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User Guide

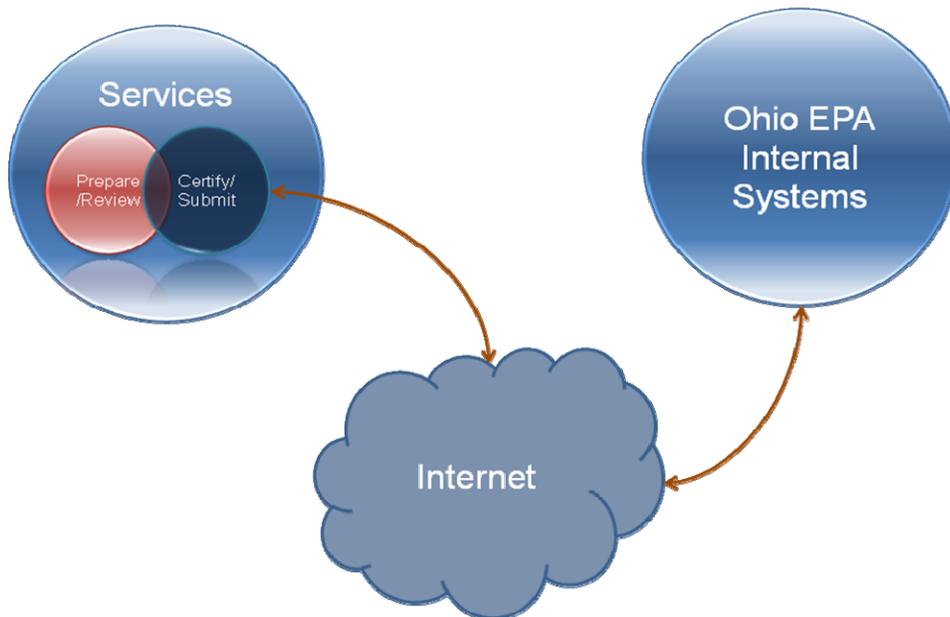
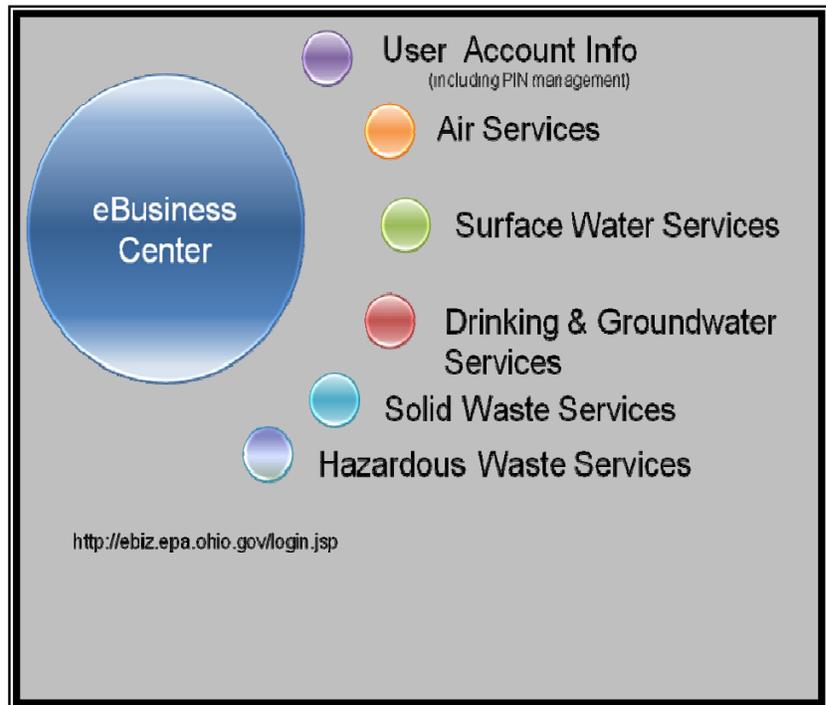
TABLE OF CONTENTS

Contents

INTRODUCTION.....	3
To be able to work with the available services:.....	4
GLOSSARY	5
Air Services	5
Copy of Record.....	5
CROMERR	5
DAPC.....	5
DDAGW.....	5
Delegation	5
Designated Responsible Official.....	5
DHWM	5
DSIWM	6
DSW	6
eBusiness Center	6
eDWR	6
Facility Profile	6
ITS.....	6
PIN.....	6
Responsible Official.....	6
Service Agreement	7
Subscriber Agreement.....	7
User Account.....	7
User ID	7
OBTAINING AN ACCOUNT (USER ID) AND PASSWORD.....	7
Tips for creating your account:	8
OBTAINING A PIN	9
How do I get a PIN?.....	10
Frequently Asked Questions about PINs	11
The Need for Security.....	12
PIN Replacement.....	13
ROLES AND FUNCTIONS IN THE eBUSINESS CENTER	13
ACTIVATING SERVICES.....	14
Deactivating a Service	17
PRIVILEGE DELEGATION	17
Changing or Removing Privileges	19
SUBMITTING FEES, APPLICATIONS, OR REPORTS	19
COPY OF RECORD.....	20
HOW TO GET HELP	20

