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Your DEQ Online Account Registration and Set Up

Sewage Disposal Service Business Licensing

DEQ

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System Overview

The Oregon Department of Environmental Quality has instituted the use of a modernized, cloud-based tool for a selection of compliance programs within the agency and several business processes that involve the public and regulated entities. This document describes how to register and set up an account for the sewage disposal service license program in the Your DEQ Online database.

Your DEQ Online is an Environmental Data Management System designed to combine current DEQ processes across air, land and water divisions in one convenient and easily accessible portal. The system enables users to submit applications, upload reports, enter data, check the status of applications, pay fees or fines, and manage account activity. In addition, the system allows for greater public access to environmental data without the need to request this information from DEQ staff.

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1. Register an Account

Navigate to the [Your DEQ Online Public Portal](#). Select "Register Account."
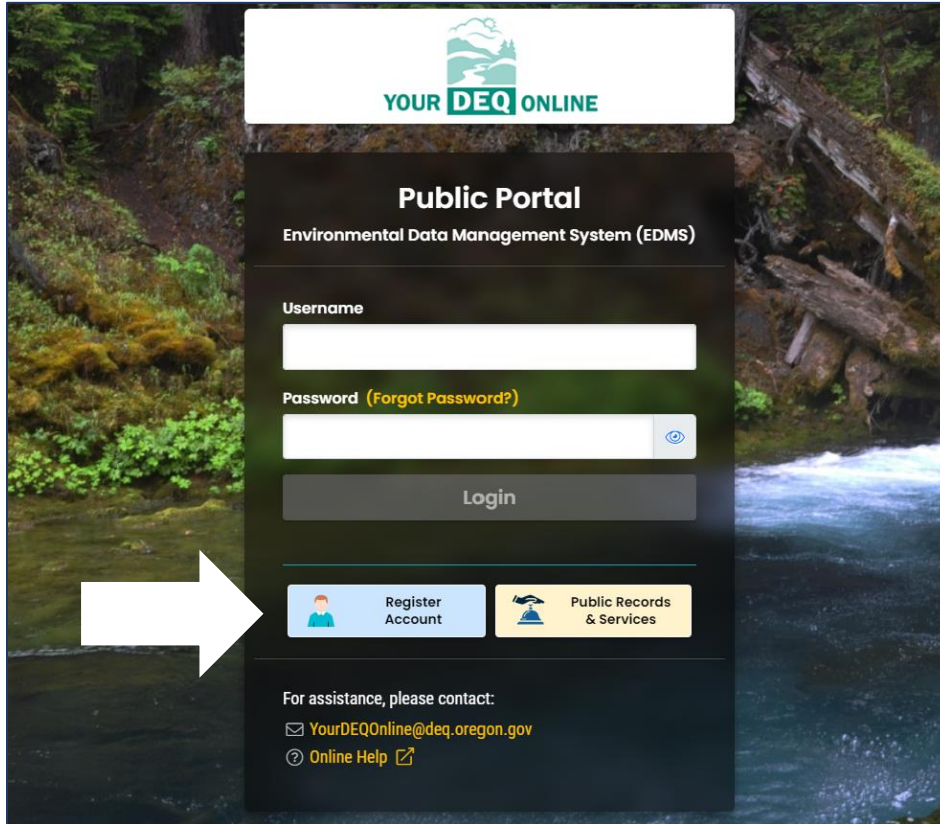
1.1 Basic Information

Complete all the required fields. You may choose your own username or use the one suggested. Your username will be your login name. Use an email address that will not be used for any other Your DEQ Online accounts or account types. Click "Next" when the required fields have been entered.

1.2 Select an Account Type

There are three account types to choose from: Responsible Official, or RO, Consultant and General Public. **Choose the Responsible Official account type.** One principle of the business must set up an account. The principle may be an Owner, Officer, Managing Member or Partner. Administrative staff can sign up as consultants, but the RO must submit license documents. Click "Next" when the required fields have been entered.

1.3 Security Questions

Use the drop-down menu to select each security question. Click the eye icon to verify your answers. There is not a second field to confirm. Save your answers in a secure location. Security questions are required for all account types. Each RO will be required to answer a question from

their list to certify and finalize any submittal. Click "Next" when the required fields have been entered.

1.4 Final Review

Review your account information and use the "Previous" button to make any corrections. Click "I'm not a robot" and complete the image identification verification.

