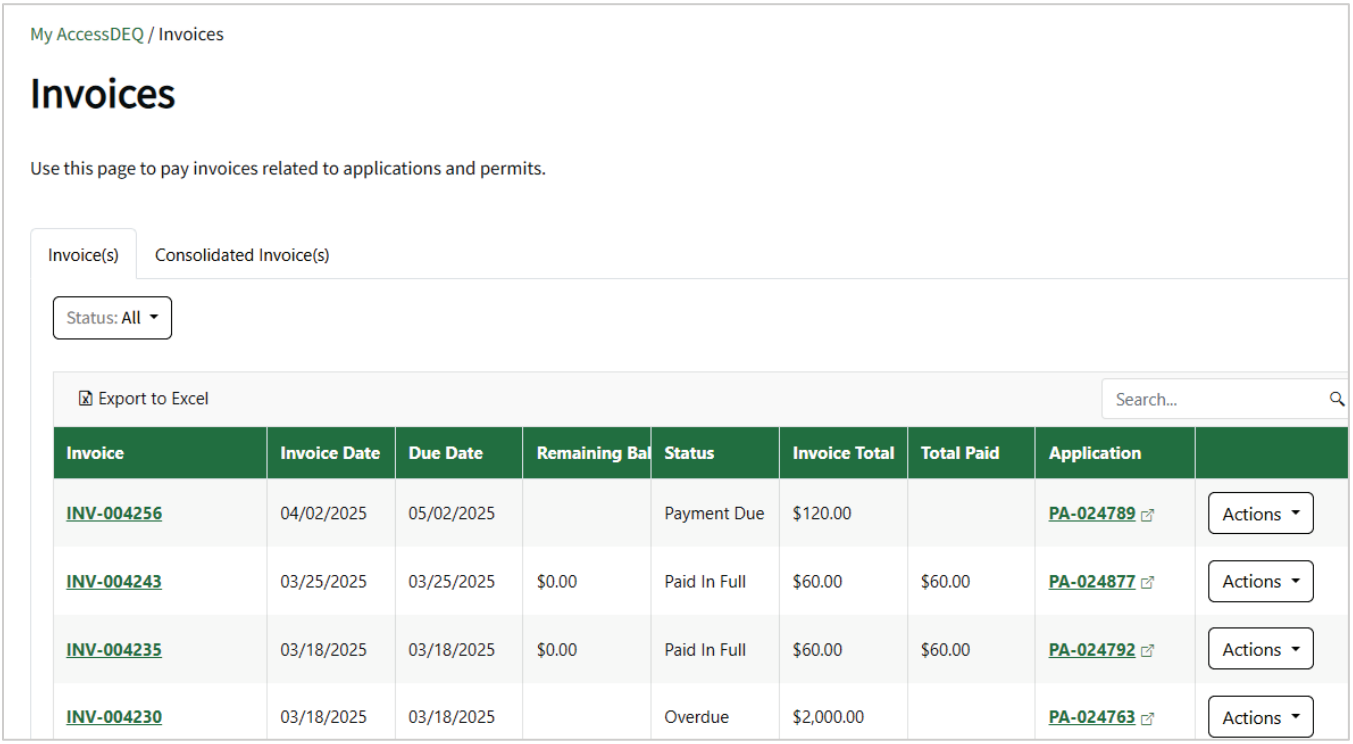
The Application Details screen displays information about the application, its status, and a link to withdraw an application. Clicking on the tabs at the top of the form will show other information related to the application.

On the **Additional Contacts** tab users can add, edit, or remove contacts included in certain project communications. These are not tied to permit or permit application contacts and can be changed at any time.



Invoices & Payments

An invoice is generated after the successful submission of an application. All invoices can be viewed from the Invoices grid in AccessDEQ. To view an individual invoice, users can click the link in the **Invoice** column (**INV-######**), or select **View Invoice** from the **Actions** menu. Invoice information for an individual application is also available on the Application Details screen.

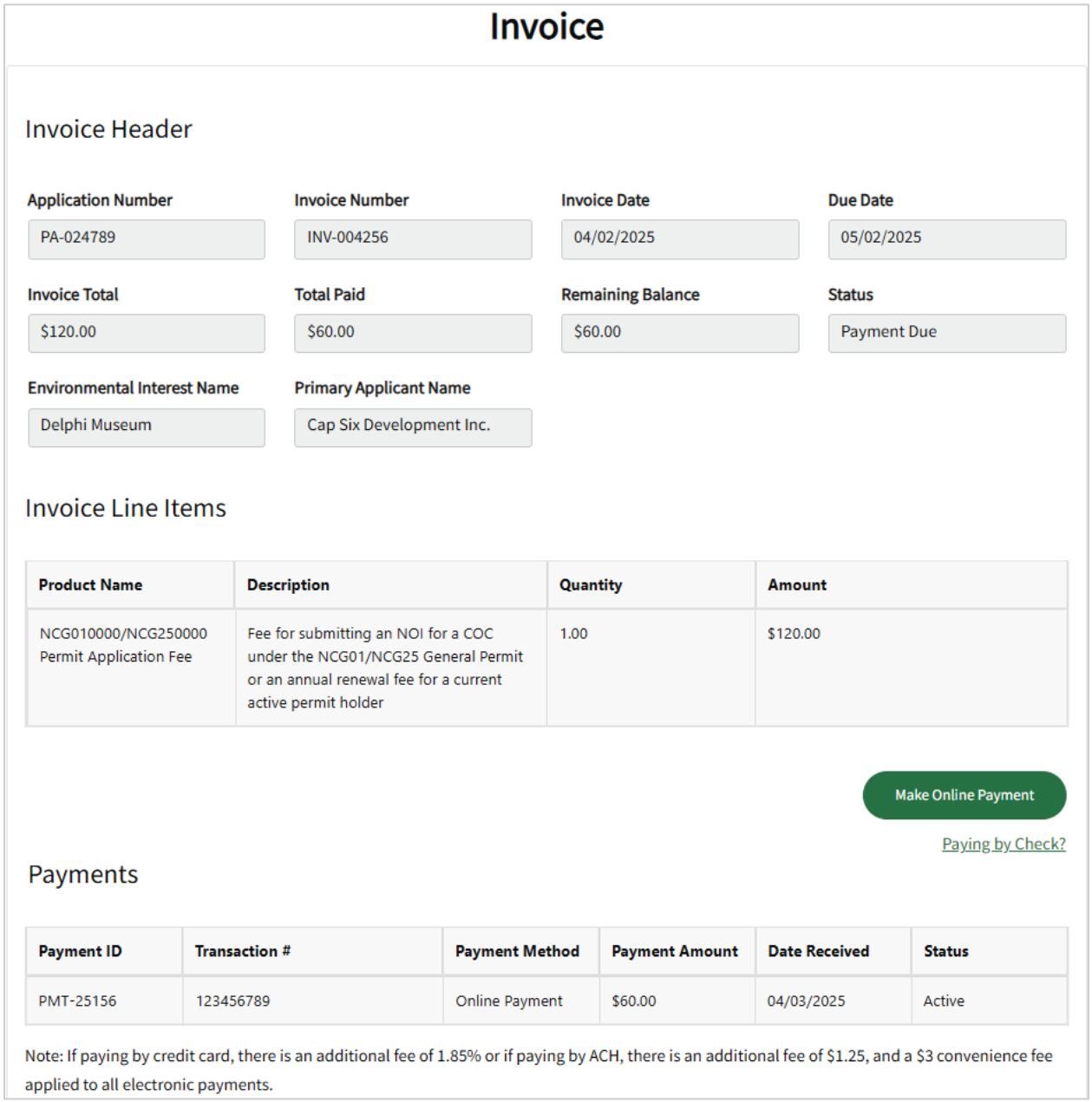


Invoice	Invoice Date	Due Date	Remaining Bal	Status	Invoice Total	Total Paid	Application	
INV-004256	04/02/2025	05/02/2025		Payment Due	$120.00		PA-024789	Actions
INV-004243	03/25/2025	03/25/2025	$0.00	Paid In Full	$60.00	$60.00	PA-024877	Actions
INV-004235	03/18/2025	03/18/2025	$0.00	Paid In Full	$60.00	$60.00	PA-024792	Actions
INV-004230	03/18/2025	03/18/2025		Overdue	$2,000.00		PA-024763	Actions

To view the associated permit application from the Invoices screen, users can click the link in the **Application** column or select View Application from the **Actions** menu.