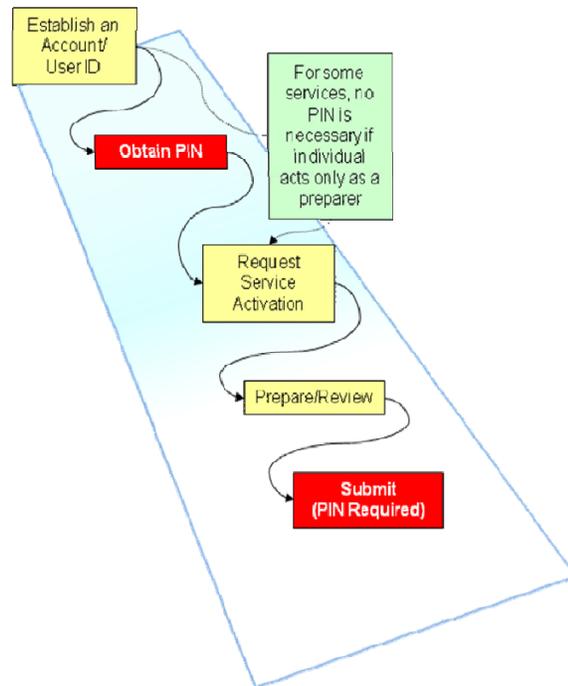
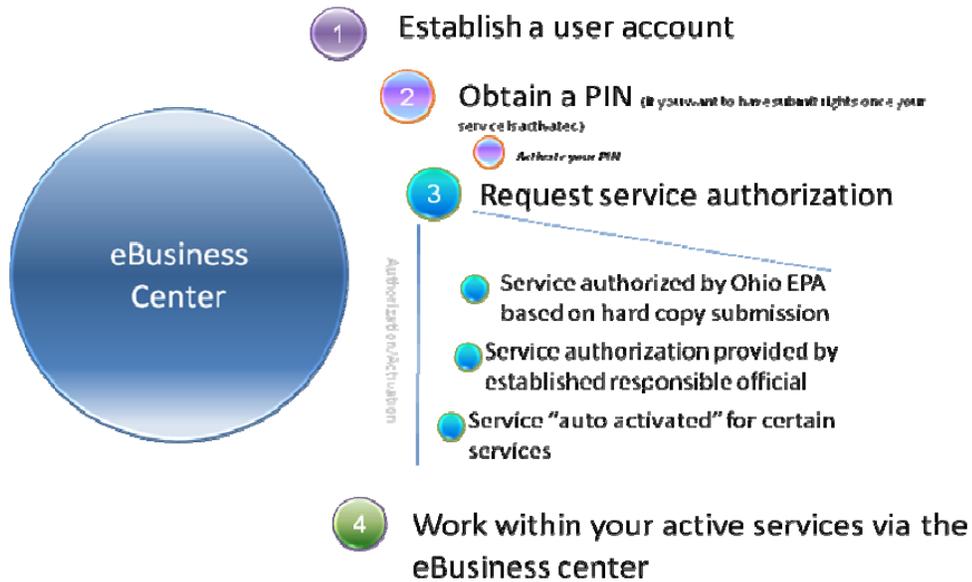
INTRODUCTION

Ohio EPA's eBusiness Center is a secure portal for online business services. The portal is the entry point for the regulated community and consultants to electronically complete and file reports and permit applications and to pay fees.



The purpose of this guide is to explain the procedures and processes associated with Ohio EPA's eBusiness Center. By having a better understanding of the terminology and requirements, users will be able to more efficiently conduct business with Ohio EPA.

To be able to work with the available services:



GLOSSARY

The following terms are used in this guide and within the eBusiness Center.

Air Services

The tool used by the regulated community to interact with the Division of Air Pollution Control. The tool includes facility profile, permit application, compliance certification and emission reporting. For more information go to <http://www.epa.state.oh.us/dapc/airservices/>

Copy of Record

A true and correct copy of an electronic document received by an electronic document receiving system, which can be viewed in a human-readable format that clearly and accurately associates all the information provided in the electronic document with descriptions or labeling of the information. A *copy of record* includes: all electronic signatures contained in or logically associated with that document; the date and time of receipt; and any other information used to record the meaning of the document or the circumstances of its receipt.

CROMERR

U.S. EPA's Cross-Media Electronic Reporting Rule. This regulation sets performance-based, technology-neutral standards for systems that states, tribes and local governments use to receive electronic reports from facilities they regulate under U.S. EPA-authorized programs, and requires program modifications or revisions to incorporate electronic reporting.

DAPC

Division of Air Pollution Control

DDAGW

Division of Drinking and Ground Waters

Delegation

The process by which eBusiness Center users are assigned the privileges of *submit*, *create/edit* and/or *read-only*.

Designated Responsible Official

An authorized representative of the Responsible Official. For most services, a DRO has submit privileges but cannot delegate that privilege to others. For air services, "DRO" has specific regulatory meaning and is equivalent to an RO (i.e., a DRO for air services has submit privileges).

DHWM

Division of Hazardous Waste Management

DSIWM

Division of Solid and Infectious Waste Management

DSW

Division of Surface Water

eBusiness Center

Web portal enabling users to electronically submit reports and applications to Ohio EPA as well as pay fees. Also referred to informally as the “*eBiz Center*”

eDMR - Electronic Discharge Monitoring Report ; allows Discharge Monitoring Reports (DMRs¹) to be completed and submitted in three formats:

- Online - Enter data manually in an online form.
- Spreadsheet - Download a DMR template, enter data, then cut and paste into eDMR.
- XML - For advanced users. Download XML template, populate data using your data system, then upload to eDMR.

For more information go to: <http://www.epa.state.oh.us/dsw/swims/eDMR/eDMR.htm>

eDWR

Electronic Drinking Water Report

Facility Profile

The data entry screens in the eBusiness Center that are used to enter information about a facility that is new to Ohio EPA’s core database. Facility identification information is shared by multiple regulatory programs in the core database. More detailed and extensive service-level facility profiles are also incorporated into the functionality of some services. However, the eBusiness Center profile captures the initial base information when a new facility is added.

