Creating a New NetDMR Account in Central Data Exchange (CDX)

(For Authorized Representatives Only Who Sign DMRs)

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Office of Water Quality – Enforcement Branch
To create a new NetDMR account, go to: https://netdmr.epa.gov

- Click on “Create a new account”.
- Only create a new account if you did not receive a migration email from EPA.
- If you think you should have received an email, please call ADEQ at 501-682-0624.
• All fields with an asterisk are required

• Select Arkansas DEQ from the pull down menu
External or Internal Users

- **Internal Users**
  - **State and Federal Agency Users**
    - Read-only access to all signed and submitted reports
    - Partially completed DMRs *only* able to be viewed when specifically requested and authorized by facility

- **External Users**
  - Permittees
  - Data providers
    - Contractors and labs
## CDX User Types

<table>
<thead>
<tr>
<th>Term</th>
<th>Who</th>
<th>Available NetDMR Roles</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Provider</td>
<td>Lab, Contractor, or 3rd Party Affiliate</td>
<td>Edit, View</td>
<td>Allowed to view, enter and import DMRs into NetDMR and edit CORs but they <strong>cannot</strong> sign and submit forms.</td>
</tr>
<tr>
<td>Permittee (signature)</td>
<td>If you work for the company AND will Sign/Submit DMRs</td>
<td>Signatory, Permit Administrator, Edit, View</td>
<td>A person authorized to sign, view, edit and submit DMRs for a specific permit. Will also be able to approve roles for other users within NetDMR.</td>
</tr>
<tr>
<td>Permittee (no signature)</td>
<td>If you work for the company but will NOT Sign/Submit DMRs</td>
<td>Permit Administrator, Edit, View</td>
<td>Can view, enter and upload DMRs into NetDMR, edit CORs, and approve roles for other users within NetDMR.</td>
</tr>
<tr>
<td>Internal User</td>
<td>This is for State/EPA Agency personnel only</td>
<td>Internal Administrator</td>
<td>A Regulatory Authority staff member with a NetDMR account.</td>
</tr>
</tbody>
</table>
Signatory Role
(Permittee (signature) User)

- You will be able to:

  - Sign and submit the Subscriber Agreement
  - View, edit, import, sign and delete DMRs
  - Submit corrected DMRs – generate CORs
  - Initiate the refusal of unauthorized DMRs
Who is authorized to Sign DMRs?

- **Signatory role**

- **Guidance**
  - See Appendix L, NetDMR User Guide
  - 40 CFR 122.22
• All fields with an asterisk are required

• Select User Type
  • Choose from the pull down menu under “Regulated Community”
    • Permittee (signature) – Signs DMRs (Responsible and Cognizant Officials)
    • Permittee (no signature) – Data Entry or Review
    • Data Provider – Labs, Consultants, Engineers only
All fields with an asterisk are required.
All fields with an asterisk are required.

Everything is case sensitive.

User ID has to be at least 8 characters in length.

Password has to be at least 8 characters in length with at least one Number and one Capital Letter.

Please select three questions in order to reset your password if needed.

Be sure to write down User ID, Password and Security Questions and Answers.

Check Agree to the Terms and Conditions and Click “Next”

To see your password and answers, click the box by Show Password and Show Answers.
Everything is case sensitive

Please select five questions. These will be asked every time you electronically sign & submit a DMR.

Be sure to write down User ID, Password and Security Questions and Answers

After completing questions, Click “Next” to continue

All fields with an asterisk are required

To see your password and answers, click the box by Show Password and Show Answers
Enter the name and address of facility.

Click Find

If facility is not found, please see the “Add Organization” slide to learn how to add the facility.
Select Organization

- Click on the Organization Id link to choose your facility

<table>
<thead>
<tr>
<th>Action</th>
<th>Organization ID</th>
<th>Organization Name</th>
<th>Address 1</th>
<th>Address 2</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>15948</td>
<td>GULF COAST STORET</td>
<td>11110 ROUNDTABLE DRIVE</td>
<td></td>
<td>ROSE HILL</td>
<td>TX</td>
<td>77375</td>
</tr>
<tr>
<td>Select</td>
<td>21520</td>
<td>GULF BP CATASTROPHE</td>
<td>100 GULF OF MEXICO DRIVE</td>
<td></td>
<td>CORPUS CHRISTIE</td>
<td>TX</td>
<td>72019</td>
</tr>
<tr>
<td></td>
<td>22941</td>
<td>Gulf Oil (Test)</td>
<td>100 Main</td>
<td></td>
<td>Houston</td>
<td>TX</td>
<td>12345</td>
</tr>
<tr>
<td>Select</td>
<td>23061</td>
<td>Gulf Coast Oil</td>
<td>100 Main</td>
<td></td>
<td>Houston</td>
<td>TX</td>
<td>65432</td>
</tr>
<tr>
<td>Select</td>
<td>23062</td>
<td>Gulf Coast Oil</td>
<td>100 Main</td>
<td></td>
<td>Houston</td>
<td>TX</td>
<td>75202</td>
</tr>
</tbody>
</table>

Showing 1 to 5 of 5 entries
Organization

- Confirm your Organization

![Organization Information](image)
Add Organization

- Organization unavailable
- “Request that we add your organization”
Add Organization – Continued

Fill out the required information for your facility

All fields with an asterisk are required

Click “Submit Request for Access”
Add Organization - Continued

- Select your Organization
- Enter your phone number

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Part 2: Organization Info

Select a Current Organization
Select Request to Add an Organization

Shell Offshore, Inc
701 Poydras St
New Orleans, LA, US
70139

Email *
cathypermitadmin@gmail.com
Phone Number *
(214) 665-0000
Phone Number Ext
Fax Number

Wrong organization information? Back to Search Results, Use advanced search or request that we add your organization.

