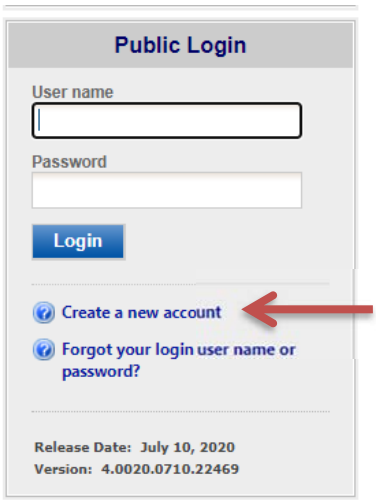
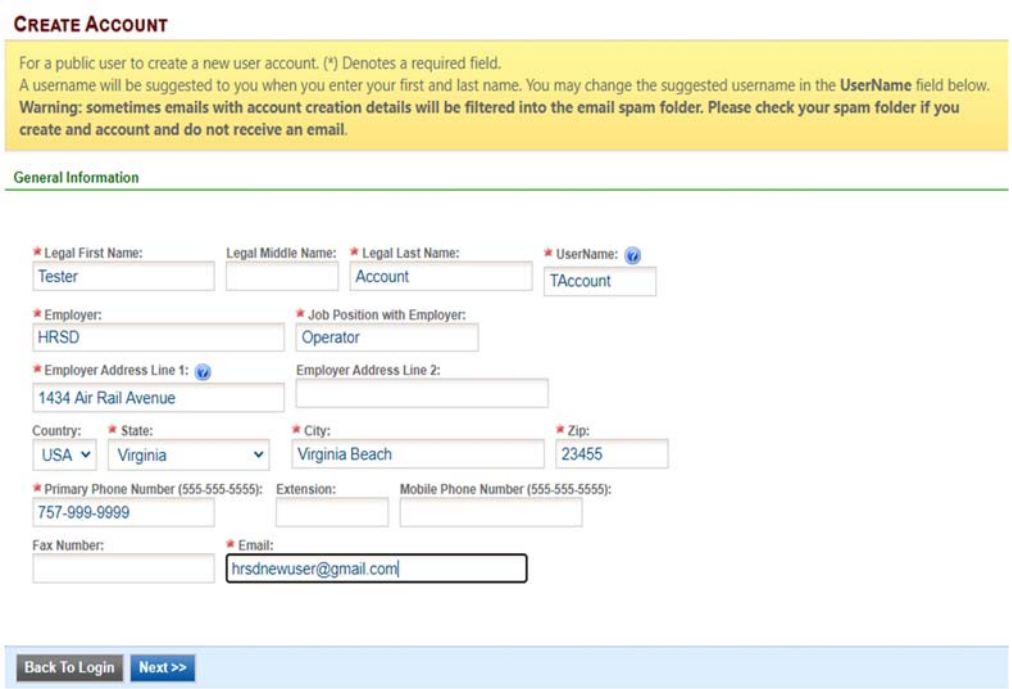
Appendix A: Online Self-Registration Form & Account Registration Instructions

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 *https://www.govonlinesaas.com/va/hrsd/public*

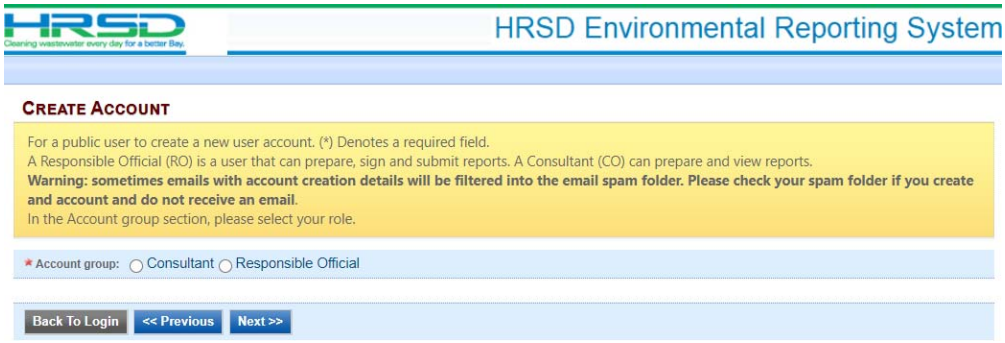
A.1 Create a New User Account

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.	
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.	