ITS

Office of Information Technology Services

PIN

Personal Identification Number: a string of letters, numbers and symbols that is used in electronic submittals to substitute for a wet ink signature. It is associated with a specific person and serves as their legally binding signature. It cannot be shared.

Responsible Official

A person holding the following position with a facility: for a corporation - the principal executive officer²; for partnership or sole proprietorship - the proprietor or a general

¹ Formerly referred to as Monthly Operating Reports (MORs)

² For Air Services, Facilities subject to Title V (OAC Chapter 3745-77); a “Responsible Official” can also include a president, secretary, treasurer, or vice-president of the corporation in charge of a principal business function, or any other person who performs similar policy or decision-making functions for the

partner; for a municipality, state, federal, or other public facility - the principal executive officer or ranking elected official.

Service Agreement

Establishes and documents the criteria required for functional access to various parts of the eBusiness Center and associated facility/service-specific data.

Service Authorization

Mechanism used to establish a user's connection to a facility or activity through one or more eBusiness Center services.

Subscriber Agreement

The application form sent to Ohio EPA by a person who wants to obtain a PIN. The form is partially completed online but then must be printed, signed in the presence of a notary, notarized and mailed to Ohio EPA for processing.

User Account

eBusiness Center account established by a user on an individual basis that provides identifying information associated with the user ID.

User ID

Uniquely identifies an eBusiness Center user. Created by the user when they sign up for an account. Each eBusiness Center user should establish his/her own account. The user account is not equivalent to a PIN.

OBTAINING AN ACCOUNT (USER ID) AND PASSWORD

The Web page address for the eBusiness Center is <http://ebiz.epa.ohio.gov>. The first time you visit this address, save it to your list of favorites/bookmarks so you can quickly return to it later. Ohio EPA recommends that all users obtain their own account instead of sharing a joint account with others. People who prepare, review or submit information using the eBusiness Center all need their own account. Establishing an account is free to the user.

To create an account, click on Create New Account and complete the fields that appear on the New User Account screen. All fields are required except as noted. If there are errors in data entry you will be prompted to correct them after you click *Submit* at the bottom of the screen.

corporation, or a duly authorized representative of such person if the representative is responsible for the overall operation of one or more manufacturing, production, or operating facilities applying for or subject to a permit. See www.epa.state.oh.us/dapc/regs/regs.html#TVPermitRules for what constitutes a duly authorized representative.

Tips for creating your account:

- The User ID should be something you'll remember easily, such as "jsmith1" for John Smith. The user ID can be a maximum of 30 characters. Note that other users will see your user ID if they delegate a privilege to you so it may be helpful to choose something that is easy for others to remember or identify.
- Read the password requirements carefully. Try to strike a balance between something you can remember and a string of text that meets security requirements because it is not common or obvious. Passwords must be at least eight characters long and have at least one of each of the following:
 - capital letter;
 - lowercase letter;
 - special character (allowable characters are: ! @ # \$ % ^ & * () - _ = + | { } [] ; : / ? > <); and
 - a number.
- If you forget your password, click on the "Forgot password?" link on the login page. The system will use the password hint you establish when you create your account to help you remember. Use something personal that hackers would not know. If the hint doesn't help, you can request that the password be reset. A new temporary password will be sent to you via e-mail.
- We recommend that you use your work e-mail as your primary e-mail. The secondary can be your home e-mail or some other address. It will only be used if an e-mail sent to the primary address is undeliverable.
- You can enter anything you'd like for the security question and answer. Pick something easy to remember but not well known by others. The security question will be asked whenever the account ownership needs to be validated. At that time you will need to supply the correct answer to the question. The answer does not have to be case-sensitive. Note that this security question/answer is only for the account and is not used as one of the five security questions established as part of the PIN request process.
- Keep your account information in a secure place such as a locked drawer. If you are assigned a PIN, it would be a good idea to keep the account and PIN information in separate secure places to make it more difficult for someone to gain access to both.

Once you've provided the required information, click the *Submit* button located at the bottom of the Web page. A new page will appear stating that creation of the account was successful. An e-mail notification will be sent to your primary e-mail address for the account. Your eBusiness Center account is now ready to use. Return to the login page to access the eBusiness Center's features.

If you need to change the information associated with the user account, such as updating the address, click on *My Account* in the eBusiness Center Home page. Please keep your contact information current in case Ohio EPA needs to contact you.

If you forget your user id, you should contact the eBusiness Center's technical support staff by calling (877) 372-2499 (1-877-EPA-BIZZ). Technical support hours of operation are 8:00 a.m. to 5:00 p.m. weekdays, except state holidays. In order to substantiate your identity, you will be asked to provide information that matches Ohio EPA's records for the account associated with your user ID.

Note that establishing a user account is not the same as having a PIN. Users who need a PIN must apply for it separately within the eBusiness Center. You can read more about this in the next section of this user guide. Because the PIN application process requires mailing a notarized form to Ohio EPA, you need to plan ahead and schedule time to complete this process before you can electronically submit or view information that requires a PIN.

