COMMON ISSUES WITH SUBMITTALS AND COMPLIANCE REPORTS



Presented by:

ACEacademy

New Jersey Department of Environmental Protection

TOP 10 COMMON ISSUES WITH SUBMITTALS AND COMPLIANCE REPORTS

NUMBER I. CORRECT BROWSER TYPE

DEP ONLINE SERVICES

- For use with Microsoft Internet Explorer 11, Mozilla Firefox 34 or later or Google Chrome 33 or later.
- For optimal performance, it is advised to maintain only one (I) browser window or tab when using NJDEP Online.

(http://www.nj.gov/dep/online/)

GOOD - VERSION II



GOOD - VERSION 33



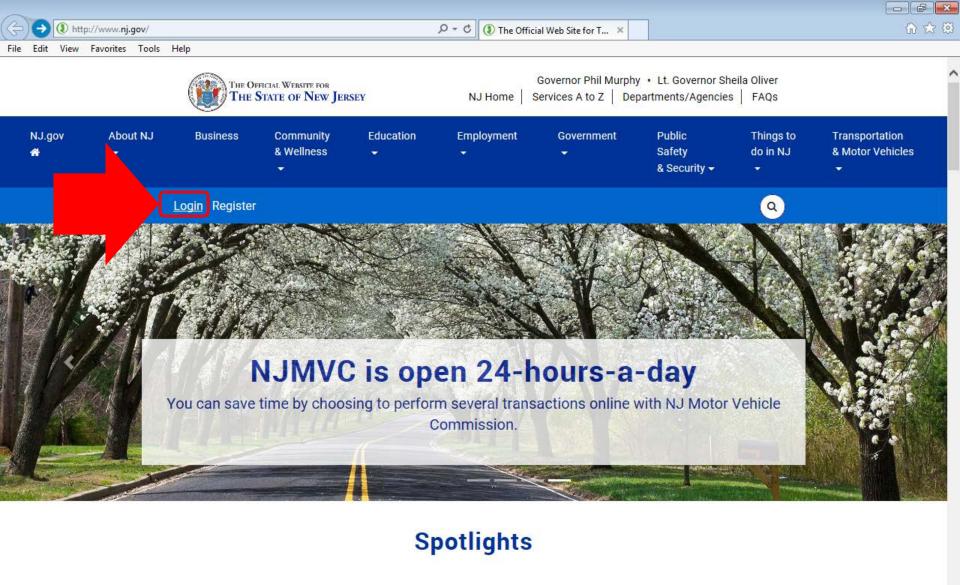
GOOD - VERSION 34



WRONG



NUMBER 2. YOU FORGOT YOUR USERNAME, PASSWORD, PIN, OR THE ANSWER TO CHALLENGE QUESTIONS

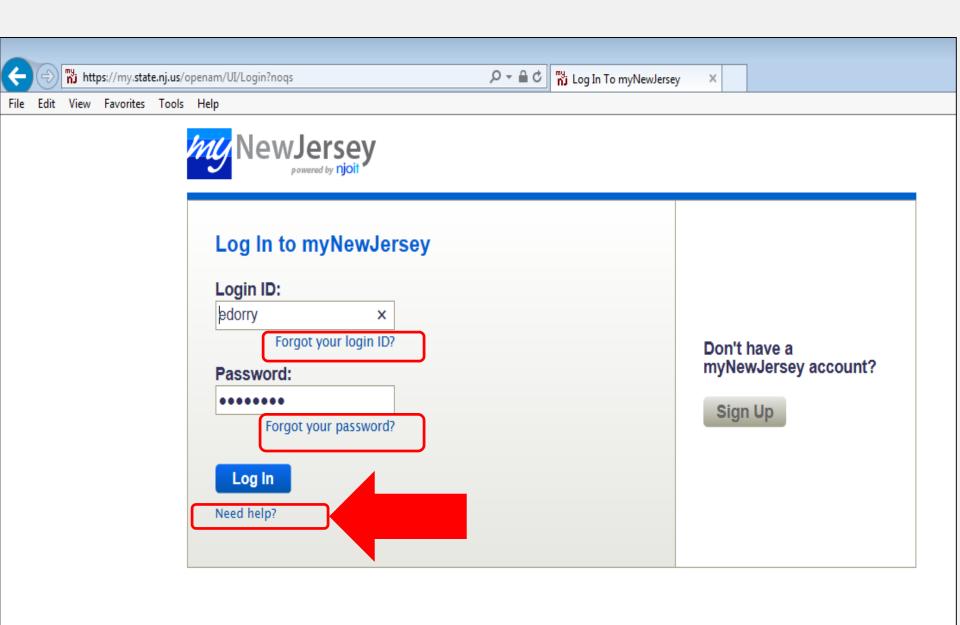
















myNewJersey Help

Welcome to myNew/ersey! myNJ which gives you direct access to online information that's been authorized specifically for you. myNJ also lets you customize our web content for your preferences.

