NetDMR Move to Central Data Exchange (CDX)

(For Signatory Roles Only)

Tommi West, NetDMR Program Coordinator
Office of Water Quality – Enforcement Branch
501-682-0667
westt@adeq.state.ar.us

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NetDMR Users Move to Central Data Exchange (CDX)

Reasons

- Streamline Accounts for Permittees and Data Providers

- Store Copy of Records at CDX; access to CORs still available from NetDMR

- One CDX Account will allow you to have access to various electronic reporting programs, such as:
  - NeT, NetDMR, and other EPA Program Services

CDX vs NetDMR

Central Data Exchange (CDX)

- Agency User account creation and management tool used for access several different EPA systems with a single login
- Uses "Signature Agreement" to authenticate and authorize users who 'certify' data
- Signature Agreement need only be submitted/approved once per CDX account

Network Discharge Monitoring Report (NetDMR)

- Agency's system for the electronic reporting and management of DMR data
- Uses a "Subscriber Agreement" to authenticate and authorize users who Sign and Submit DMRs at a permit level
- User must sign a Subscriber Agreement for each NPDES ID they are requesting Signatory Role for

Migration Schedule

- **May 12, 2017 – May 19, 2017** – No new NetDMR accounts; no longer able to edit User Account or Reset Password in NetDMR; NetDMR will still be operational for entering/submitting DMR data.

- **May 19-21, 2017** – Implementation (NetDMR will be down all weekend).

- **May 22, 2017** – New NetDMR online; users will begin receiving CRK emails.
  - Existing NetDMR users will receive a Customer Retrieval Key (CRK) email from CDX Helpdesk – netdmr.notification@epa.gov.
  - A separate CRK email will be sent per Instance. Users registered in multiple Instances will receive multiple CRK emails.
  - Users with User Account discrepancies as of May 12 will NOT receive a CRK email.
  - **New users (and users not receiving a CRK email) can start registering for a new NetDMR account beginning May 22, 2017.**

Who will get moved?

- **ONLY** those NetDMR user who receive a CRK email will be moved

- **Who will receive a CRK email?**
  - Registered NetDMR users as of May 12, 2017
    - Permittees & Data Providers must “Finalize” their account. Not necessary to be Approved by RA
  - Registered users with no User Account Discrepancies
    - NetDMR User ID matches CDX User ID (if CDX account exists)
    - NetDMR Email matches CDX Email (if CDX account exists)

- **Who will NOT receive a CRK email?**
  - New NetDMR users not registered in NetDMR prior to May 12, 2017
  - Permittees & Data Providers who have not “Finalized” their account creation
  - Any user with a User Account Discrepancy

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What does it mean to NOT get moved?

- New users to NetDMR (those not registered by May 12), users who do not get a CRK email, or users who fail the move process will not get moved
- Beginning May 22, 2017, non-moved users can begin creating a New Account in NetDMR
  - All new users will need to Request Access (for Role) and be Approved in NetDMR
- **For Signatories Only –**
  - Will be required to authenticate via LexisNexis in CDX (one time event)
    - LexisNexis is a third party tool used for identity proofing
  - Will be required to submit a Subscriber Agreement for each requested NPDES Permit ID

Current NetDMR User Types will move to the Following CDX User Types

If your highest NetDMR Role is:	Your new CDX Role will be:
Permittee	
Signatory	Permittee (signature)
Permit Administrator	Permittee (no signature)
Edit	
View	
(No Role Assigned)	
Data Provider	
Edit	Data Provider
View	
Internal User	
Internal Admin	Internal User

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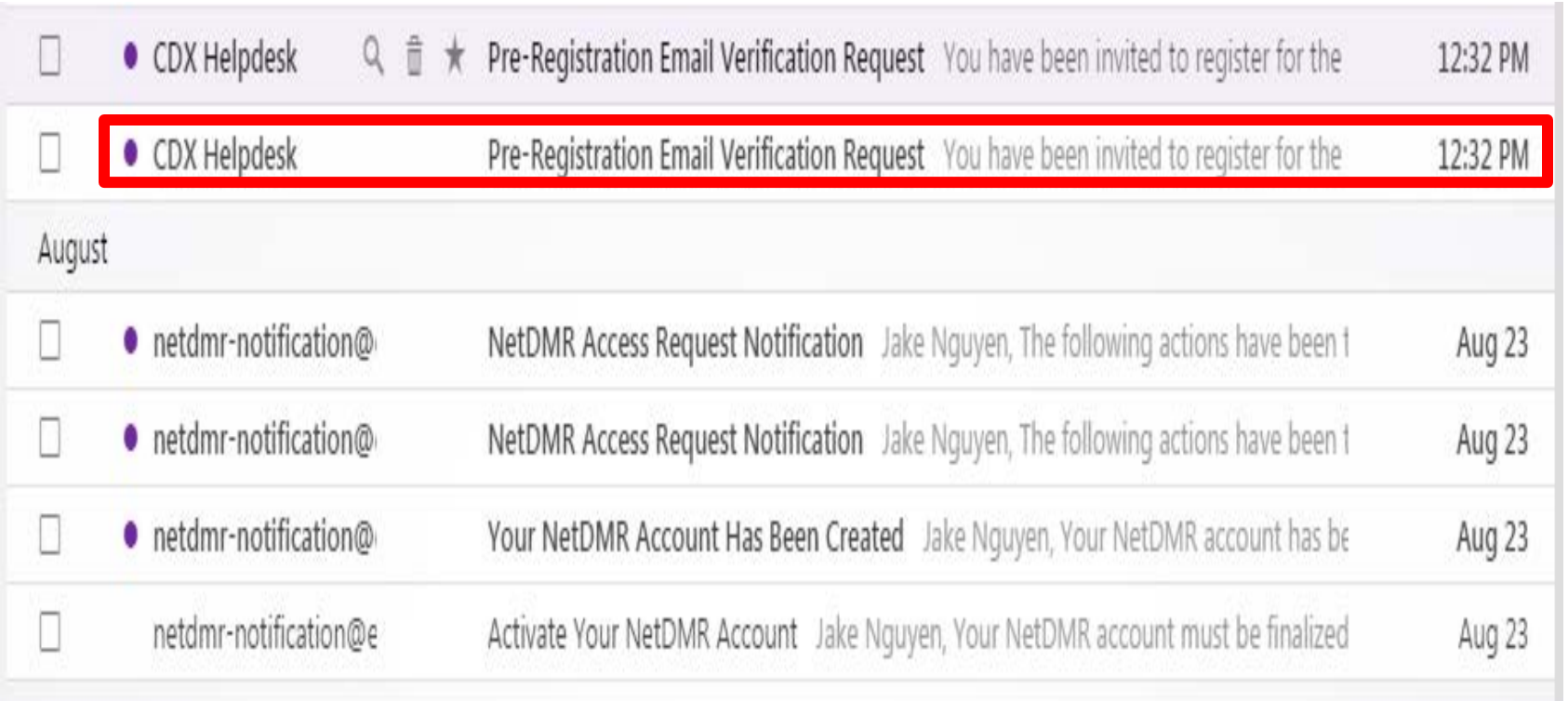
Sample Email

- Email will come from "**netdmr-notification@epa.gov**"
- For users expecting multiple CRK emails, some email programs may display similar emails into a single conversation chain. This would give the appearance that only a single email was received, but when opened, will reveal all of the other emails.



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Customer Retrieval Key (CRK) Link things to know

- **Click the CRK link only one time**
  - You will receive an error message if you double-click the link or attempt to click the link after you have already moved the cursor off the link
- If you click the CRK link and nothing happens, Copy and Paste the link into your browser's address bar
- **CRK link does not expire (but we recommend users click on it as soon as possible)**

Example of Email

From: CDX Helpdesk <netDMR-Notification@epa.gov>
Sent: Monday, May 22, 2017 9:08 AM
To: {User Name}
Subject: Action Required for your NetDMR account to successfully migrate to Central Data Exchange (CDX)

Dear NetDMR User,

We are improving NetDMR to make it more accessible, secure and efficient! We apologize for any inconvenience, but we need your help to complete the upgrade. In order to finalize your account set-up in the new system and maintain access to NetDMR, please click on the hyperlink below and follow the steps to update your account:

State Agency or EPA Region: **{Instance Name}**
https://dev.epacdx.net/PreRegistration/?CRK=d544eaea-6779-472d-b6df-ff7690342ed8

If you click the link and it does not work, please copy and paste it into a new browser window.

Please note, if you are a Signatory, you will go through extra steps to establish your electronic signature in CDX. These steps include providing 5 Security Questions and Answers and signing the CDX Electronic Signature Agreement (ESA).

We greatly appreciate your support during this upgrade.

Sincerely,
CDX Help Desk
888-890-1995 | (970) 494-5500 for International callers
helpdesk@epacdx.net

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If CRK Email was not received (and you know you should have received one)

- Ensure there were no discrepancies between your NetDMR account and CDX. Users with account discrepancies will not receive a CRK email
- Check SPAM folder
  - We are using the same email address as current NetDMR emails to the users
  - netdmr-notification@epa.gov
  - Low possibility of not receiving the email
- Contact Your Local IT staff
  - Ensure security/firewall settings allow for email passage
- Contact NetDMR Support, CRK email can be resent
  - Call 877-227-8965 (toll-free) (Mon – Fri 8:00am – 4:00 CST)
  - NPDESeReporting@epa.gov

Enter your NetDMR Password

- Your User ID is pre-populated and display only
- Program Service (aka Instance Name) and Role are also displayed for reference
- Enter your most recent Password **(Expired passwords should work)**
- **If you remember your password, enter the password and click "Verify" and please go to Slide 30 to continue completing the registration process**
- **If you cannot remember your password, please continue to the next slide to reset it**
- **If you have a current CDX account, please go to Slide 29 to continue completing the registration process**

Note: 3 tries allowed on your password

Forgot Password

- If you simply have no clue what your password may be (expired or not), you can use the “Forgot Password” utility
  - Click on “Forgot Password”
  - Have **one opportunity** to reset password
  - Answer the Security question correctly
    - **Answers are Case Sensitive**
  - Get verification code in email
  - Continue with the registration process

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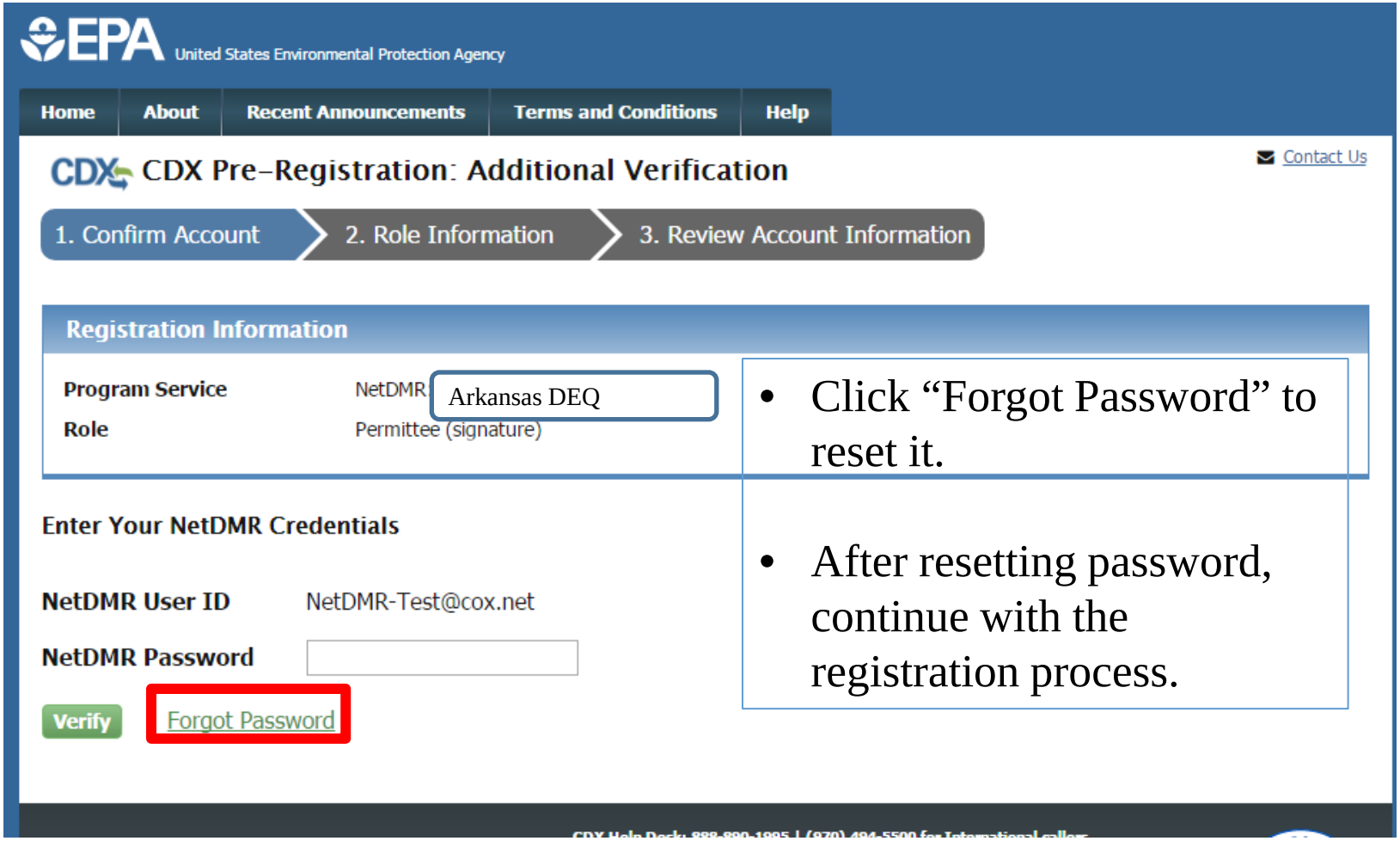
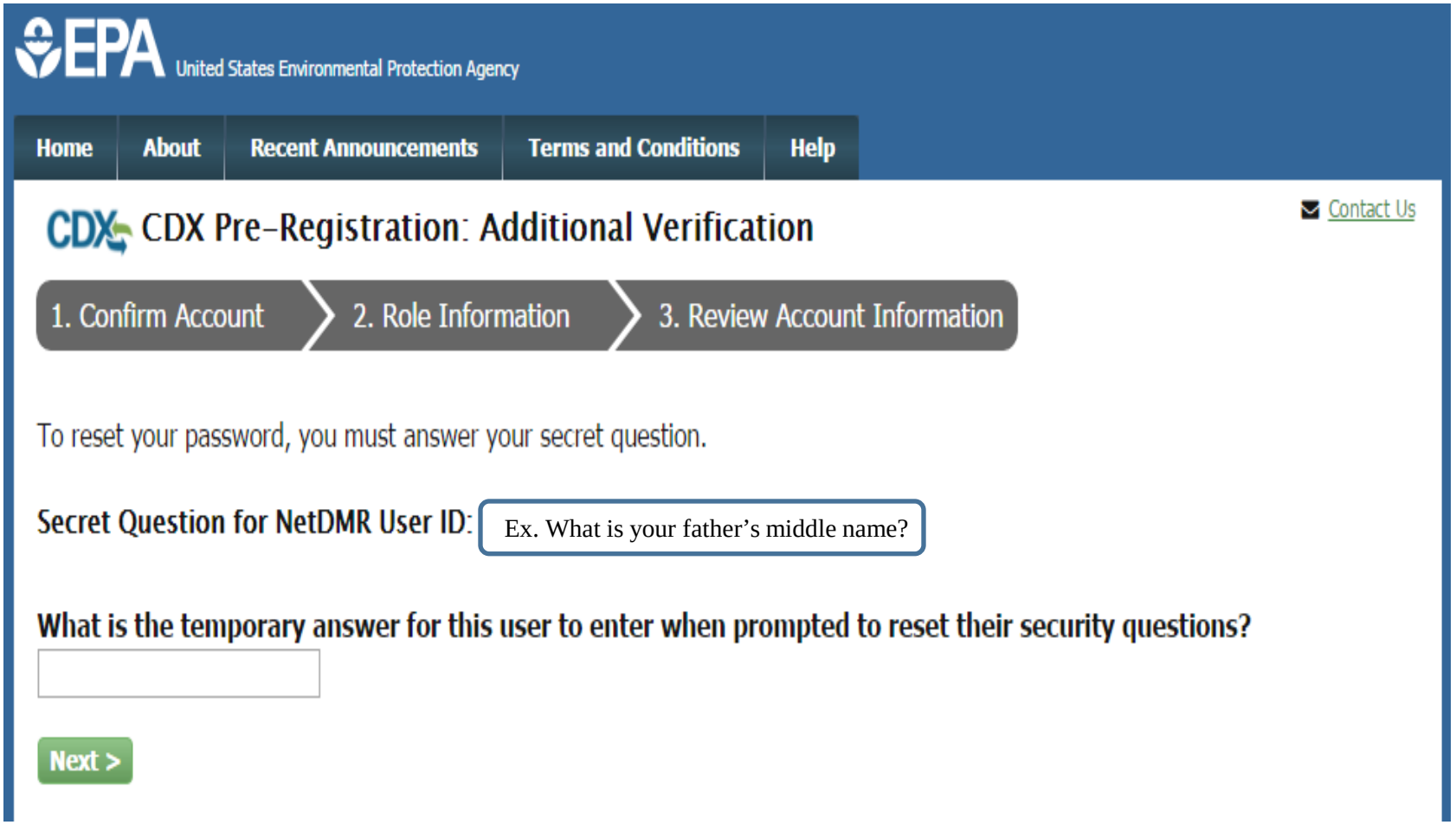
Forgot Password, Cont'd.



