



CUSTOMER ACCOUNT SETUP

USER GUIDE

CA-V3-01112016

myDEQ Help Line | (844) – 827-4768

myDEQ

What is myDEQ?

myDEQ is Arizona Department of Environmental Quality's (ADEQ) new online application for the regulated facilities to meet their environmental priorities and responsibilities. Customers with an account will be able to obtain a registration/permit and submit compliance reports.

The applications currently available are:

WATER QUALITY PROGRAMS	
Aquifer Protection Permittees (APP)	Submit Self-Monitoring Reports (SMRF)
Arizona Discharge Elimination System Permittees (AZPDES)	Submit Discharge Monitoring Reports (DMR)
WASTE PROGRAMS	
RCRA	Obtain an EPA ID, Modify, Reactivate and Deactivate
ACCOUNTING	
Quick Pay	Pay Bills using a Credit Card

Some of the other projects that are currently under development include obtaining an Air Quality General Permit for Crushing and Screening operations, Concrete Batch Plants and Hot Mix Asphalt operations.

Who can obtain access to the account?

Regulated entities seeking a permit from ADEQ should obtain an account. Currently only 2 roles are offered.

1. Responsible Office (RO)

2. Account Manager (AM) (optional)

myDEQ is an electronic submission and reporting system. All documents submitted to the agency should be certified, hence the main account holder will be the Responsible Officer.

The state rules define “**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.*

An Account Manager is an optional role. The Account Manager can only complete data entry requirements but not complete the submission process.

What is required to obtain an account?

The Responsible Officer is required to duly sign and notarize a Signature Agreement. The Environmental Protection Agency (EPA) has set performance-based, technology-neutral standards for systems that states propose to use to receive electronic documents 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 Signature Agreement.

What is the process to obtain a myDEQ account?

The process involves the following steps:

1. Request an account online
2. Receive Signature Agreement in email
3. Sign and Mail Signature Agreement
4. ADEQ will validate the myDEQ account.
5. An email with the account setup link to setup password and security questions will be sent.

How do I notify when the Responsible Officer (RO) or Account Manager (AM) changes?

Submit a Change in RO/AM form to ADEQ. ADEQ will update its records and send an email to the new RO/AM to setup his/her account.

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+

Smart phones:

- Not supported

Browsers supported:

- Chrome 35+
- Firefox 26+
- Internet Explorer 9+

If you have any questions, or would like to provide feedback, please contact [myDEQ Help Line](#) at (844) 827-4768.

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

Step 1 - Open your internet browser and go to ADEQ's website www.azdeq.gov.

Step 2 – On the homepage, click on “REQUEST AN ACCOUNT” to create a new account to access the online myDEQ application.



Step 3: Upon clicking on “REQUEST AN ACCOUNT”, you will be directed to the form shown in the next page. Enter all the information requested. If you already have a permit from ADEQ, include the facility name and the type of permit. An account Manager is optional.

NOTE: *Consultants can be added as account managers.
Your email address will be your login Id. Only one email address can be used per account.*

REQUEST AN ACCOUNT

Please fill out the following information to register for a myDEQ account.

* Indicates required field.

Company Information (Skip and go to the RO section if you have no company)

Company Name:

ADEQ Customer ID #: What is this?

Address Line 1:

Address Line 2:

City:

State:

Phone #:

Responsible Officer (RO) Information Who is this?

Title:

First Name-*: MI:

Last Name-*:

Email-*:
Note: Your email address is also your user ID for logging into myDEQ

Phone #-*:

Add all facilities and type of permit, for which the RO is the signatory for:

Facility Name: <input type="text"/>	Select A Permit Type <input type="button" value="v"/>
Facility Name: <input type="text"/>	Select A Permit Type <input type="button" value="v"/>
Facility Name: <input type="text"/>	Select A Permit Type <input type="button" value="v"/>

CLICK TO ADD ADDITIONAL ROWS

Account Manager (AM) Information Who is this?

Do you want to add an Account Manager (AM) to your myDEQ account?

- Yes
- No

SUBMIT

NOTE: A 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.

If you have another person managing the account, you can select “Yes” on the question “Would you like to add an Account Manager to your myDEQ account?” to provide details of the account manager.

Note: An Account Manager can only complete the data entry but cannot submit documents online.

Once you click on the SUBMIT button, you will see the next steps.



REQUEST AN ACCOUNT

Thank you for requesting a myDEQ account. Here are the next steps:

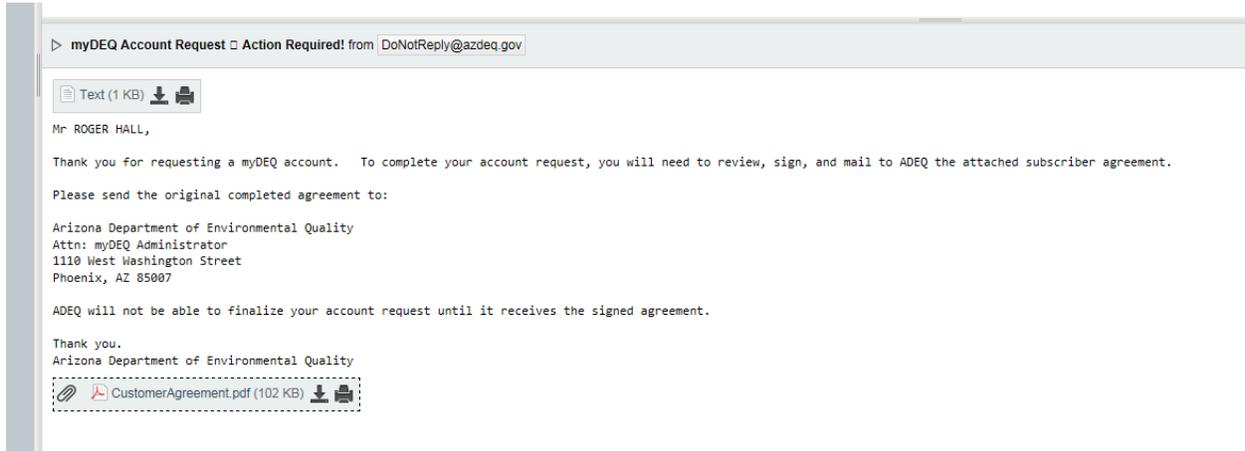
Step 1: The RO and AM (if added) listed will receive an email (2 business days) with our Signature Agreement document attached. Please fill out, sign, notarize and mail back to ADEQ.

