



CUSTOMER ACCOUNT SETUP

USER GUIDE

CA-V1-01152015

myDEQ Help Line | (844) – 827-4768

MyDEQ – An Online Web Portal

What is myDEQ?

myDEQ is Arizona Department of Environmental Quality's (ADEQ) new online web portal tool that is designed to assist its customers in meeting their environmental priorities and responsibilities. Customers upon creating an account will be able to view their permits online and submit compliance reports.

The first module made available is for customers reporting the Self-Monitoring Reports (SMRF). ADEQ has a list of other projects that are currently under development and will be released soon. Some of these projects include obtaining coverage under the Crushing and Screening General Permit, obtaining an EPA ID, eDMR, view and pay bills.

Who can create an account?

myDEQ is an electronic submission and reporting system. Documents submitted to the agency should be certified by the Responsible Officer who will be the account holder.

The state rules define a “**Responsible Officer**” as *any principal officer, partner, or proprietor responsible for a key business function or any other person who performs similar decision-making duties and is authorized to contractually bind the organization.*

In addition to the Responsible Officer, he/she can allow an **Account Manager** to obtain an account. Currently, the Account Manager is allowed to complete data entry requirements but cannot submit the electronic data to the agency.

The account will be the same as the company name, however, if you are an individual obtaining a permit or registration you can obtain an account in your name.

How is the Responsible Officer authenticated?

The Responsible Officer is required to duly sign and notarize a Subscriber Agreement. The US Environmental Protection Agency (EPA) has set performance-based, technology-neutral standards for systems that agencies must use to receive electronic reports from facilities that are regulated under EPA-authorized programs. ADEQ procedures requires authentication of the Responsible Officer's signature and hence requires submittal of the Subscriber Agreement.

What is the process to obtain a myDEQ account?

The process involves the following steps:

1. Request an account online
2. Receive Subscriber Agreement in email
3. Sign and Mail Subscriber Agreement
4. ADEQ will validate the account and send an email with a link to create an account
5. Complete your account setup using the link sent in the email

If I am an existing customer how do I create a myDEQ account?

Existing customers who receive monthly bills from ADEQ can use the customer number and account ID listed on their bill to create an account on myDEQ. The customer and account numbers are listed on the bill as shown in the below. **Steps 1 thru 5 provides details of an account creation.**

Janice K. Brewer
Governor

Director

HERE IS YOUR CUSTOMER ID

Bill ID: 0000999
Customer ID: 1234

ADEQ CUSTOMER

1110 W Washington St
Phoenix, AZ 85007

Billing Period: December 21, 2013 - January 20, 2014
Payment Due Date: February 28, 2014

ACCOUNT SUMMARY

Account ID	Fee Code	Balance Carried Forward	Current Amount	Payments / Credits	Total Amount
B20009998	WQL Water Quality	\$6,000.00	\$0.00	\$0.00	\$6,000.00
B20009999	SWM Solid Waste Management Fees	\$0.00	\$600.00	\$0.00	\$600.00
TOTAL:		\$6,000.00	\$600.00	\$0.00	\$6,600.00

HERE IS YOUR ACCOUNT ID

If I am a new customer, how do I create an account?

If you are a new company requiring a permit from the agency, you should first be registered with the Arizona Corporation Commission (ACC) in order to conduct business in Arizona. **Details of an account creation for a new customer are listed in Steps 17 through 24.**

What are the minimum system requirements to access the online account?

For optimal experience, performance and reliability please ensure:

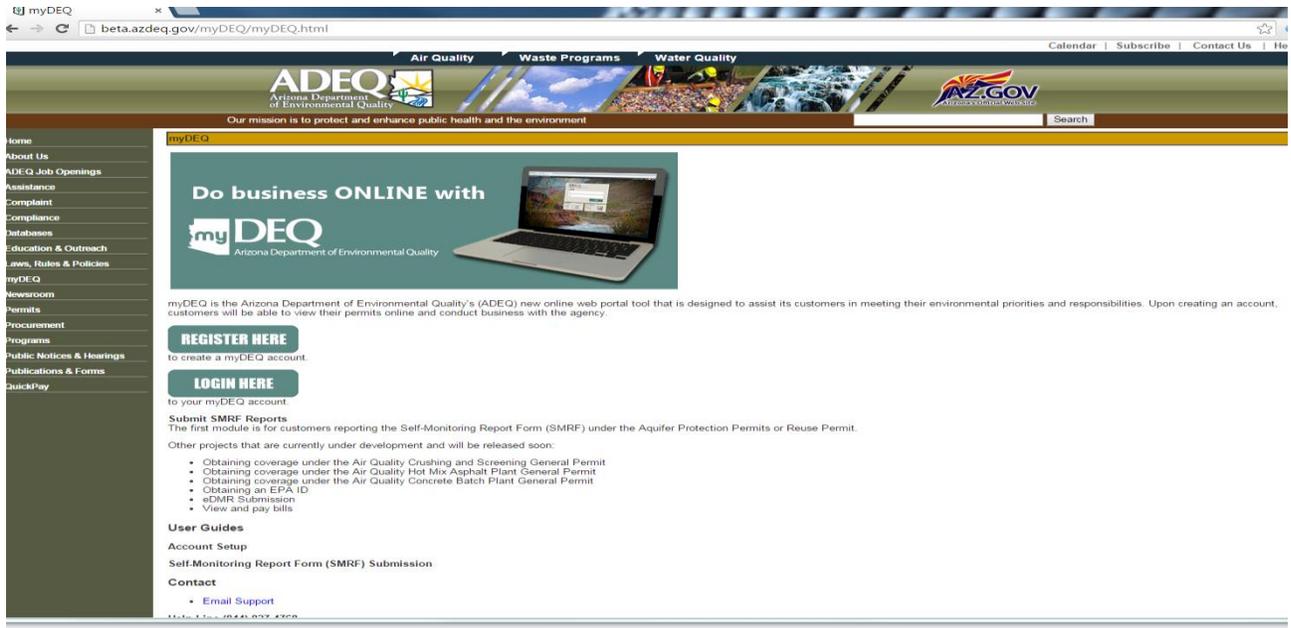
- Cookies are enabled
- azdeq.gov and az.gov are in your trusted zone
- Resolution is set to at least 1,280 by 1,024
- Java (JDK) 6+
- Tablets supported:
 - Android: 4.x
 - iPad: iOS 7+
 - Windows: 8.x
- Smart phones:
 - Not supported
- Browsers supported:
 - Chrome 35+
 - Firefox 26+
 - Internet Explorer 9+, Opera 22+, Safari