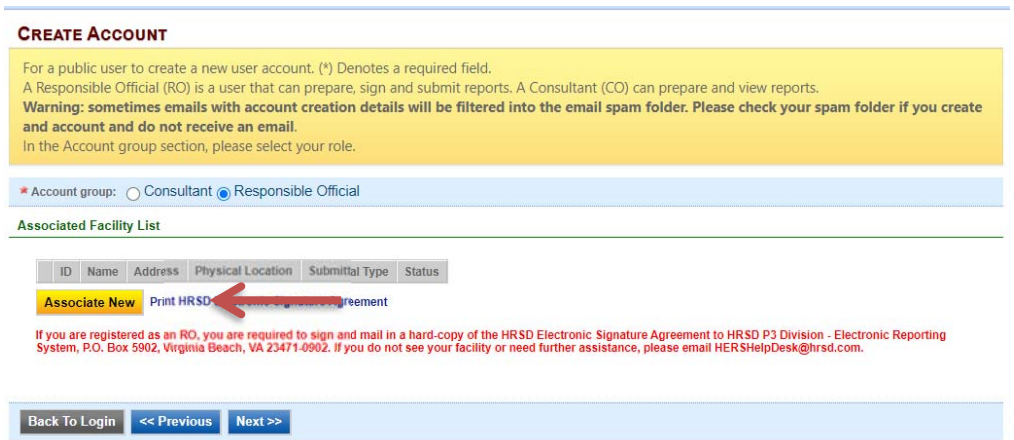
<table>
<tr>
<td>3</td>
<td>Indicate the desired Account Group: Consultant or Responsible Official.

An explanation of the permissions for each account group and type is provided below.

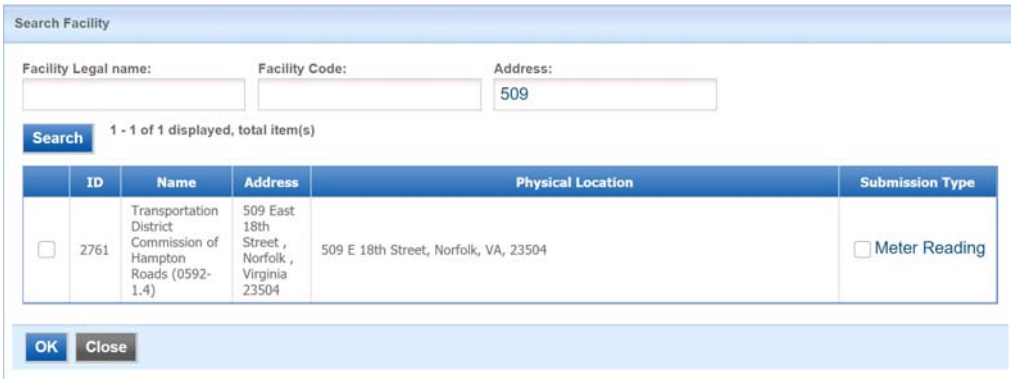
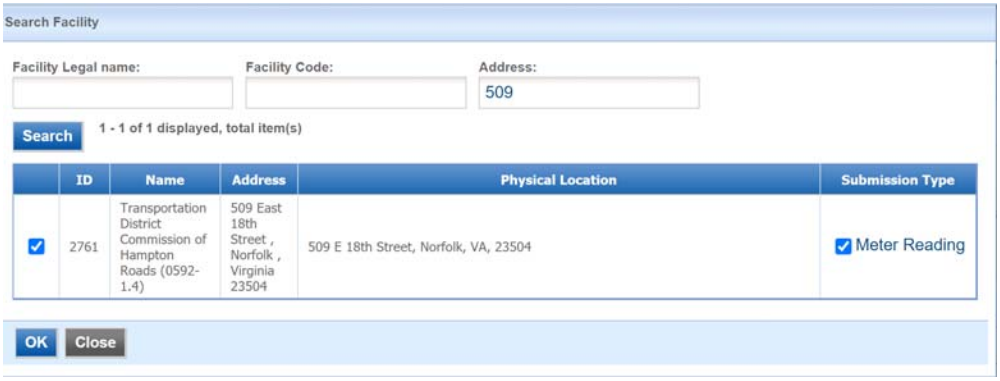
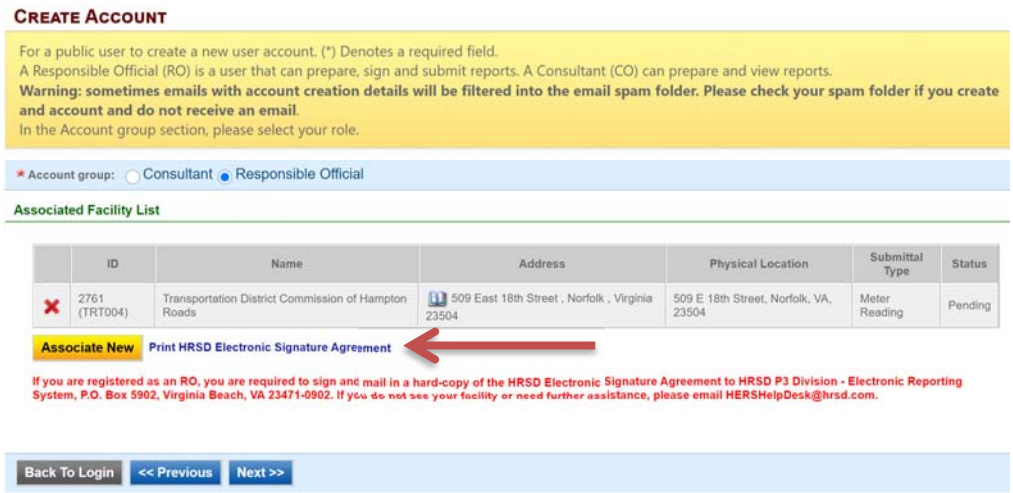
If you are unsure which account group applies to you, please contact your HRSD Inspector or the HERS Support Staff at 757-460-7041or via email at HERSHelpDesk@hrsd.com.</td>
<td>