The Invoice screen displays details of the invoice and any payments that have been made.

The **Make Payment** button is enabled for invoices with an outstanding balance. Clicking it takes the user to the PayIt web application, where they can submit a payment.



Invoice

Invoice Header

Application Number	Invoice Number	Invoice Date	Due Date
PA-024789	INV-004256	04/02/2025	05/02/2025

Invoice Total	Total Paid	Remaining Balance	Status
$120.00	$60.00	$60.00	Payment Due

Environmental Interest Name	Primary Applicant Name
Delphi Museum	Cap Six Development Inc.

Invoice Line Items

Product Name	Description	Quantity	Amount
NCG010000/NCG250000 Permit Application Fee	Fee for submitting an NOI for a COC under the NCG01/NCG25 General Permit or an annual renewal fee for a current active permit holder	1.00	$120.00

Make Online Payment

Paying by Check?

Payments

Payment ID	Transaction #	Payment Method	Payment Amount	Date Received	Status
PMT-25156	123456789	Online Payment	$60.00	04/03/2025	Active

Note: If paying by credit card, there is an additional fee of 1.85% or if paying by ACH, there is an additional fee of $1.25, and a $3 convenience fee applied to all electronic payments.

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

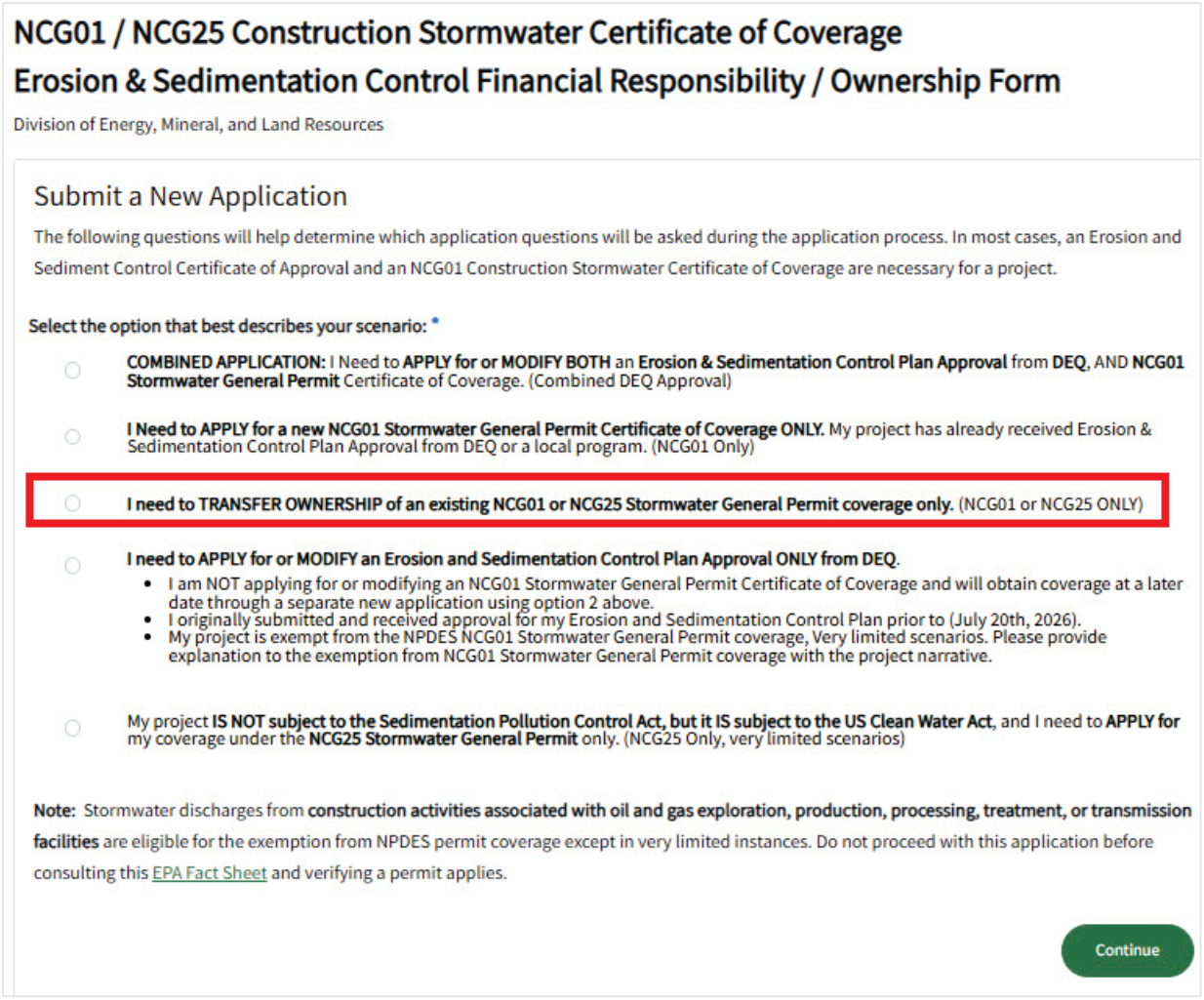
A $3 convenience fee is applied to all electronic payments. There is an additional fee of 1.85% if paying with credit or debit card. For ACH, there is an additional flat fee of $1.25 per ACH payment.

A receipt from PayIt will be provided showing the total payment including fees. Users can print a copy of the receipt by clicking the Print button at the top right corner of the page.

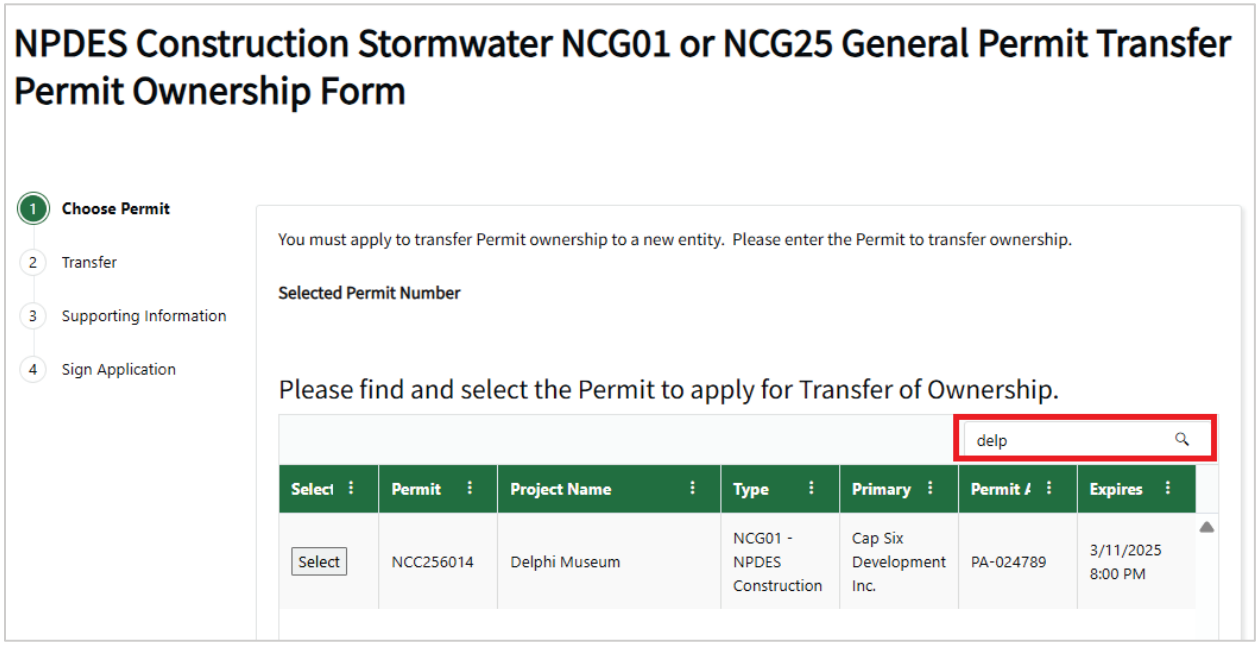
Application: (NCG01/25) Transfer Ownership of a Permit

Users can apply to transfer Permit ownership to a new entity by starting an NCG01/NCG25 application then selecting the transfer ownership option and clicking **Continue**.