Once you have reviewed the information and completed the robot check, click "Register." This will produce a "Registration Successful" message with instruction to check your email.
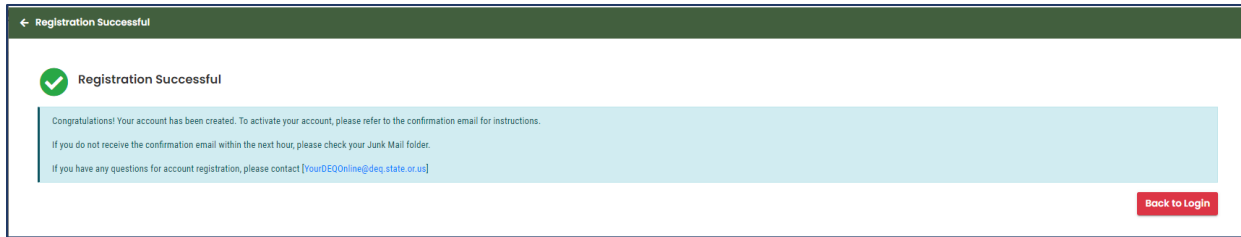
1.5 Email Confirmation

Check your email for the confirmation email. You will find temporary login instructions to update your password and PIN. Avoid extra spaces during this step.

Regarding the message, "Please note: Your PIN will be required for completion of each submittal," this is specific to RO as the only account type that may certify and complete submittals.

Note: If you don't see the email in your inbox, make sure to check your junk mail folder.
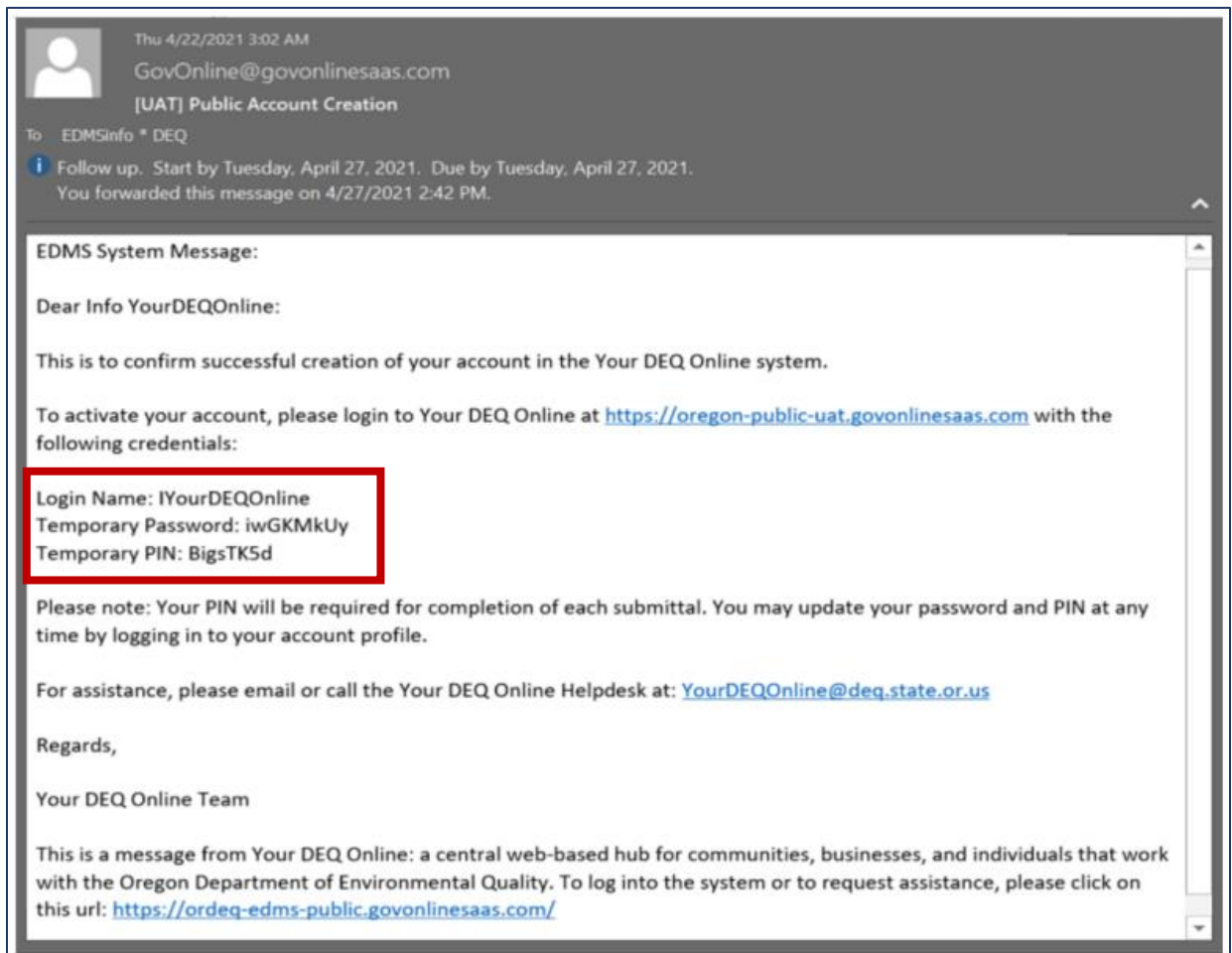
1.6 Update Password and Pin