Questions or have feedback, please contact **myDEQ Help Line at (844) 827-4768**

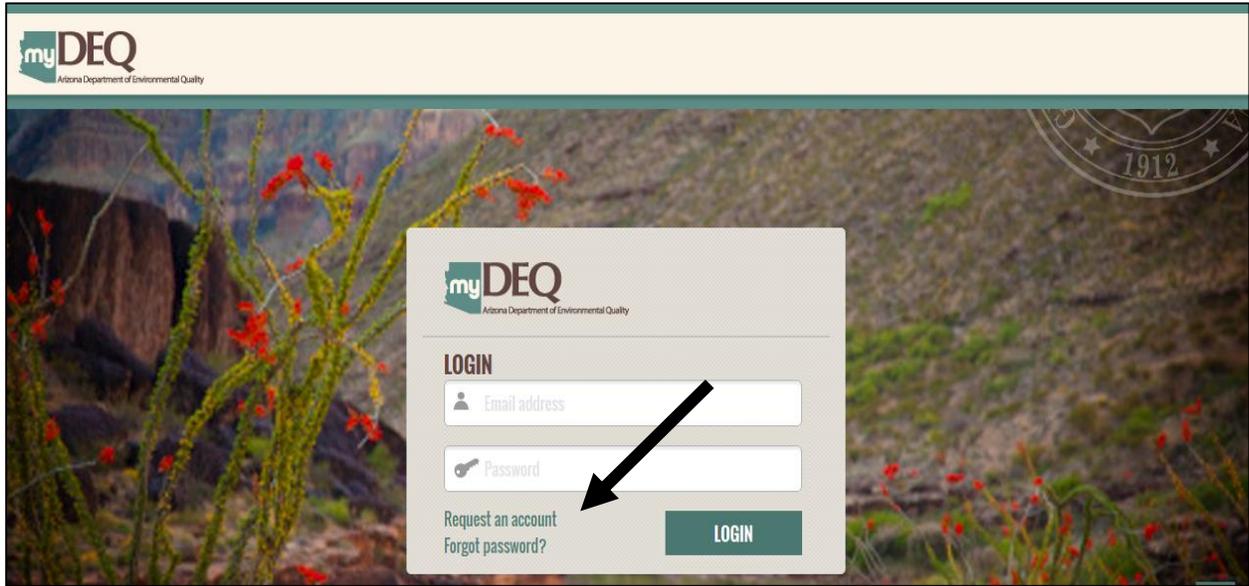
Step-By-Step Guide to Create an Account on myDEQ

Step 1 - Open your internet browser and navigate to ADEQ's website located at www.beta.azdeq.gov.

Step 2 - On the homepage, click on "REGISTER HERE" to create a new account to access the myDEQ portal. You will be directed to the myDEQ page. Click on the REGISTER HERE button.

