

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

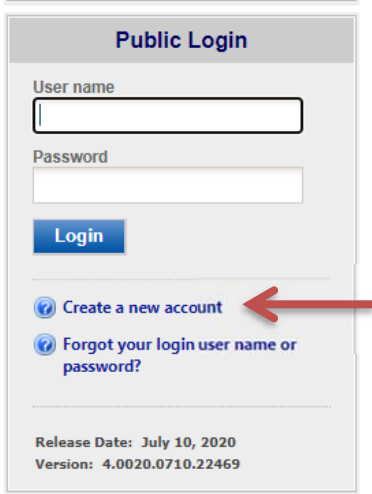


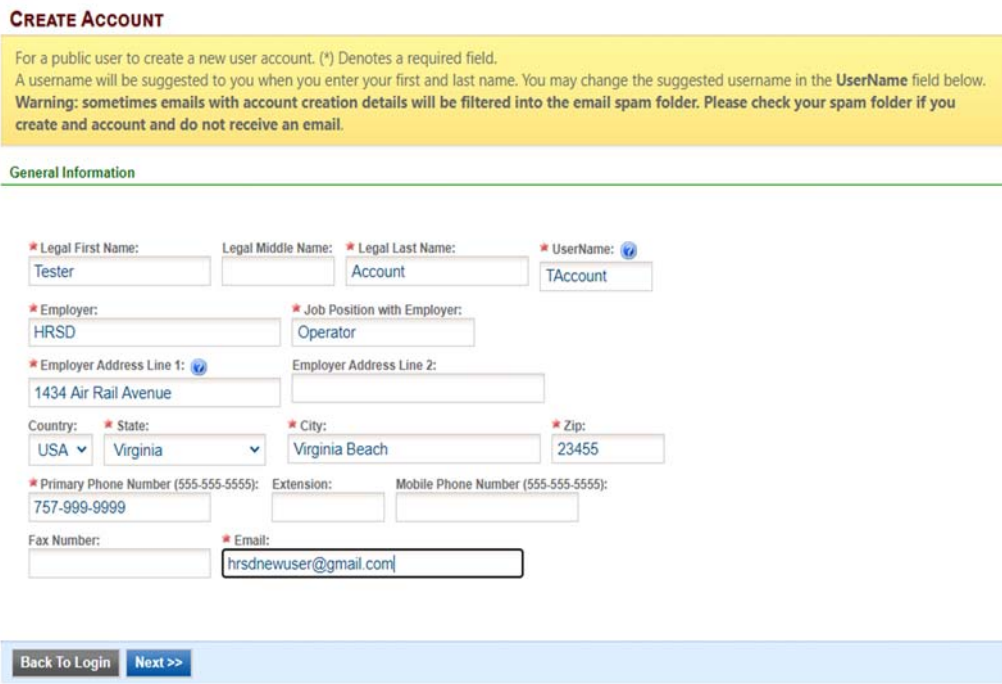
To enroll in and use the HRSD Environmental Reporting System (HERS), you must first create a user account. This document explains how to create a user account in the HRSD Environmental Reporting System (HERS). It also explains how to log into the system and access your account information.

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	<p>Click on the “Create a new account” link to access the registration form.</p>	
2	<p>Complete the General Information form.</p> <p> You must enter information for all required fields, which are denoted by a red asterisk</p> <p> For additional instruction or more information about a field, click blue question</p> <p>Click Next.</p>	

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.

Search Facility

Facility Legal name: Facility Code: Address:

Search 1 - 1 of 1 displayed, total item(s)

	ID	Name	Address	Physical Location	Submission Type
<input type="checkbox"/>	2761	Transportation District Commission of Hampton Roads (0592-1.4)	509 East 18th Street , Norfolk , Virginia 23504	509 E 18th Street, Norfolk, VA, 23504	<input type="checkbox"/> Meter Reading

OK **Close**

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

Search Facility

Facility Legal name: Facility Code: Address:

Search 1 - 1 of 1 displayed, total item(s)

	ID	Name	Address	Physical Location	Submission Type
<input checked="" type="checkbox"/>	2761	Transportation District Commission of Hampton Roads (0592-1.4)	509 East 18th Street , Norfolk , Virginia 23504	509 E 18th Street, Norfolk, VA, 23504	<input checked="" type="checkbox"/> Meter Reading

OK **Close**

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 Division – Environmental Reporting System
P.O. Box 5902,
Virginia Beach, VA
23471-0902

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	Submittal Type	Status
<input checked="" type="checkbox"/>	2761 (TRT004)	Transportation District Commission of Hampton Roads	509 East 18th Street , Norfolk , Virginia 23504	509 E 18th Street, Norfolk, VA, 23504	Meter Reading	Pending

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 - Electronic Reporting 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.com.

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Note: The facilities that you associated will remain in a PENDING status until HRSD receives the ESA.

Click Next.



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.governinesaas.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

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:

 Answer:

Question 2:

 Answer:

Question 3:

 Answer:




Question 4:

 Answer:

Question 5:

 Answer:

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9	<p>Complete Verification Step. Characters are case sensitive; no spaces needed.</p> <p>Click Create Account.</p>	<p>CREATE ACCOUNT</p> <p>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.</p> <p>Picture Verification</p> <p>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.</p>  <p>*Enter the characters you see (case sensitive; no spaces): <input type="text"/></p> <p>Back To Login << Previous Create Account</p>
10	<p>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.</p> <p>Click Back to Login</p>	<p>CREATE ACCOUNT</p> <p>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.</p> <p> In order to complete the account creation process, please check your e-mail for the system-generated password.</p> <p>Back To Login</p> <p>From: DoNotReply@hrsd.com <DoNotReply@hrsd.com> Sent: Sunday, July 12, 2020 9:11 AM To: hrsdnewuser@gmail.com Subject: Your HRSD Environmental Reporting System Account has been Created</p> <p>Welcome to the HRSD Environmental Reporting System!</p> <p>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:</p> <p>Login Name: TAccount Temporary Password: vGXrie3b</p> <p>Use the temporary password above to log into the HRSD Environmental Reporting System.</p>
11	<p>Enter the User name and Password sent to you in the system-generated email to login to the HRSD Environmental Reporting System.</p>	 <p>Welcome to the HRSD Environmental Reporting System!</p> <p>The HRSD 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:</p> <ul style="list-style-type: none"> • Establish a user account to manage your required submittals online; • Submit permit renewal applications; <div data-bbox="1222 1251 1463 1577"> <p>Public Login</p> <p>User name <input type="text" value="TAccount"/></p> <p>Password <input type="password" value="*****"/></p> <p><input type="button" value="Login"/></p> <p><input checked="" type="checkbox"/> Create a new account <input checked="" type="checkbox"/> Forgot your login user name or password?</p> <p>Release Date: July 10, 2020 Version: 4.0020.0710.22469</p> </div>

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

Questions

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