Appendix A: Online Self-Registration Form & Account Registration Instructions

To enroll in and use the HRSD Environmental Reporting System (HERS), you must first create a user account. This document explains how to create a user account in the HRSD Environmental Reporting System (HERS). It also explains how to log into the system and access your account information.

You access the HRSD Environmental Reporting System (HERS) by using an internet connection and web browser (i.e. Microsoft Edge, Firefox, or Chrome). The site URL is <u>https://www.govonlinesaas.com/va/hrsd/public</u>

A.1 Create a New User Account

To begin the account registration process, you must click on the "Create a new account" link. The following instructions will guide you through the account registration process. Please note that some steps only need to be completed by users who intend to submit data for a facility as a Responsible Official.

#	Description	Screenshot			
1	Click on the "Create a new account" link to access the registration form.	Public Login User name Password Login @ Create a new account @ Forgot your login user name or password? Release Date: July 10, 2020 Version: 4.0020.0710.22469			
2	Complete the General Information form. You must enter information for all required fields, which are denoted by a red asterisk For additional instruction or more information about a field, click blue question Click Next.	CREATE ÁCCOUNT For a public user to create a new user account. (*) Denotes a required field. A username will be suggested to you when you enter your first and last name. You may change the suggested username in the UserName field below. Warning: sometimes emails with account creation details will be filtered into the email spam folder. Please check your spam folder if you create and account and do not receive an email. Central Information *Legal First Name: Legal Middle Name: *Legal Last Name: *UserName: *UserName: *Legal Middle Name: *Legal Last Name: *Legal Account *Account *Acco			

3	Indicate the desired Account	HRSD Environmental Reporting System				
	Group: Consultant or Responsible Official. An explanation of the permissions for each account group and type is provided below.	CREATE Account For a public user to create a new user account. (*) Denotes a required field. A Responsible Official (RO) is a user that can prepare, sign and submit reports. A Consultant (CO) can prepare and view reports. Warning: sometimes emails with account creation details will be filtered into the email spam folder. Please check your spam folder if you create and a cocount and do not receive an email. In the Account group section, please select your role. * Account group: Consultant (Responsible Official Back To Login Next>>				
	If you are unsure which account group applies to you, please contact your HRSD Inspector or the HERS Support Staff at 757-460- 7041or via email at HERSHelpDesk@ hrsd.com.	Account Group	Account Privileges:			
		Responsible Official (RO) Consultant	 Will be issued a personal identification number (PIN) once their account privileges are approved by HRSD View and prepare electronic submittals Certify and submit electronic submittals View all submitted data Track the status of electronic submittals View and prepare electronic submittals View and prepare electronic submittals View and prepare electronic submittals Track the status of electronic submittals View all submitted data Track the status of electronic submittals View all submitted data Track the status of electronic submittals 			
4	If you are					
4	If you are registering as a Consultant, skip to Step #8. If you are registering as a Responsible Official (RO), associate Facility(s) to your account by clicking the Associate New button. These fields will only appear on the screen if you are registering as a RO.	CREATE ACCOUNT For a public user to create a new user account. (*) Denotes a required field. A Responsible Official (RO) is a user that can prepare, sign and submit reports. A Consultant (CO) can prepare and view reports. Warning: sometimes emails with account creation details will be filtered into the email spam folder. Please check your spam folder if you create and account and do not receive an email. In the Account group section, please select your role. * Account group: Consultant (*) Responsible Official Associated Facility List ID Name Address Physical Location System, PO, Box 5902, Wirginia Beach, VA 23471-0002, If you do not see your facility or need further assistance, please email HERSHelpDesk@hrsd.com. Back To Login Xerxions				

