



ePortal: Updates, Issues & Tips

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What & Why?

- ▶ ePortal is DEQ's online system for electronic submittals
- ▶ For the Office of Air Quality, it is the only form of electronic submittal accepted
- ▶ Air submission email (airsubmission@adeq.state.ar.us) is inactive
 - Responses to inspections are now submitted via ePortal
 - Upset condition reports are now submitted via ePortal (or faxed to DEQ)
 - Compliance reports (ACC, SAMR, etc.) are now submitted via ePortal
- ▶ Paper copies are still accepted via mail

How to get access?

- ▶ <https://eportal.adeq.state.ar.us>
- ▶ “How-to Intro: ePortal Guide” and “How-to-Intro: Quick-Start” document provides steps on registering and using ePortal.

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ENERGY & ENVIRONMENT

Division of Environmental Quality

DEQ Home

Home Finder Help Sign In Register

Organizations

Select the organization from which you would like to submit a form.

Select Organization

Forms

To locate a specific form please use our form finder.

Form Finder

Frequently Asked Questions

- ? Where can I find instructions for the DEQ ePortal system?
- ? What is e-signature approval, and how do I get it?
- ? What is "Shared Access to Submissions"?

Welcome to the DEQ ePortal system

The DEQ ePortal system is an online service that allows members of the public to electronically submit permit applications, registration forms, reports, and other forms to the Division of Environmental Quality in a secure online environment. After the form is submitted, this system also allows its progress to be tracked.

To find a specific form, you can either search through the Organization list or use the Form Finder. Both of these are located on the left side of the screen.

Many applications, registrations, and other forms require that you have e-signature approval before you can electronically sign them. To obtain this approval, you must download the DEQ electronic signature agreement (see additional links below) and mail it to DEQ. Additional information can be found in our FAQ on e-signature approval.

Contact Information

Address:
Division of Environmental Quality
5301 Northshore Drive
North Little Rock, AR 72118

Contacts:
Email: Help-ePortal@adeq.state.ar.us

Additional Links

- [Overview of ePortal v4.9 Changes](#)
- [How-to Intro: ePortal Guide](#)
- [How-to Intro: Quick-Start document](#)
- [How-to Intro: Video demonstrations](#)
- [DEQ Electronic Signature Agreement](#)
- [DEQ Disclosure Statement](#)
- [DEQ Website](#)
- [DEQ Regulations](#)
- [DEQ Facility and Permit Summary Database](#)

ePortal Statistics for 2021 (Specific to Office of Air Quality)

- ▶ For permit applications received, 90% were submitted via ePortal
 - The goal is 100%
- ▶ For compliance reports received, 86% were submitted via ePortal
 - The goal is 100%
- ▶ Applications are more likely to be administratively complete if developed in ePortal
 - 38% of the paper applications received were incomplete
 - 21% of the ePortal applications received were incomplete
- ▶ Permits for ePortal submissions were issued one month faster (on average) than permits for paper applications
- ▶ Incomplete applications took an average of 25 days to be deemed complete