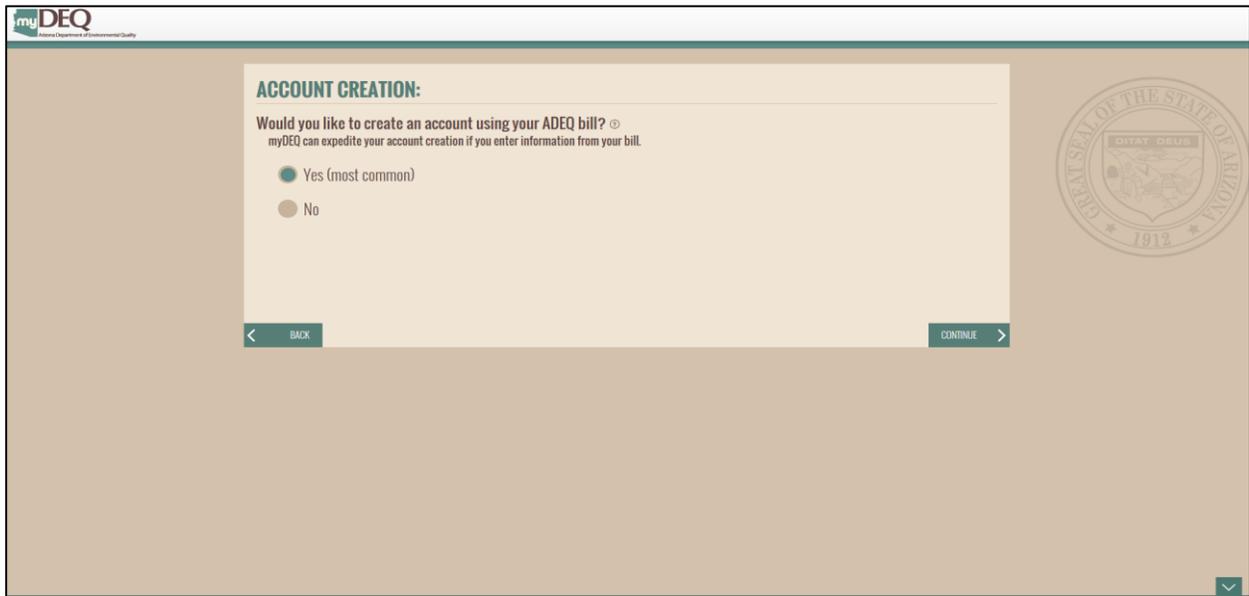


Step 3: In the myDEQ login screen, click on “Request an account”.



Step 4 – If you are an existing customer with an ADEQ permit or registration, Select “Yes (most common)” and then click on the “CONTINUE” button.

NOTE: *If you haven't received any bill yet you can still create an account by selecting the “No” option and then the “CONTINUE” button. Follow Steps 16 through 24 to create an account.*



Step 5 – Enter your **Customer ID** and one **Account ID** from your monthly statement.

A sample bill is shown in the screen below. Click on the “CONTINUE” button.

The screenshot shows the 'ACCOUNT CREATION' page on the myDEQ website. It prompts the user to enter their Customer ID and Account ID. A sample bill from BLK, INC. is displayed, with red circles highlighting the 'Customer ID: 70855' and 'Account ID: B2002834' fields. Arrows point from these fields to the corresponding input boxes on the account creation page.

ACCOUNT CREATION:
Please enter the Customer ID and Account ID found on your bill. [View an example](#)
*Indicates required fields.

Customer ID:
Account ID:

[BACK](#)

ARIZONA DEPARTMENT OF ENVIRONMENTAL QUALITY
1110 West Washington Street, Phoenix, Arizona 85003
(602) 771-2300 www.aadeq.gov

BLK, INC.
20934 N CAVE CREEK RD, STE 118-272
CAVE CREEK, AZ 85331-6830

BILLING PERIOD: October 21, 2013 - November 8, 2013
Payment Due Date: December 31, 2013

Customer ID!
Customer ID: 70855

ACCOUNT SUMMARY

Account ID	Account Code	Balance Carried Forward	Current Amount	Payments / Credits	Total Amount
B2002834	001 Special Waste Management Fees	\$900.15	\$0.15	\$0.00	\$900.30
TOTAL:		\$900.15	\$0.15	\$0.00	\$900.30

Account ID!

AGING SUMMARY

Current Charges	(1-30 days)	(31-60 days)	(61-90 days)	(91-120 days)	(Over 120 days)	Balance
\$900.30	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$900.30

* All payments received and not specifically allocated on the REMITTANCE ADVICE will be applied to the oldest amount due until fees are paid and then applied to interest.

Retain for your record
If you have submitted your payment after the 20th of the month and before the due date, please disregard this bill.

Step 6 – You should see your company details. Click on the “Continue” button. If the address is different, you will be able to update it after creating an account.

The screenshot shows the 'ACCOUNT CREATION' page on the myDEQ website. It displays the company details found using the provided Customer ID and Account ID. The details include the organization name, address, and a 'CONTINUE' button.

ACCOUNT CREATION:

Here is what we have found using Customer ID: 36012 and Account ID: B2001270
If this is your organization, please click continue. You can edit your address after you complete your account.

Organization Name: **Swift Transportation Co Inc**
Address: **2200 S 75TH AVE
PHOENIX, ARIZONA 85043**

[BACK](#) [CONTINUE](#)

ADEQ Arizona Department of Environmental Quality

BUILD 1.0-SNAPSHOT | TERMS & CONDITIONS | PRIVACY STATEMENT | HELP | CONTACT

Step 7 - Enter the **Responsible Officer** contact details and Click on the “Continue” button.

NOTE: **The email address will become the login user ID.**

Responsible Officer - Is any principal officer, partner, or proprietor responsible for a key business function or any other person who performs similar decision-making duties and is authorized to contractually bind the organization.

ACCOUNT MANAGER - If you would like a different employee or a consulting company manage your account, you should select “Yes” on the question “Would you like to add an Account Manager...”

Currently an Account Manager will be able to complete all data entry in myDEQ but not submit the data. ADEQ is working on creating another role for a designated account manager who will be able to submit the data.

Arizona Department of Environmental Quality

ACCOUNT CREATION:

Who is your Responsible Officer? ⓘ

*Indicates required fields.