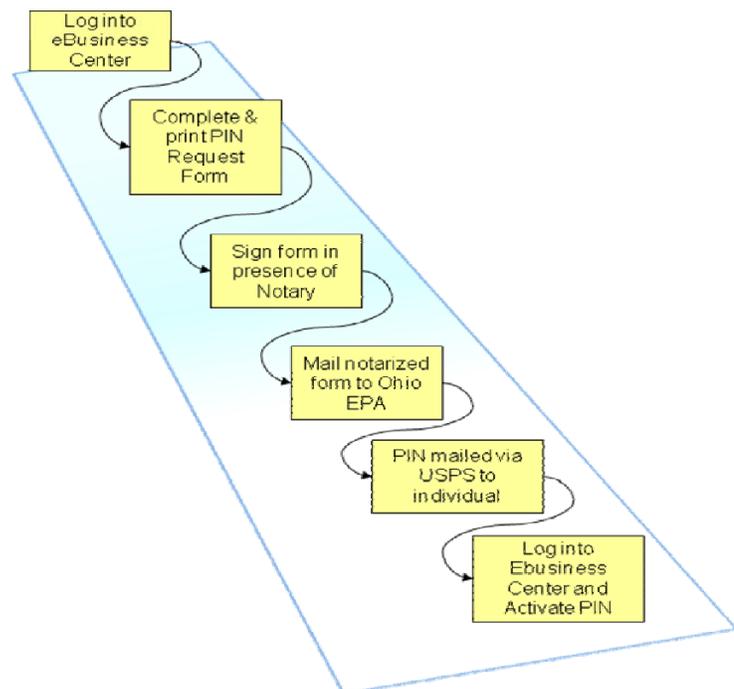
OBTAINING A PIN

A PIN is required for any user who is a Responsible Official (RO) or a Delegated Responsible Official (DRO). These individuals are defined in various state and federal regulations as the person who can certify/submit documents. Obtaining a PIN allows you to submit information electronically because it serves as your legally binding signature. The RO and DRO also have the capability to delegate eBusiness

Center privileges to other users (see *Privilege Delegations* in the *Service Agreement* section of this guide). Entry of a PIN is required before delegations by a RO or DRO can be successfully completed.

A PIN may also be needed to create, edit, or review documents, depending on the requirements of the service you have applied for. The PIN is used for identity verification to prevent unauthorized access to trade secret information.

Although some services may not require a PIN, if certification (i.e., a signature) is part of the document, a PIN will be required to submit the document electronically through the eBusiness Center. Again, the PIN serves as your electronic signature.



The PIN is not associated with a particular facility or Agency service; it is assigned to an individual indefinitely, regardless of where they work. The PIN uniquely identifies you and serves as your legally binding signature. Your PIN, like your signature, should not be shared. A PIN must be kept confidential. For information about deactivating a PIN or what to do if your PIN has been lost or compromised, see *PIN Replacement*.

How do I get a PIN?

There are multiple steps in this process. The process is initiated with an online request and printing of a paper form called the Subscriber Agreement. The Subscriber Agreement must be signed in the presence of a notary and then mailed to Ohio EPA's Office of Information Technology Services (ITS). You will receive status e-mails at several points in the PIN request process. When the process is complete, Ohio EPA will mail you a document listing your PIN. The details are listed below.

- Login to the eBusiness Center using your previously established user ID and password.
- On the Menu Bar of the eBusiness Center home page, click on My Account and then PIN Request.
- The PIN Request screen lists fields that are pre-populated from your account information as well as five pairs of security questions and answers. One of these questions will be randomly selected for you to answer correctly each time you must enter a PIN. Note that the answer validation is not case-sensitive. You are in full control: you make up the questions, you pick the answers.
- Check the pre-populated information and make any corrections as necessary. Fill in the security questions and answers. Once complete, click the Submit button. You will receive an e-mail from Ohio EPA stating that the PIN Request has been received.
- After you click Submit, a new window will appear containing an Adobe Acrobat pdf file of the Subscriber Agreement instructions (page 1) and form (page 2). Print these pages and keep the first page as a reference. Take the second page and proof of your identity (e.g., your driver's license) to a notary. The notary is required to verify that you are the individual whose name appears on the agreement. In the presence of the notary, sign the Subscriber Agreement and have it notarized. Notaries are located in many public buildings and government offices. You can locate a notary by accessing the Ohio Secretary of State's Web page at <http://www.sos.state.oh.us/sos/info/notaryCommission.aspx?Section=3>.
- Mail the form with the notary's seal to Ohio EPA at one of the following addresses:

Mailing Address:
Ohio EPA
ATTN: ITS PIN Management
P.O. Box 1049
Columbus OH 43216-1049

Overnight Delivery:
Ohio EPA
ATTN: ITS PIN Management
50 West Town Street, Suite 700
Columbus OH 43215

- Once you close the Subscriber Agreement screen, the My Tasks section of the eBusiness Center home page will display “View current PIN Request” until Ohio EPA approves the request. Click on “View current PIN Request” to view or print the Subscriber Agreement again.
- Ohio EPA’s goal is to process the PIN Request within five business days. If there is a question about the request, Ohio EPA will contact you using the information you provided on the PIN Request screen. You may contact us after five business days if you do not receive an e-mail stating that the PIN has been approved and assigned. Contact the eBusiness Center technical support staff by calling (877) 372-2499 (1-877-EPA-BIZZ).
- When Ohio EPA approves the PIN Request, you will receive an e-mail stating that the PIN has been approved and assigned. To ensure that the information remains confidential, the actual PIN will not be listed in the e-mail for security reasons. It will be mailed to you at the address you provided in the PIN Request screen.
- When you receive the PIN information in the mail, login to the eBusiness Center. In My Tasks, click on Activate PIN. You will be required to enter the PIN and answer one of the randomly selected security questions. On successful activation you will receive an e-mail from Ohio EPA for your records. You will also see a screen announcing that activation was successful.
- The next step is to apply for a service. A RO or DRO cannot submit data that requires a PIN until the service has been applied for. See *Service Agreement*.

Please note that the information stored for the user account is maintained separately from the PIN holder information. If you update the account information it will not copy the changes into the PIN holder information, and vice versa. You’ll need to update both separately.