If you're not logged in to myNewJersey at this point, you can:

- log in if you've already registered, or
- sign up if you're a new user

More information is available about the following topics:

- · Frequently Asked Questions (FAQs)
- Tips on Using myNewJersey
- Contacting myNewJersey Support

Frequently Asked Questions (FAQs)

- I forgot my logon ID -- what do I do now? I forgot my password -- what do I do now?
- I answered my challenge question -- why didn't I receive my ID or my new password?
- How do I change my password?
- How do I change my email address?
- What's an authorization code?
- I just tried to link a service to my account but I got a message that I've already added it to this login ID. What should I do?
- Why is my link or window or other information missing after I log in?
- How do I change the way the web page looks?
- The text is too big or too small -- how do I change the font size?

I forgot my logon ID -- what do I do now? Don't create a new logon ID. Any services you had are linked to your existing logon ID. A new one won't have any services on it, and there's no automatic way to move services from your existing account to a new one.

Instead, if your myNewJersey account has a valid email address,

- 1. Go to the New Jersey home page and click the Login button
- On the Login page, click the link that says "Forgot your logon ID?"
- 3. Follow the instructions on the screen and a message with your logon ID will be sent to your email address

If you're certain your myNewJersey account doesn't have a valid email address, follow the directions below to contact us.

I forgot my password -- what do I do now? If your myNew/ersey account has a valid email address,

- 1. Go to the New Jersey home page and click the Login button
- 2. On the Login page, click the link that says "Forgot your password?"
- 3. Follow the instructions on the screen and a new password will be sent to your email address
- 4. Follow the instructions that come with your new password if you need to change it to something you can remember more easily

If you're certain your myNewJersey account doesn't have a valid email address, follow the directions below to contact us.

3. you've created more than one myNewlersey account, and you added the service to one of those accounts but you're logged in to a different account:

You need to log in to the correct account to access the service you linked to that account. If you created more than one account and you can't remember the logon ID for the one you need, contact us for help

How do I change the way the web page looks? After you log in, you can use the layout link to the right of the Welcome message to change how the page looks. It lets you pick whether specific content is displayed or not, and where it appears on your page.

The text is too big or too small -- how do I change the font size? In the menubar near the top of your web browser, click View, then Text Size (or Text Zoom, if there's no Text Size option), and then pick a size.

Tips for using myNewJersey

Favorites Tools Help

Getting to myNewJersey. You should be able to log in to myNewJersey from anywhere by going to www.state.nj.us and clicking the Login button. Be careful if you decide to use a public computer: it may have malicious software that could intercept some of your information.

Use one account: Use the same myNewJersey account for all authorization codes you may receive from the State of New Jersey. Otherwise you may lose track of which account has which service associated with it.

Use your correct email address: Please keep the email address in your myNewJersey account accurate and up-to-date. It's the only way by which you can receive a new password if you forget yours. You can update your email address any time you're logged in to myNewJersey by using the "my account" link to the right of the Welcome message.

Customize your myNewJersey page: If you have a lot of services on your myNewJersey page, you might want to arrange them so the most frequently used ones are at the top. After you log in, you can use the layout link to the right of the Welcome message to pick whether specific content is displayed or not, and where it appears on your page.

Getting more help: Some of the information on your myNewJersey page may have additional help, indicated by a "button" with a ? question mark on it that you can click. Please review the Frequently Asked Questions (FAQs) section to see if your issues are addressed there.

If the question or problem is related to a service you added to your account by using an authorization code, please contact the "role manager" for that service. Their contact information is listed at the bottom of the letter or e-mail you received that contained the authorization code.

If none of these solves the problem, please see the next section about contacting myNew/ersey support.

Contacting myNewJersey Support

If you haven't been able to resolve your issue by following the FAQs and Tips above, please follow thes

- include the logon ID you're having trouble
- 2. if you don't remember your logon ID, in e vour full name and email address
- don t include your social security num
- provide as complete a description of contact myNewJersey support

Copyright (c) State of New Jersey, 1996-2017

Scroll to the bottom of the page and Click "Contact myNewJersey Support".