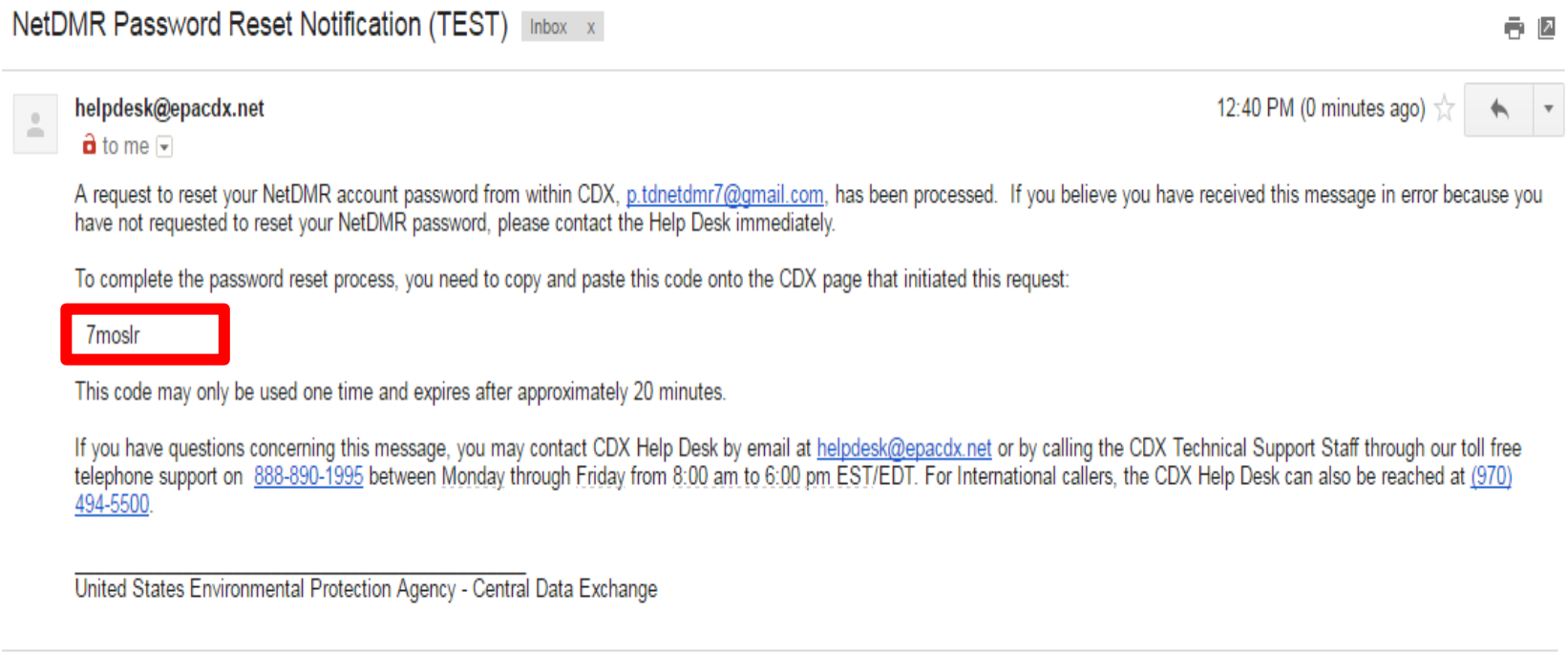
- Click "Forgot Password" to reset it.
- After resetting password, continue with the registration process.

Forgot Password, Cont'd. – Provide Security Answer



Forgot Password, Cont'd. - Verification Code

- A Verification Code will be sent to your email
- An email should be sent quickly
- **You have to enter the verification code within 20 minutes**



NetDMR Password Reset Notification (TEST) Inbox x

helpdesk@epacdx.net 12:40 PM (0 minutes ago)

to me

A request to reset your NetDMR account password from within CDX, p.tdnetdmr7@gmail.com, has been processed. If you believe you have received this message in error because you have not requested to reset your NetDMR password, please contact the Help Desk immediately.

To complete the password reset process, you need to copy and paste this code onto the CDX page that initiated this request:

7moslr

This code may only be used one time and expires after approximately 20 minutes.

If you have questions concerning this message, you may contact CDX Help Desk by email at helpdesk@epacdx.net or by calling the CDX Technical Support Staff through our toll free telephone support on 888-890-1995 between Monday through Friday from 8:00 am to 6:00 pm EST/EDT. For International callers, the CDX Help Desk can also be reached at (970) 494-5500.

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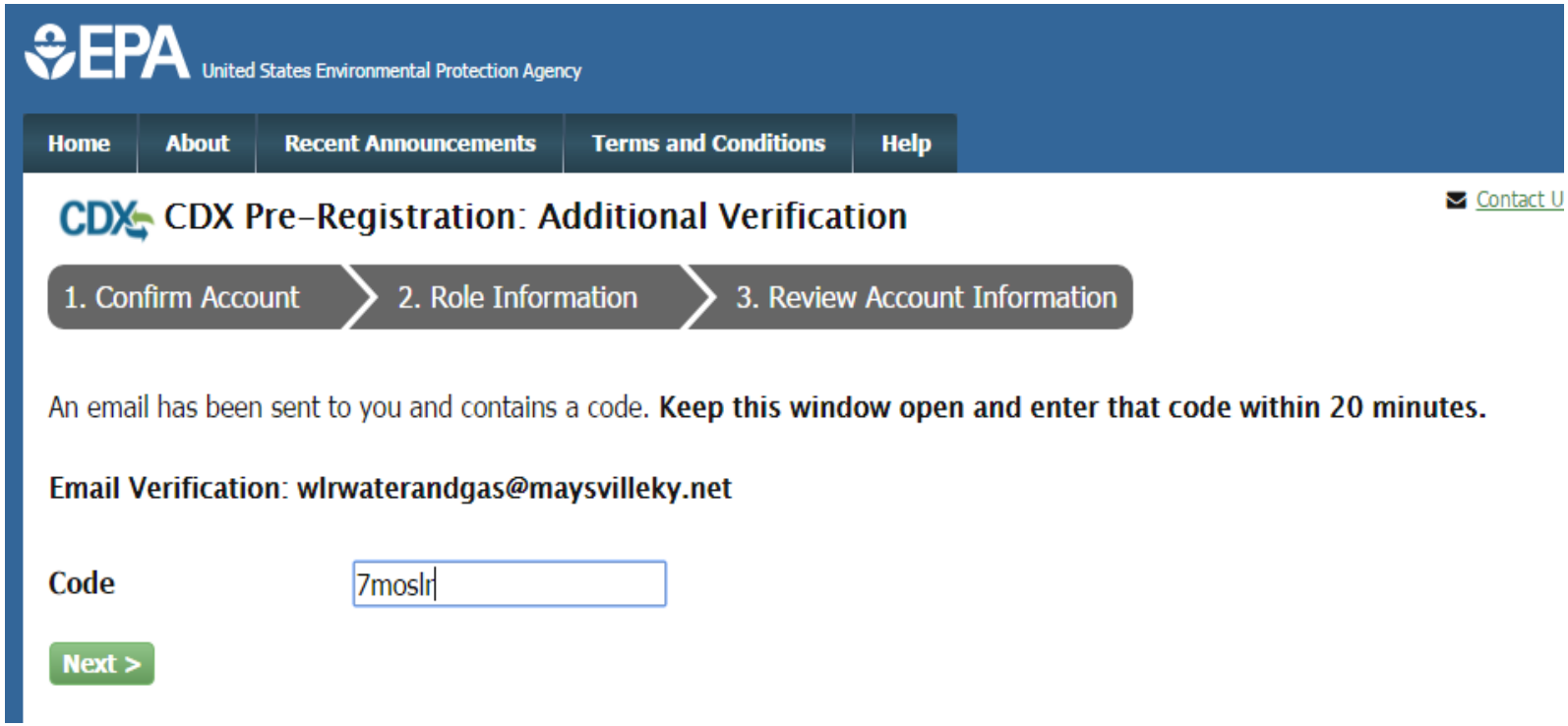
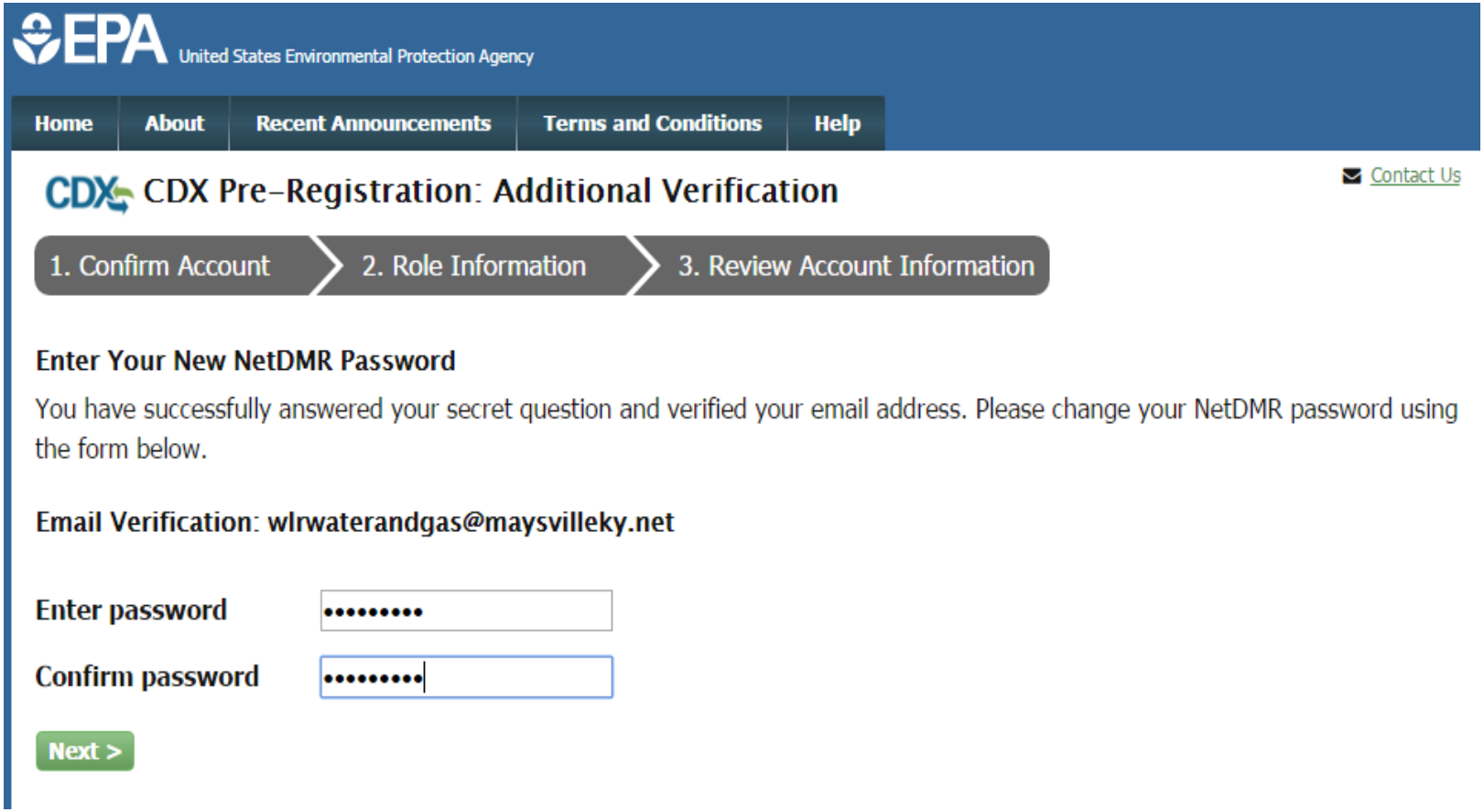
Forgot Password, Cont'd. - Verification Code

- User enters verification code from email

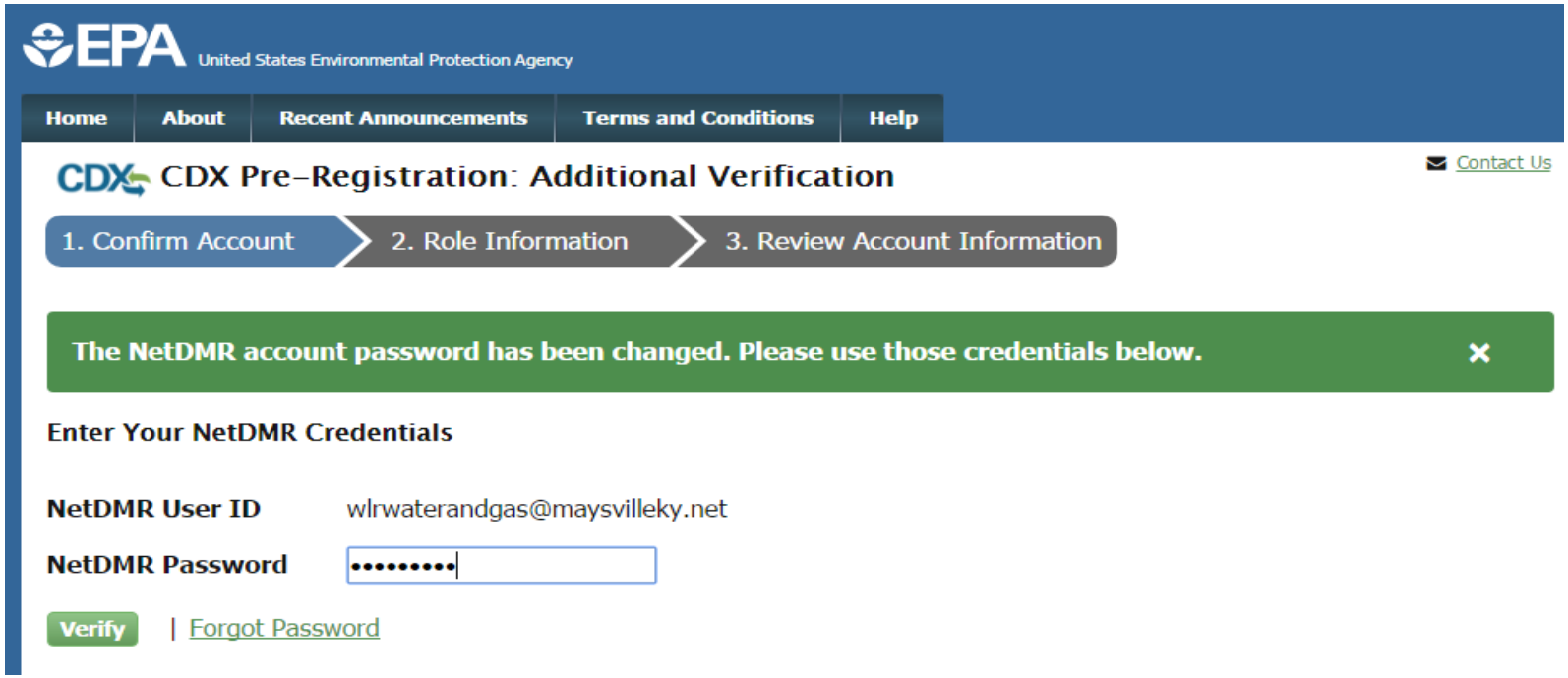


Forgot Password, Cont'd. - User Resets Password



Account has been changed

- Password has been reset
- Enter the New NetDMR Password
- NetDMR User ID will be pre-populated
- **<u>If password reset is successful, please go to slide 30 to continue the registration process.</u>**