Frequently Asked Questions about PINs

Q. How do I update the PIN Holder information?

A. Click on My Account, PIN Management, and Update PIN Holder Information. You’ll see the same fields that were in the PIN Request screen. Update as appropriate and click Submit. You will receive an e-mail acknowledgement.

Q. I no longer need my PIN. How do I deactivate it?

A. Click on My Account, PIN Management, and Deactivate PIN. You will be required to enter the PIN and answer a security question. Once you click Deactivate PIN, the PIN is destroyed and you will have to have to apply for a new one if you need one in the future.

Q. I lost my PIN and can’t remember it. What can I do?

A. See *PIN Replacement*.

Q. My PIN is no longer confidential. Do I need to get a new one?

- A. Yes, you need to apply for a new PIN as soon as possible. You should also deactivate the old one as soon as practical so no one else can use it inappropriately. CROMERR legally obligates a person to notify the Agency if a PIN is compromised.
- Q. I changed jobs and now work for a different company. Do I need a new PIN?
- A. No. The PIN uniquely identifies you and is not associated with a given company. However, you should update the account and PIN Holder information whenever changes occur.
- Q. I have a PIN that I used to submit Data Entry Module reports (e.g. SWIMS, DRINKS, DRUMS) to Ohio EPA. Can I use that instead of getting a new one?
- A. No. The old PINs and the e-mail submittal method used for the DEMs are not compliant with U.S. EPA's CROMERR regulations will not be accepted in the eBusiness Center once the eBusiness Center is officially deployed. To submit data electronically using the eBusiness Center you need to apply for a different PIN. (All e-DMR users will be switching to CROMERR PINs.)
- Q. Do I need a PIN for each regulatory program that I submit data to?
- A. No. The PIN is assigned to the individual and is recognized as a valid electronic signature device by all of Ohio EPA's regulatory programs. As each regulatory program implements new services in the eBusiness Center they will adopt the use of agency-wide PIN.
- Q. How do I know the status of my PIN Request once I've mailed it in?
- A. Check the entry under My Tasks in the Home page and look for an e-mail from Ohio EPA. The speed at which you will receive the PIN in the mail will depend on the number of requests the Agency receives and whether the Subscriber Agreement is complete. Ohio EPA's goal is to process each request within five business days. Contact the eBusiness Center by calling (877) 372-2499 (1-877-EPA-BIZZ) if the delay is excessive.
- Q. My initial PIN request was denied. How do I resubmit the request?
- A. Basically you need to repeat the same steps as before, starting with clicking on PIN Request in the My Account menu. Follow the "How do I get a PIN?" instructions, being certain not to repeat the problem with the previous Subscriber Agreement form submission. If there was a problem with your Subscriber Agreement, you will receive a brief explanation describing why your PIN request was not approved.

The Need for Security

As mentioned above, the PIN cannot be shared with anyone because it represents your legally binding signature. It is a violation of state and federal regulations to allow others to use your PIN. The eBusiness Center attestation statements that require you to enter your PIN are a result of those regulations. A RO or DRO can allow other users to change or view data by delegating privileges to them. The RO can delegate the right for

another user to obtain their own PIN to sign and submit reports or applications, but they must attest that they have not shared their PIN with any other person.

Keep the PIN assignment letter in a secure place to prevent other individuals from accessing it. If there has been a security breach and someone else knows your PIN, you should deactivate the PIN and apply for a new one as soon as possible. Once you click the “Deactivate PIN” button the PIN is destroyed and is not recoverable.

Note that the only person who can view a submission’s Copy of Record is the RO or DRO whose PIN is associated with the document. This is another security measure required by CROMERR. The Copy of Record is the official version of the information that was electronically submitted via the eBusiness Center. For more information, see *Copy of Record*.

PIN Replacement

If you can’t remember your PIN, you can request that Ohio EPA send the PIN assignment letter to you again. It will be mailed to you at the address associated with the PIN holder information. This is one of the reasons it is critical to keep the PIN holder information up to date. Ohio EPA can only send the letter to the PIN Holder address. You’ll have to apply for a new PIN if you moved but failed to update your address.

To initiate a resend request, click on *My Account, PIN Management* and then *Resend my PIN*. When you click on the *Reissue PIN* button on the next screen it will send a request to Ohio EPA’s Office of Information Technology Services to mail you the information. Please do not call and ask staff to give you the PIN over the phone. Due to security considerations staff do not have electronic access to the PIN information and only a few individuals have the capability to reprint the PIN assignment letter. The only way to obtain a copy of your previously assigned PIN is to request it via the eBusiness Center and have it mailed to the same address you provided online for the PIN Holder.

ROLES AND FUNCTIONS IN THE eBUSINESS CENTER

The various regulatory programs (NPDES, Air Pollution Control, Solid Waste, etc.) differ in the regulatory basis for what constitutes a “Responsible Official and a “Delegated Responsible Official”. Ohio EPA has accommodated this by adjusting the eBusiness Center user roles functionality (e.g., Read-Only, Prepare/Review, and Certify/Submit/Manage Access) at the service level. Below is a description, by service, of the eBusiness Center roles along with the functional and regulatory attributes for each. More detailed information on how to get or delegate the roles identified below is provided in *Activating Services* and *Privilege Delegation*.

Privilege Delegation/Service Management Roles by Service		
Service	Regulatory Roles (*Hierarchical)	Delegation/Service Management
Air	Certifier/Submit/Manage Access (RO, DRO, or **Manage Access)	Can delegate any role
	Prepare/Review	Cannot delegate roles
	Read Only	Cannot delegate roles
eDWR	Certifier/Submit (RO)	Can delegate any role
	Certifier/Submit (DRO)	Can delegate prepare/review and read-only
	Prepare/Review	Can delegate prepare/review and read-only
	Read-only	Can delegate Read-only
eDMR	Certifier/Submit (RO)	Can delegate any role
	Certifier/Submit (DRO)	Can delegate prepare/review and read-only
	Prepare/Review	Can delegate prepare/review and read-only
	Read-only	Can delegate Read-only

*Higher order roles can perform all functions of the lower order roles.