After clicking the link in the email, enter your temporary login information. You will then be prompted to change the password and pin.
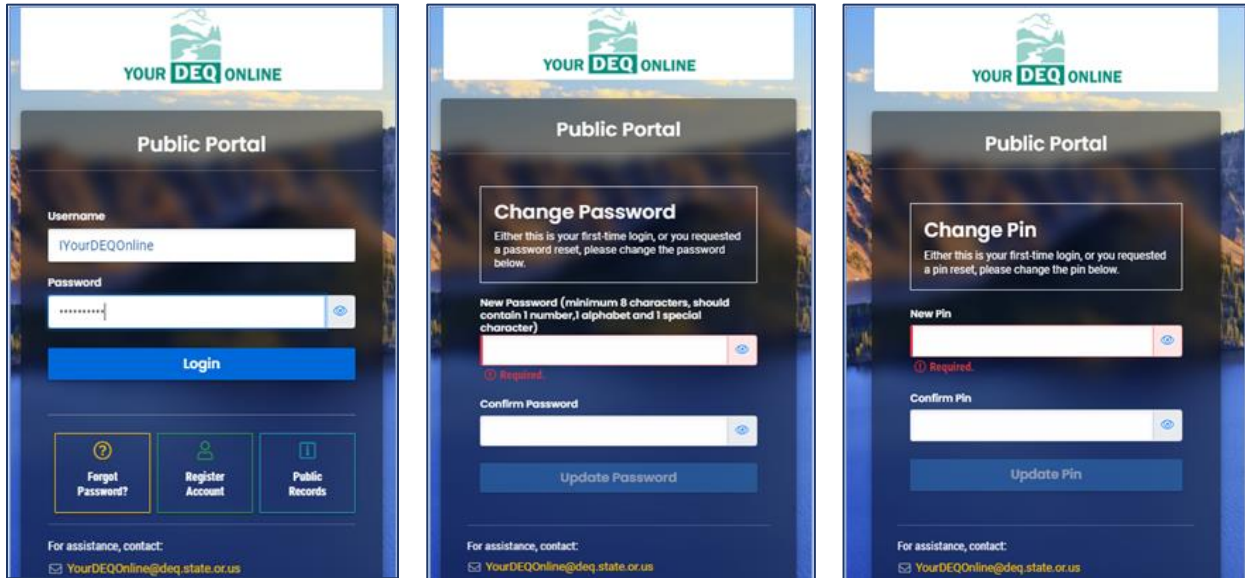
2. Responsible Official Identity Verification

If you are a Responsible Official, you will see an identity verification pop-up message upon initial login that prompts you to validate your identity. **Full privileges of the Responsible Official are only active after identity verification is complete.** Select the "Go to my account" choice which will bring you to your "My Account" information.
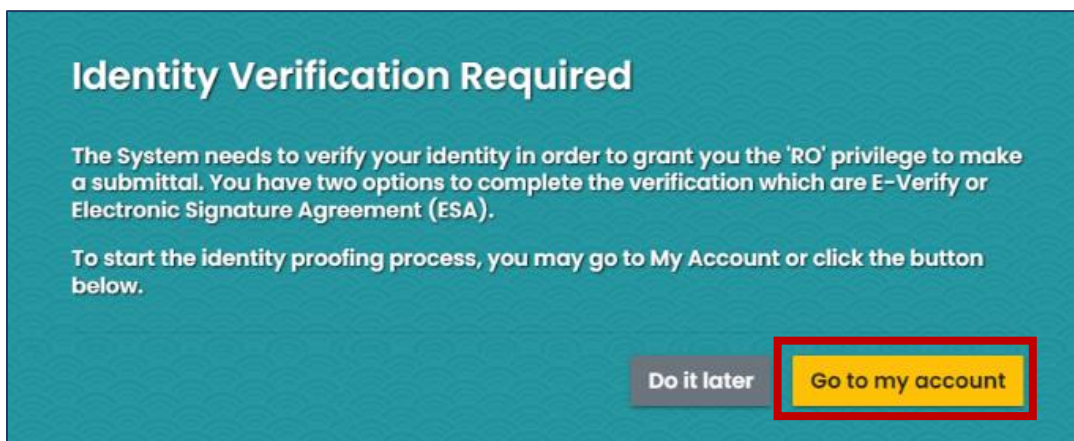
2.1 E-Verify Method