Prefix:

First Name:* MI:

Last Name:*

Title:*

Email Address:*

Confirm Email:*

Phone Number:* - - Ext

Would you like to add an Account Manager in addition to the Responsible Officer to manage your myDEQ account?
If you select yes, myDEQ requires you to add an Account Manager on the next page.

Yes

No

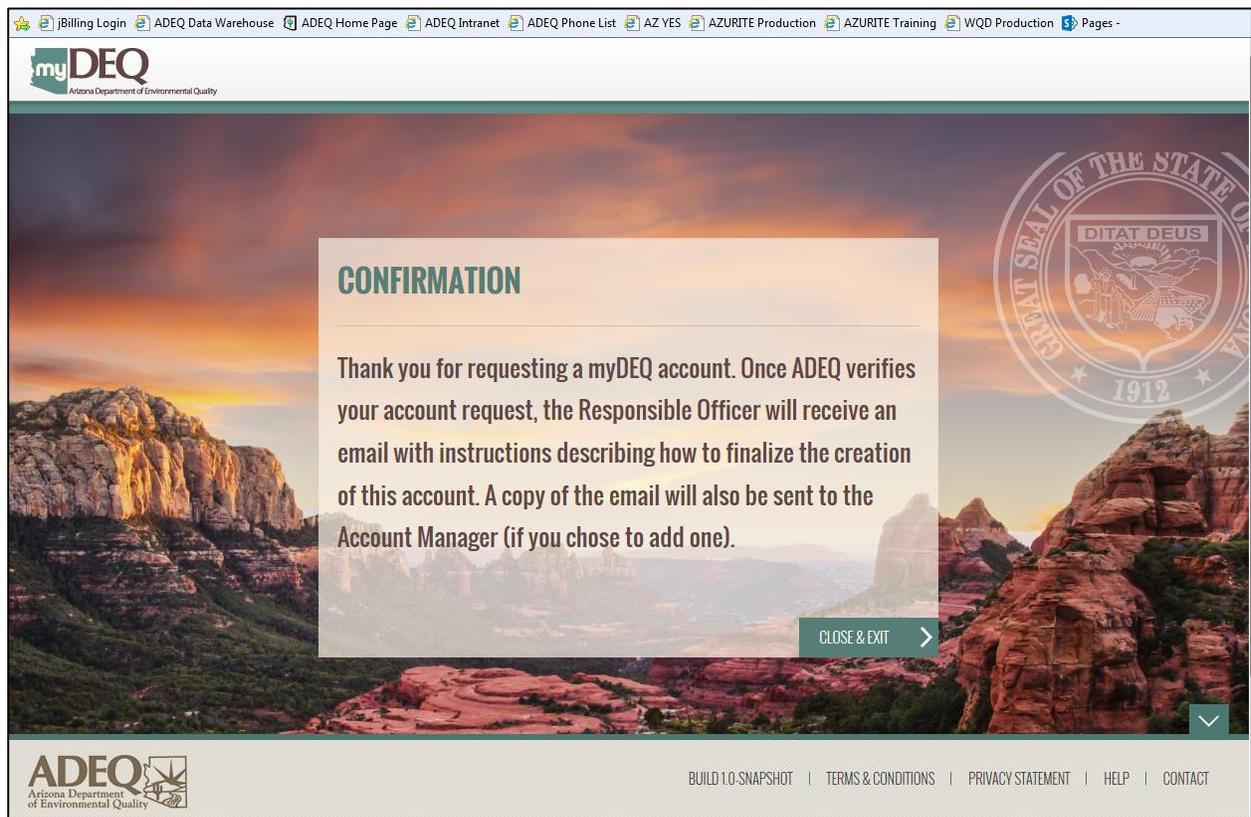
Step 8: Enter the details for the account manager. The manager will receive an email to create a separate login. Click on the “Continue” button.

The screenshot shows the 'ACCOUNT CREATION' page on the myDEQ website. The page title is 'ACCOUNT CREATION:'. Below the title is the question 'Who will be managing this myDEQ account?' with a help icon. A note below says '*Indicates required fields.' The form contains the following fields: 'Prefix' (a dropdown menu with 'Select a Prefix' selected), 'First Name' (text input with 'Mary' entered), 'MI' (text input), 'Last Name' (text input with 'Jane' entered), 'Title' (text input with 'Manager' entered), 'Email Address' (text input with 'Mary.Jane@mycompany.com' entered), 'Confirm Email' (text input with 'Mary.Jane@mycompany.com' entered), and 'Phone Number' (text input with '123 - 456 - 7889' entered). There are 'BACK' and 'CONTINUE' buttons at the bottom of the form. The footer includes the ADEQ logo and navigation links: BUILD 1.0-SNAPSHOT | TERMS & CONDITIONS | PRIVACY STATEMENT | HELP | CONTACT.

Step 9: For security purposes, enter the characters shown on your screen and then click on the “Submit” button.