<table>
<tr><th>Account Group</th><th>Account Privileges:</th></tr>
<tr><td>Responsible Official (RO)</td><td>• 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</td></tr>
<tr><td>Consultant</td><td>• View and prepare electronic submittals
• View all submitted data
• Track the status of electronic submittals</td></tr>
</table>
</td>
</tr>
<tr>
<td>4</td>
<td>If you are registering as a Consultant, skip to Step #8.

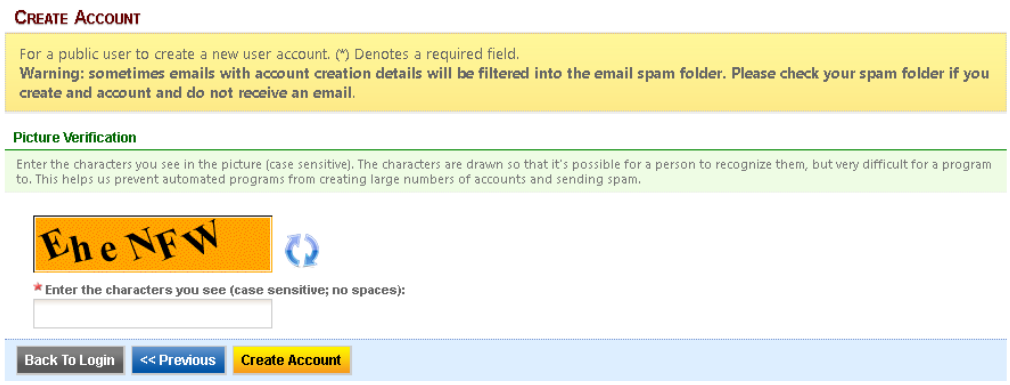
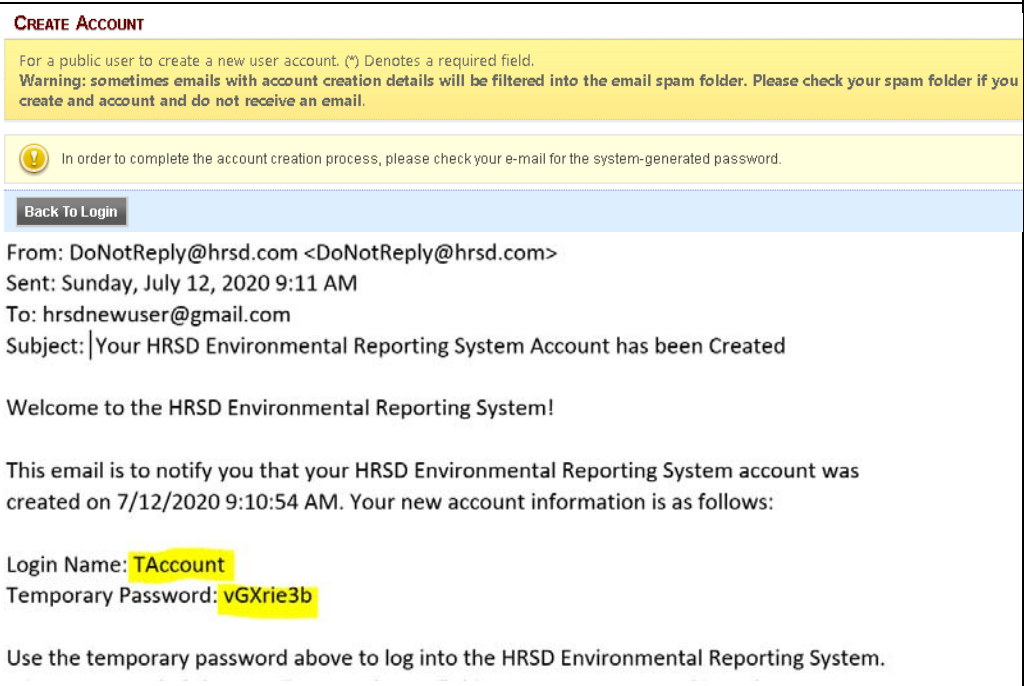
If you are registering as a Responsible Official (RO), associate Facility(s) to your account by clicking the Associate New button.