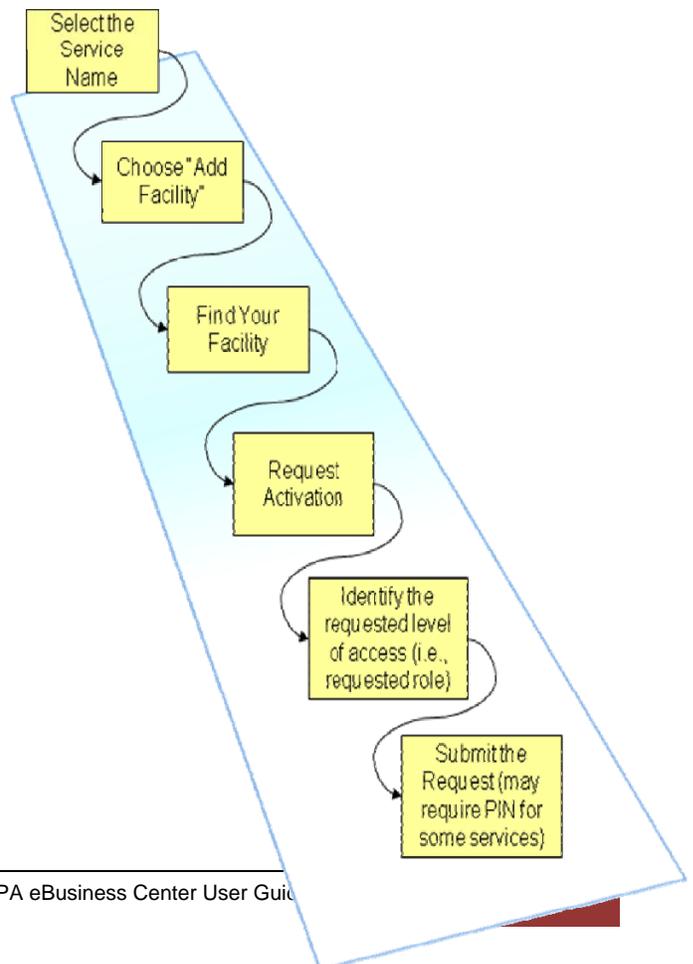
**"Manage Access" for Air Services means a person at the facility that can delegate roles, but cannot submit from a regulatory basis (e.g., a plant manager or environmental manager at a Title V facility)

ACTIVATING SERVICES

Before a transaction (e.g. electronic submittals and fee payments) can occur in the eBusiness Center, users must sign up for a service. The service agreement is established via the eBusiness Center. These are specific to each type of transaction you want to perform and the requirements of the services may vary. The instructions below are intended to be a general guide.

Note that if the service requires a PIN for submittal and you don't have one, you will not be permitted to move forward and access the service-level information until you have a PIN.

The services that are offered in the eBusiness Center are listed under My Services. As Ohio EPA makes more services available we will



display them in this list. The names of the services reflect what they are. Services that haven't been requested by the user display the word Inactive in the Status column.

For any service that requires a certification signature as part of the process, the Responsible Official should initiate the service agreement. Some service requests may be approved immediately while others will require approval by the regulatory program. Once the RO's service request is approved, the RO can delegate access privileges to other eBusiness Center users (see *Privilege Delegation*).

To request a service, click on the word *Request* in the Action column for that service. For services that require an association with a specific facility, the next step is to search for and select the facility. The Facility Selection and Service Management screen will appear when you begin the activation of a facility-based service. Clicking on the number in the Facility column in My Services will also open this screen.

Initially the Facility Association Information in the Facility Selection and Service Management screen will be blank. Click the *Add Facility* button to open the Service Activation – Facility Search screen. The criteria you supply in this screen is used to search Ohio EPA's core database that contains basic information on regulated facilities. Throughout the eBusiness Center you may see references to the Agency Core ID. This is the unique number used to refer to a facility record in the core database. Some of the agency divisions use the Core ID prominently on documents while others use the ID numbers that are specific to their regulatory program. The latter are also stored in the core database as secondary identifiers. The various ID numbers are shown in the search results. Reference these numbers to be certain you are selecting the appropriate facility record for the specific service. While Ohio EPA's goal is to not have duplicate records in the core database, some do exist. If there are duplicates you will see more than one row for the same facility in the search results. Select the record associated with the appropriate regulatory program ID for the service you are applying for. If you have a question about selecting a facility, contact the support staff for the regulatory program.

The quickest and most accurate way to find a facility to associate with a service is to search by the Regulatory Program ID (e.g. Air Facility ID, NPDES number, RCRA EPA ID) or the Agency Core ID, if known. The next best suggestion is to try a combination of street name (minus "Street", "Road", or "Avenue") and county. When searching by entering text, note that "contains" logic is used. This means that the search will look for text that contains the characters you specified anywhere in the field. The search is not case-sensitive. If you are too specific in your criteria, the search may not find valid potential matches, so it is best to start out slightly broad and then refine the search after you review the results. You can search as many times as you'd like. The data may be stored in a slightly different way than you expect, so keep trying other criteria if you don't find what you are looking for the first time.