E-Verify is a rapid and secure and instant identity verification tool that enables full Responsible Official account privileges in Your DEQ Online. In "My Account," select the "Verification" tab. E-Verify will appear as Option 1. Follow the form instructions.

Tips for using E-Verify

a. When completing the E-Verify form fields, check the date of birth to be sure it is not already filled with today's date.
b. Enter fields exactly as specified – no spaces in the phone number, date of birth format mm/dd/yyyy.
c. Use your home address, not your work address.
d. If you have moved in the last six months, use your previous address.

Troubleshooting E-Verify

e. Clear your browser cache: https://www.pcmag.com/how-to/how-to-clear-your-cache-on-any-browser.
f. Close all browsers and then reopen one browser window to log back in.
g. Log back into the system with your username and password to: https://ordeq-edms-public.govonlinesaas.com/pub/login.

Note: If for some reason, E-Verify is not successful after three attempts, proceed to the right side of that screen, Option 2: Electronic Signature Agreement.

2.2 Alternate Verification Method: Electronic Signature Agreement

This alternate option for identity verification requires the signed paper Electronic Signature Agreement form to be reviewed by DEQ staff for validation.

1. Click the Electronic Signature Agreement "Print" button and follow form instructions.

2. Send the completed, signed form to the address noted on the form. DEQ will send an email notification after the determination of your status. This process may take time due to mail delivery, review and data entry.
   - For expedited processing, you may additionally email the completed and signed form to YourDEQOnline@deq.oregon.gov. This is in addition to mailing the signed original form.
   - **Note: Failure to mail the printed and signed form may result in withdrawal of your account privileges**.
3. While you are waiting for verification, you will be able to access the system on a limited basis but will not be able to certify and send a submittal.
4. If there's a problem with verification, DEQ staff will contact the Responsible Official.

Note: Completing Identity Validation, whether using E-Verify or ESA, is required before a Responsible Official can certify and send submittals to DEQ.

3. Establish Links

In order for the Responsible Official to prepare and complete license applications, they need to establish links to the sewage disposal service submittal group. Additionally, if the Responsible Official has an existing license, they will need to link to their license so they can apply to renew or modify that license.