Contact Us | Privacy Notice | Legal Statement | Accessibility Statement



can use the layout link to the right of the Welcome message to pick whether specific content is displayed

Getting more help: Some of the information on your myNewJersey page may have additional help, indicat Frequently Asked Questions (FAQs) section to see if your issues are addressed there.

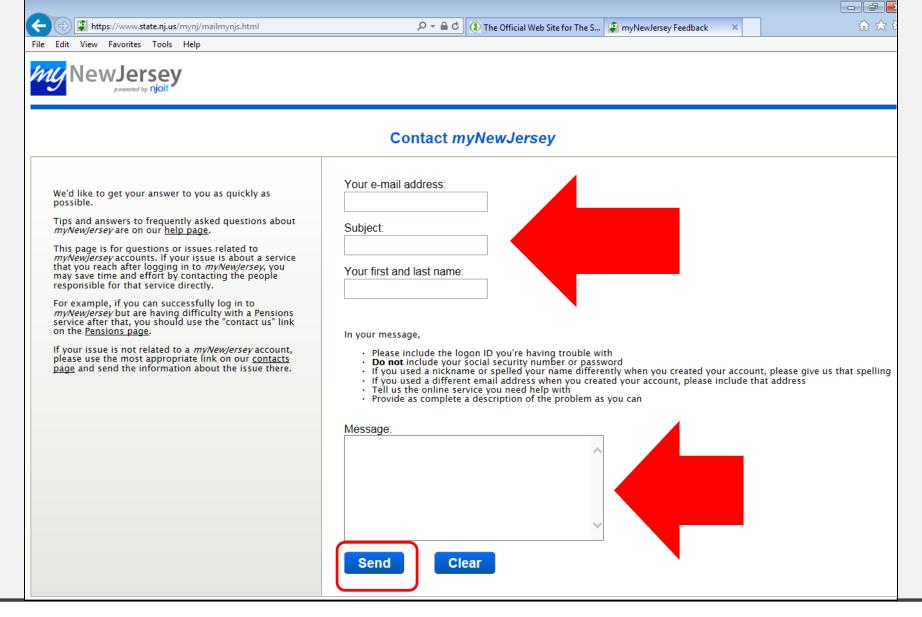
If the question or problem is related to a service you added to your account by using an authorization coc the bottom of the letter or e-mail you received that contained the authorization code.

If none of these solves the problem, please see the next section about contacting myNewJersey support.