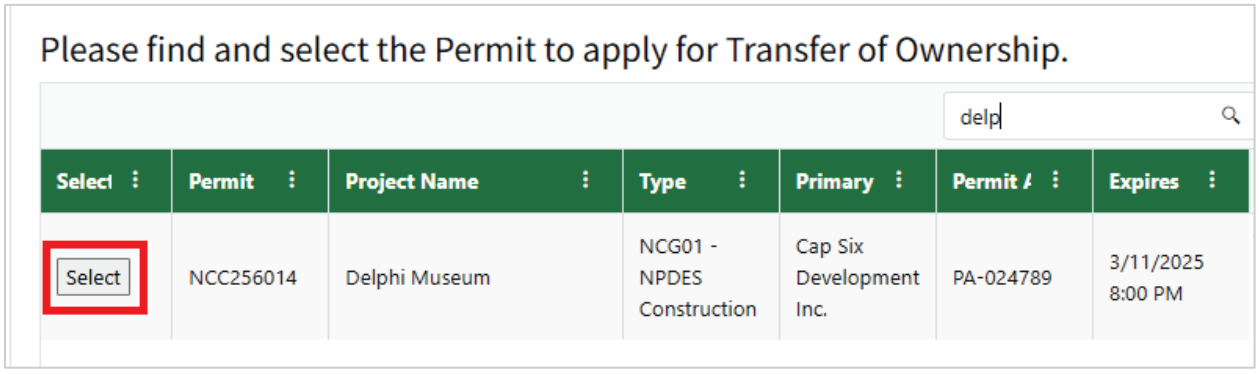
Note: Only users with signature authority for the entity legally responsible for the permit can sign and submit a transfer application.

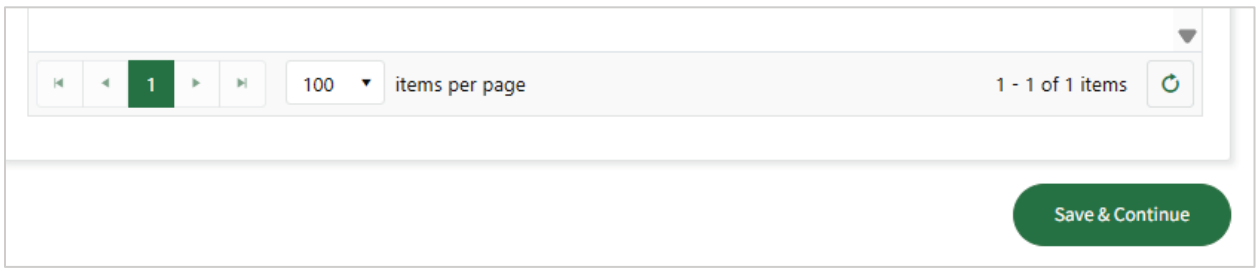


A grid of existing NCG01 or NCG25 certificates of coverage will be displayed. Users can search for the permit for which they want to transfer ownership. The search works for partial matches and searches on the Permit column, the Project Name column, and the Permit Application column.



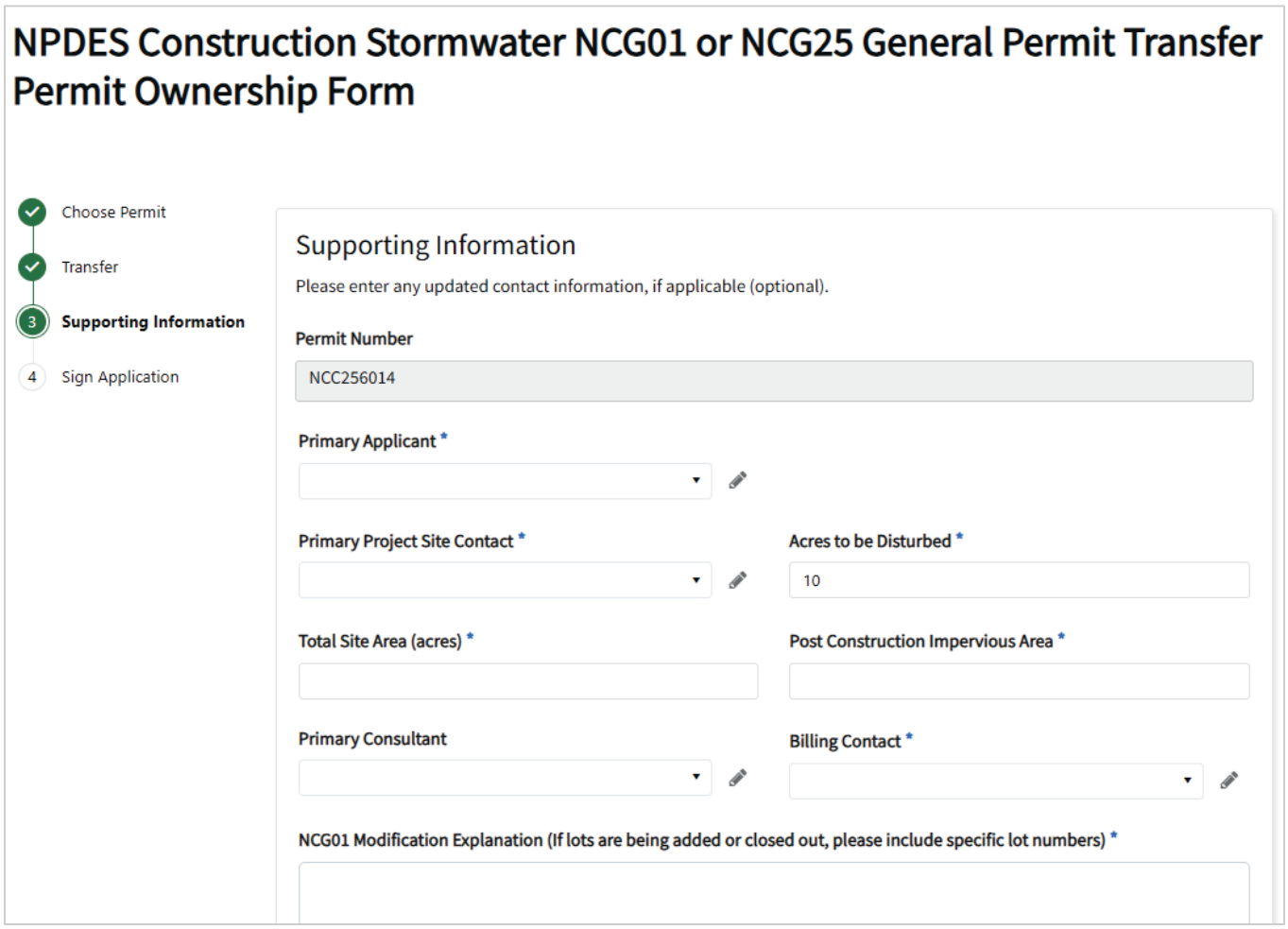
After finding the permit to transfer, users can click the **Select** button. The selected permit number will appear at the top of the grid. Clicking **Save & Continue** will continue the transfer request application.