3.1 Submittal Group Links

1. Select to "My Account" ![icon] from the navigation menu, and then select the Account Type tab.
2. In the Submittal Groups section, click the Sewage Disposal Service License. A green thumb icon will appear letting you know that you are linked to the group.
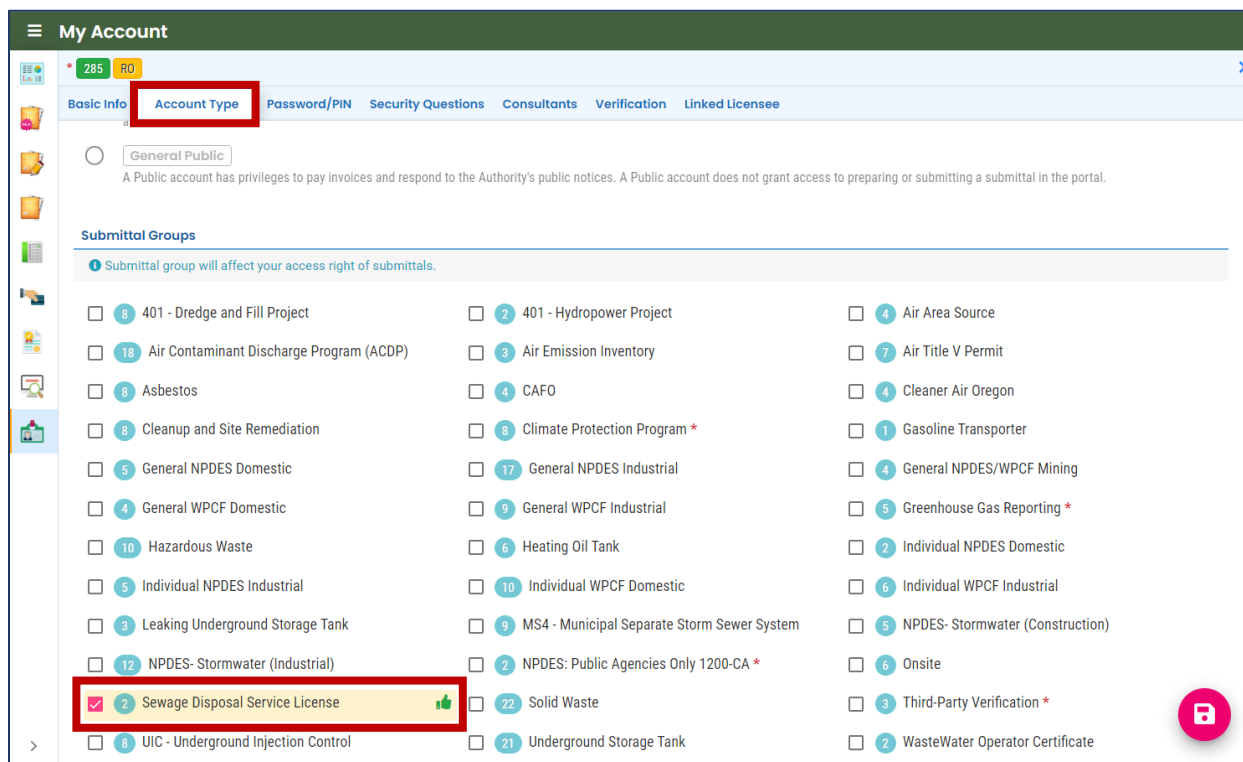