Reset Password Using Out of Wallet

- During the password reset, if you are unable to successfully answer your security questions within 3 attempts, you will have a last opportunity to reset your password using the "**Out of Wallet**" option.
  - Fill in LexisNexis Instant Verify information
  - Answer Out of Wallet Questions
  - Enter Code
  - Reset Password
- If you opt-out of the "Out of Wallet" option, you will need to create a new NetDMR account and the Permittee (Signatory) is required to sign and submit a new **Electronic Subscriber Agreement (ESA)** & Request Role(s) in NetDMR

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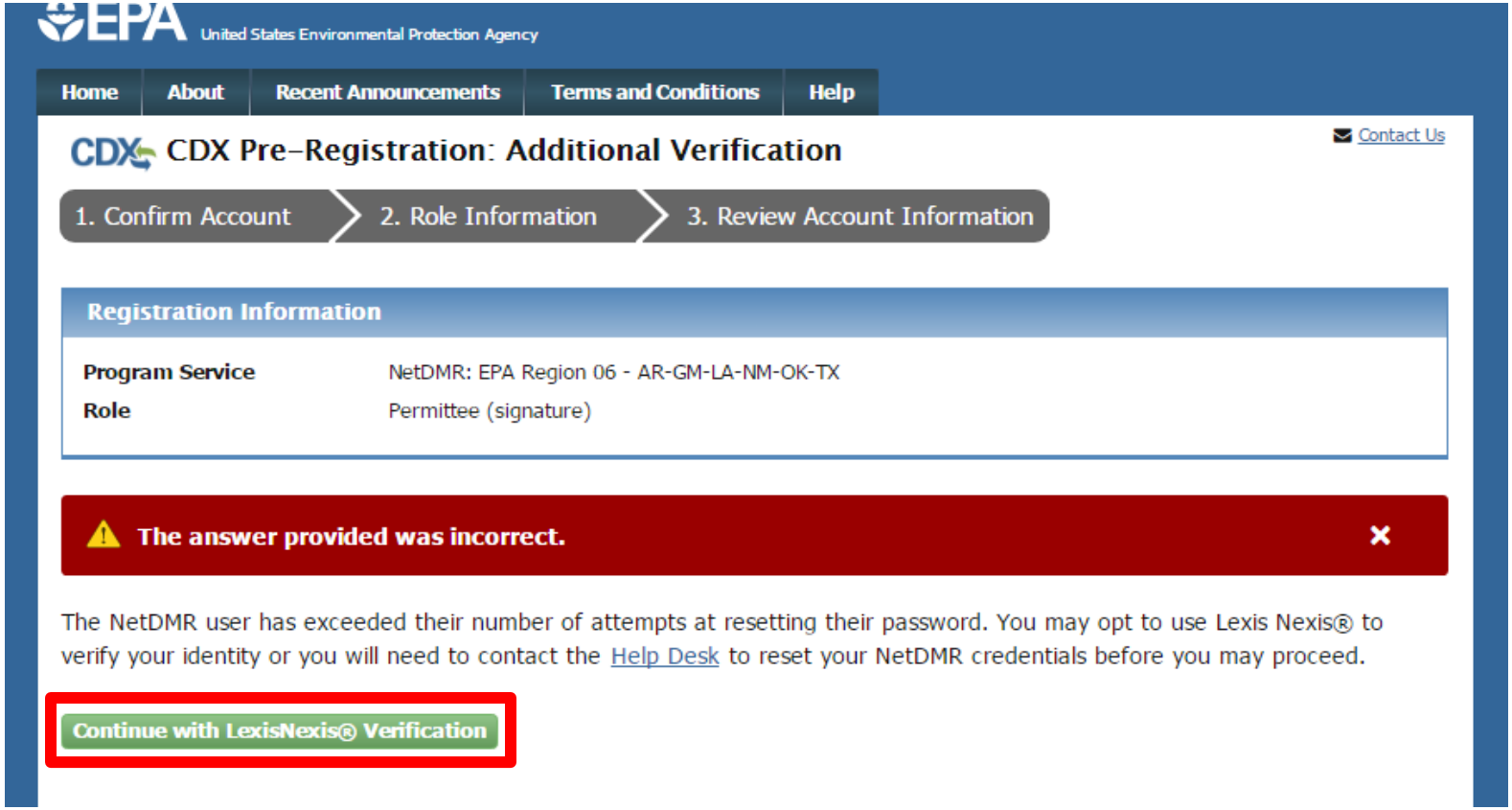
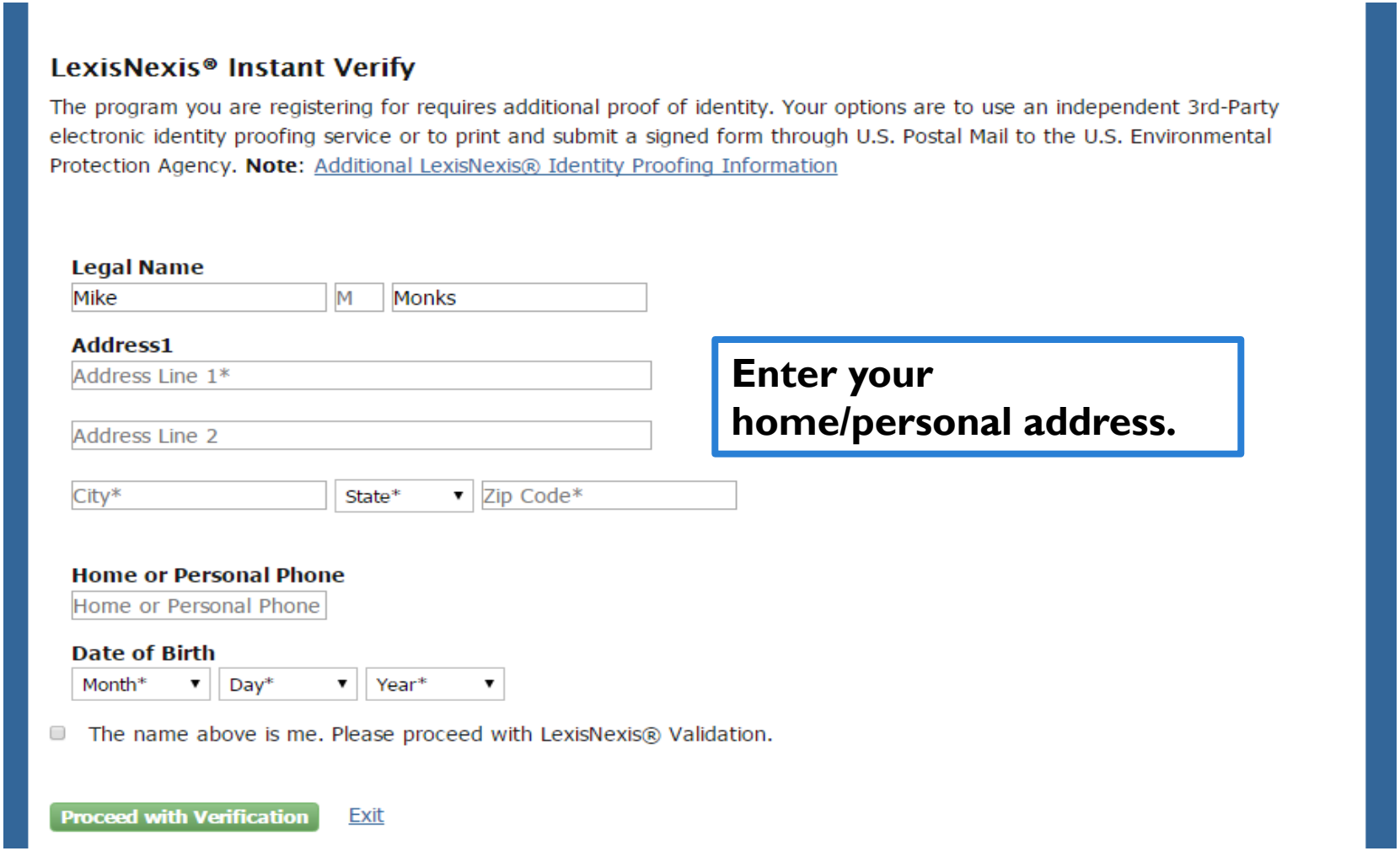
Out of Wallet - Click on “Continue with LexisNexis Verification”

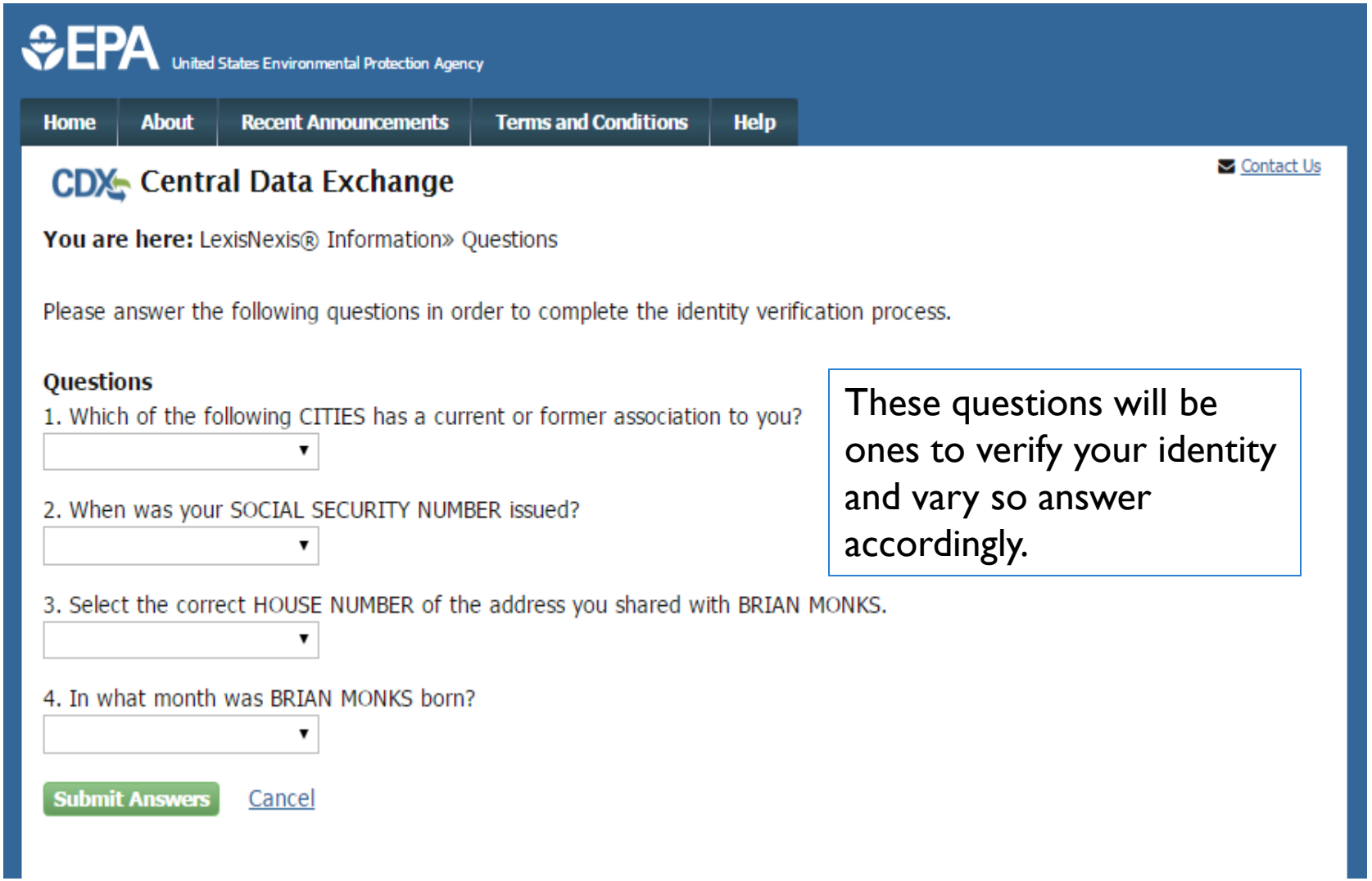
- After failing 3 attempts at your NetDMR security questions, an option to continue with LexisNexis Verification will appear.



Out of Wallet - Enter information required by LexisNexis to generate your Out of Wallet questions



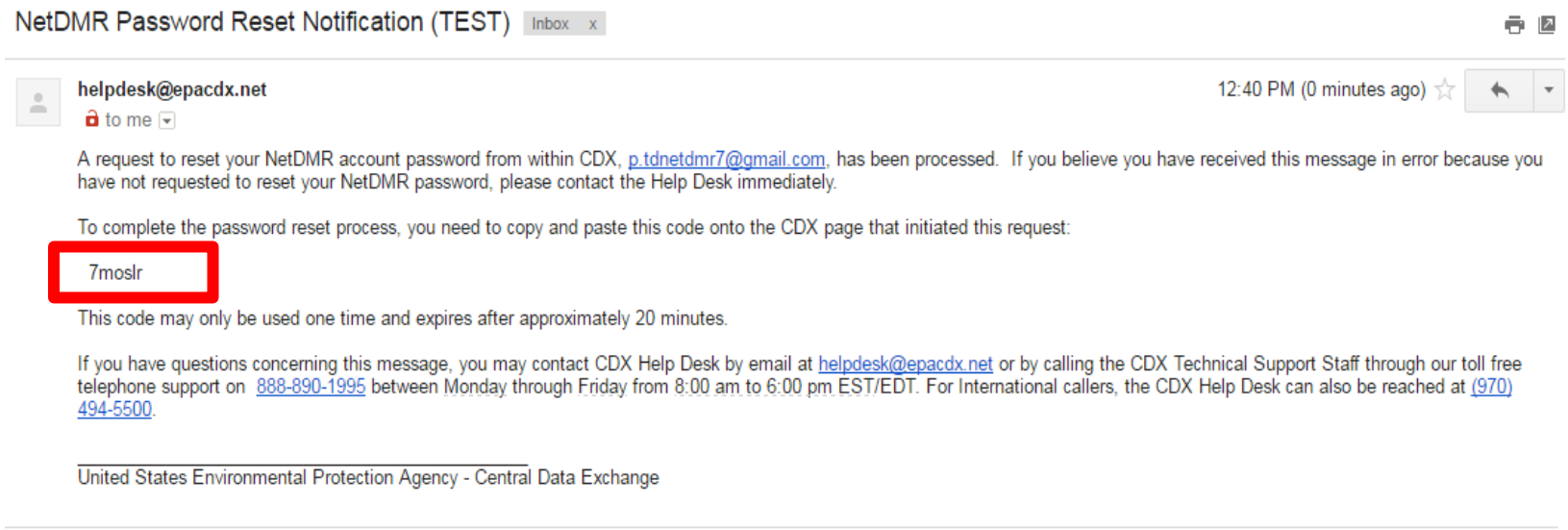
Out of Wallet - Answer Questions



These questions will be ones to verify your identity and vary so answer accordingly.