After you click the *Search* button the Facility Search Results screen will appear. The records returned by the search appear in a table with columns for Agency Core ID,

facility Name, facility Address (location), Zip code, and Regulatory Program ID. The records are sorted alphabetically by facility name. Scroll through the results to find the appropriate facility. Be sure to check the Regulatory Program ID column to pick the correct one if there are duplicates. Click on the Agency Core ID to select a facility from the list. You will be taken back to Facility Selection and Service Management and a row for the facility will appear in a list.

If you don't see the facility you are looking for in the search results and want to perform another search, click on the *Search Again* button. If you have tried several searches and believe the facility is not in the database, click the *Create New Facility* button. This will take you to the Facility Profile screen where you can enter basic identification information about the site and submit it for processing to an agency employee who will determine whether it indeed is new or if it already exists in the core database.

If you don't want to search further or enter a new facility, click the *Cancel Facility Selections* button in the Facility Search Results screen. This will take you back to Facility Selection and Service Management. Clicking *Cancel* on the Search screen will have the same result.

You can continue to search for and select different facilities you want to be associated with, building a list in the Facility Selection and Service Management screen. Note that the Request Status is "New" for each facility you add. This status will change from "New" to "Pending" and then "Approved" or "Denied" as the service request goes through the processing steps.

Once you have the facilities listed for the service agreement, click the *Next* button. (Note: you can always come back at a later date and do a service request for another facility. However, it is more efficient for agency review if you combine all your facilities into one service request.)

What you see after clicking *Next* depends on the service you have selected. You will likely see a listing of the facilities you selected for association in addition to an attestation statement. You will be required to enter your PIN and provide an answer to one of the security questions you created when you established your PIN. After you complete the screen requirements and click the *Submit* button you will see a confirmation screen and will be sent an e-mail confirming that the service request has been received. If you've made an error, a message identifying the problem will appear in red text at the top of the screen. Fix the problem and try again. If you must cancel at this point, you will have to start from the beginning with the facility search.

After the service request is submitted, you will notice that a row for each facility appears in My Tasks. The length of time it takes to process a request depends on the service and the extent of the verification required by the regulatory program. For example, agency staff may need to verify that the requestor is the RO or DRO for a particular facility. Anyone who has delegation rights will also receive an e-mail indicating that a

user has requested access to the service-level information. The RO or DRO will then be able to delegate access to the user via the delegation functionality described below.

You can cancel or remove a service request in the Facility Selection and Service Management screen. This will remove your association with the facility. These actions are not recoverable so be sure you have selected the correct facility before you click the confirmation button in the pop-up window. If a facility association was deleted by accident you can add a facility back into the list by completing another service request.

Deactivating a Service

To remove a service from your account, click the word *Deactivate* in the Status column in My Services. Be certain this is what you want to do because if the service is accidentally deactivated you'll have to redo all facility associations.

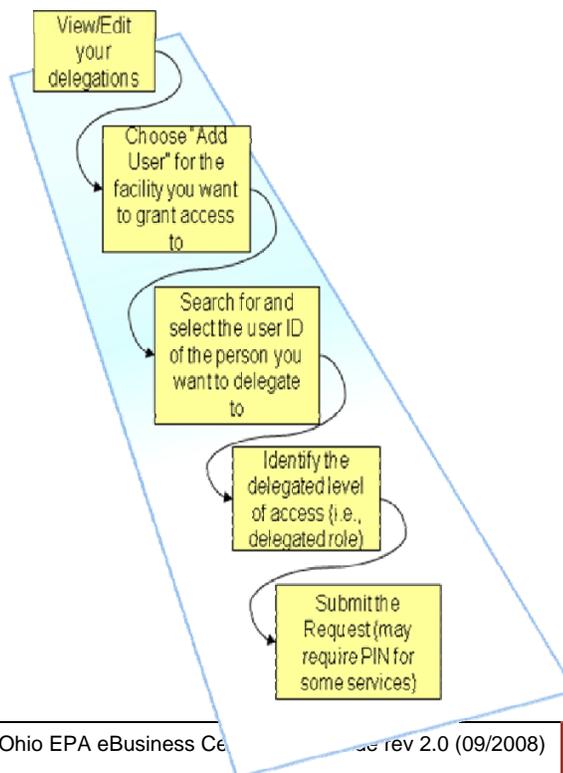
If you end your association with a Facility A but still need to use that same service for Facility B, you can delete Facility A from the list in the Facility Selection and Service Management screen by clicking the word "remove" in the row for that facility. You will be required to confirm the deletion before it is accepted.

If you no longer will be using the eBusiness Center you should deactivate all services and your PIN if you have one (see PIN Questions and Answers).

Note: If you were the only RO but are leaving the organization, a new RO will need to be established for the facility if it plans to continue submitting data electronically using the eBusiness Center.

PRIVILEGE DELEGATION

Once the facility's RO or DRO is established, they may delegate facility-specific privileges to other users who have an eBusiness Center account.



The basic privileges are:

- | | |
|--------------------|---|
| Submit | Synonymous with certify and can only be assigned to PIN holders. A RO or DRO with a PIN has this privilege by default once they have associated themselves with a facility. A user with submit rights also has create/edit and read privileges. |
| Create/Edit | User has the capability to add or update data. This role may also be referred to as Prepare/Review. A user with create/edit rights also has the read privilege. |
| Read-Only | User can view data but cannot add or change it. |

The Air Service privilege of Certifier/Submit/Manage Access requires the user to have a PIN in order to activate the service. The service-specific roles and terminology are listed in the *Roles and Functions in the eBusiness Center* section of this document.

Entering a PIN is part of the delegation process because access privileges (roles) can only be established by a RO or DRO. DROs can grant create/edit or read-only privileges to other users but not the submit role.

To begin the delegation process, the RO or DRO should click on *View/Edit* in the Delegation column row for the specific service in My Services.