3. **If you have an existing sewage disposal service license**, scroll down to the Facility-Submittal Group Permissions section. Click "Add Permissions," and search for your license by either the name or address associated with your license. **If you are applying for a sewage disposal license for the first time**, this step will be completed by DEQ staff after your application is approved.
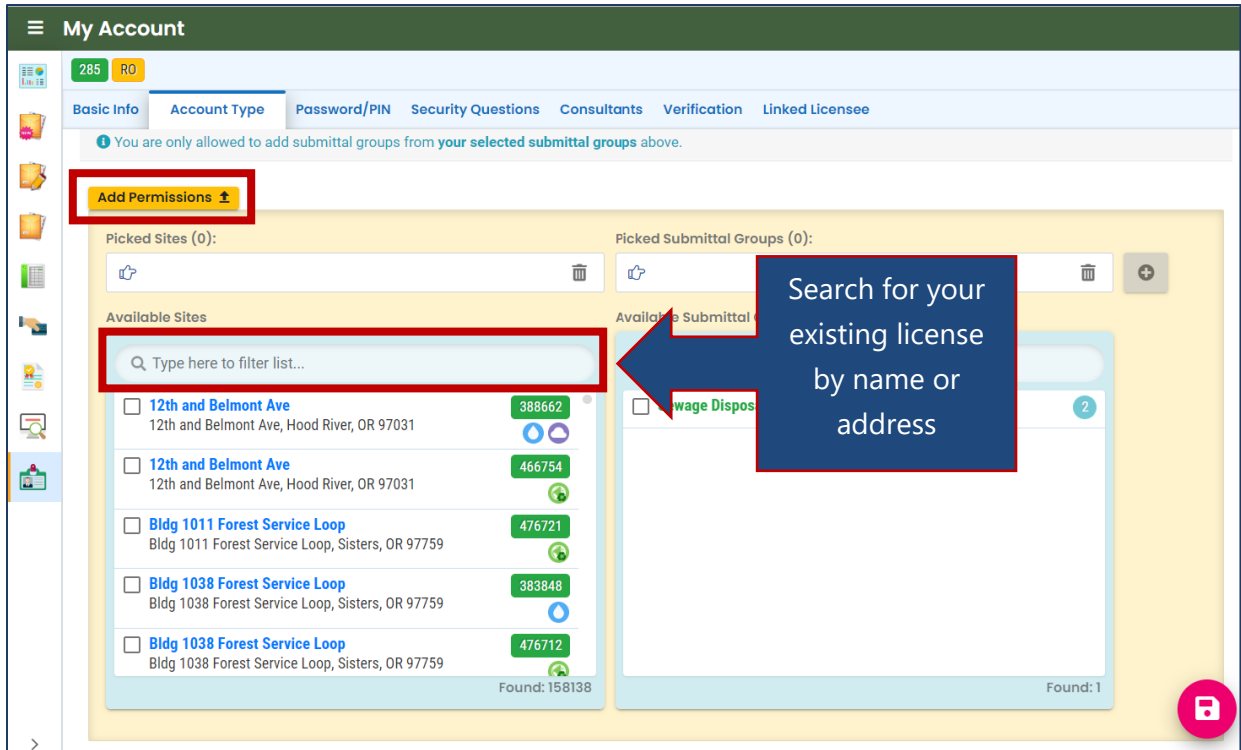