Forgot Password - Verification Code – Using Out of Wallet

- A Verification Code will be sent to your email
- An email should be sent quickly
- **You have to enter the verification code within 20 minutes**



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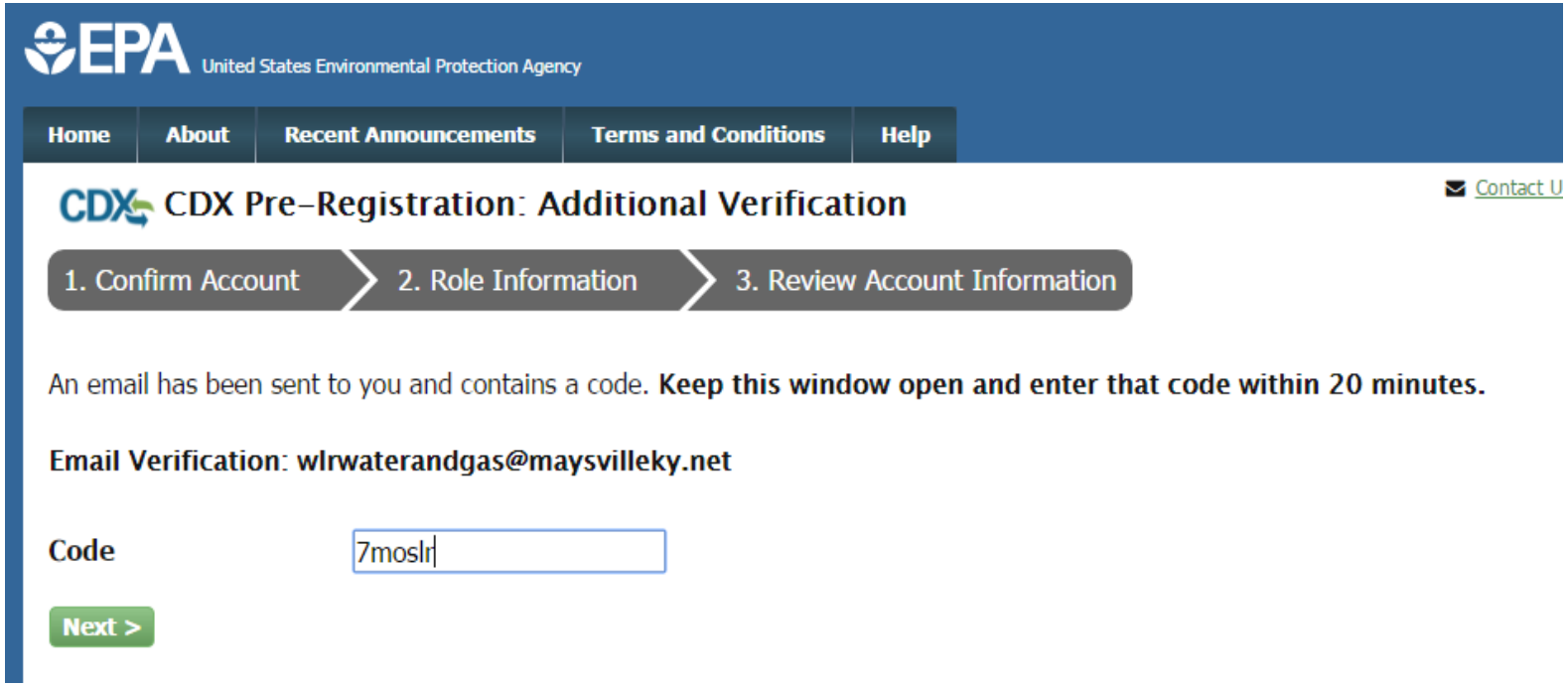
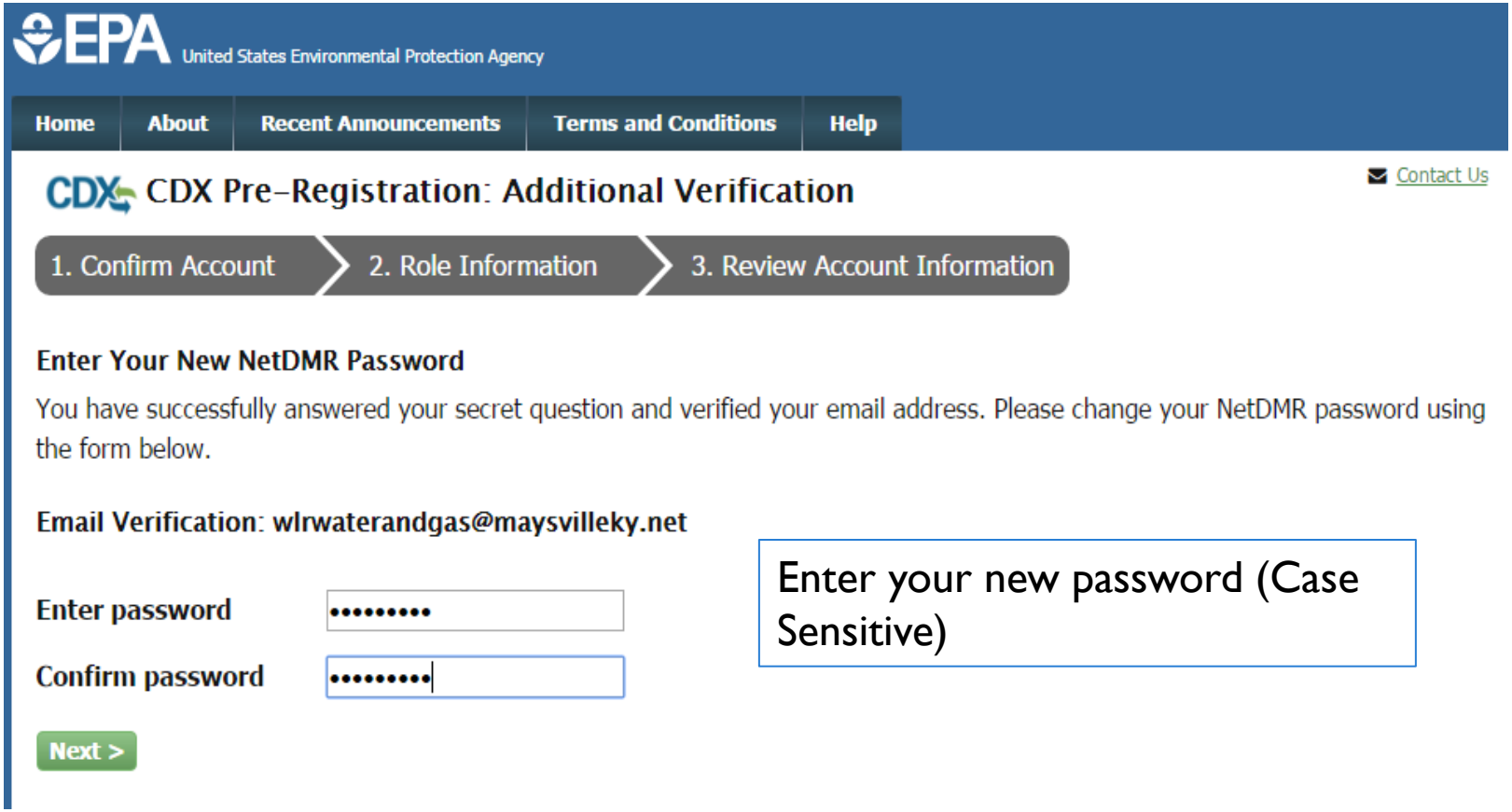
Forgot Password, Cont'd. - Verification Code – Using Out of Wallet

- User enters verification code from email

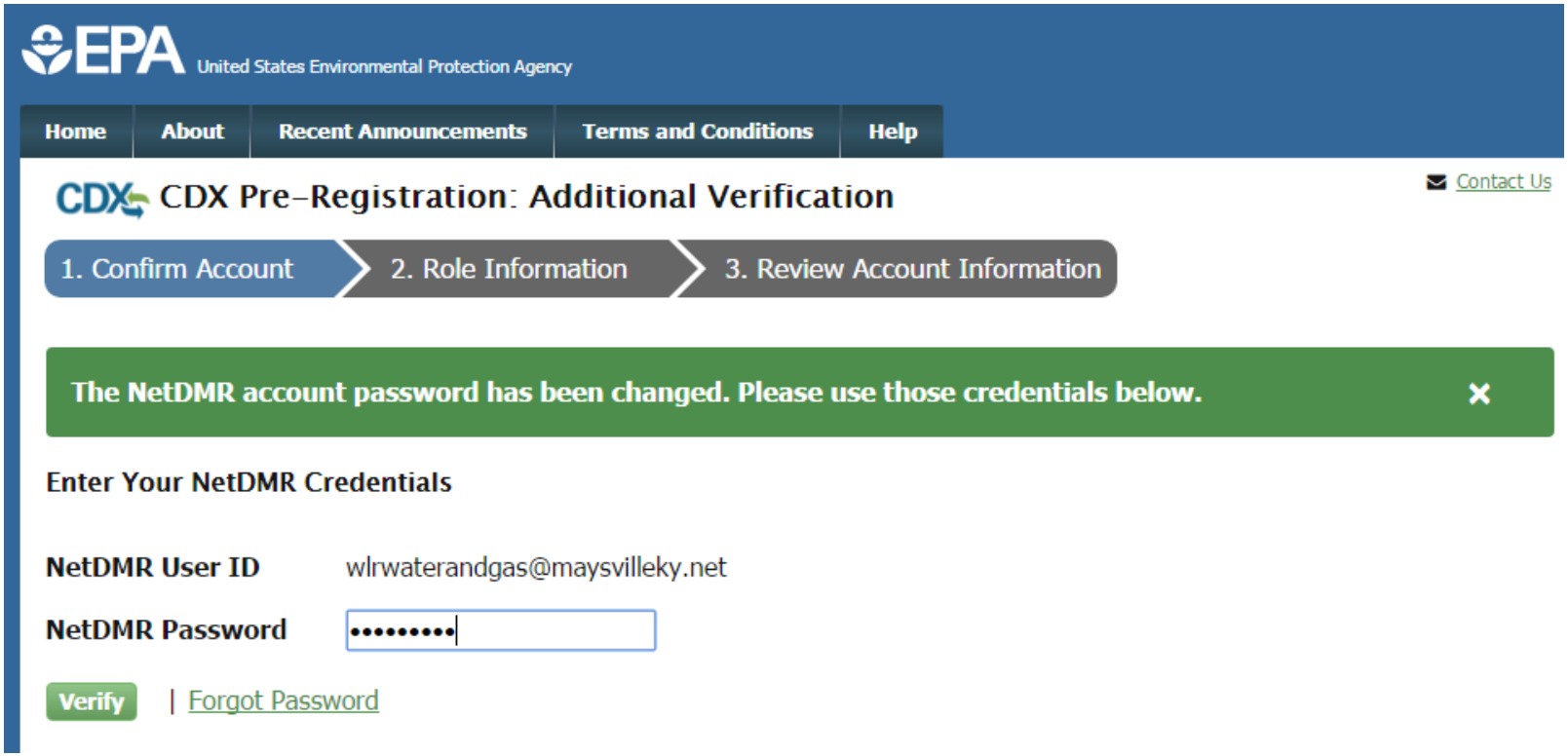


Forgot Password, Cont'd. - Verification Code – Using Out of Wallet



Account has been changed

- Password Has Been Reset
- User Enters New NetDMR Password
- NetDMR User ID will be pre-populated
- Please go to Slide 30 to continue completing the registration process

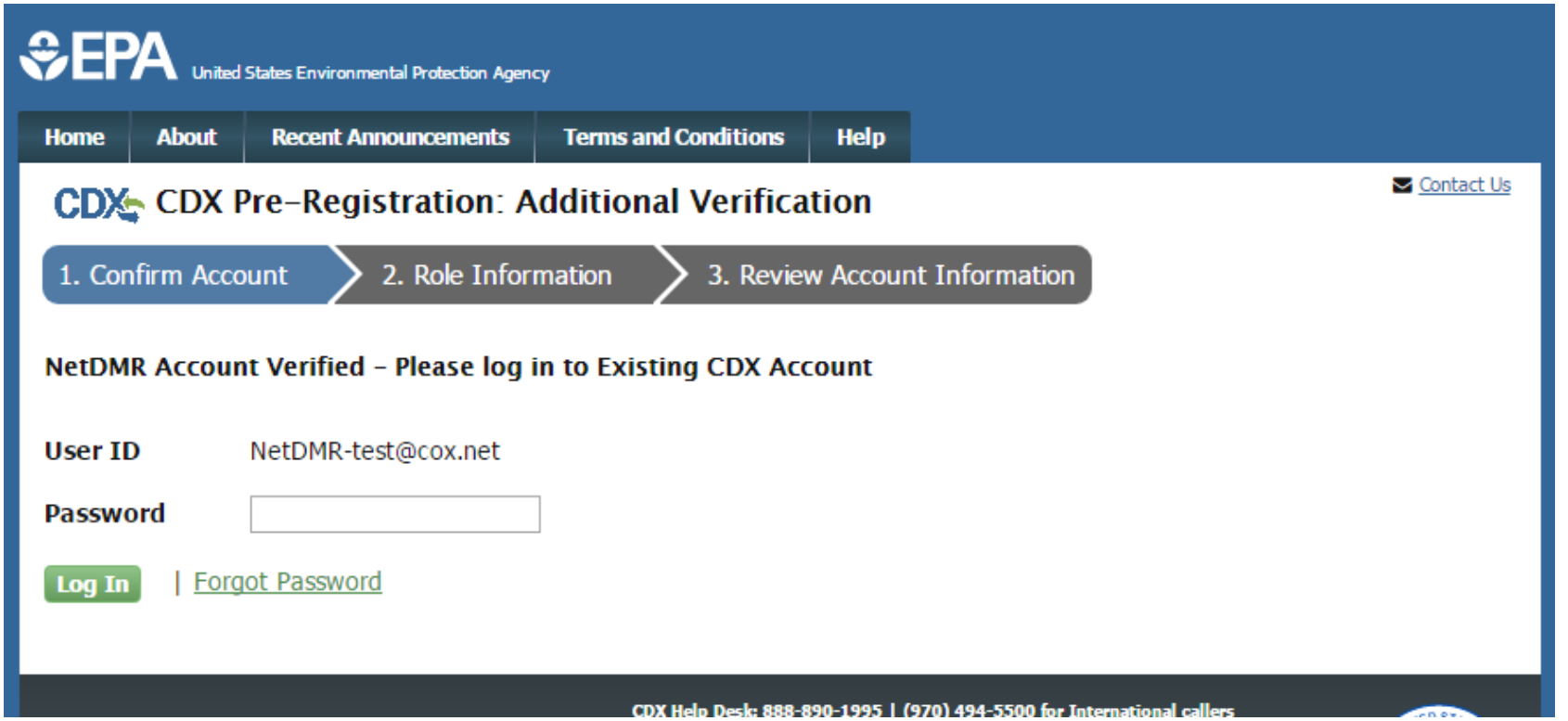


Migration Failed/Opt out of Out of Wallet

- If you did not pass or opted out of the credential verification (Out of Wallet), your move to CDX will not occur
- You will be required to Create a New NetDMR Account
- Permittee (signatory) will be required to sign/submit a new Electronic Subscriber Agreement (ESA) & Request Role(s) in NetDMR

Enter your CDX password (for users logging into an existing CDX account) (Slide 29)

- If you already have a CDX account, enter CDX password
- The CDX account displayed in the User ID field is the account identified during pre-migration account reconciliation.