The Privilege Delegation Management screen lists all the facilities associated with the user. The columns in the table contain:

- Facility name and address
- Regulatory Program ID(s) for the Ohio EPA program(s) that regulate the facility
- The Role of the user who is viewing the information and the status of that role (active, pending, etc.)
- Delegated By, the account for the user who delegated the privilege
- Accounts - A list of user Accounts that have been delegated privileges for this facility, and what those roles are.

To grant privileges for a specific facility to other users, click on *Add User*. The search screen will appear. Search for the user you wish to delegate to; click the check box next to their account name to select a user from the search results and then click *Submit*. If the user you are searching for cannot be found after trying different criteria, check with them to verify their account information. If they don't have an eBusiness Center account you can't delegate to them.

If you want to delegate privileges for a facility to more than one user, you can continue searching and building a list of users. Once you are ready to continue with the next step, click *Delegate*. The Privilege Delegation screen will appear, listing each user and the facility identification information as well as check boxes for the privileges which can be delegated for this service. Check the appropriate boxes for each user. Keep in mind

that assignment of a higher-level privilege may automatically include the lower one(s), depending on the service.

When you click *Submit*, a PIN Validation screen appears, with an attestation statement at the top and fields for entry of the PIN and the answer to a randomly selected security question. After entering the PIN and answering the security question, click *Submit* to commit to the delegation(s). A successful delegation will result in e-mail being sent to you and to the delegated accounts. You will now be able to view these delegations in the Privilege Delegation Management screen.

If you were delegated a privilege by another user, there are two different ways to activate the delegation, both of which take you to the Privilege Delegation Management screen. To activate the delegation, click on the Activate privilege delegation row in My Tasks for the specified facility, or click on the text “view/edit” in the Delegation column in My Services. Next, for the facility associated with the privilege being activated, click on “Click here to activate this privilege delegation”. If the privilege delegated to you requires a PIN, you will need to enter it in the next screen, Privilege Delegation Activation. The screen lists the facility identification, the role being delegated, and the account that granted you the delegation. Click on Activate Delegation to complete the process. You will receive a confirmation e-mail.

Changing or Removing Privileges

The RO or DRO can rescind facility-specific privileges delegated to a user by clicking the word “delete” for the appropriate row in the Privilege Delegation Management screen. This action is not reversible. If you make a mistake you’ll need to click *Add User* and go through the delegation process again.

If you need to change a user’s privileges and grant them a different role, delete the current row and click *Add User* to grant a new delegation.

If a user leaves the organization, the RO should delete their privileges as soon as possible for security reasons. If the RO has any concerns about a possible abuse of privileges, contact the eBusiness Center’s technical support staff at (877) 372-2499 (1-877-EPA-BIZZ) or send an e-mail to ebizhelpdesk@epa.state.oh.us.

SUBMITTING FEES, APPLICATIONS, OR REPORTS

Once you are authorized to use the eBusiness Center to conduct transactions for a particular service, you can read, create/edit or submit information to Ohio EPA depending on your assigned roles. Submissions are handled through service-specific Web pages, but require a PIN and a valid answer to one of the five security questions associated with your PIN. Once a service is activated, click on the service name in My

Services or on the number representing the count of facilities associated with the given service to begin using the service.

COPY OF RECORD

One of the CROMERR requirements placed upon Ohio EPA is that we maintain an “as submitted”, readable copy of the information that was electronically submitted via the eBusiness Center. The Copy of Record cannot be altered by the submitter or by Ohio EPA. It can be viewed through the eBusiness Center, but only by the PIN Holder who submitted it. To view a Copy of Record, go to the My Account menu and select *Review Copy of Records*. A list of the Copy of Records for your account will appear. Select the record you wish to view. After entering your PIN and a security question, you can access the record.

A copy of the submission is stored separately in the database maintained by the regulatory program. This becomes the agency’s working copy. The information will be forwarded to U.S. EPA when Ohio EPA is the authorized implementer of a program but is required to provide the data to them. Any amendments to the submission that are handled outside of the eBusiness Center are tracked in the regulatory program’s database. No amendments to the Copy of Record are permitted.

The regulatory programs will use their database to respond to public information requests; the Copy of Record will not be used for such purposes. The same practices previously employed for information requests will continue. If the PIN holder who submitted data is no longer associated with a facility, a request to obtain a copy of the data should be directed to the regulatory program.

Alerts

Targeted alerts may display under *My Tasks* when you log into the eBusiness Center.

Announcements

Announcements of broad interest to users may display under *My Tasks* when you log into the eBusiness Center.

HOW TO GET HELP

- For a quick understanding of the eBusiness Center and a list of contacts, you can review the eBusiness Center Fact Sheet at <http://www.epa.state.oh.us/eBusinessCenter/factsheet.pdf>.
- The security of the eBusiness Center depends on the assignment of personal identification numbers (PINs) for users. Users in turn must ensure that their PINs

are protected and used appropriately. For more information, review the Personal Identification Number Purpose and Security Requirements fact sheet at <http://www.epa.state.oh.us/eBusinessCenter/pinfactsheet.pdf>.

- You can review eBusiness Center help topics posted to the Ohio EPA Answer Place at http://ohioepa.custhelp.com/cgi-bin/ohioepa.cfg/php/enduser/std_alp.php.
- If you need assistance or have questions regarding the Ohio EPA eBusiness Center please call technical support at (877) 372-2499 (1-877-EPA-BIZZ) or send an e-mail to ebizhelpdesk@epa.state.oh.us. Technical support hours of operation are 8:00 AM - 5:00 PM weekdays, except state holidays.
- Access the Training menu on Home page periodically to see what training is available from Ohio EPA.