Step 2: Upon receipt of your completed Signature Agreement, ADEQ within 1 to 3 business days will validate your account and you will receive an email with a link to complete your account setup online.

For additional information or help with registration, contact myDEQ at 844-827-4768 or email us at myDEQ.support@azdeq.gov.

EXIT >

Step 4: Signature Verification: Once the account request is received, ADEQ will setup your account and email the Signature Agreement document. This document should be mailed upon signing and notarizing the signature. If an Account Manager was setup, he/she should also get an email with the Signature Agreement document. Only one document is required to be mailed to ADEQ.



Step 5: Upon receipt of the Signature Agreement, ADEQ will verify and validate your account. You will receive an email with a link to add the password and select 5 security questions.



Step 6: Click on the link in the email and you will be directed to the account setup page. Click on the “GET STARTED” button.

WELCOME TO myDEQ

We have verified your account. Now you need to:

- 1 Secure your account
- 2 Confirm the contact mailing address information myDEQ will associate to your account.

Let's get started.

GET STARTED >

Step 7: You will be required to select 5 challenge questions and add answers. These will be used to verify your identity each time you submit report online. Click on the “Continue” button.

SECURE YOUR ACCOUNT

Select and answer your personalized security questions below.

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.

Question 1-*	Please Select Question 1	Answer:	<input type="text"/>
Question 2-*	Please Select Question 2	Answer:	<input type="text"/>
Question 3-*	Please Select Question 3	Answer:	<input type="text"/>
Question 4-*	Please Select Question 4	Answer:	<input type="text"/>
Question 5-*	Please Select Question 5	Answer:	<input type="text"/>

STEP 8: Choose a password and then Click on “CONTINUE”.

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SECURE YOUR ACCOUNT

Create your account password.
Please enter your password, confirm it, and then click continue.
* Indicates required fields.

Password:*

Confirm Password:*

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

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STEP 9: CONFIRM ADDRESS - You can now verify the mailing, billing, compliance and permitting address. If any updates are required, you can edit the information. 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.*

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CONFIRM ADDRESSES

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

Mailing Address

Address Line 1:*

Address Line 2:

City:*

State:* Zip:*

Billing Address Same as mailing address

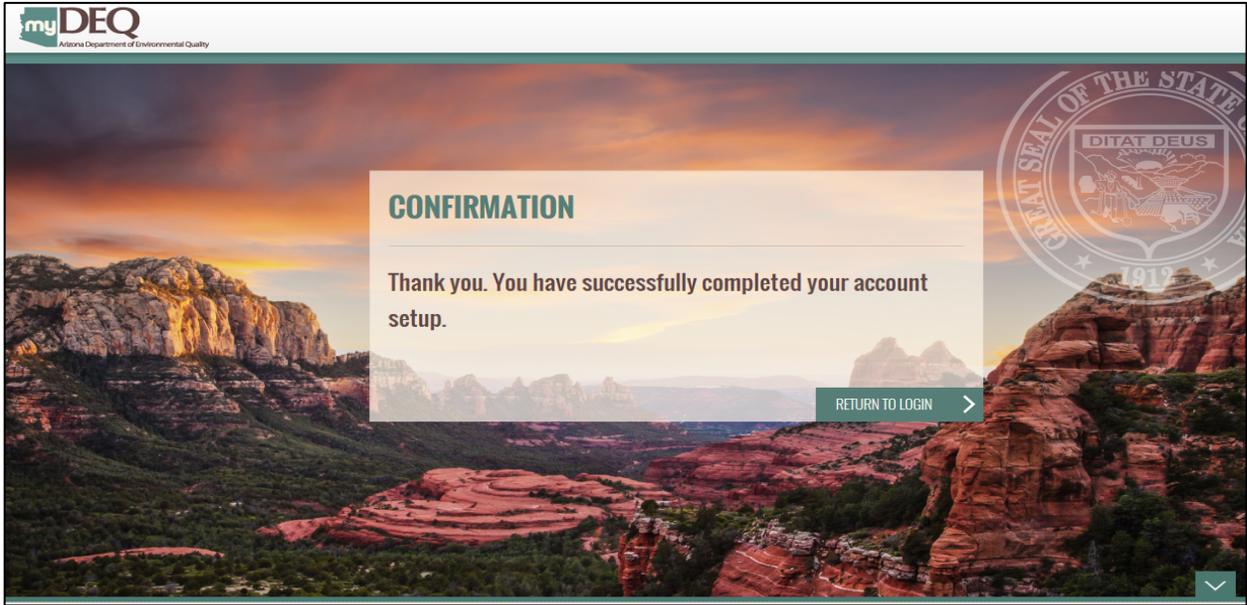
Compliance Address Same as mailing address

Permitting Address Same as mailing address

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Congratulations. You are now setup to submit online reports or obtain a permit/registration.



CONTACT INFO:

If you have any questions or comments or need help with setting up your account, please call myDEQ Help Line at

Phone: (844)-827-4768

EMAIL: myDEQ.support@azdeq.gov