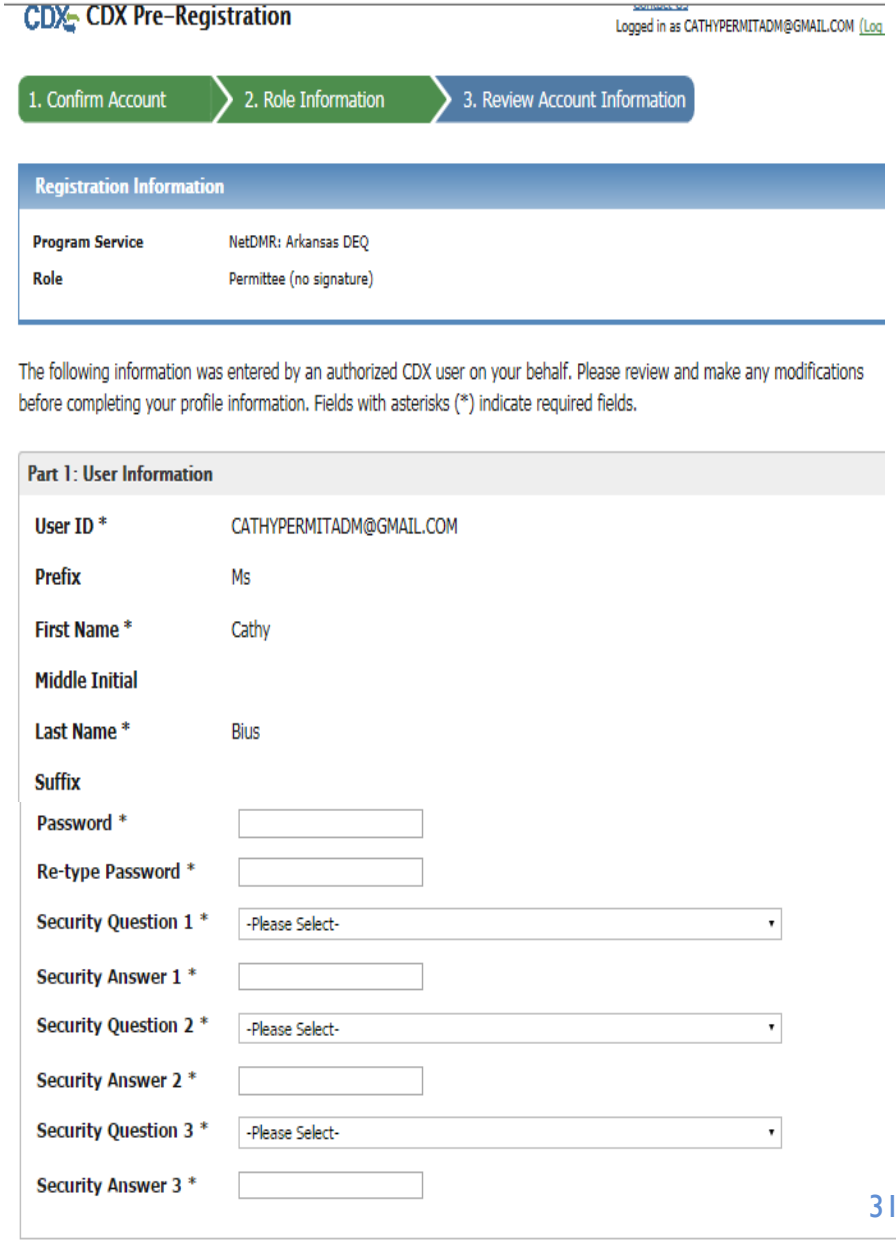


CONFIRM ACCOUNT (Slide 30)

- Note current role **(if it is the incorrect role, continue with registration. You may change it to the correct role after the registration process)**
- Roles in CDX is equivalent to your NetDMR User Type
  - PERMITTEE (SIGNATURE) **(Signatory role)**
  - PERMITTEE (NO SIGNATURE) **(Edit, View role)**
  - DATA PROVIDER - **(Labs, Consultants Only)**

Review Account Information

- Fill out the required information
  - Required with *
  - User ID & Name are pre-populated
  - Password entered becomes new CDX password
  - **Be sure to write down your password and answers**



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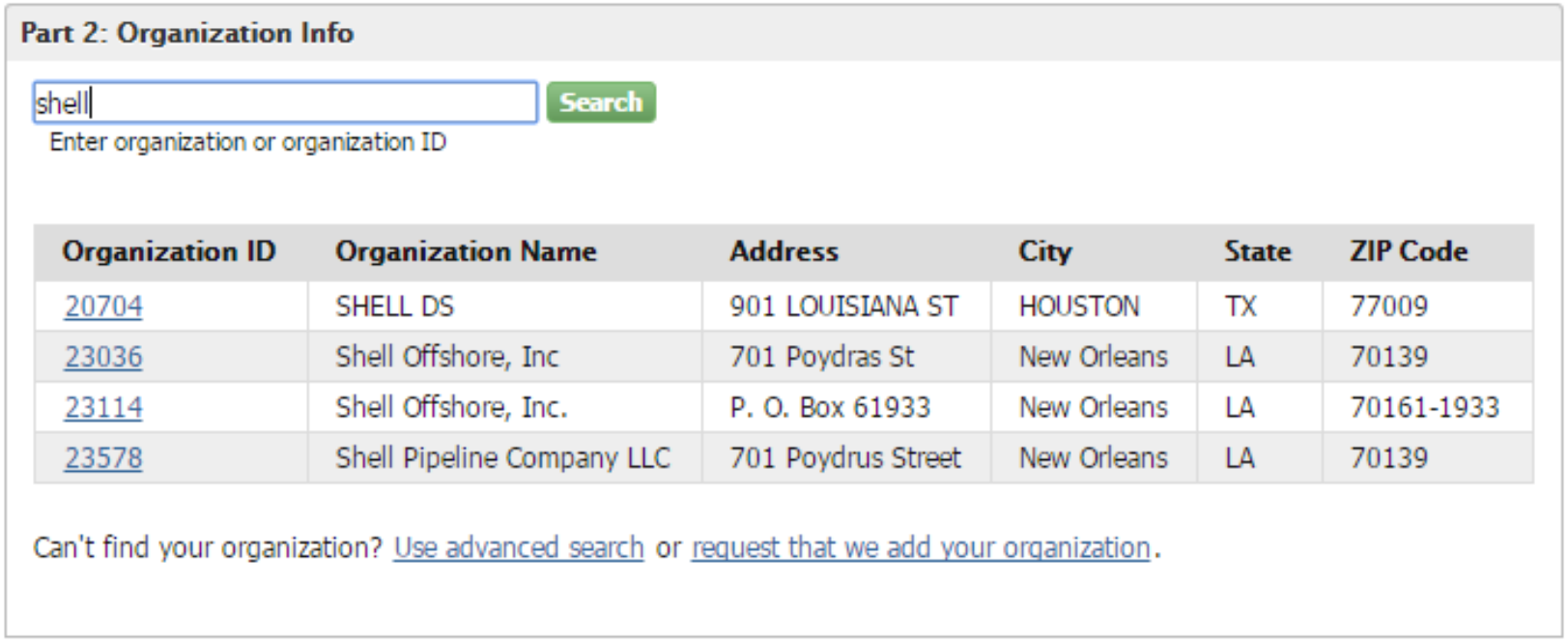
Review Account Information, Cont'd.

- Search for your Organization (where you work)
- Click on the Organization ID to link
- Organization not found (see slide 34)



Part 2: Organization Info

shell Search

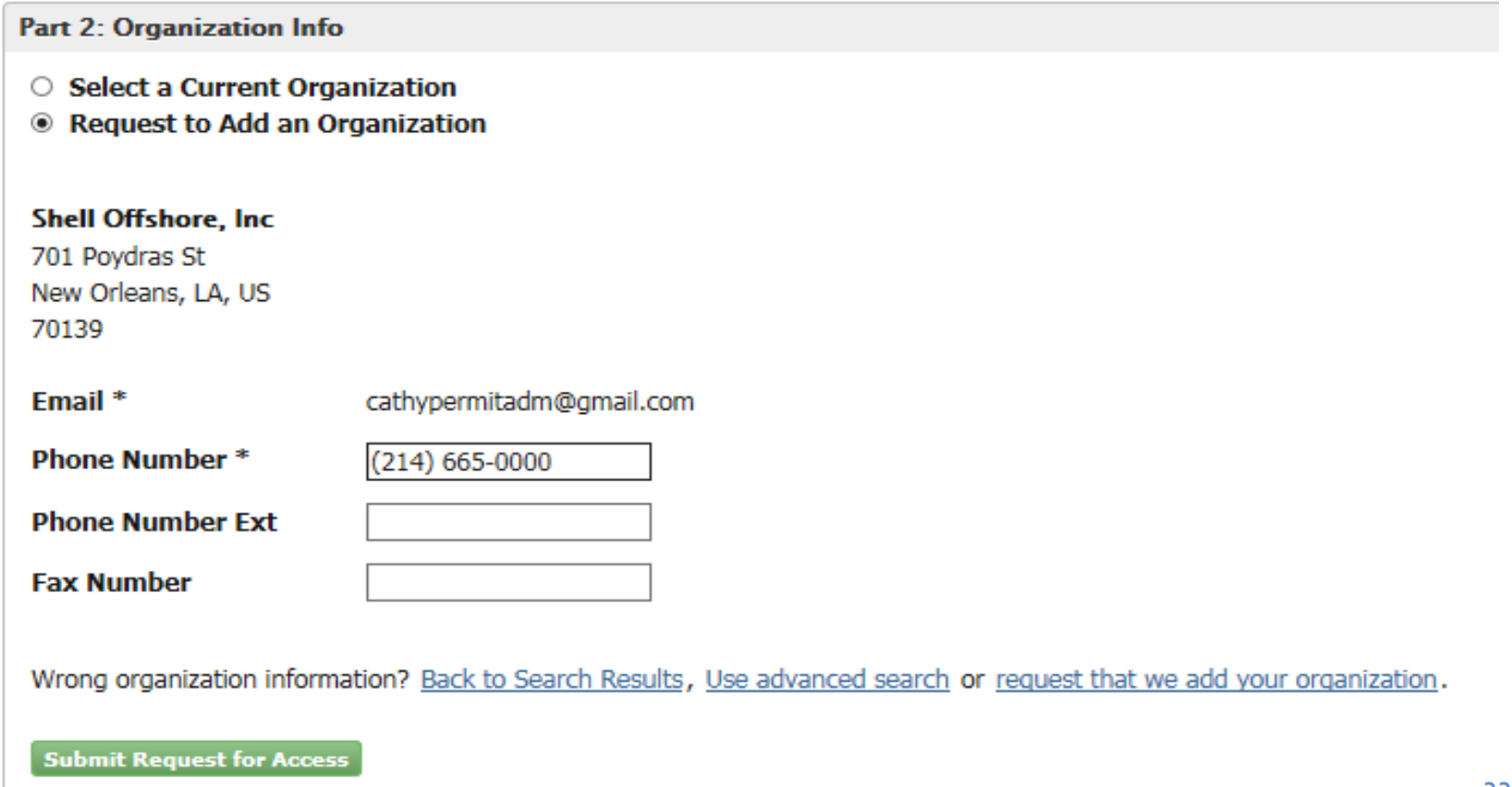
Enter organization or organization ID

Organization ID	Organization Name	Address	City	State	ZIP Code
20704	SHELL DS	901 LOUISIANA ST	HOUSTON	TX	77009
23036	Shell Offshore, Inc	701 Poydras St	New Orleans	LA	70139
23114	Shell Offshore, Inc.	P. O. Box 61933	New Orleans	LA	70161-1933
23578	Shell Pipeline Company LLC	701 Poydrus Street	New Orleans	LA	70139

Can't find your organization? Use advanced search or request that we add your organization.

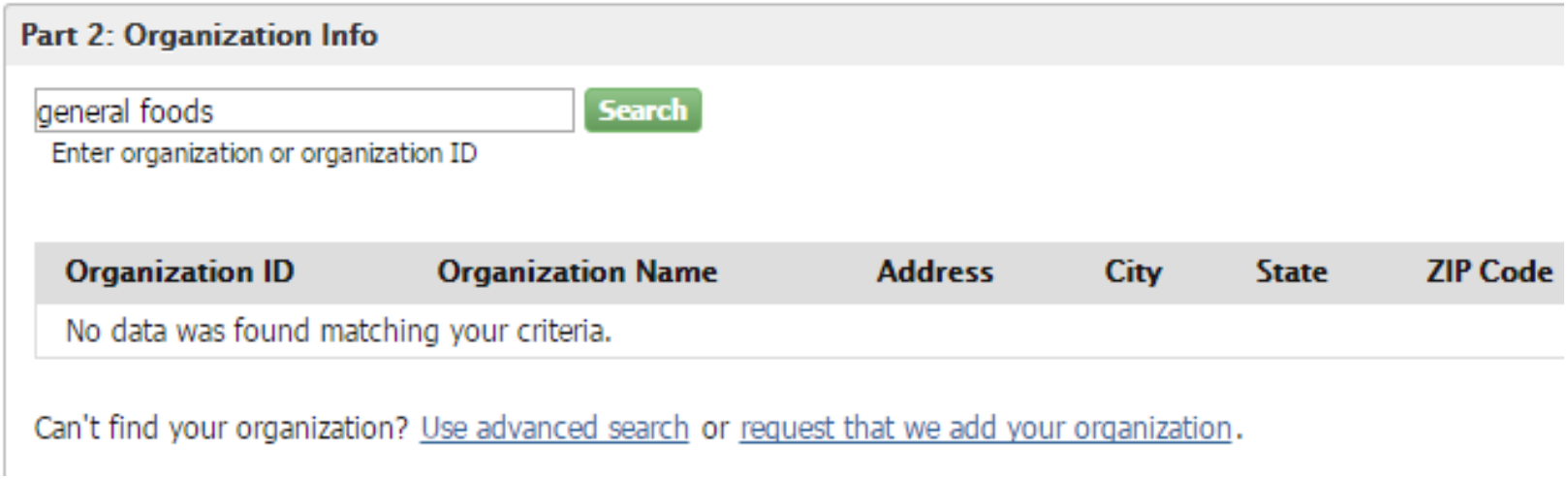
Review Account Information, Cont'd.

- Select your Organization
- Enter your phone number



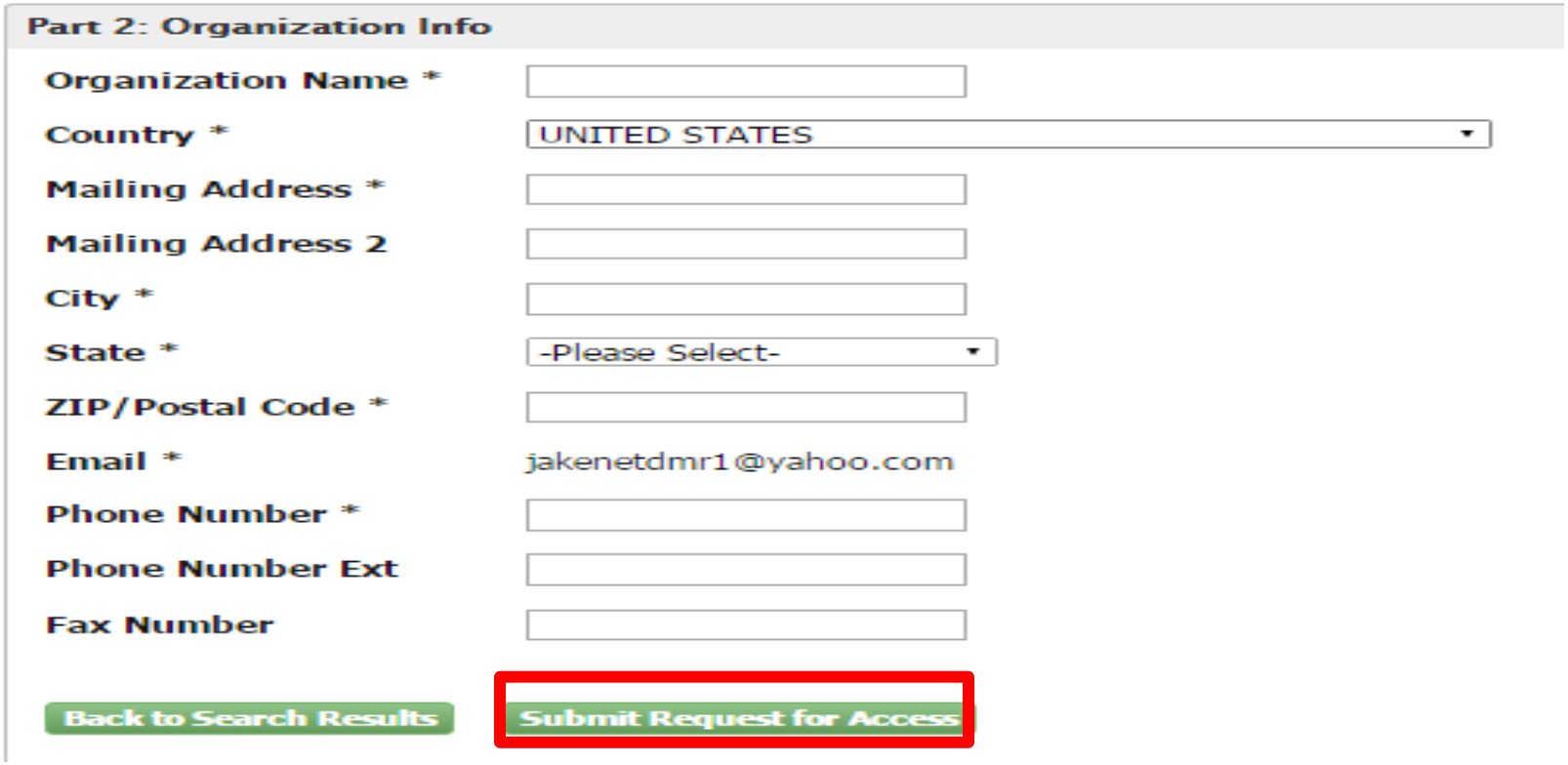
Select Organization – Not Found (Slide 34)