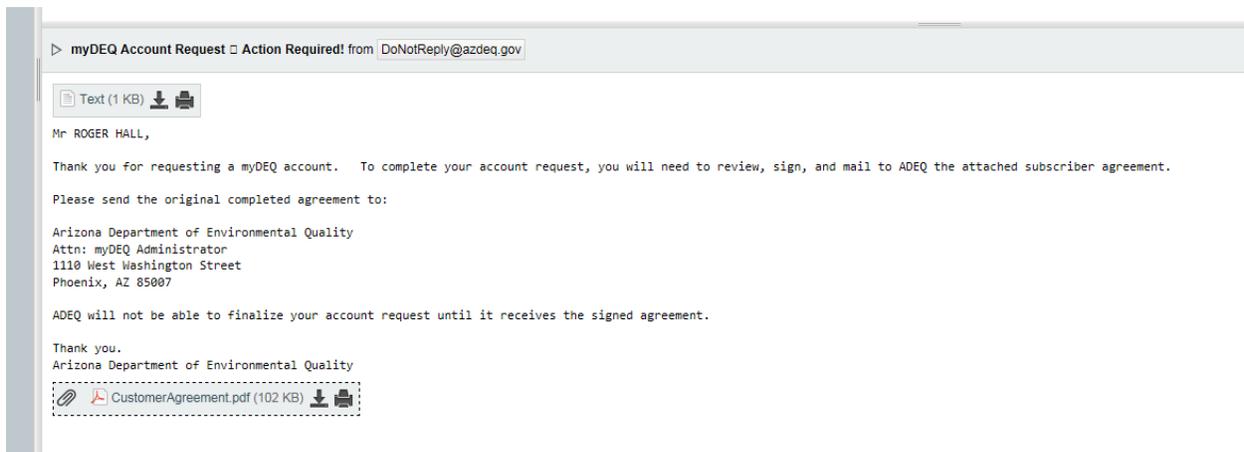
The screenshot shows the 'CAPTCHA' page on the myDEQ website. The page title is 'CAPTCHA'. Below the title is the instruction 'Please complete the following captcha.' followed by 'To help ensure security please complete the following captcha.' A captcha image shows the characters 'wp46n' with a help icon. Below the image is the text 'To change this captcha click here.' and a text input field containing 'wp46n'. There are 'BACK' and 'SUBMIT' buttons at the bottom of the form. The footer includes the ADEQ logo and navigation links: BUILD 1.0-SNAPSHOT | TERMS & CONDITIONS | PRIVACY STATEMENT | HELP | CONTACT.

You should see a Confirmation page.

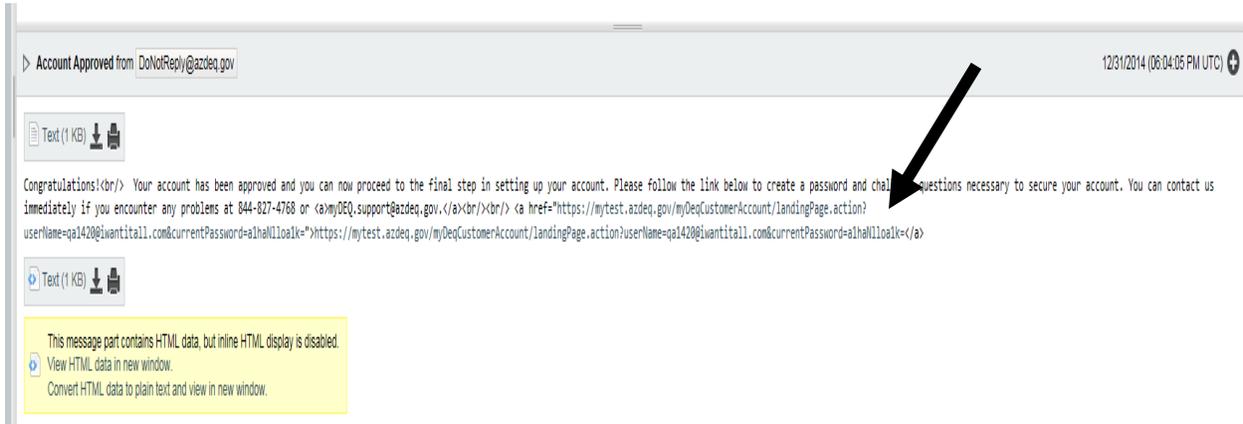


Step 10: Both the RO and the Account Manager will receive an email along with the subscriber agreement document. The agreement must be signed, notarized and mailed to ADEQ as soon as possible.