4. Once you have located your license, click the check box.
5. Next, select the check box for the Sewage Disposal Service License on the right column under available submittal groups. Click the plus icon.
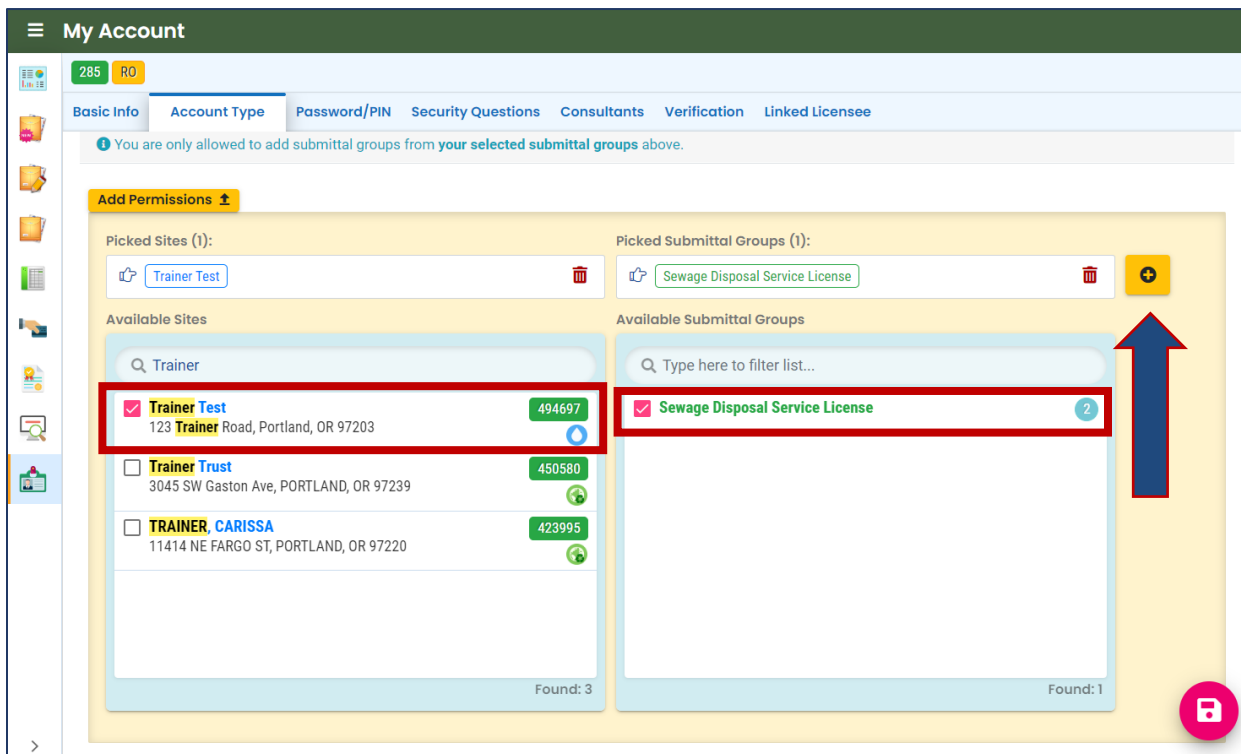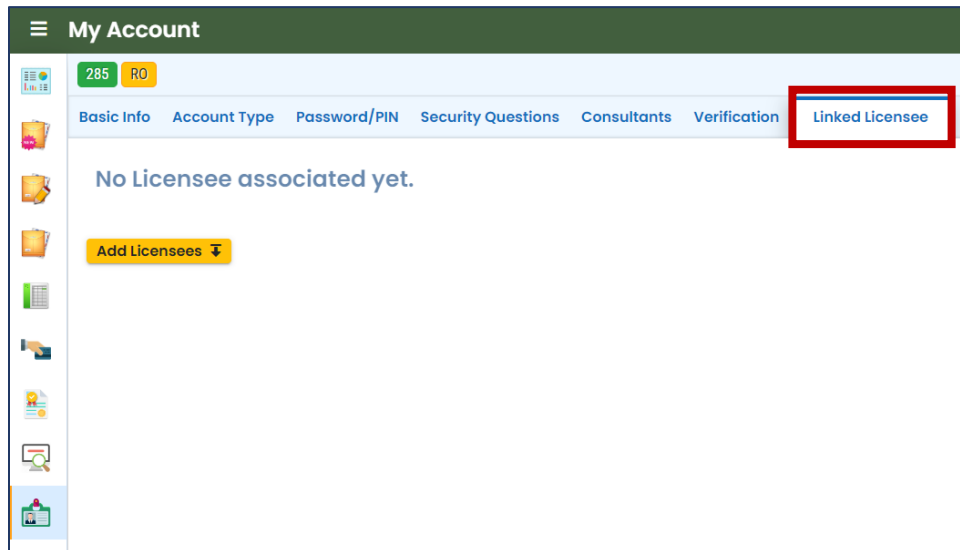
6. Once you have added the permissions, a green thumb icon will appear. Select save 🖫 before you navigate away from the page.
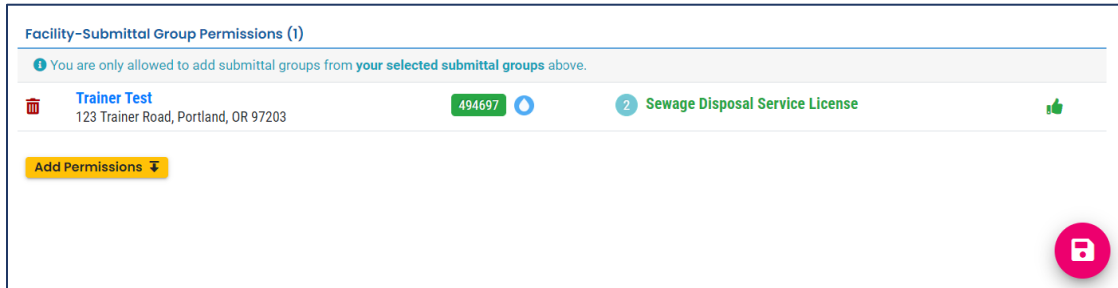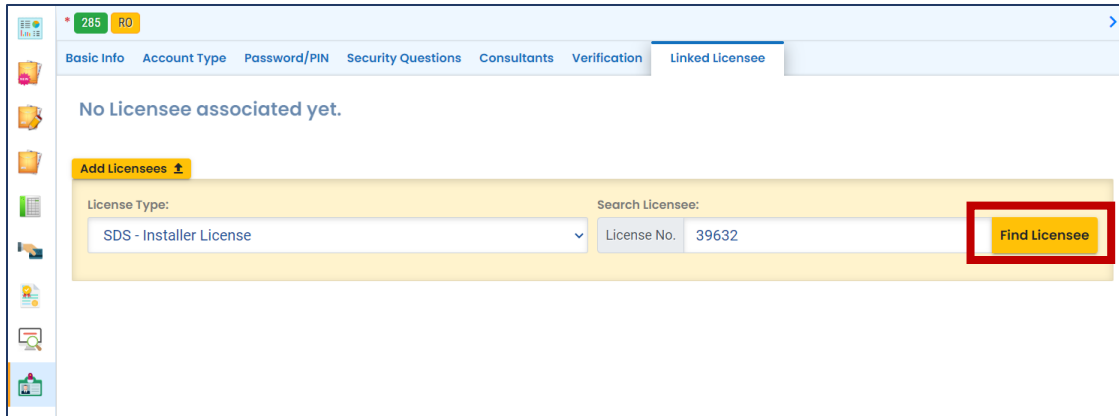