ePortal Submission

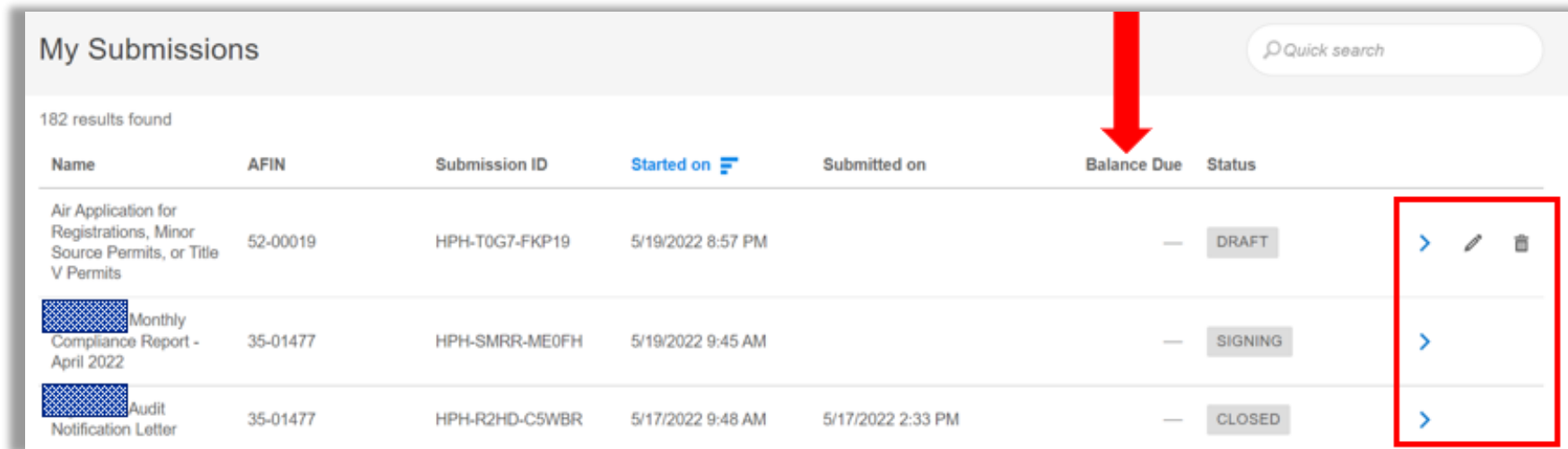
- ▶ To submit a document via ePortal, an Electronic Signature Agreement (ESA) is required
 - The ESA does not make you a Responsible Official (RO)
 - If you are not the RO, your submissions in ePortal are not certified
 - If the document requires certification and the submitter is not the RO, a hardcopy certification form signed by the RO must be mailed to DEQ
- ▶ A prepopulated ESA form can be downloaded from your Profile Screen after you register for an account
 - Sign it and mail the form with the original signature to DEQ
- ▶ If a user does not have an ESA on file with DEQ, users will also be prompted to download the prepopulated ESA when they attempt to digitally sign an ePortal submission
 - A signed ESA must be mailed to DEQ before ePortal submission can be completed

Should my RO have an account?

- ▶ Yes!
- ▶ It is not required, but it does make certified submittals easier
- ▶ If the RO is not the one submitting the application/report that requires certification:
 - An extra step of signing a hard copy certification form and mailing it to DEQ is required
 - The application or report is not considered “received” until the signed certification form is received by DEQ
- ▶ DEQ prefers submittals with electronic signatures over hard copy certification forms
 - When hard copy certifications are mailed to DEQ, this could hold up the review by several weeks

ePortal Updates

- ▶ “History” has been relabeled “My Submissions”
 - New look!
 - No longer can rename submissions from this screen; however, it will be added back with the next upgrade
 - There is a “balance due” column now
 - Action icons have changed



My Submissions

182 results found

Quick search

Name	AFIN	Submission ID	Started on	Submitted on	Balance Due	Status	
Air Application for Registrations, Minor Source Permits, or Title V Permits	52-00019	HPH-T0G7-FKP19	5/19/2022 8:57 PM		—	DRAFT	> ✎ 🗑️
Monthly Compliance Report - April 2022	35-01477	HPH-SMRR-ME0FH	5/19/2022 9:45 AM		—	SIGNING	>
Audit Notification Letter	35-01477	HPH-R2HD-C5WBR	5/17/2022 9:48 AM	5/17/2022 2:33 PM	—	CLOSED	>

ePortal Updates (cont'd)

- ▶ To change a Submission Name
 - Select submission overview icon
 - On the submission overview page, click on the form name and an edit box will pop up

My Submissions Quick search

182 results found

Name	AFIN	Submission ID	Started on	Submitted on	Balance Due	Status	
Air Application for Registrations, Minor Source Permits, or Title V Permits	52-00019	HPH-T0G7-FKP19	5/19/2022 8:57 PM		—	DRAFT	

NAME	Air Application for Registrations, Minor Source Permits, or Title V Permits
ORIGINALLY STARTED BY	Jesslynn Spence Hale
AFIN	52-00019
SUBMISSION ID	HPH-T0G7-FKP19