Step 2, **Transfer**, happens automatically and may take a few moments. In step 3 the user can fill out the necessary information for the transfer.

Most of the fields appearing on this screen are required. There is a text box for the user to explain any modifications. The user may also upload supporting documentation files.



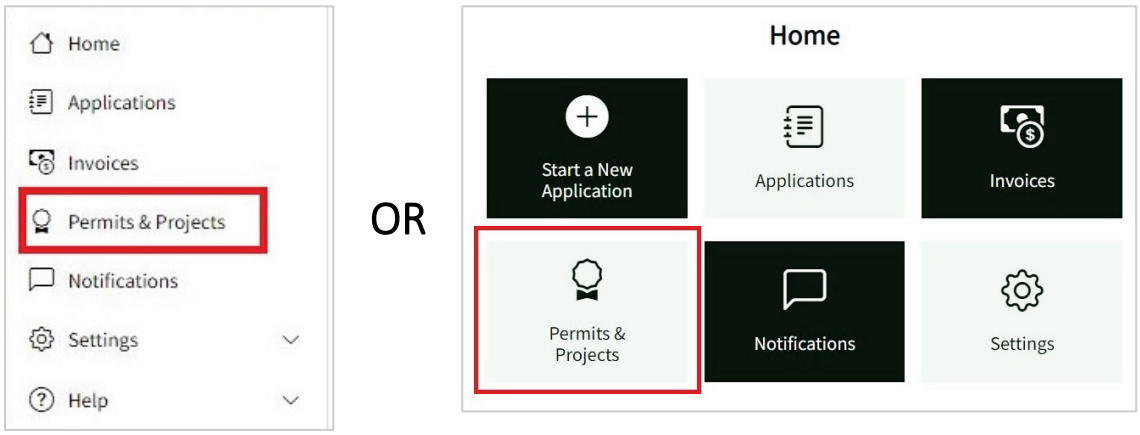
After clicking **Save & Continue** at the bottom of the screen, the next step is to sign and submit the transfer application. These steps are the same as those outlined in the **Sign Application** section of this guide.

DEQ staff will review the application. Users will be notified via email when the application is processed. The **Applications Grid** section of this guide has more information about viewing applications.

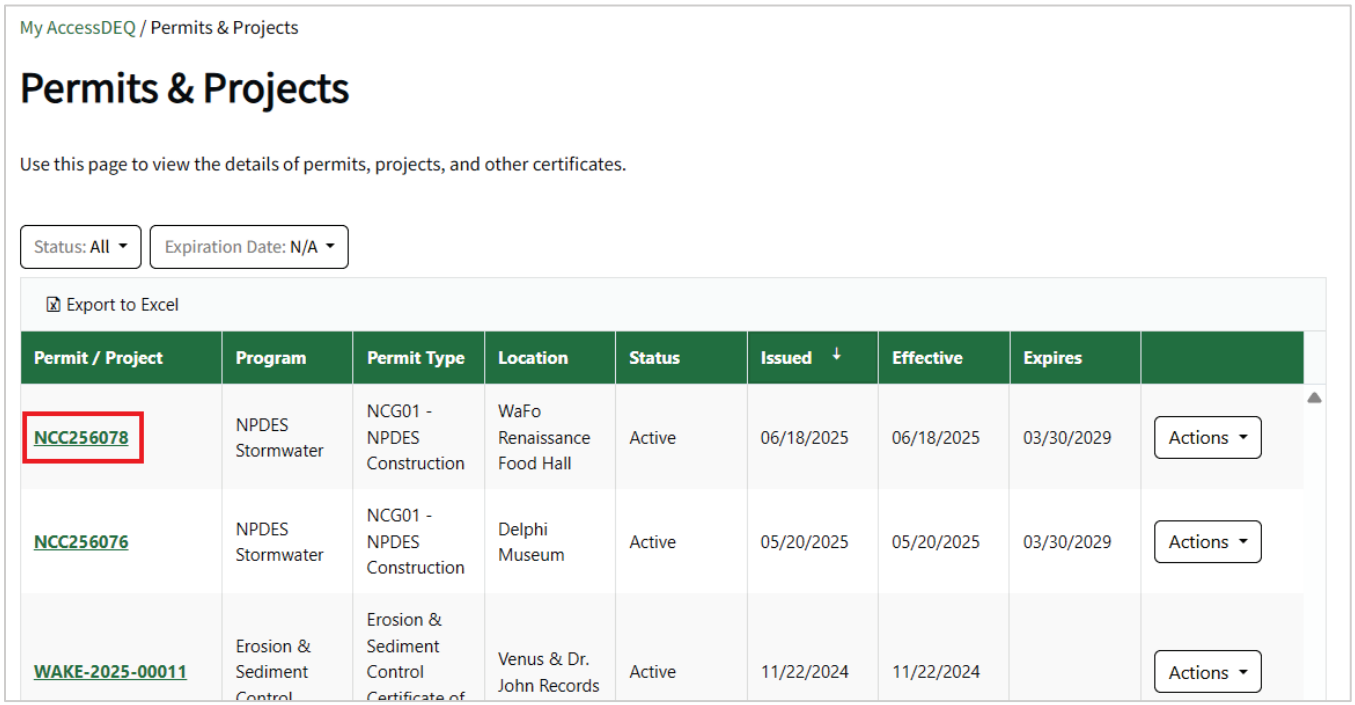
Application: (All) Notice of Termination/Project Close Out

Users may enter a request to terminate NCG01 coverage and/or close out an E&SC plan. Users can enter one single request for NCG01 and E&SC close out together. ***The termination of only NCG01 coverage cannot take place until the E&SC plan has been closed out.***

Termination/Close out requests are started from the Permit Details page of the appropriate permit. Each permit to which the user has access is listed on the **Permits & Projects** screen. This can be reached by selecting the option on the left-hand navigation menu, or clicking the tile on the Home screen.

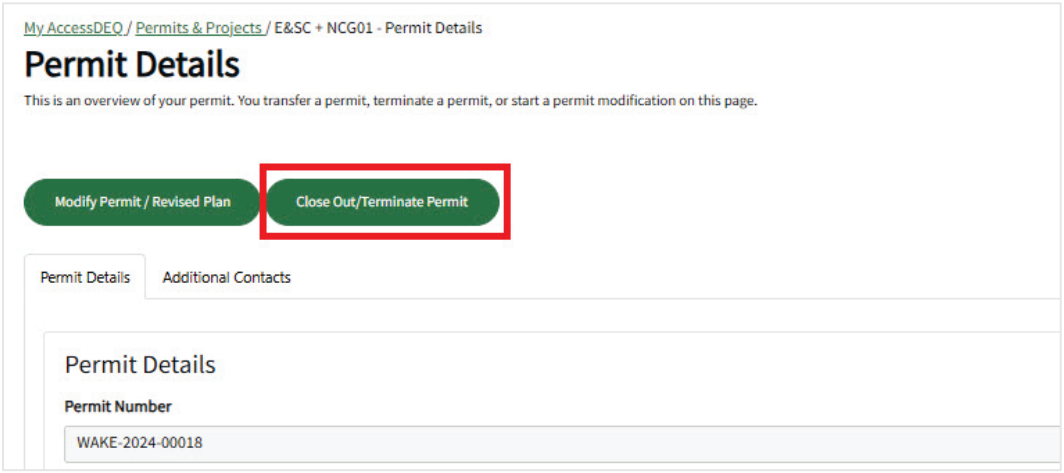


A grid listing all the Permits to which the user has access is displayed. Users can click the link in the **Permit/Project** column for the permit for which they wish to enter a Notice of Termination Request.