3.2 Link to an Existing License

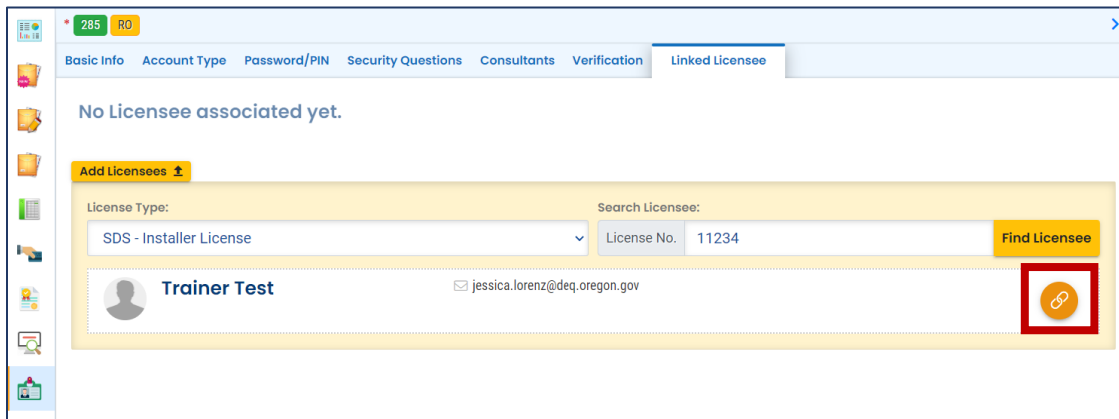Existing licenses will be migrated into Your DEQ Online. To link to your existing license,

1. Select to "My Account" 🪪 from the navigation menu, and then select the Linked Licensee tab.

2. Click "Add Licensees," and select the license type from the drop down menu. Enter the license number and select "Find Licensee."

3. Select the link icon to add the existing license.

4. When the license is linked, a triangle icon will appear indicating that DEQ staff will review and approve the link. Select save before navigating away from the page.
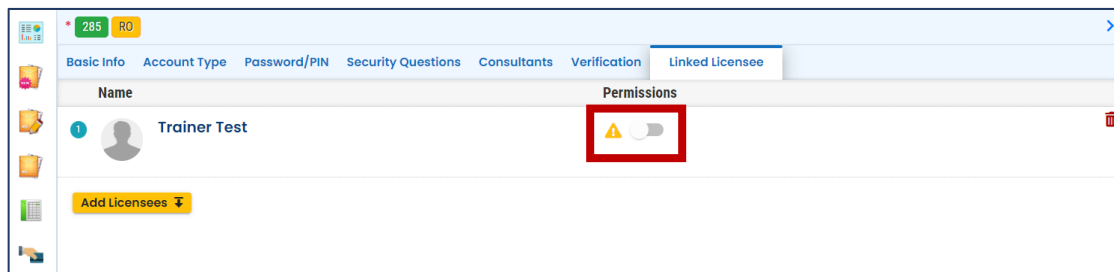
5. Once DEQ approves the link, there will be a green thumbs up next to the license permissions and your Responsible Official account is linked to your existing sewage disposal service license.
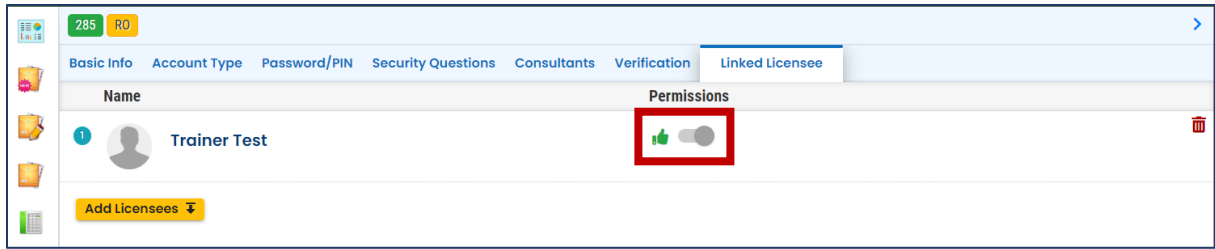
4. Helpdesk and Resources

If you have questions not answered by this guide, please consult the Your DEQ Online Help page or contact DEQ:

For technical assistance:
Your DEQ Online Helpdesk
(Not compatible with Internet Explorer)

For Sewage Disposal Service program questions contact:
Lisa MacGregor at lisa.macgregor@deq.oregon.gov

Your DEQ Online log in portal:
https://ordeq-edms-public.govonlinesaas.com/pub/login