5	Search by Facility	Search Facility						
Ū	Legal Name or Physical Address to find your facility. Your Facility Legal Name is the first name listed in Section I of your permit.	Facility Logal name: Facility Code: Address:						
		Solution Statement Stateme						
		Search 1 - 1 of 1 displayed, total item(s)						
		ID Name Address Physical Location	Submission Type					
		Transportation 509 East District 18th Commission of Street , Norfolk , Norfolk , Roads (0592- Virginia 1.4) 23504	_Meter Reading					
	Or, if you know your HRSD Facility Code (i.e. ABC001), you can search using that.	OK Close						
6	Select facility and	Search Facility						
	submission types.	Facility Legal name: Facility Code: Address:						
	Click "OK" to view	509						
	the facilities that	Search 1 - 1 of 1 displayed, total item(s)						
	have been	ID Name Address Physical Location Su	bmission Type					
	associated to your account, as well as the status of each	✓ 2761 Ampton Roads (0592- 1.4) S09 E 18th Street, Norfolk, VA, 23504	Meter Reading					
	requested.	OK Close						
	An explanation of the submission types can be found in Section 3.3							
7	If you have not	CREATE ACCOUNT						
	already done so, use the link to print the HRSD Electronic Signature Agreement (ESA),	For a public user to create a new user account. (*) Denotes a required field. A Responsible Official (RO) is a user that can prepare, sign and submit reports. A Consultant (CO) can prepare and view reports. Warning: sometimes emails with account creation details will be filtered into the email spam folder. Please check your spam folder if you create and account and do not receive an email. In the Account group section, please select your role. * Account group: Consultant Responsible Official Associated Facility List						
	mail to HRSD.	ID Name Address Physical Location	Submittal Type Status					
		2761 Transportation District Commission of Hampton 02564 7761 (RT004) Roads 509 East 18th Street, Norfolk, Virginia 23504 23504	Meter Pending					
	HRSD P3 Division – Environmental Reporting System P.O. Box 5902, Virginia Beach, VA	Associate New Print HRSD Electronic Signature Agreement If you are registered as an RO, you are required to sign and mail in a hard-copy of the HRSD Electronic Signature Agreement to HRSD P3 Division - El System, P.O. Box 5902, Virginia Beach, VA 23471-0902. If you do not see your facility or need further assistance, please email HERSHelpDesk@hrsd.c Back To Login << Previous Next>>	ectronic Reporting om.					
	23471-0902							

	Note: The facilities that you associated will remain in a PENDING status until HRSD receives the ESA.	Cleaning wastewater every day for a better Bay. Appendix B. HRSD Electronic Signature Agreement FOR USE OF HRSD ENVIRONMENTAL REPORTING SYSTEM (HERS)					
	Click Next.	Use this Electronic Signature Agreement (ESA) to request Responsible Official (RO) privileges, which allow the user to electronically submit permitting and moniforing data to HRSD.					
		B.1 Responsible Official (RO) Information					
		HERS User Name:					
B.2 Facility Information							
		Responsible Official (RO) privileges are requested for the following facilities: Permit No Facility Name Facility Physical Address					
0	Select and answer						
0	Select and answer five (5) security questions. Click Next.	Security Questions are extra measures of user authentication. Answers are case sensitive and must be unique for each question					
		* Security Questions					
		One of the following security questions will be referenced during the application submission process. Please answer all five questions below with unique Answers to the security questions are case sensitive.					
		Question 1: What is your favorite movie? Answer: Question 2: Who is your favorite all-time entertainer? Question 3: What was your favorite place to visit as a child? Question 4: What is the name of a teacher you disliked? Answer: Question 5: What is your least favorite fruit? Question 5: What is your least favorite fruit?					