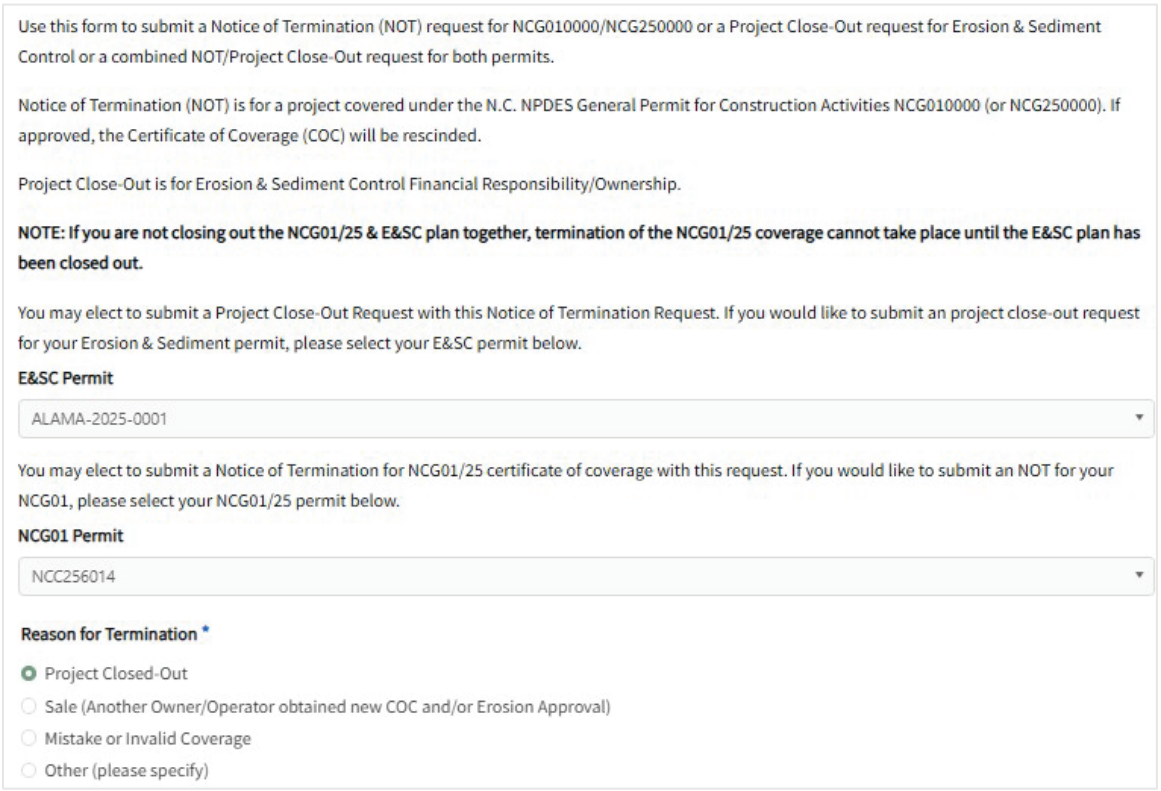
The Permit Details screen will open, displaying information about the permit. Users can click the **Close Out/Terminate Permit** button towards the top of the screen to open a Notice of Termination Request.

Requests can be initiated from either an Erosion & Sediment Control permit or an NCG01 permit.

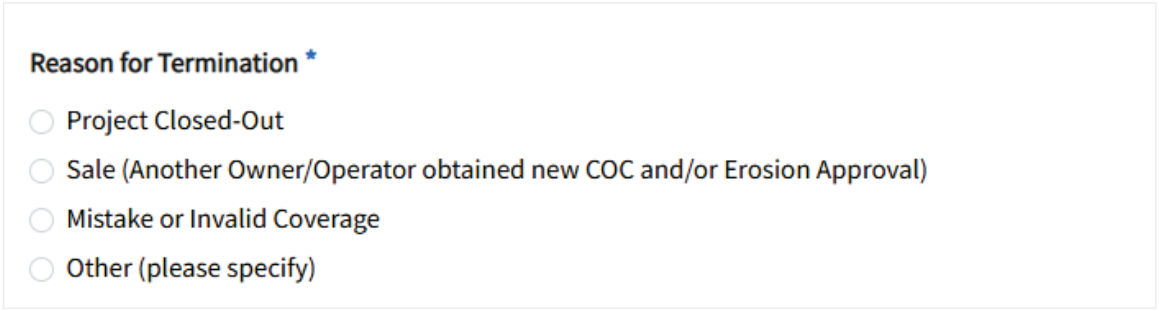


The Notice of Termination Request application will open.

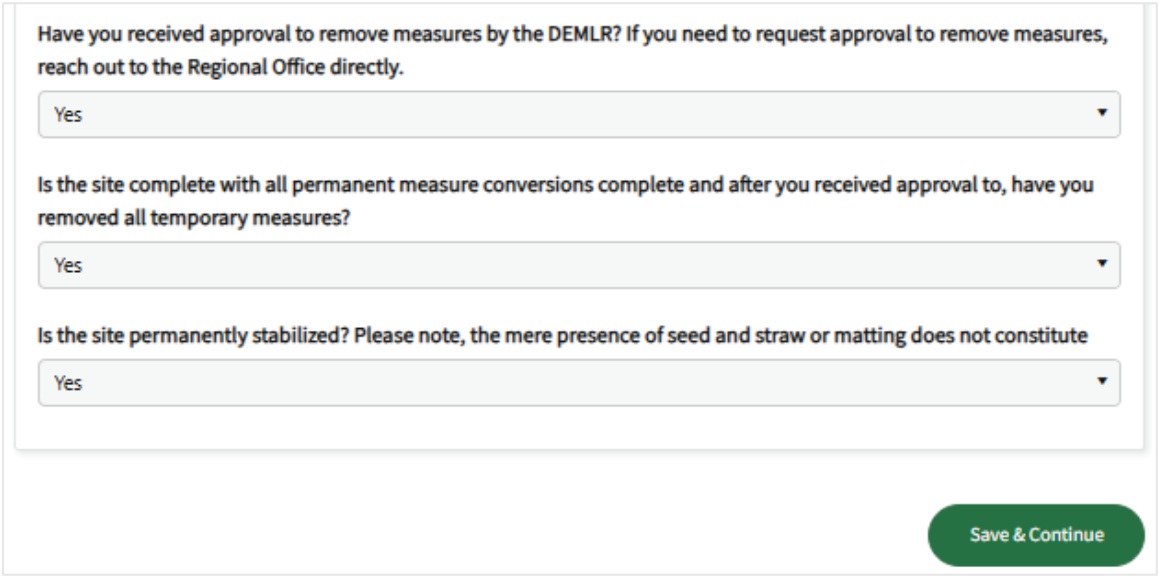
If the request was started from an **E&SC** permit, users can select the corresponding **NCG01** permit for termination. If the request was started from an **NCG01** permit, users can select the corresponding **E&SC** permit for close-out. If the system can detect the permits are combined, **both** will automatically be filled in.