- Organization unavailable
- “Request that we add your organization”



Select Organization – Not Found

- Fill out the required information for your organization
  - Noted with *
- Click “Submit Request for Access”
- Required fields with *



Permittee (signature) Registration

- Permittee (signature) role requires additional steps
  - Enter Job Title
  - Create 5 additional security questions & answers
  - “Accept” the Electronic Signature Agreement

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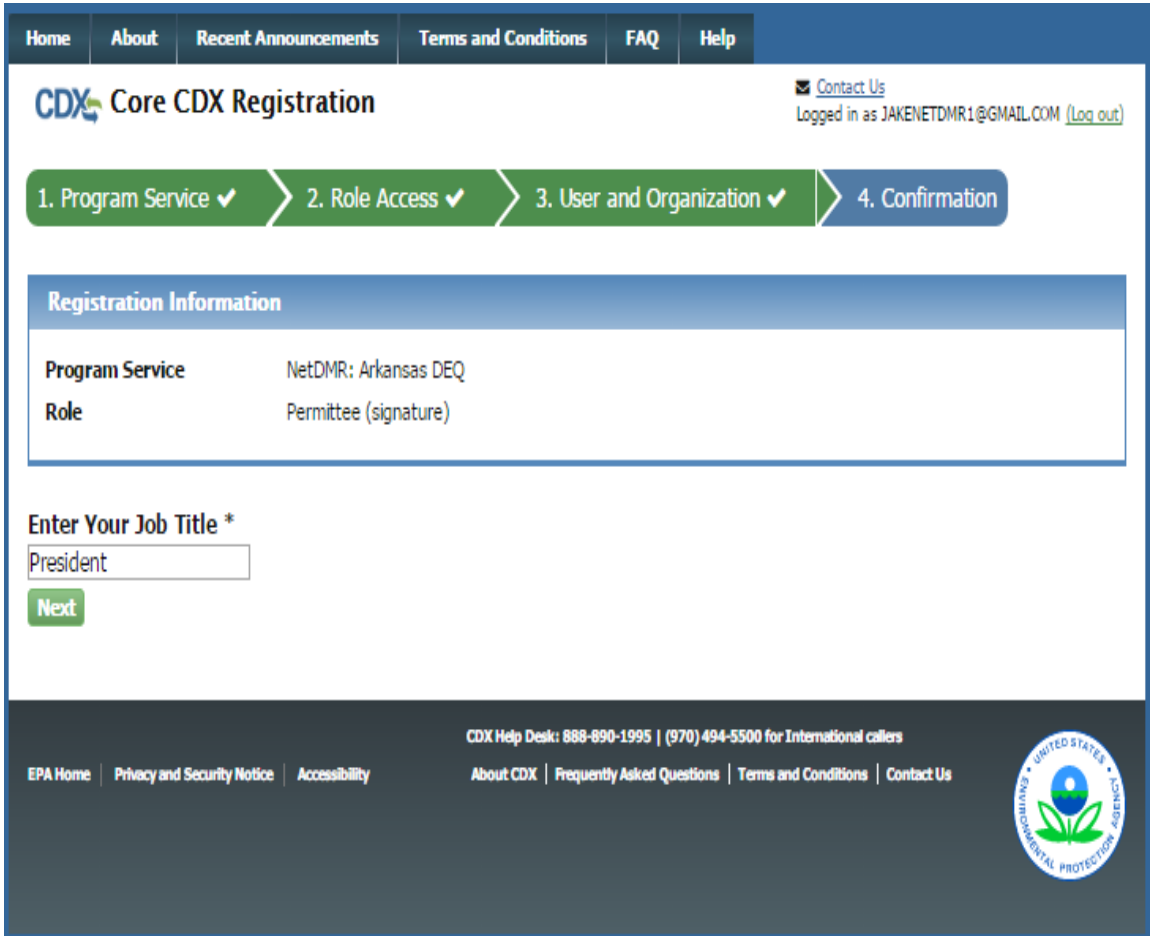
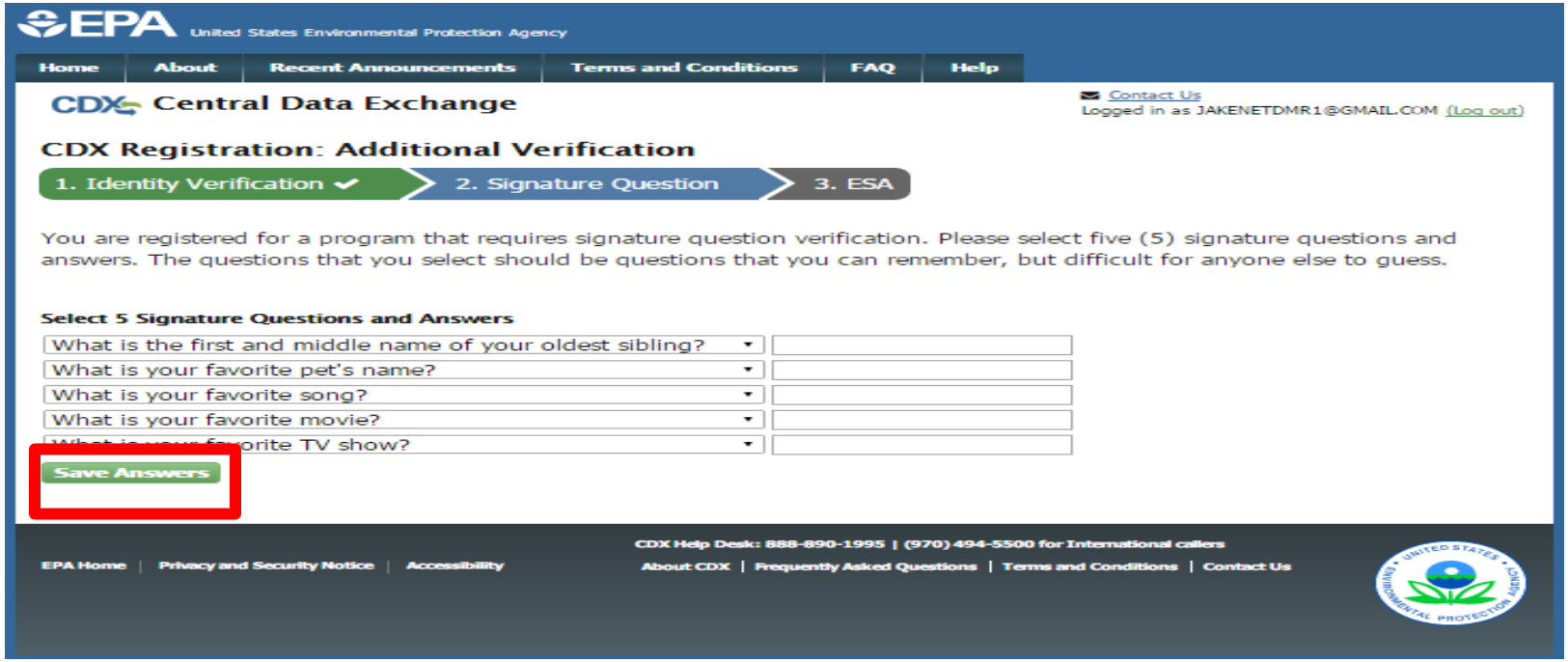
Confirmation

- Enter Job Title



Confirmation

- Signature Question Verification
  - Complete 5 Signature questions and answers
  - Be sure to write down answers (case sensitive)
  - Click Save Answers

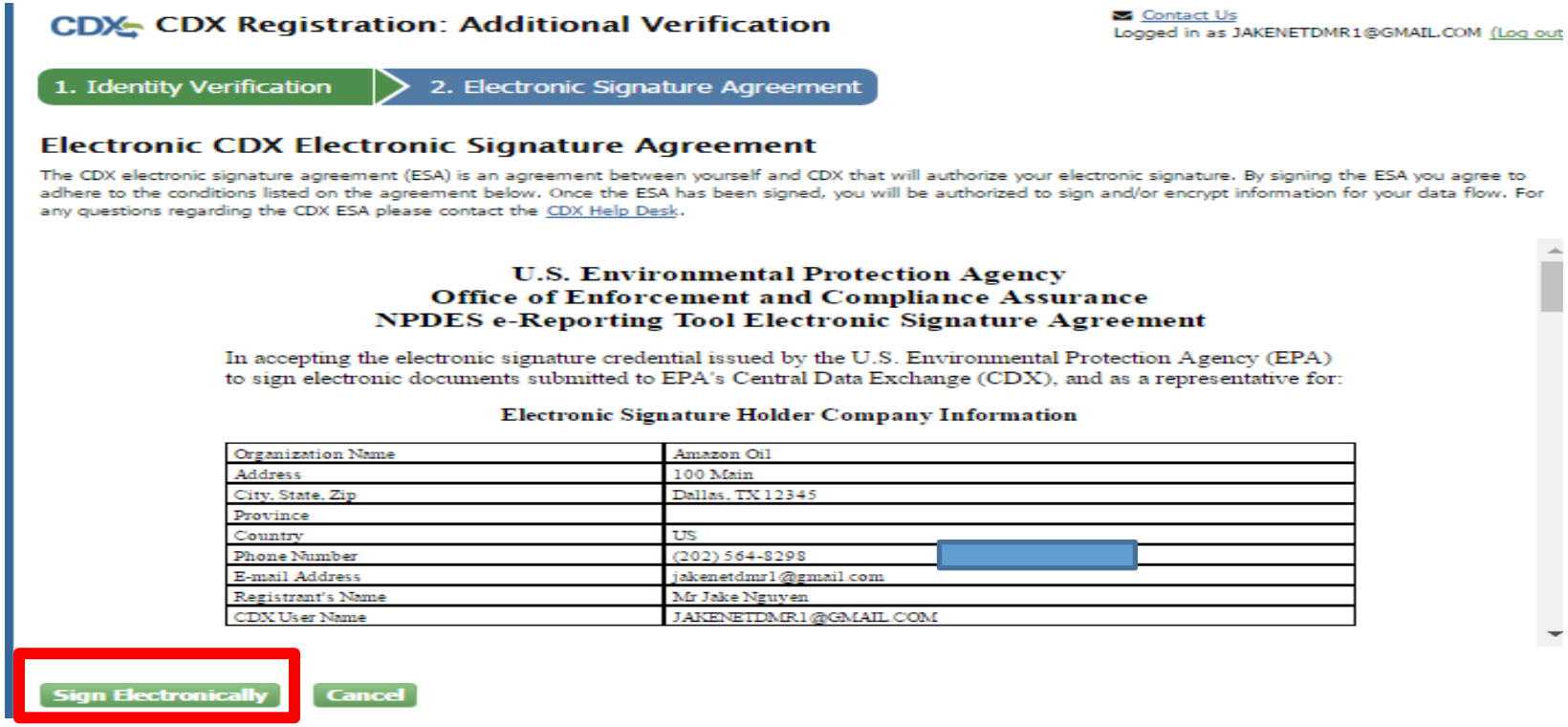


CDX Signature Agreement (ESA)

- For Migration purposes only – CDX will accept existing NetDMR Subscriber Agreements as authentication. What this means is that existing NetDMR Signatories with an already approved Subscriber Agreement in NetDMR will not need to be authenticated again during migration.
- After migration, new Signatories (or those Signatories who failed migration) will need to be authenticated and must either submit a Signature Agreement electronically or by paper.
- CDX requires only 1 Signature Agreement per account. Once a user has an approved Signature Agreement on file with CDX for an account, they do not need to authenticate any more.

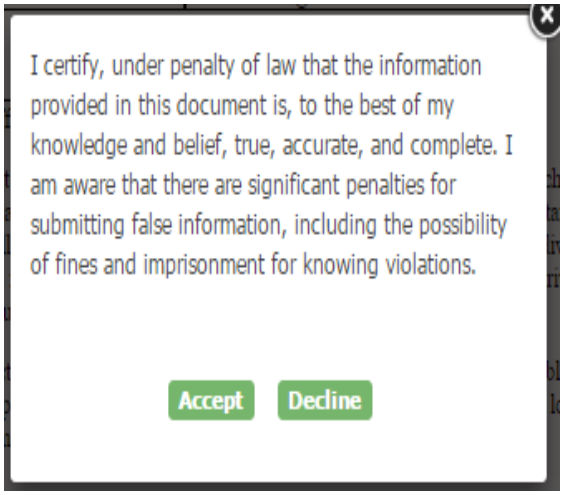
ESA (Electronic Subscriber Agreement)

- "Sign Electronically"



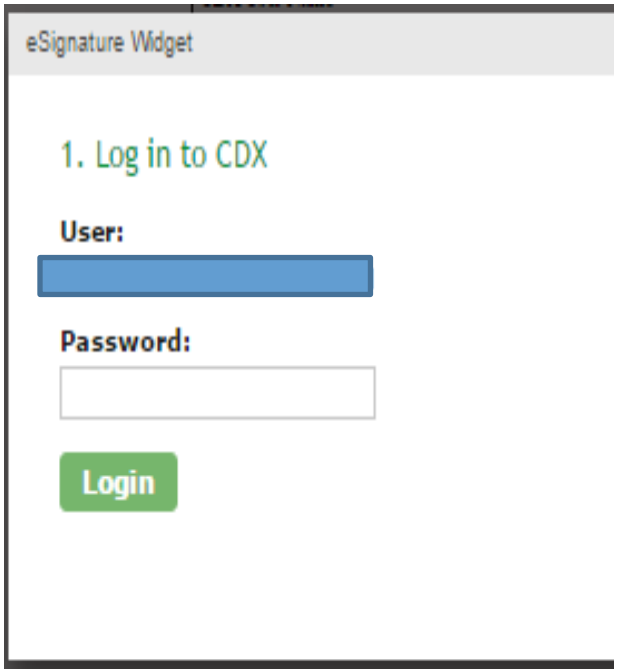
ESA (Electronic Subscriber Agreement)

- Click Accept



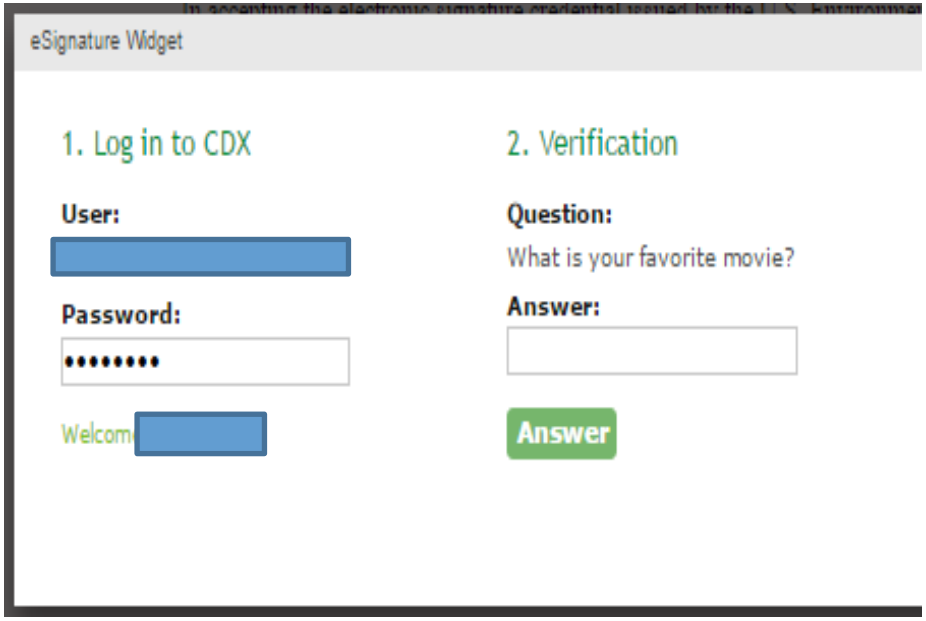
ESA (Electronic Subscriber Agreement)