Status
DRAFT

Continue Edit

ePortal Updates (cont'd)

- ▶ Self-Disclosure Form has been added
 - Located on the ePortal Home page

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Forms

Self-Disclosure
Form used to request penalty mitigation by self-disclosing qualifying violations

Issues Pertaining to ePortal

- ▶ An electronic signature should only be applied for using an ePortal account created with an email address that is **NOT** shared
- ▶ Electronic signatures/certification by the RO is the preferred method
- ▶ Signing and Certification issues
 - Make sure the accurate signing selection is checked on the form
 - If using hard copy certification, mail it as soon possible after the document is submitted in ePortal
 - Understand who can sign and certify applications
- ▶ **DO NOT** submit a complete hard copy application with the hard copy certification form
- ▶ Provide the right contact
 - Applications require contact information for various items (permit contact, invoice contact, facility contact, etc.)
 - Do not provide the RO for each contact if they are not the person to receive the invoice or questions about the contents of the application, etc.

Things DEQ Would Like You To Know

- ▶ The new signing process with the previous update is continuing to cause confusion
 - **Only an RO can digitally sign an ePortal submission**
 - If you are a consultant or a non-RO and the RO **does not** have an ePortal account, select “hard copy signature” option
 - If you are consultant or non-RO and the RO **does** have an ePortal account, select “digital signature” and provide the RO’s email address on the next screen.

1 Select signing method

Digital Signature
Users you specify will be invited by email, and given a link to digitally sign the form

Hard Copy Signature
You will print a PDF copy of the form, and gather the appropriate signature(s).

Things DEQ Would Like You To Know (cont'd)

► Digital Signature option


Signing

2 Choose Signers

Who will be signing this form?

Me

Someone else



3 Invite a Signer

Please **fill in information for the user** who will need to sign. When you finish this process, they will each be **sent an email invitation to sign the form.**

Please make sure you specify the correct email address.

Email

Signing Instructions (optional)

Things DEQ Would Like You To Know (cont'd)

- ▶ In the “List All Changes” section on application form:
 - DEQ requests that this section be completed with a concise list of changes
 - The permit engineer is looking for a quick list of changes, not a narrative
 - Do not only reference an attached summary
 - Example:

Select the Type of Title V Permit Application

Initial (New) Permit (Includes changes between Minor, Title V, Registrations, and General Permit types)

Renewal of Existing Permit

Significant Modification

Minor Modification

Administrative Amendment

List All Changes and Revised Sources Associated with this Application or Indicate "None"

Revise permit limits for SN-01

Add new source SN-26

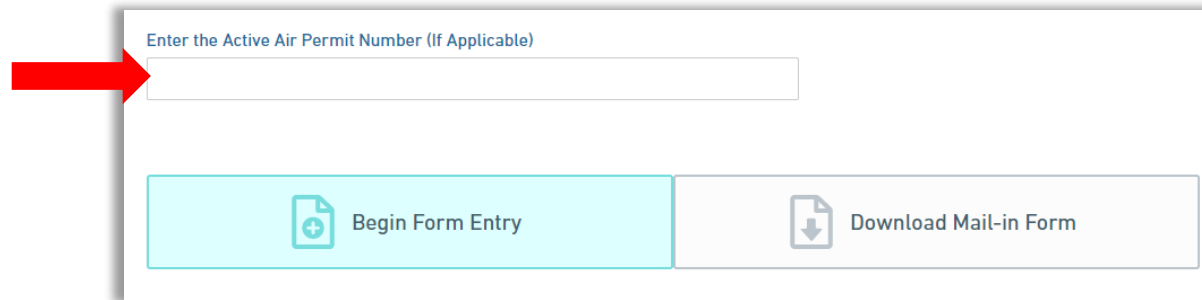
Delete source SN-19 and associated specific conditions

Things DEQ Would Like You To Know (cont'd)