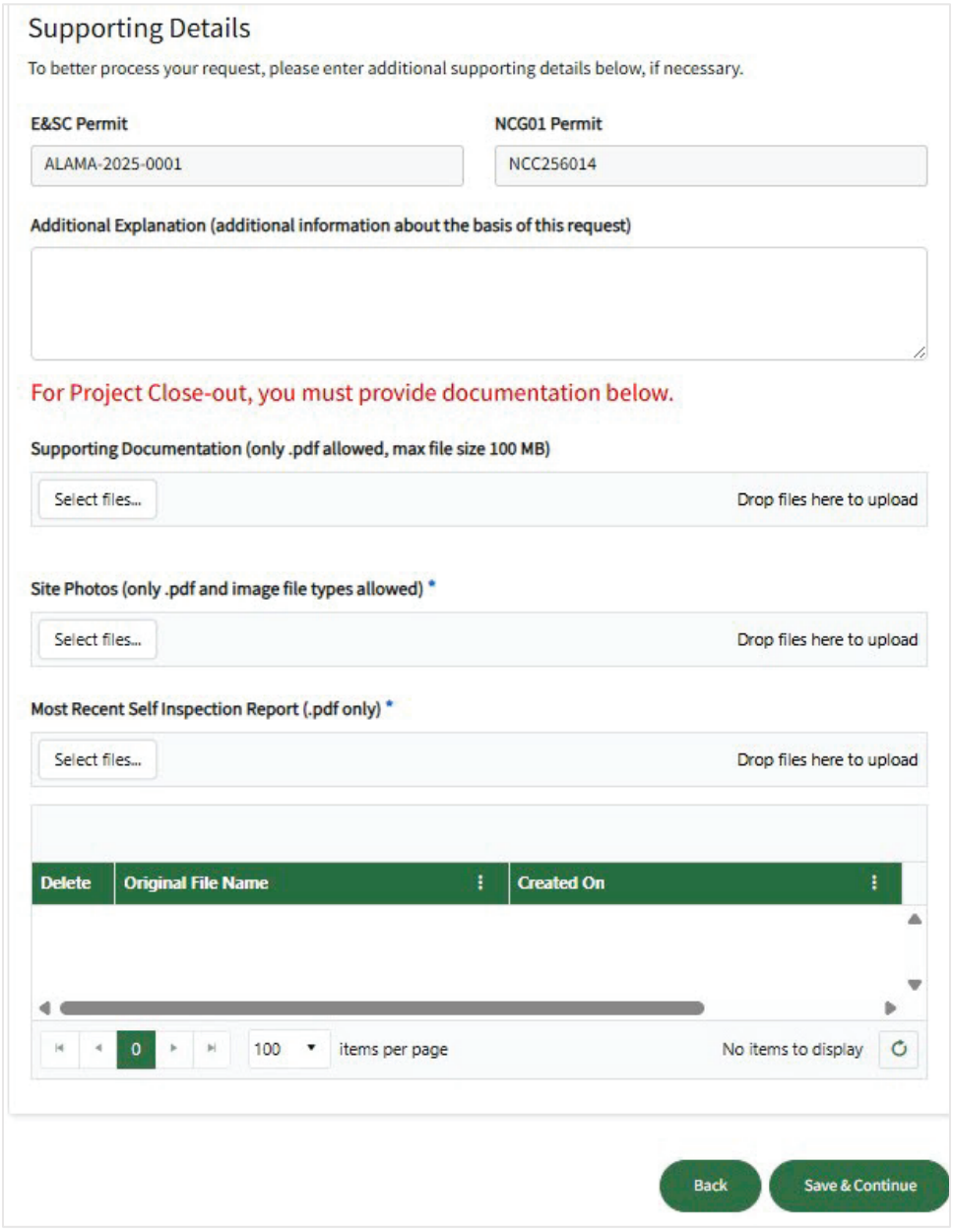
Users can select the **Reason for Termination**



If the request includes an E&SC permit, the answers to the last three questions on the screen must be **Yes**.



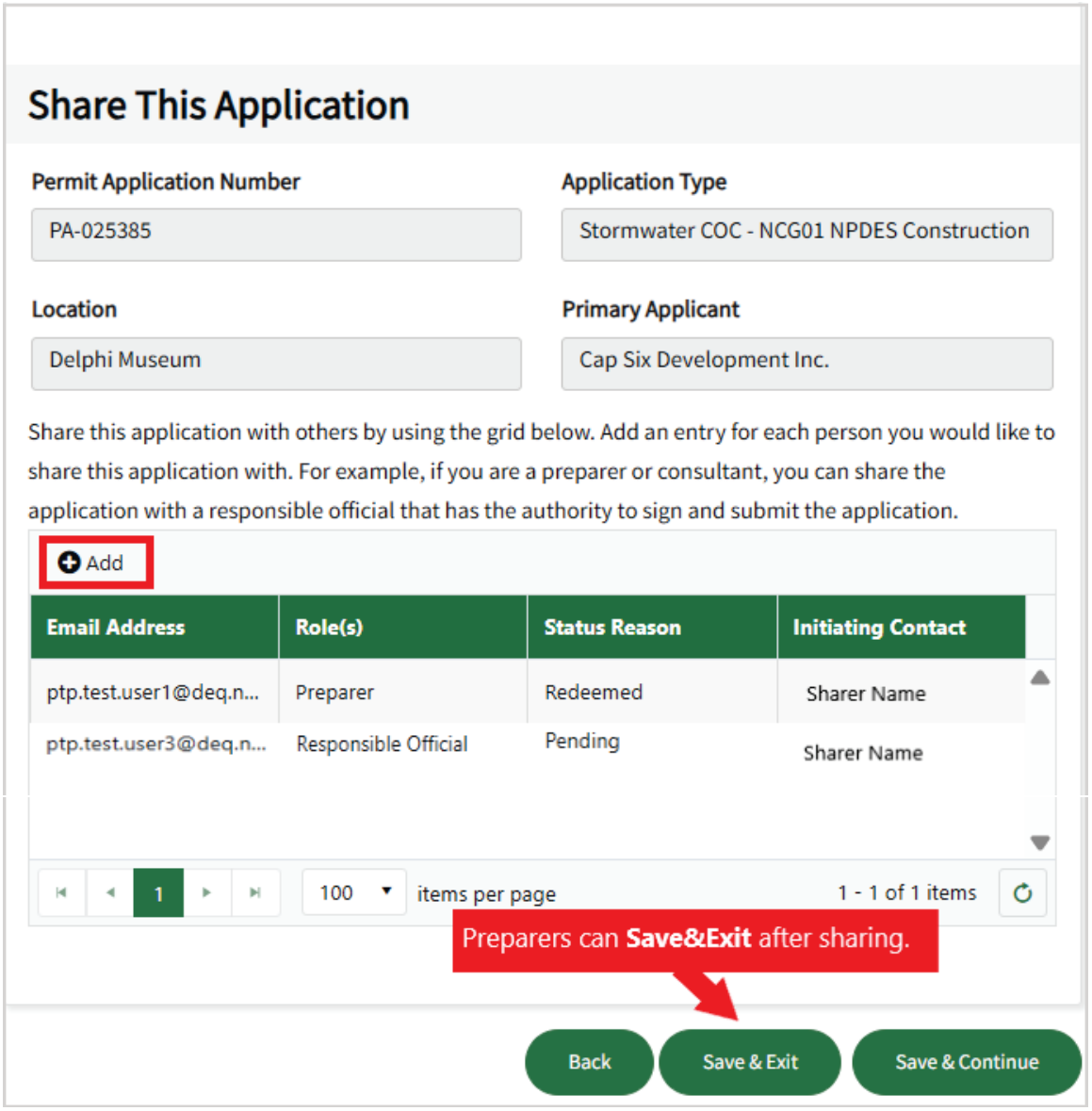
Once **Save & Continue** is clicked permit data is retrieved and the **Supporting Information** screen is displayed. The screen has a text field allowing users to add additional information about the basis of the termination request. Depending on the reason for the termination request, other specific information may be required.



Once the user has supplied the necessary information, they can click **Save & Continue** to proceed to pay unpaid fees, if applicable.

The next step is Application Sharing. Users can continue or exit from this screen if they do not need to add sharing invitations here.