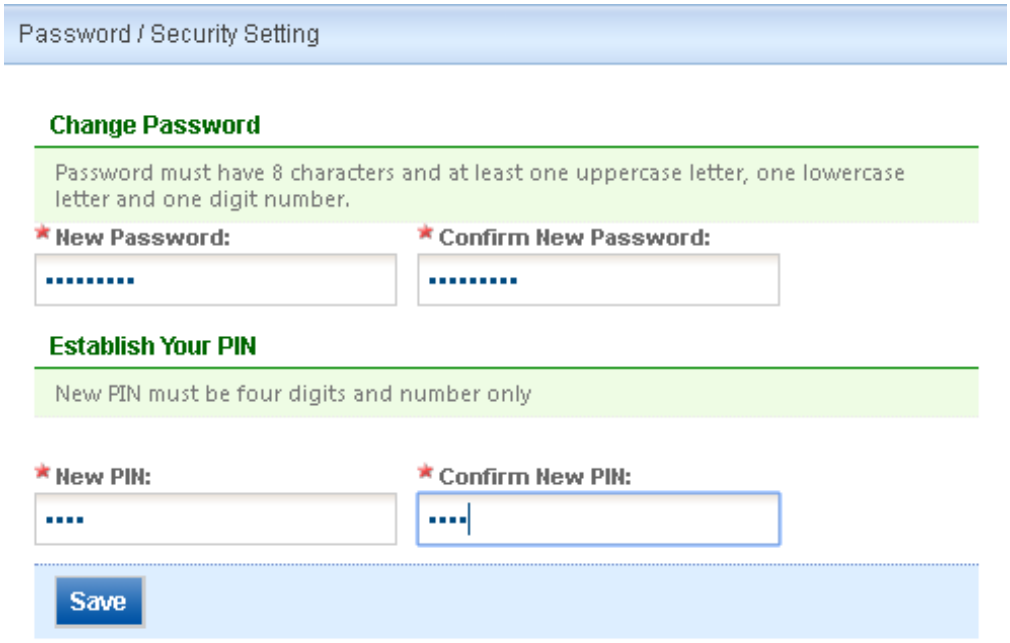
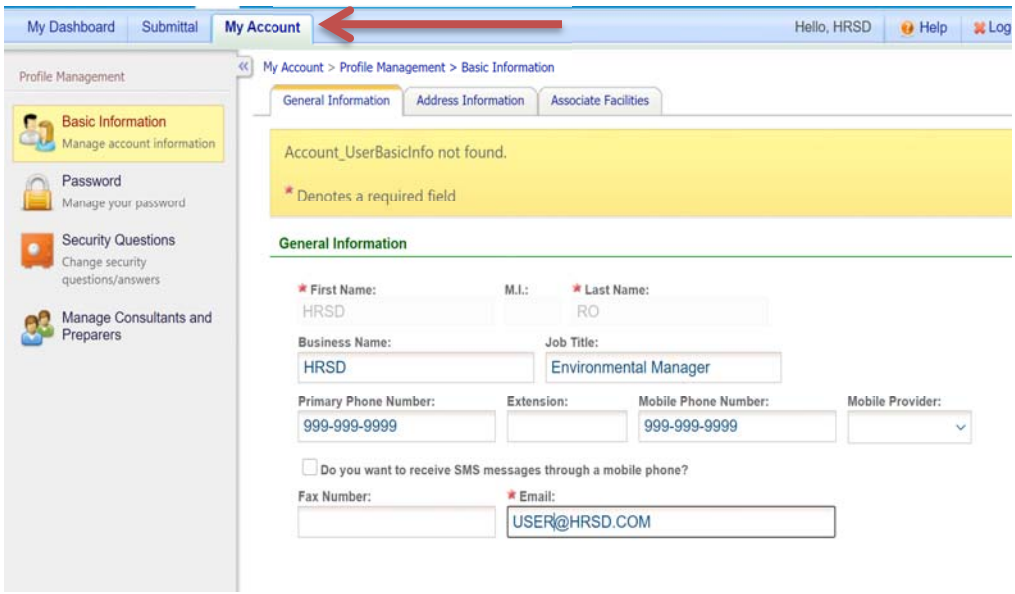
These fields will only appear on the screen if you are registering as a RO.</td>
<td>