- ▶ Attachments continue to be an issue
 - Don't attach documents to a required section that simply says "No changes since last renewal" or "No changes from current permit"
 - Name all attachments with descriptive names to indicate what that attachment is without having to open
 - Consider attaching the excel file of the calculations
 - Submit one ERT file for all sources included in the application
- ▶ Extra Information not related to ePortal
 - Overdue fees will stop your permit from being issued
 - If the permit contact leaves your facility, contact the permit engineer to provide a new contact
 - Any changes to the calculations or ERT for a permitted source needs to be clearly explained in the application

ePortal Tips

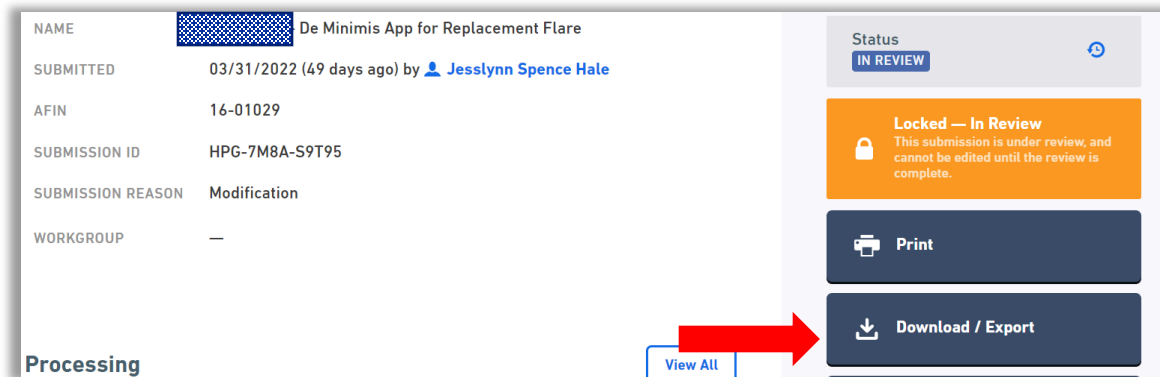
- ▶ Pre-fill facility information from the active permit



Enter the Active Air Permit Number (If Applicable)

Begin Form Entry Download Mail-in Form

- ▶ Pre-filled Hard Copy Certification Form
 - From “My Submissions” click on the review icon of the document submitted
 - On the Submission Overview page, click Download/Export



NAME	De Minimis App for Replacement Flare
SUBMITTED	03/31/2022 (49 days ago) by Jesslynn Spence Hale
AFIN	16-01029
SUBMISSION ID	HPG-7M8A-S9T95
SUBMISSION REASON	Modification
WORKGROUP	—

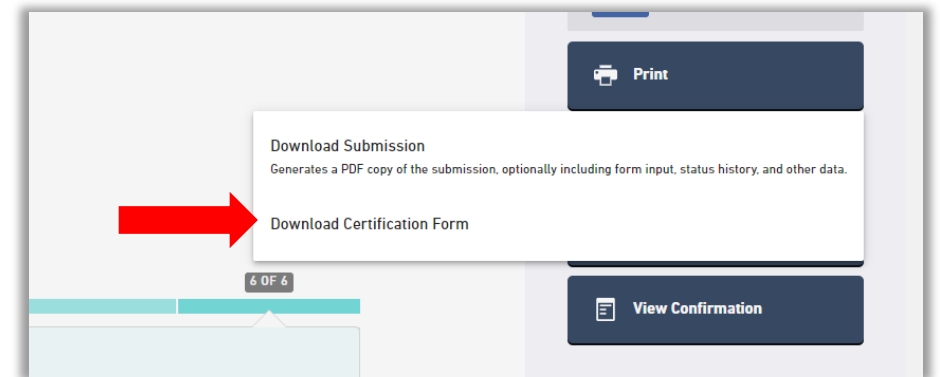
Processing [View All](#)

Status: IN REVIEW

Locked — In Review
This submission is under review, and cannot be edited until the review is complete.

Print

Download / Export



Print

Download Submission
Generates a PDF copy of the submission, optionally including form input, status history, and other data.