- Login in to CDX
  - User ID will be pre-populated
  - Enter Password
  - Click “Login”



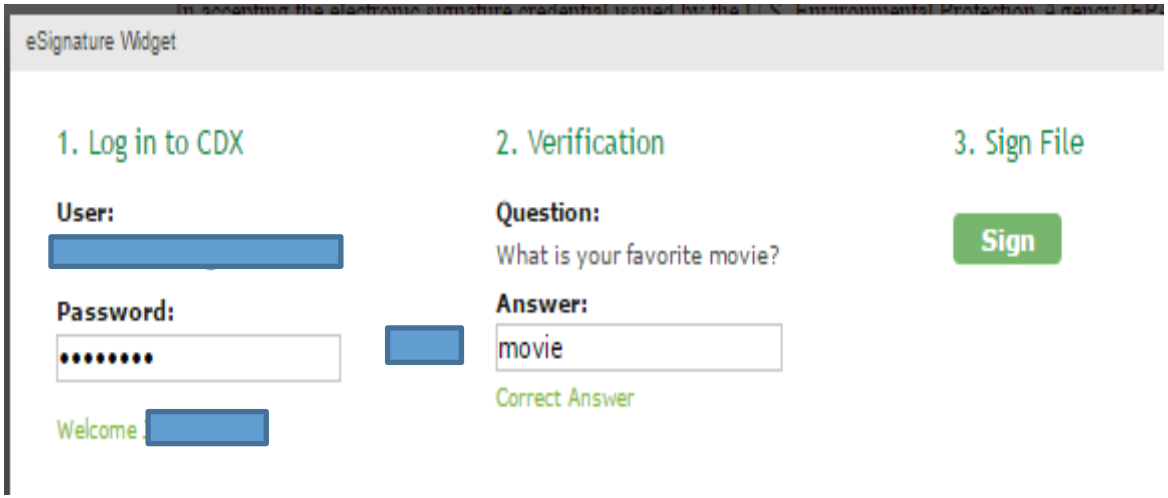
ESA (Electronic Subscriber Agreement)

- Verification
  - Enter Signature Verification Answer
  - Click “Answer”



ESA (Electronic Subscriber Agreement)

- Sign File
  - Click "Sign"

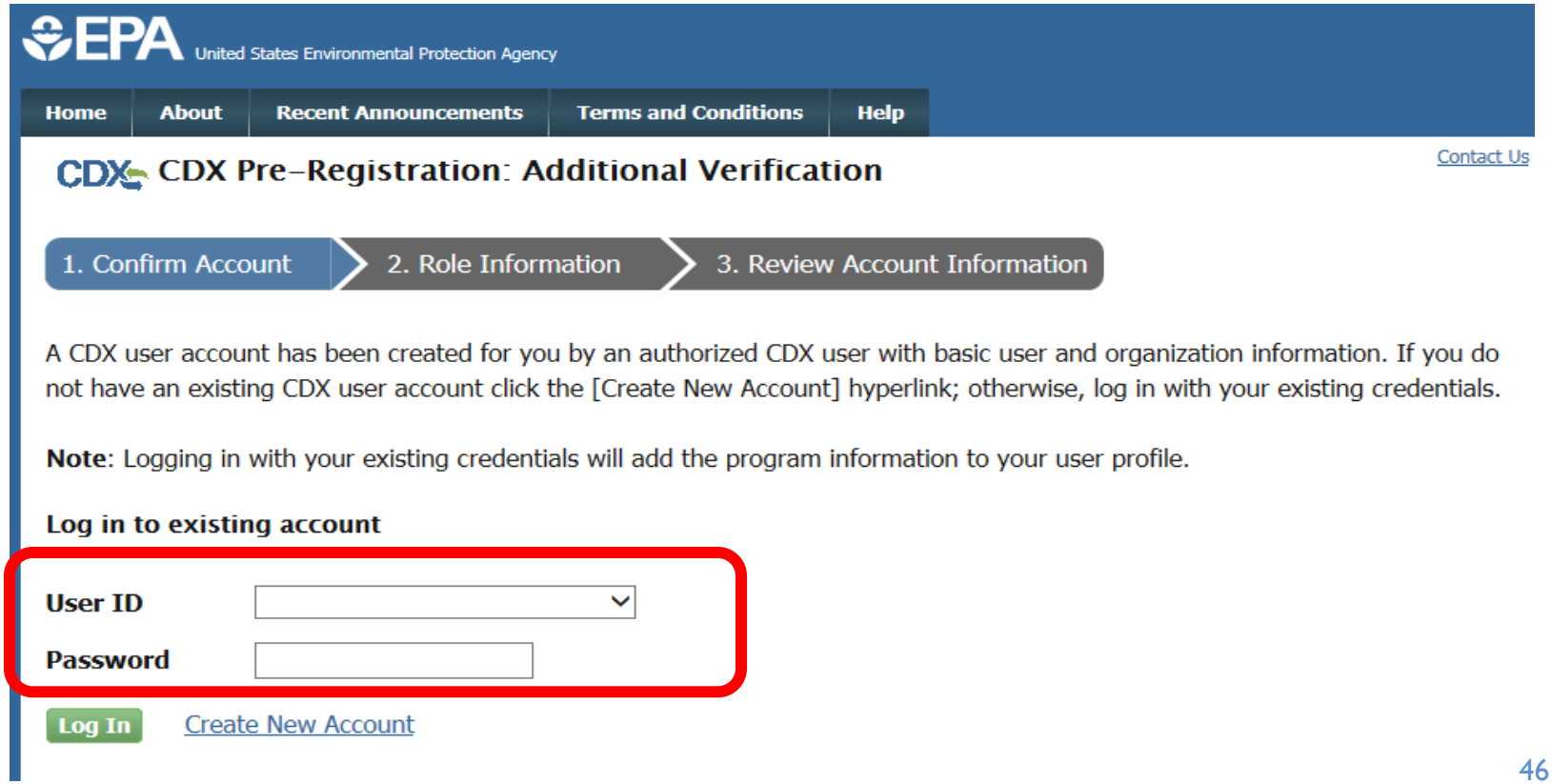


SUCCESS!! - For Permittees (signature)

- **Congratulations!** At this stage, all Permittees (signature) users have successfully moved their user account into CDX.
- Approval of electronic Signature Agreement is immediate and does not require approval from Instance RA
- If Signature Agreement was submitted via Paper, wait for your Instance RA to approve access.
- Once Approved, you may now successfully login to NetDMR

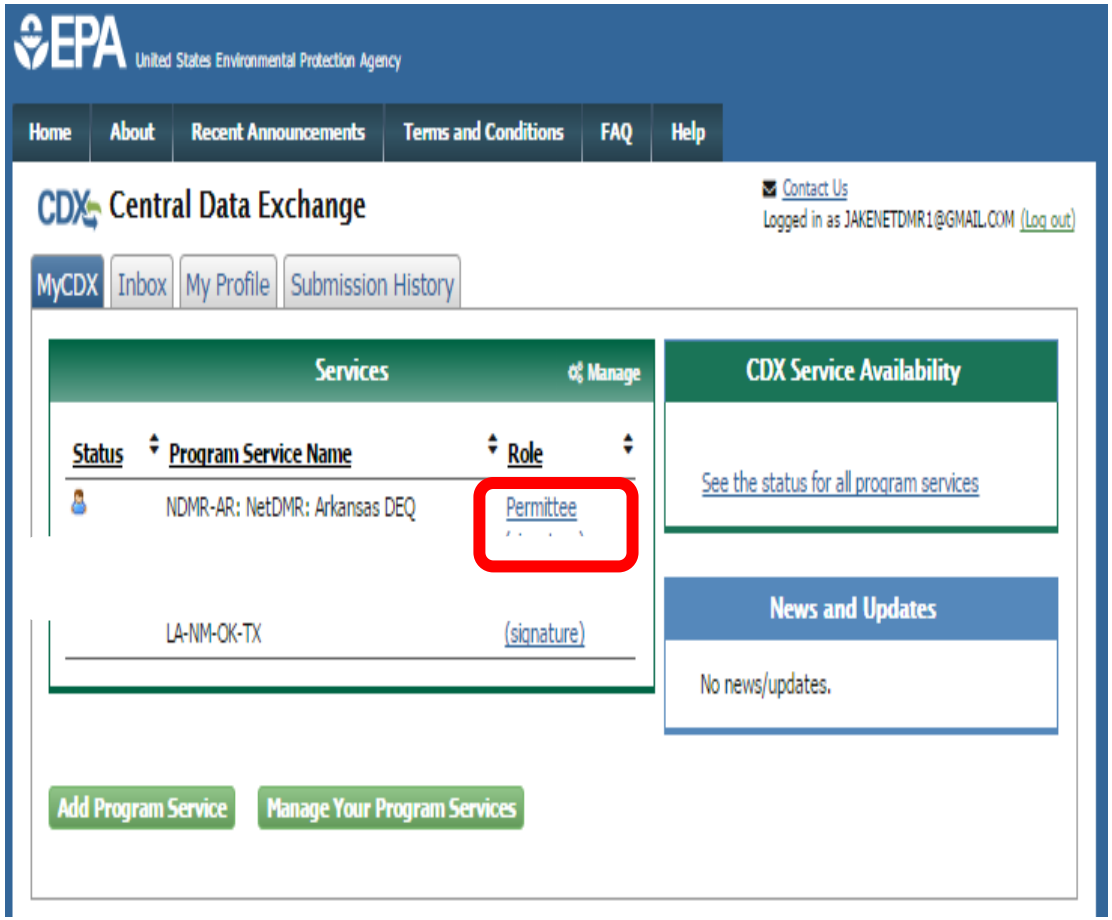
Specific Roles can now Log into NetDMR

- Permittee signature now have access to NetDMR
- Log into CDX



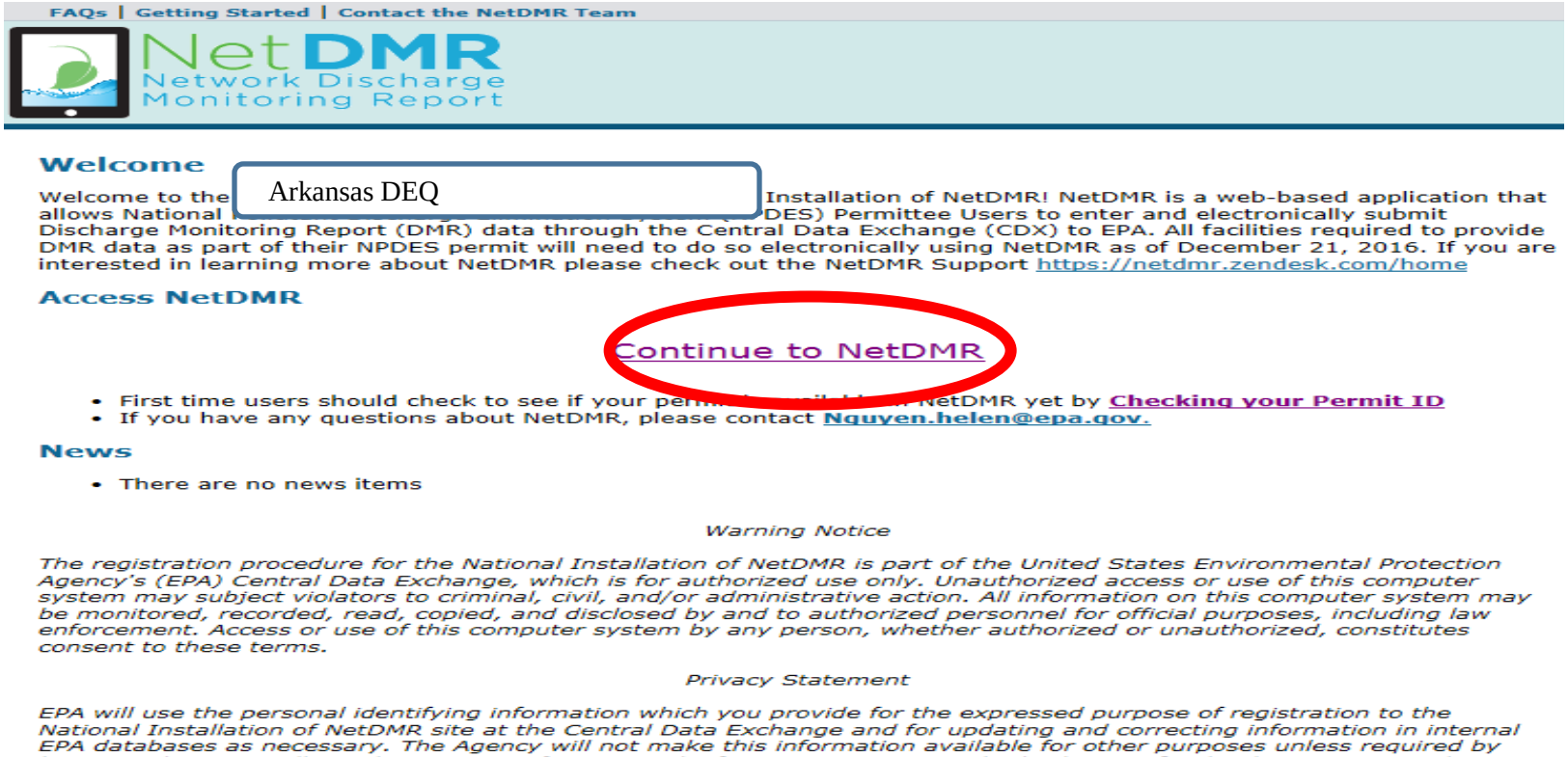
Access to NetDMR

- Note the Program Service Name
  - aka Instance Name
- Under “Role”
  - Click on the hyperlink with your role



Example of the New NetDMR Landing Page

- After you log into CDX, this is the new Welcome page of NetDMR.
- Click on “Continue to NetDMR” and your NetDMR Home Page will appear.