</td>
</tr>
</table>

5	Search by Facility Legal Name or Physical Address to find your facility. Your Facility Legal Name is the first name listed in Section I of your permit. Or, if you know your HRSD Facility Code (i.e. ABC001), you can search using that.	
6	Select facility and submission types. Click “OK” to view the facilities that have been associated to your account, as well as the status of each submittal type requested. An explanation of the submission types can be found in Section 3.3	
7	If you have not already done so, use the link to print the HRSD Electronic Signature Agreement (ESA), complete, sign and mail to HRSD: HRSD P3 Department – Environmental Reporting System P.O. Box 5902, Virginia Beach, VA 23471-0902	

	Note: The facilities that you associated will remain in a PENDING status until HRSD receives the ESA. Click Next.	HRSD Sustainable, Innovative Wastewater Treatment **Appendix B. HRSD Electronic Signature Agreement** FOR USE OF HRSD ENVIRONMENTAL REPORTING SYSTEM (HERS) Use this Electronic Signature Agreement (ESA) to request Responsible Official (RO) privileges, which allow the user to electronically submit permitting and monitoring data to HRSD. **B.1 Responsible Official (RO) Information** HERS User Name: HERS User Name is generated during account creation process. If you have not already done so, please create account at https://www.govonlinesaas.com/va/hrsd/public Legal Full Name: Job Title: Mailing Address: City, State, Zip: Email Address: Phone Number: **B.2 Facility Information** **Responsible Official (RO) privileges are requested for the following facilities:** Permit No. | Facility Name | Facility Physical Address **Submittal Reason:** ☐ **Initial:** This is the first ESA submitted for this user account to act as the RO for the above facilities. ☐ **Change:** This ESA represents changes to privileges for an existing user account.
8	Select and answer five (5) security questions. Click Next.	**CREATE ACCOUNT** 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? **Answer:** **Question 3:** What was your favorite place to visit as a child? **Answer:** **Question 4:** What is the name of a teacher you disliked? **Answer:** **Question 5:** What is your least favorite fruit? **Answer:** Back To Login | << Previous | Next >>

9	Complete Verification Step. Characters are case sensitive; no spaces needed. Click 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	
11	Enter the User name and Password sent to you in the system-generated email to login to the HRSD Environmental Reporting System.	

12	During your first login, you are required to establish a new password. Only Responsible official will have the requirement to establish a signing PIN. Passwords must have 8 characters and at least one uppercase letter, one lowercase letter and one digit number. New PIN must be four digits and number only	
13	To view your account information, click on the “My Account” tab. The “My Account” tab is the location where you can change your password and PIN, and update your security questions. ROs also manage Consultants access and permissions on this tab.	

Questions

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