Changing a Role in CDX

Tommi West, NetDMR Program Coordinator
Office of Water Quality – Enforcement Branch
Changing Your Role in CDX

Example

- Your role is currently “Data Provider”

- You work at the facility and your user type should be “Permittee” rather than “Data Provider”. You have been asked to apply for the “Permittee (no signature)” role in CDX so that you can perform the Permit Administrator functions within NetDMR.
• Click on “Manage Your Program Services”
Choose your program service

CATHY TEST FACILITY, 100 MAIN, DALLAS, TX, US 75202, (214) 665-6456

BIOSOLIDS: NeT - EPA Biosolids Program

GEG460000: NeT - EPA Region 4 Offshore Oil and Gas NPDES Permit

NDMR-AR: NetDMR: Arkansas DEQ

NDMR-R6: NetDMR: EPA Region 06 - AR-GM-LA-NM-OK-TX
• Click on “Deactivate”
• Confirm “Deactivate”
- Confirm Role is Deactivated

## Manage Program Services

<table>
<thead>
<tr>
<th>Role</th>
<th>Program ID</th>
<th>Status</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Provider</td>
<td></td>
<td>Deactivated</td>
<td></td>
</tr>
</tbody>
</table>

Cathy Test Facility, 100 Main, Dallas, TX, US 75202, (214) 665-6456

- BIOSOLIDS: Net - EPA Biosolids Program
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• Click on “Request New Role”
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- Enter New Role
- Click “Add Selected Role”
Confirm Roles have been changed

**Manage Program Services**

- NDMR-AR role successfully added to Cathy Test Facility.

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**Request New Role**

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<tr>
<td>Data Provider</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Permittee (no signature)</td>
<td></td>
<td>Active (Deactivate)</td>
<td></td>
</tr>
</tbody>
</table>
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- Note that if you are changing from Permittee (no signature) or Data Provider to a Permittee (signature) role, you **WILL** be required to authenticate (identity proofing) and have an approved Electronic Signature Agreement.

- May choose to submit the Signature Agreement electronically or submit via paper form. *(If you choose paper, it will take longer to process and delay your account being approved.)*

- Electronic submission of the Signature Agreement is approved immediately, while paper submissions will need to be approved by ADEQ.
CDX/NetDMR Customer Service

- **CDX** - Account information, including passwords, resend your Verification email
- Call 888-890-1995 (toll-free) or (970) 494-5500 for International callers
- [helpdesk@epacdx.net](mailto:helpdesk@epacdx.net)
- Hours of operation is Monday - Friday,
  - 7 am – 5 pm Central Standard Time

- **NetDMR Customer Support**
- Call Center at 1-877-227-8965 (toll-free)
- Email to [NPDESeReporting@epa.gov](mailto:NPDESeReporting@epa.gov)
- Hours of operation is Monday - Friday,
  - 8 am – 4 pm Central Standard Time
Additional Support Resources

- NetDMR Zendesk (https://netdmr.zendesk.com)
  - Documentation
  - Training Tutorials
  - Training Schedules
  - Recorded webinars
  - FAQs
- Regulatory Authority
  https://netdmr.zendesk.com/hc/en-us/articles/209616226
ADEXQ NetDMR Contact Information

- Richard Healey, Enforcement Branch Manager: 501-682-0640
  - healeyr@adeq.state.ar.us

- General NetDMR Assistance: 501-682-0624
  - netdmr@adeq.state.ar.us