Download Certification Form

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View Confirmation

ePortal Tips (cont'd)

- ▶ In My Submissions, clicking on any header will change the display
 - Click the “Submitted On” header and the list will reverse order from most recently submitted to the very first submittal
 - Click “Name” header and the list will sort in alphabetical order
- ▶ Search box will sort the Submissions Name column

My Submissions Minor

11 results found

Name	AFIN	Submission ID	Started on	Submitted on	Balance Due	Status	
Air Application for Registrations, Minor Source Permits, or Title V Permits	52-00019	HPH-T0G7-FKP19	5/19/2022 8:57 PM		—	DRAFT	> ✎ 🗑️
Minor Source Application	33-00013	HP1-EBX3-EB95G	7/22/2020 11:50 AM	8/21/2020 12:39 PM	—	ISSUED 🔒	>
Enterprise PL Connection Minor Mod	18-00120	HP1-7BMD-HG4SQ	7/13/2020 1:46 PM	7/28/2020 2:15 PM	—	ISSUED 🔒	>

ePortal Tips (cont'd)

- ▶ Don't want to start from scratch? Use the copy function
 - From My Submissions, click on the review icon of the form you want to copy

Name	AFIN	Submission ID	Started on	Submitted on	Balance Due	Status	
Air Application for Registrations, Minor Source Permits, or Title V Permits	52-00019	HPH-T0G7-FKP19	5/19/2022 8:57 PM		—	DRAFT	
[Redacted] - Monthly Compliance Report - April 2022	35-01477	HPH-SMRR-ME0FH	5/19/2022 9:45 AM		—	SIGNING	

- From the Submission Overview page, click the “copy as new” button

Registrations, Minor Source Permits, or Title V Permits

LOCKED

FORM ALIAS
FORM STARTED
FORM SUBMITTED
SUBMISSION ID #
SUBMISSION REASON

HND-R93J-RVQ5M
Modification

SHOW MORE

Processing

View All

6 OF 54

54 OF 54

Status: ISSUED

Print

Download

Copy as New

View Confirmation

ePortal Tips (cont'd)

- ▶ Track the Application Process in ePortal
 - From the Submissions Overview page of a submitted document

SUBMISSION OVERVIEW
Air Application for Registrations, Minor Source Permits, or Title V Permits
ID # HPB-85Q1-MDYKC AFIN 20-00017

Summary
Processing

SUBMISSION ALIAS [Redacted] -Title V Renewal 2021
SUBMITTED 09/03/2021 (26 days ago) by [Jayson Ballentine](#)
ORIGINALLY STARTED BY [Jesslynn Spence Hale](#)
AFIN 20-00017
SUBMISSION ID HPB-85Q1-MDYKC
SUBMISSION REASON Renewal

Processing [View All](#)

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17A If Superceded, See Instructions for Further Processing and Do Not Check this Step as Completed. If Not Superceded, Check this Step as Completed. (Engineer)
OVERDUE 09/13/2021
[Amanda Leamons](#)

17B Review Application and Attach Draft Permit, Appendices, SOB, Fee, Invoice, PN, and Un-ZyPrinted Correspondence to the Submission (Engineer)
OVERDUE 09/13/2021
[Amanda Leamons](#)

17C Receive Act 163 Proof of Publication, Attach the Proof to the Submission, and Add Publication Date to Note (AA)
COMPLETED 09/17/2021
[Cynthia Hook](#)

17D Receive Act 163 Proof of Payment, Attach the Proof to the Submission, and Add Payment Date to Note (AA)
COMPLETED 09/17/2021
[Cynthia Hook](#)

ePortal Reminders

- ▶ Remember that clicking “Begin Form Entry” starts a **new** submission **every time**
 - All documents (draft and submitted) are in My Submissions
- ▶ DEQ periodically purges incomplete draft documents from ePortal
 - Draft documents with no activity for 100 days are purged
 - DEQ sends a notification email to the creator prior to purging
 - Make at least 1 change to restart 100-day clock

ePortal DEQ Contact

- ▶ Help-ePortal@adeq.state.ar.us
- ▶ Ann Sudmeyer (SUDMEYER@adeq.state.ar.us)

Questions?

Jesslynn Hale (501) 225-6400 ext. 5421

jhale@trinityconsultants.com