Submit Request for Access
```
• Click “Send Verification Code”. Will receive the verification code in your email listed.

• Will only have 20 minutes to copy and paste code.
Example of the Verification Code email. Copy the code and paste into the verification code box on the CDX page.
• Copy and paste verification code from email.
After coping the verification code from the email, paste in the box and click “Register”
Organization Registration Completed

- After clicking on REGISTER, this pop-up will appear confirming completion.
- Click CONTINUE
Registration Process

- At this stage, Permittee (no signature) and Data Providers are finished and now have access to NetDMR

- Permittee (signature) must continue with Identity Proofing
“Permittee (signature)” Additional Requirements

- Permittee (signature) will need to continue as additional information is required
  - Identify Proofing
    - Electronic Signature Agreement (ESA)
    - Paper ESA option
- Log into CDX
The Identity Proofing information needs to be your personal home address, date of birth, and last four digits of your social security number.

Check the “I agree to Electronic Signature Agreement” and Click “Verify and Sign”

Click on white tab for paper option of Identity Proofing.

(If you choose paper, it will take longer to process your request)
The Electronic Signature Agreement is created.

Scroll down to the bottom of the Electronic Signature Agreement and Click the green button “Sign Electronically”

Should be able to sign electronically unless you fail CDX Identity Proofing.

In that case, print the Electronic Signature Agreement, sign on the first and third page and mail all four pages to: ADEQ
Attn: Water Enforcement
5301 Northshore Drive
North Little Rock, AR 72118
After creating a CDX account, you will log into CDX, click on the link under Role.

You will be taken to the new NetDMR Landing Page.
New NetDMR Landing Page

- After you click on your Role on the CDX home page, you will be taken to the new Welcome page of NetDMR.
- Click on “Continue to NetDMR” and your NetDMR Home Page will appear.
Once you create a CDX account, you will need to request access to your permit(s) in NetDMR and create a Subscriber Agreement.
Type the permit number in the Permit ID box, click Update, and select Signatory role (if you are going to be signing the DMRs).

After selecting role, click Add Request. The request will appear below Access Requests.

If you have multiple permits to access, repeat this process until all permits have been added.

After adding all access requests, click Submit.
I have been authorized by the Responsible Official to sign the DMRs.

Fill out the boxes with the Responsible Official’s information.

Click Submit

The Responsible Official will receive an email stating there is a paper or electronic Subscriber Agreement to sign and send to ADEQ.
If the Responsible Official has a NetDMR account, select Sign Electronically.

If the Responsible Official does not have a NetDMR account, select Sign via Paper.

Click Submit

The Responsible Official will receive an email stating there is a paper or electronic Subscriber Agreement to sign and send to ADEQ.
If the Responsible Official does not have a NetDMR account, print out the Subscriber Agreement (all four pages), Responsible Official and Cognizant Official will both sign (in blue ink) and mail original to ADEQ.

ADEQ
Attn: Office of Water Quality  -  Enforcement Branch
5301 Northshore Drive
North Little Rock, AR 72118

Any questions, please call 501-682-0624.
After the Authorized Representative signs electronically from the previous step, you will click “Review and Print Subscriber Agreement”.

The Subscriber Agreement will appear in a separate window as shown on the next page to print or save to your files.

The next slides are for Responsible Officials who have NetDMR accounts to sign the Subscriber Agreement electronically.
After the Subscriber Agreement appears, save or print it, and close the window with the agreement.
After opening the Subscriber Agreement and printing it for your files, the “Sign Subscriber Agreement” button will appear. Click the button and the Authorized Representative will be asked for your log-in password.
After clicking “Sign Subscriber Agreement”, you will enter your Log In password.
After entering your password, you will answer one of your security questions.
After answering one of your security questions, click on “Sign” to complete the electronic signature process of the NetDMR Subscriber Agreement.
You will receive the following message the Subscriber Agreement was signed successfully and submitted for approval.

The Responsible Official will receive an email notifying them to log into NetDMR and sign the Subscriber Agreement.

Please ensure we have you on file as the Authorized Representative for the permit. If you are unsure, please contact the Office of Water Quality – Enforcement Branch at 501-682-0624.
For the Responsible Official, with a NetDMR account, they can delete access rights or electronically sign Subscriber Agreements.

- Under the Manage tab, click Access Requests to electronically sign NetDMR Subscriber Agreements.

- Under Edit My Account, be sure to click on “Edit Account” to be able to delete access rights to a permit.

If an access status is pending and the Responsible Official and/or Cognizant Official has signed the agreement, ADEQ is verifying information before granting approval.
After clicking on Access Requests, the following page will appear so the Responsible Official (RO) can electronically sign a NetDMR Subscriber Agreement.

The request will appear similar as below, the RO will check the approve box and click Save.

After signing, the request will need to be approved by ADEQ. In approximately 10 business days, you should receive an email/letter notifying the Authorized Representative of approval.
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](https://netdmr.zendesk.com))
  - Documentation
  - Training Tutorials
  - Training Schedules
  - Recorded webinars
  - FAQs
- Regulatory Authority
ADEQ 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