9	Complete	Create Account					
	Verification Step. Characters are case sensitive; no spaces needed.	For a public user to create a new user account. (*) Denotes a required field. Warning: sometimes emails with account creation details will be filtered into the email spam folder. Please check your spam folder if you create and account and do not receive an email.					
		Picture Verification					
		Enter the characters you see in the picture (case sensitive). The characters are drawn so that it's possible for a person to recognize them, but very difficult for a program to. This helps us prevent automated programs from creating large numbers of accounts and sending spam.					
	Click Create Account.						
		EheNEN ()					
		* Enter the characters you see (case sensitive; no spaces):					
		Back To Login << Previous Create Account					
10	At completion, you will receive a system generated email with temporary password and will be prompted to log in to change that password and complete the account registration process. Click Back to Login	Create Account					
10		For a public user to create a new user account. (*) Denotes a required field. Warning: sometimes emails with account creation details will be filtered into the email spam folder. Please check your spam folder if you create and account and do not receive an email.					
		ln order to complete the account creation process, please check your e-mail for the system-generated password.					
		Back To Login					
		From: DoNotReply@hrsd.com <donotreply@hrsd.com></donotreply@hrsd.com>					
		Sent: Sunday, July 12, 2020 9:11 AM					
		To: hrsdnewuser@gmail.com					
		Subject: Four HKSD Environmental Reporting System Account has been Created					
		Welcome to the HRSD Environmental Reporting System!					
		This email is to notify you that your HRSD Environmental Reporting System account was created on 7/12/2020 9:10:54 AM. Your new account information is as follows:					
		Login Name: <mark>TAccount</mark> Temporary Password: <mark>vGXrie3b</mark>					
		Use the temporary password above to log into the HRSD Environmental Reporting System.					
11	Enter the User name and Password sent to you in the system- generated email to login to the HRSD Environmental Reporting System	Public Login User name Taccount Password User name Login User name Commented Personation System					
	Reporting System.	The UPCD Environmental Depending System (UEDC) offers the genuing and of the training of the second					
		Ine HNSD Environmental Reporting System (HERS) offers the convenience of submitting required reports and permit applications to Pretreatment & Pollution Prevention (P3) staff electronically. It is faster, more efficient and less burdensome for both industrial customers and HRSD. This system follows EPA guidelines established in its electronic reporting rule, CROMERR (Cross-Media Electronic Reporting Rule). It supports the following features: Release Date: July 10, 2020					
		Establish a user account to manage your required submittals online; Submit normit nonexial anni/rations:					

12	During your first login, you are	Password / Security Setting							
	required to establish a new password. Only Responsible official will have the requirement to establish a signing PIN.	Change Password							
		Password must have 8 characters and at least one uppercase letter, one lowercase letter and one digit number.							
		* New Password: * Confirm New Password		ssword:					
				•••••					
	Passwords must have 8 characters and at least one uppercase letter, one lowercase letter and one digit number.	Establish Your PIN							
		New PIN must be four digits and number only							
		* New PIN:	: Confirm New PIN:						
	New PIN must be four digits and number only	Save							
13	To view your	My Dashboard Submittal M	ly Account		_		Hello, HRSD	😝 Help	¥ Log
	account information, click on the "My Account" tab.	(V) My Account > Profile Management > Basic Information							
		Profile Management General Information Address Information Associate Facilities							
		Basic Information Manage account information Account_UserBasicInfo not found. Password							
	The "My Account"	Manage your password Denotes a required field							
	tab is the location where you can	General Information							
		questions/answers	* First Name: M.I.: * Last Name:						
	change your	Manage Consultants and	HRSD		RO				
	password and PIN,	Preparers	Business Name:	Business Name: Job Title:		- Inf Management			
	and update your		HKSD		Environme	ental manager		_	
	security questions. ROs also manage Consultants		999-999-9999	ber: Exter	ision:	999-999-9999	Mobile	Provider:	~
						T Pressent to the			
			Do you want to receive SMS messages through a		s through a mo vail:	through a mobile phone? all: R@HRSD.COM			
			T da Humber.	USER@HR					
	access and								
	permissions on this								
	190.								

Questions

If you have questions, please call the HERS Support Staff at 757.460.7041 or send an email to <u>HERSHelpDesk@hrsd.com</u>