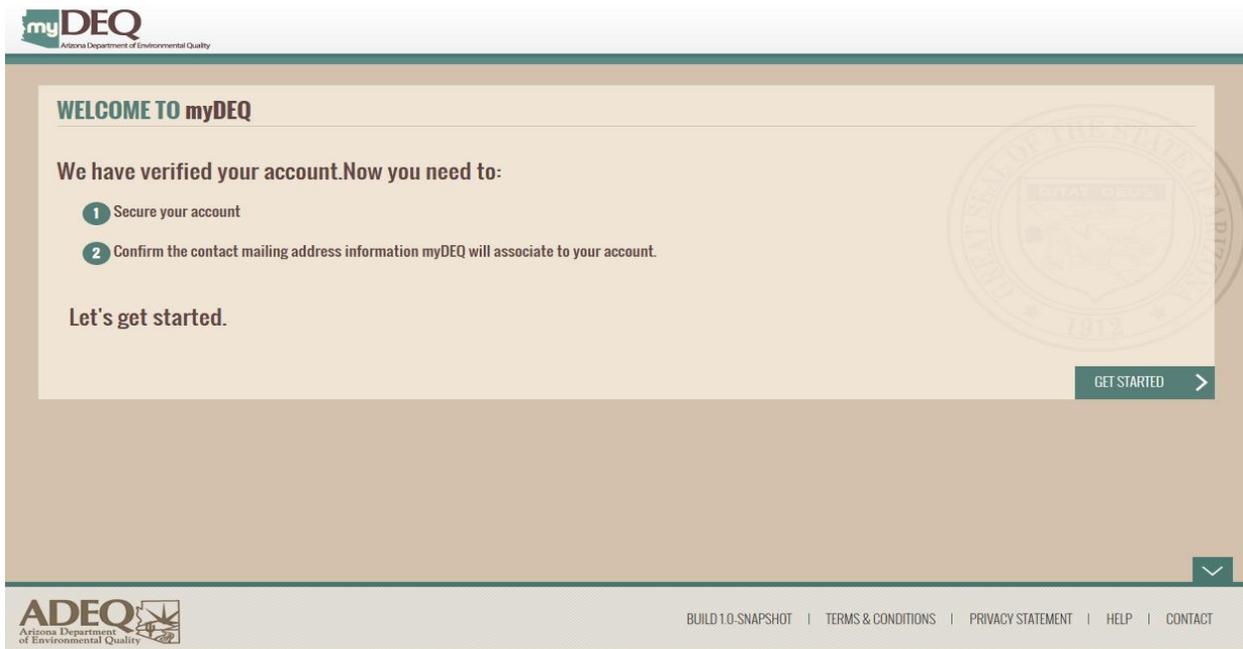
Note: *Only one subscriber agreement is required for each company.*



Step 11: Upon receipt of the subscriber agreement, ADEQ will verify and validate your account within one business day. Upon validation, you will receive an email with a link to complete the account setup process.



Step 12: Once you receive the email, click on the link and you will be directed to the ADEQ portal to complete the account setup. Click on the “GET STARTED” button.



Step 13: You will be asked to select challenge questions and answers. These will be used to verify your identity each time you submit any online information to ADEQ. Click on the “Continue” button.

The screenshot shows the 'myDEQ' website interface for 'SECURE YOUR ACCOUNT'. The header includes the 'myDEQ' logo and 'Arizona Department of Environmental Quality'. The main heading is 'SECURE YOUR ACCOUNT' with a sub-heading 'Select and answer your personalized security questions below.' Below this, instructions state: 'To protect your security, myDEQ has implemented an identity verification system which requires you to select and answer 5 unique security questions. Your answers must be between 3 and 20 characters in length and are not case sensitive. * Indicates required field.' The form contains five rows, each with a question dropdown menu (e.g., 'Question 1-* Please Select Question 1') and an adjacent text input field for the answer. At the bottom of the form area, there are 'BACK' and 'CONTINUE' buttons. The footer features the 'ADEQ' logo and navigation links: 'BUILD 1.0-SNAPSHOT | TERMS & CONDITIONS | PRIVACY STATEMENT | HELP | CONTACT'.

STEP 14: Choose a password and then Click on “CONTINUE”.

The screenshot shows the 'myDEQ' website interface for 'SECURE YOUR ACCOUNT'. The header includes the 'myDEQ' logo and 'Arizona Department of Environmental Quality'. The main heading is 'SECURE YOUR ACCOUNT' with a sub-heading 'Create your account password.' Below this, instructions state: 'Please enter your password, confirm it, and then click continue. * Indicates required fields.' The form contains two text input fields: 'Password-*' and 'Confirm Password-*'. A black arrow points to the 'CONTINUE' button at the bottom right of the form area. At the bottom left of the form area, there is a 'BACK' button. The footer features the 'ADEQ' logo and navigation links: 'BUILD 1.0-SNAPSHOT | TERMS & CONDITIONS | PRIVACY STATEMENT | HELP | CONTACT'.

STEP 15: CONFIRM ADDRESS – You can now verify the mailing, billing, compliance and permitting address. If any updates are required, you should edit the data. Then click on the “CONTINUE” button. *Note: The address should be a US Postal address. If the system cannot verify the address, the changes will not be accepted.*

myDEQ
Arizona Department of Environmental Quality

CONFIRM ADDRESSES

Please confirm your contact address information below and then click continue.
* Indicates required field.