Clicking **Add** at the top of the grid allows users to enter a share invitation to other users. Preparers should use **Save & Exit** when they are finished on this screen. Only users who have signature authority for the entity responsible for the permit should **Save & Continue**.

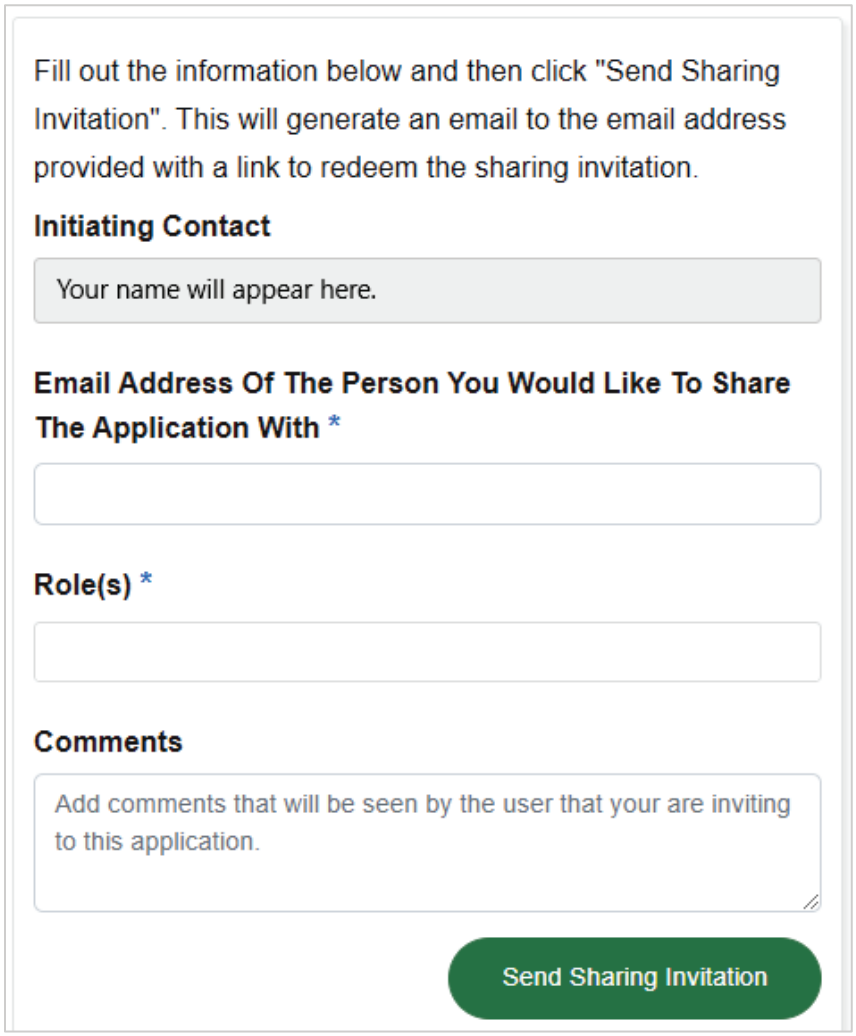


Users may also share applications with colleagues or others who should have access. If an application has not yet been submitted, share recipients can also edit the application.

Sharing of applications can also be done from the **Applications Grid**.

After clicking clicking ⊕ **Add** at the top of the grid a modal window will open where 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 will sign and submit the application must 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.

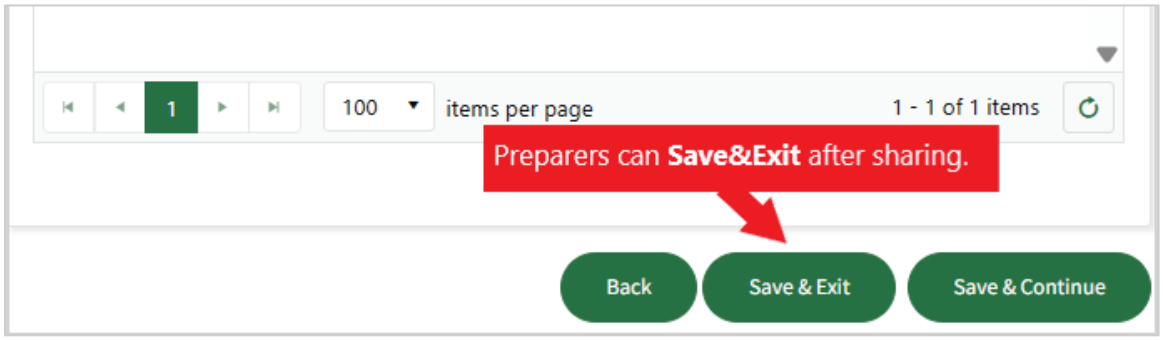
The email address that is/will be associated with the share recipient's AccessDEQ portal account must be entered for the sharing to work.

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.

If a user shares an application to the wrong email address, they can re-share the application to the correct email address.

Users may continue clicking **Add** to send more share invitations. Once entered, the invitations appear in the grid. Invitations in **Pending** status have not yet been redeemed, those in **Redeemed** status have.

At this point, preparers can click **Save & Exit.** Users may always return to the application before it has been submitted to make revisions. Responsible Officials/Delegated Responsible Officials can click **Save & Continue** to proceed with signing and submitting the Notice of Termination Request.



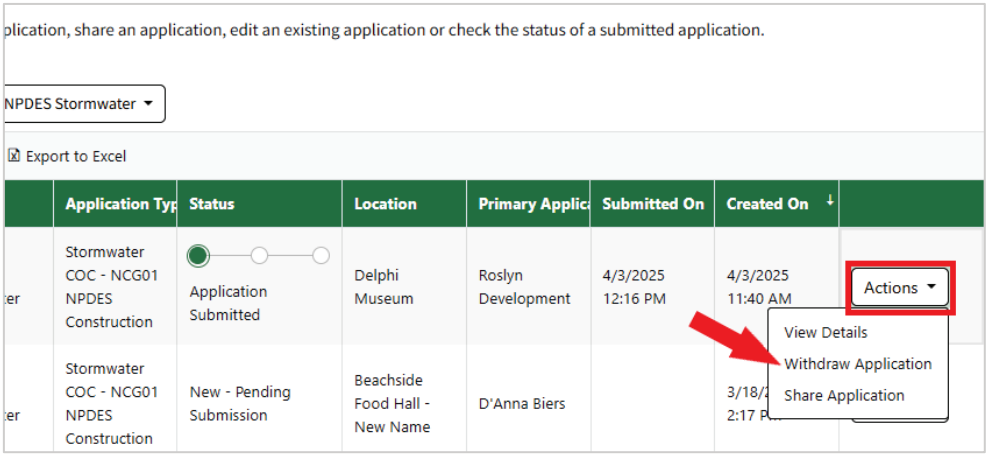
To sign and submit a Notice of Termination Request, users with signature authority for the entity who is requesting the Notice of Termination can follow the steps in the **Sign Application** section of this guide.

The user's Notice of Termination Requests can be found in their Applications Grid. If the user has an unsubmitted Notice of Termination Request, they may open it for editing there.

Withdrawing an Application

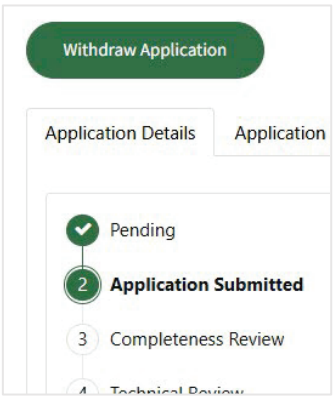
Only a user with signature authority for the entity legally responsible for the permit application can initiate a withdrawal. This can be done using the Withdraw Application button on the **Application Details** page, or by selecting **Withdraw Application** from the Actions menu on the Applications grid.