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NetDMR Home Page

Other Changes in NetDMR after Move on May 22

My Account Changes

- Account information is no longer editable
- Password cannot be reset here
- **Contact CDX Helpdesk at 1-888-890-1995 to make any changes**

NetDMR Changes After Migration

- Official Copy of Records (CORs) will now be stored at CDX
  - Historical CORs will be maintained in NetDMR
  - Users can download/view all CORs from within NetDMR

- Minor change when signing DMRs

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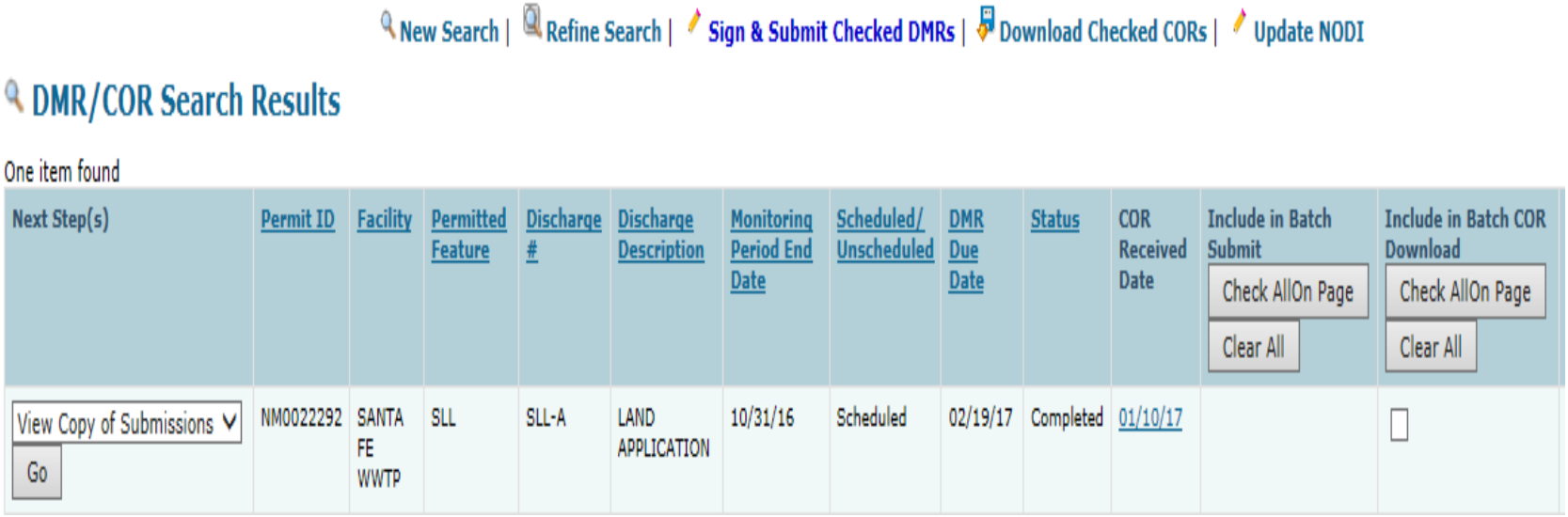
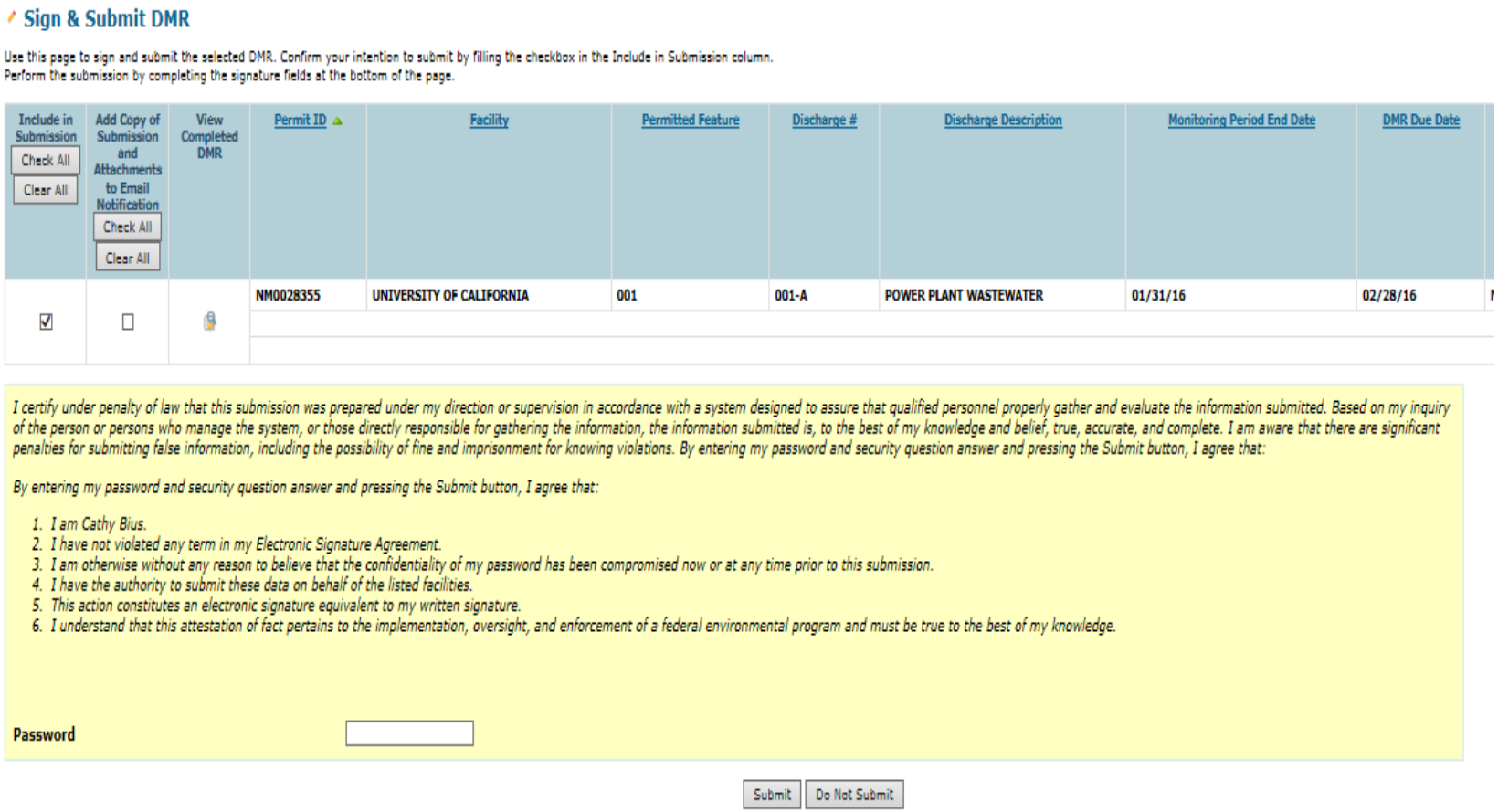
View/Download Copy of COR

- May be stored in CDX or NetDMR
- Download and View is available in NetDMR



Signing DMR Process

- Check DMRs to be signed, and enter password



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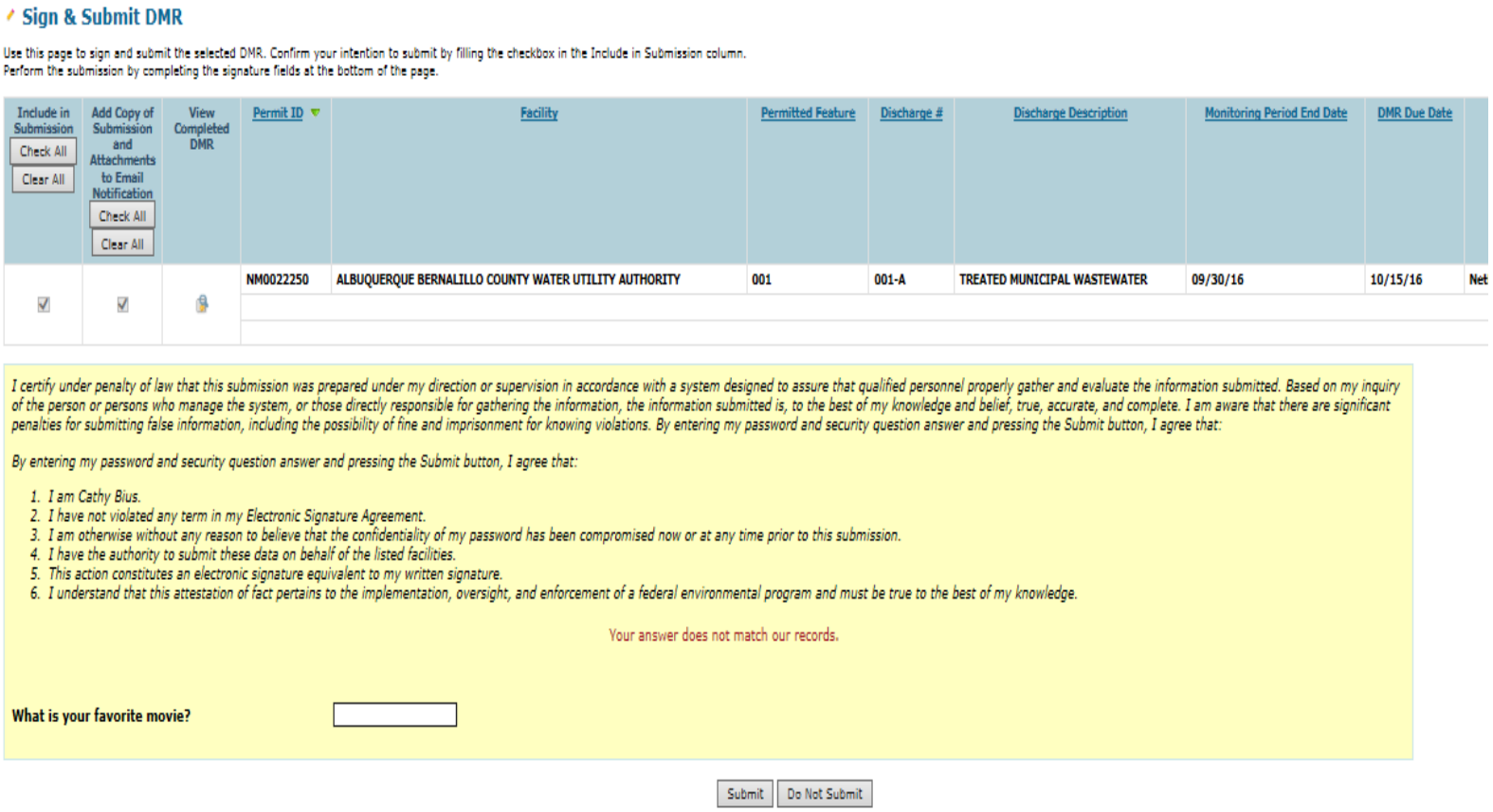
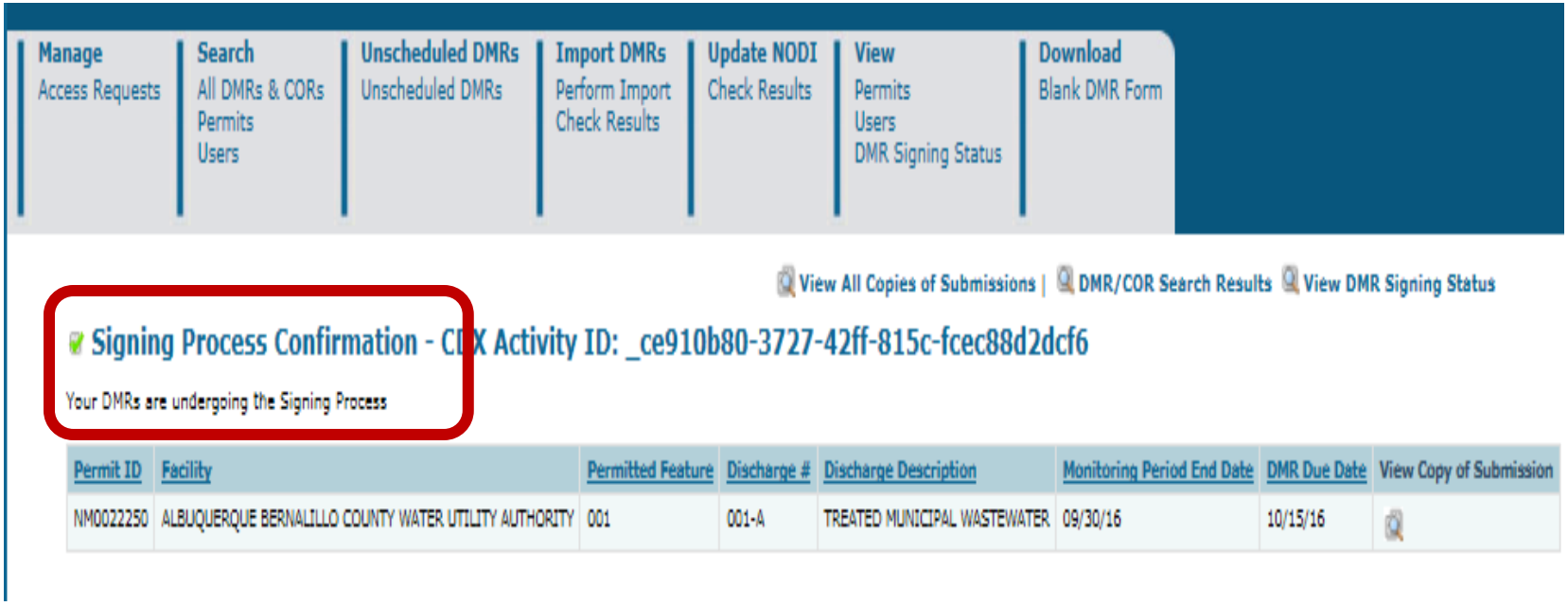
Signing DMR Process

- Enter one of your 5 Security Question Answers established when creating your account



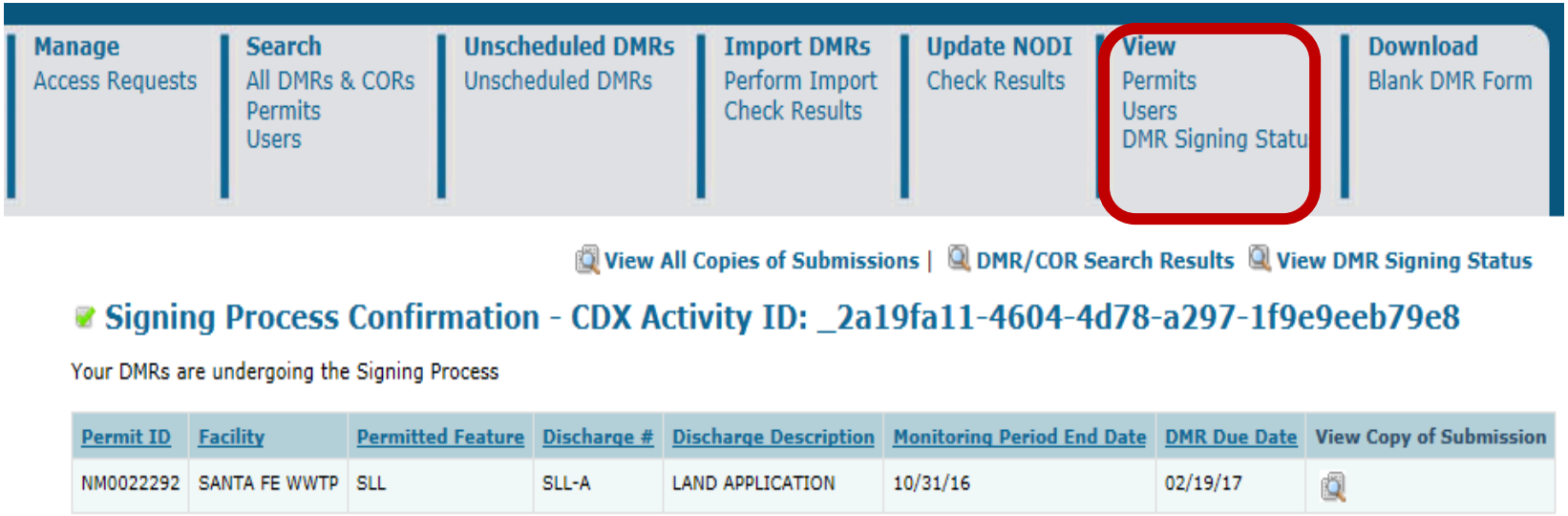
Signing DMR Process

- Message appears “The DMRs are undergoing the Signing Process”
- Forms are being routed to CDX
- View Signed COR



DMR Signing Status

- Check DMR Signing Status
  - Signing Process Confirmation
  - Pending Processing thru CDX



DMR Signing Status

- Status changed to “Signed Successfully” when Signing Process is complete thru CDX

DMR Signing Status

This screen displays signing activity from the last 7 days.

Refresh

One message found

CDX Activity ID	Submission Time	Permit ID	Facility	Permitted Feature	Discharge #	Monitoring Period End Date	Due Date	CDX Document ID	Status	Comments
_2a19fa11-4604-4d78-a297-1f9e9eeb79e8	01/10/2017 08:21:08	NM0022292	SANTA FE WWTP	SLL	A	10/31/2016	02/19/2017	7914ef40-8679-4c6c-a922-f68fe16c552e	SIGNED_SUCCESSFULLY	

Access to NetDMR – Beginning 5/22/2017

- Log into NetDMR Zendesk website
  (recommended way)
  - url: https://netdmr.zendesk.com
  - Includes User Guides and on-line training modules

- Log into CDX Directly
  - url: https://cdx.epa.gov

- Log into NetDMR
  - url: https://netdmr.epa.gov

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
- 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**
- Hours of operation is Monday - Friday,
- 8 am – 4 pm Central Standard Time

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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

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ADEQ NetDMR Contact Information

- Richard Healey, Enforcement Branch Manager: 501-682-0640
  - healeyr@adeq.state.ar.us
- Tommi West: NetDMR Registration: 501-682-0667
  - westt@adeq.state.ar.us
- General NetDMR Assistance: 501-682-0624
  - netdmr@adeq.state.ar.us

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