Mailing Address

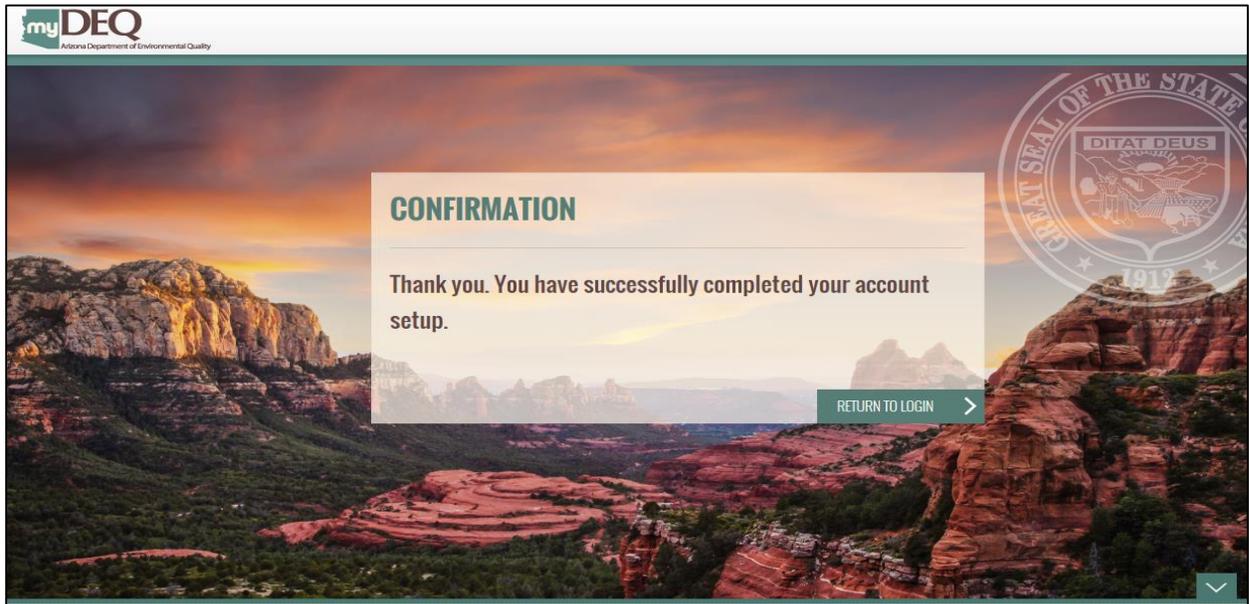
Address Line 1:* PO BOX 968
Address Line 2:
City:* OVERGAARD
State:* ARIZONA Zip:* 85933

Billing Address Same as mailing address
Compliance Address Same as mailing address
Permitting Address Same as mailing address

ADEQ
Arizona Department of Environmental Quality

BUILD 1.0-SNAPSHOT | TERMS & CONDITIONS | PRIVACY STATEMENT | HELP | CONTACT

You will see the confirmation page.



NEW CUSTOMER ACCOUNT

STEP 16: If you are a new customer or haven't received any bill from ADEQ, select the "No" option and Click on the "CONTINUE" button.

The screenshot shows the 'ACCOUNT CREATION' screen. At the top left is the 'myDEQ' logo with the text 'Arizona Department of Environmental Quality'. The main heading is 'ACCOUNT CREATION:'. Below it is the question: 'Would you like to create an account using your ADEQ bill? ⓘ'. A sub-note says 'myDEQ can expedite your account creation if you enter information from your bill.' There are two radio button options: 'Yes (most common)' and 'No'. The 'No' option is selected. At the bottom left is a 'BACK' button with a left arrow, and at the bottom right is a 'CONTINUE' button with a right arrow. A large, faint watermark of the Arizona State Seal is visible in the background. Two black arrows point to the 'No' radio button and the 'CONTINUE' button.

STEP 17: Select the type of account and Click on the "CONTINUE" button. All companies must be registered with the Arizona Corporate Commission prior to obtaining a myDEQ account.

The screenshot shows the 'ACCOUNT CREATION' screen. At the top left is the 'myDEQ' logo with the text 'Arizona Department of Environmental Quality'. The main heading is 'ACCOUNT CREATION:'. Below it is the question: 'What type of myDEQ account would you like to create?'. There are three radio button options with corresponding icons: 'Organization' (factory icon), 'Government' (capitol building icon), and 'Individual' (person icon). All three options are currently unselected. At the bottom left is a 'BACK' button with a left arrow, and at the bottom right is a 'CONTINUE' button with a right arrow. A large, faint watermark of the Arizona State Seal is visible in the background. The footer contains the 'ADEQ' logo and the text 'Arizona Department of Environmental Quality' on the left, and a navigation menu with 'BUILD 1.0-SNAPSHOT | TERMS & CONDITIONS | PRIVACY STATEMENT | HELP | CONTACT' on the right.

ORGANIZATION ACCOUNT SETUP

STEP 18: If you selected Organization in STEP 17, enter the Organization Name or the Arizona Corporation Commission file number. Click on the “CONTINUE” button.

NOTE: Your Company must be first registered with the ACC in order to conduct business in Arizona.

myDEQ
Arizona Department of Environmental Quality

ACCOUNT CREATION:

Please enter your Arizona Corporation Commission (ACC) file number or organization name. ⓘ
Please select one of the following and click continue.

ACC file number

Organization Name

Printpack

BACK CONTINUE

ADEQ Arizona Department of Environmental Quality
BUILD 1.0-SNAPSHOT | TERMS & CONDITIONS | PRIVACY STATEMENT | HELP | CONTACT

STEP 19: You will see the name and address details as listed with the ACC. If correct, click on the “Continue” button. If you would like to update anything, you can do so when you setup the account.

myDEQ
Arizona Department of Environmental Quality

ACCOUNT CREATION:

Here is what we found in the ACC database.
If this is your organization, please click continue.