***Note**: Blank applications can be withdrawn by any user with access to the application.*



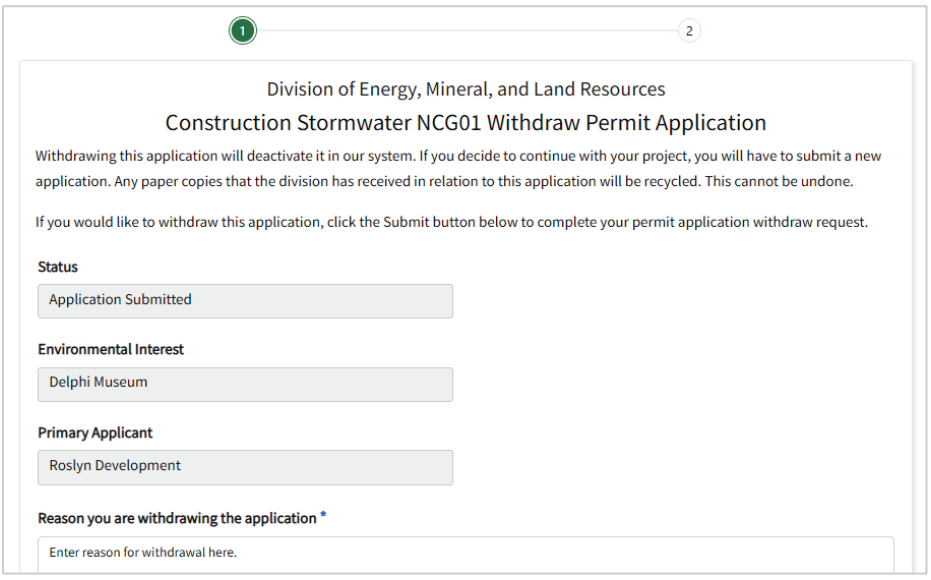
OR

Application Details

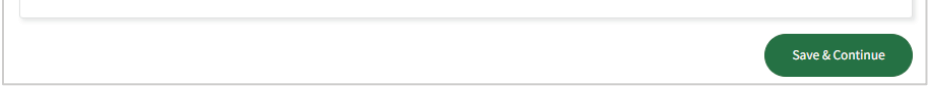


Initiating **Withdraw Application** takes the user to a screen where they can provide the reason for the withdrawal and submit the withdrawal request.

Note: A withdrawal request cannot be undone. Withdrawn applications cannot be reactivated. Should the project resume, a new application is required.

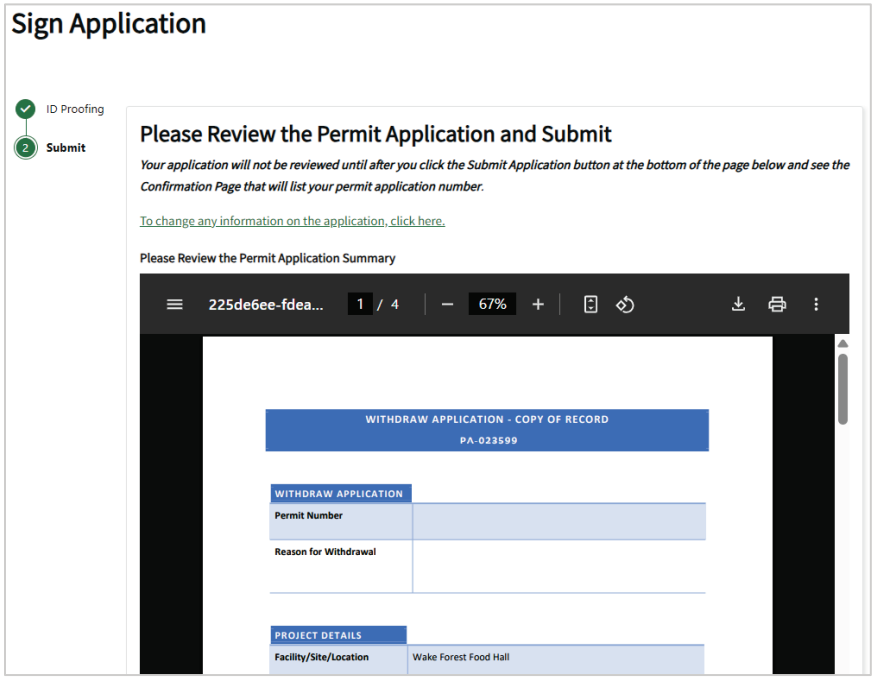


Clicking **Save & Continue** at the bottom of the screen will take the user to the sign and submit process.



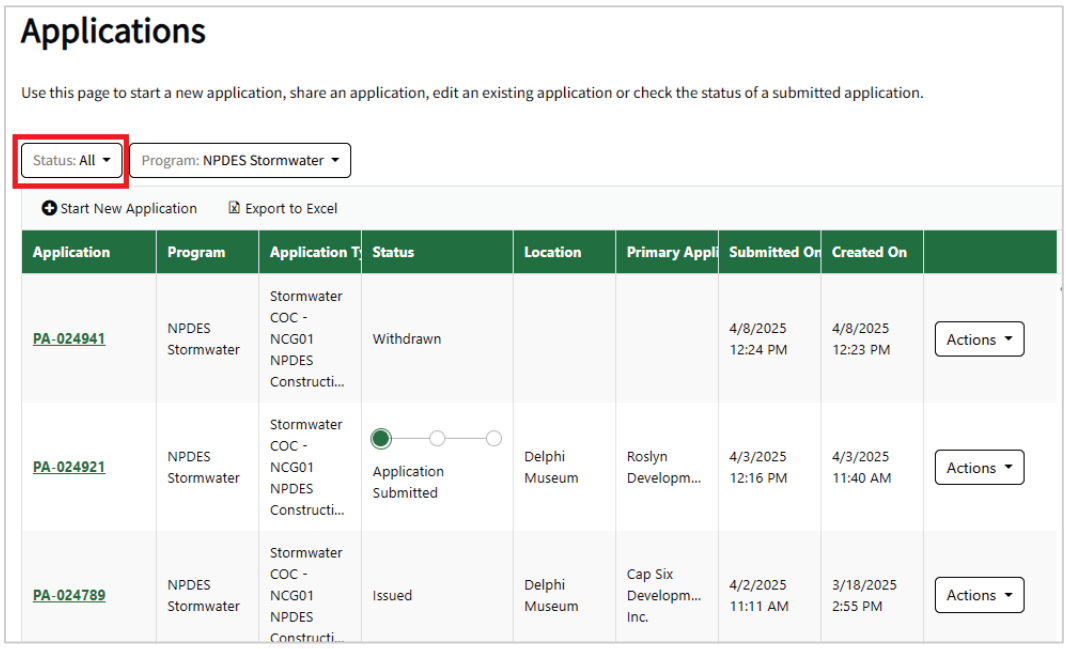
The user can follow the same steps to sign and submit the withdrawal application as they did for **signing and submitting the original application**.

During the signing and submitting process, a PDF document of the withdrawal application is presented so the user may download or print it if desired.



Users can see their withdrawn applications in the Applications grid. The default viewing filter on the Applications screen displays only active applications, but users can change the filter.

*Note: Withdrawn applications that have not completed processing appear on the grid with status **Application Submitted**.*



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 section for Notice of Termination Request • Add section for Permits & Projects Grid • Add further details & updated screen illustrations for Application Sharing and Sign Application sections regarding preparers and the signing screen and ID proofing • 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 • Minor rewording and formatting changes; font change to allow inline bolded words to show up better on PDF	Author: Christi Haynes Shelton Sullivan Date: 09/12/2025
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/NCG25+Erosion & Sediment Control Combined Form • Updates to screen illustrations due to AccessDEQ updates	Author: Sonia Khanijo Christi Haynes Date: 08/25/26

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 – 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.

Appendix D – Identity Proofing

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.