Organization Name: PRINTPACK, INC.
ACC file number: F07844306
Address: 6800 E 2ND ST
PRESCOTT VALLEY, AZ, 86314

BACK CONTINUE

ADEQ Arizona Department of Environmental Quality
BUILD 1.0-SNAPSHOT | TERMS & CONDITIONS | PRIVACY STATEMENT | HELP | CONTACT

STEP 20: You will be directed to enter the responsible officer details.

Continue with the account creation from STEP 7 through 15.

GOVERNMENT ACCOUNT SETUP

STEP 21: If you selected Government, enter the details of the entity and click on “CONTINUE” button.

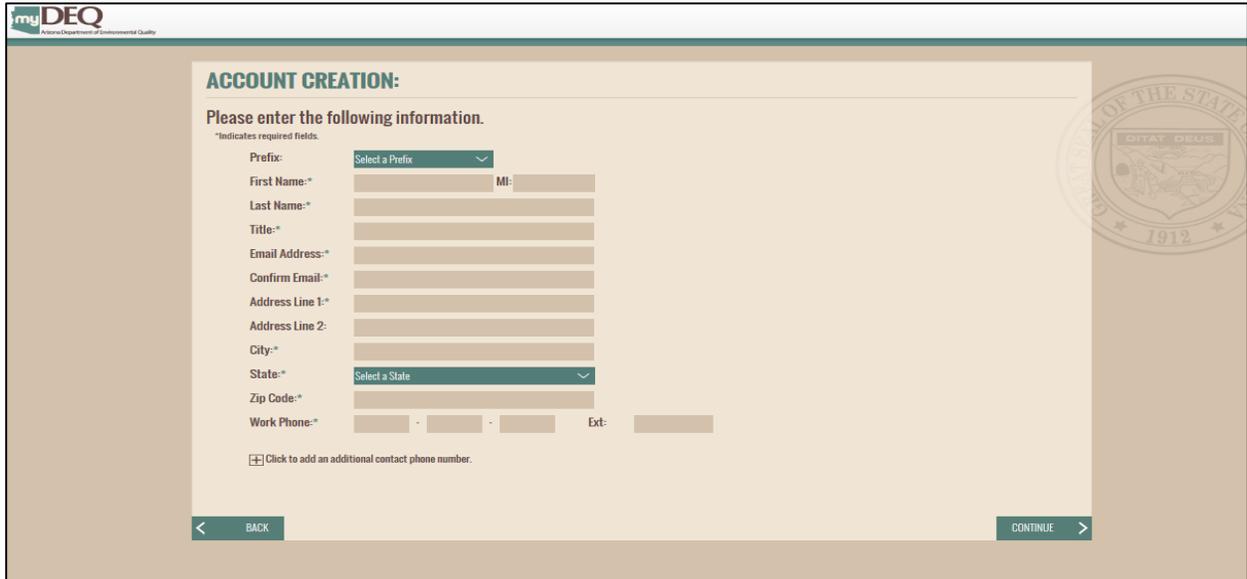
The screenshot shows the 'myDEQ' website interface for account creation. The header includes the 'myDEQ' logo and 'Arizona Department of Environmental Quality'. The main heading is 'ACCOUNT CREATION:'. Below this, it says 'Please enter the following information.' with a help icon and a note '*Indicates required fields.' The form fields are: 'Entity Name:*' (text input), 'Address Line 1:*' (text input), 'Address Line 2:' (text input), 'City:*' (text input), 'State:*' (dropdown menu with 'Select a State' selected), 'Zip Code:*' (text input), and 'Work Phone:*' (text input with hyphens and an 'Ext:' field). At the bottom of the form area, there are 'BACK' and 'CONTINUE' buttons. The footer contains the 'ADEQ' logo and navigation links: 'BUILD 1.0-SNAPSHOT | TERMS & CONDITIONS | PRIVACY STATEMENT | HELP | CONTACT'. A large, faint watermark of the Great Seal of the State of Arizona is visible in the background of the form area.

STEP 22: Continue with the account creation from STEP 7 through STEP 15 to complete your account setup.

INDIVIDUAL ACCOUNT

STEP 23: If you selected Individual in Step 17, you will be directed to the screen shown below. Enter the name and address of the individual and click on “CONTINUE” button.

The individual will become the “Responsible Officer” and will be certified to submit electronic documents to ADEQ.



The screenshot shows the 'ACCOUNT CREATION' form on the myDEQ website. The form is titled 'ACCOUNT CREATION:' and asks the user to 'Please enter the following information.' Below this, there is a list of required fields: Prefix (dropdown), First Name (text), MI (text), Last Name (text), Title (text), Email Address (text), Confirm Email (text), Address Line 1 (text), Address Line 2 (text), City (text), State (dropdown), Zip Code (text), and Work Phone (text with hyphens and an extension field). A note indicates that asterisks denote required fields. At the bottom of the form, there is a checkbox to 'Click to add an additional contact phone number.' Navigation buttons for 'BACK' and 'CONTINUE' are located at the bottom of the form area. The myDEQ logo and the Arizona Department of Environmental Quality seal are visible in the background.

STEP 24: Continue with the account creation from Steps 9 through 15 to complete the account setup.

CONTACT INFO:

If you have any questions or comments or need help with setting up your account, please call myDEQ Help Line at (844)-827-4768 or EMAIL at myDEQ.support@azdeq.gov