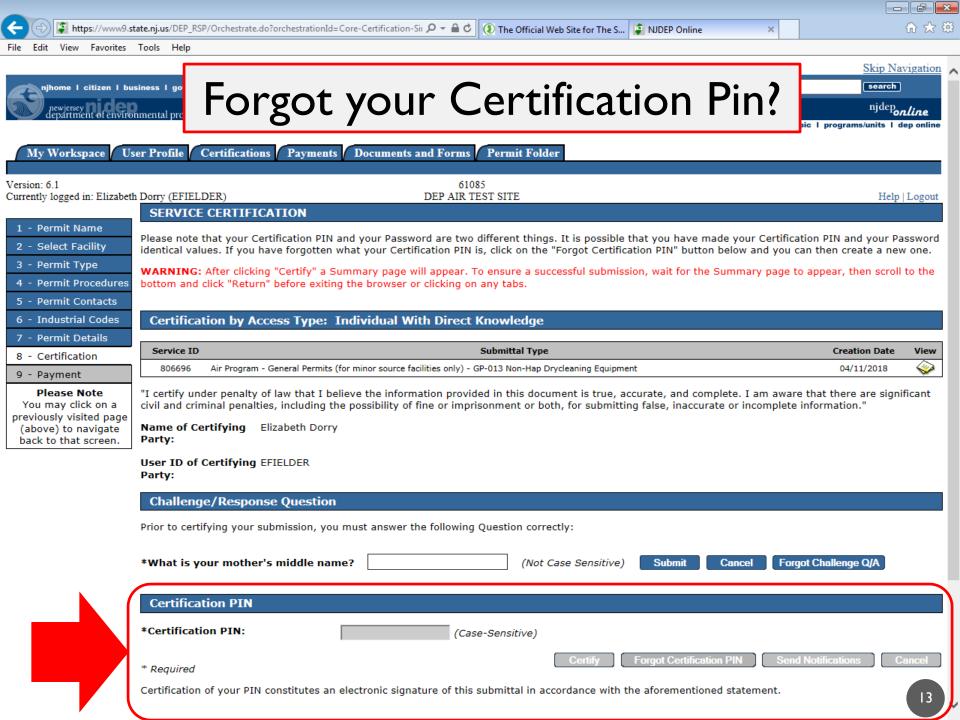
Contacting myNewJersey Support

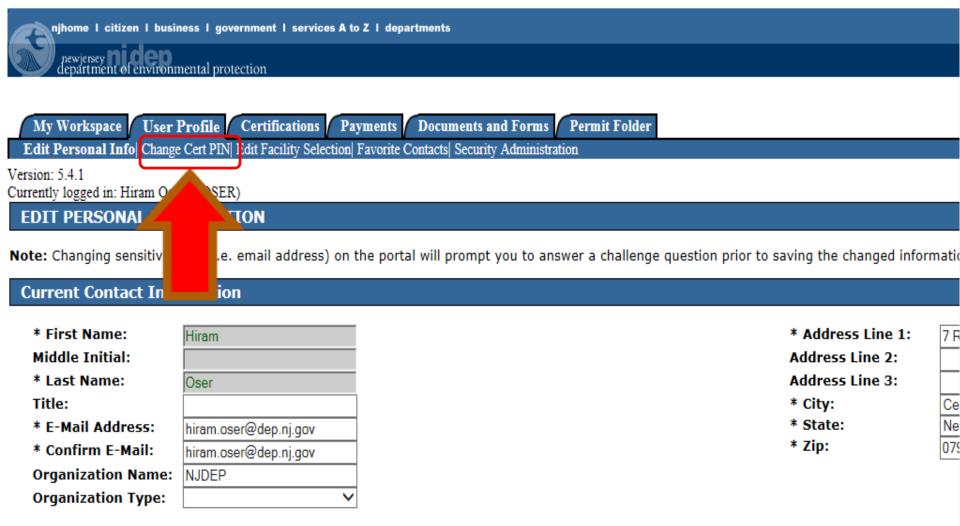
If you haven't been able to resolve your issue by following the FAQs and Tips above, please follow these s

- 1. include the logon ID you're having trouble with
- 2. if you don't remember your logon ID, include your lame and email address
- 3. don't include your social security number or p
- 4. provide as complete a description of the pro
- contact myNewJersey support



HTTPS://WWW.STATE.NJ.US/MYNJ/MAILMYNJS.HTML





Any changes to this section must be saved before leaving this screen or making changes/additions to your contact numbers or licenses.

Contact Numbers

department of environmental protection	njdep online njdep home I about dep I index by topic I programs/units I dep onlin
My Workspace User Profile Certifications Payments Documents and Forms Permit Folder Edit Personal Info Change Cert PIN Edit Facility Selection Favorite Contacts Security Administration	
Version: 5.4.1 Currently logged in: Hiram Oser (HOSER)	Help Logou
CHANGE CERTIFICATION PIN	
Certification PIN is no longer issued by email. If you wish to change your PIN, you may update it below.	
Challege/Response Question	
Prior to changing your PIN, you must answer the following Question correctly. *What is your father's middle name? (Not Case Sensitive) Submit Cancel Forgot Challenge Q/A	
Certification PIN	
Note: Your PIN must be between 8 and 40 characters (inclusive), chosen from at least two of these groups: lowercase letters, uppercase letters, digits, and other characters (except specification PIN is case-sensitive. *Enter New PIN: *Retype New PIN: Save Cancel	pace, quotes, <, >, & and \).

department: <u>njdep home</u> | <u>about dep</u> | <u>index by topic</u> | <u>programs/units</u> | <u>dep online</u> statewide: <u>njhome</u> | <u>citizen</u> | <u>business</u> | <u>government</u> | <u>services A to Z</u> | <u>departments</u> | <u>search</u>

njhome I citizen I business I government I services A to Z I departments

Copyright © State of New Jersey, 1996-2004 Department of Environmental Protection P. O. Box 402 Trenton, NJ 08625-0402

Last Updated: June 24, 2004

contact dep | privacy notice | legal statement | accessibility statement

search

NUMBER 3. ADDING AIR PI# IN MY WORKSPACE



My Workspace User Profile Certifications Payments Documents and Forms Permit Folder

Version: 6.1

Currently logged in: Elizabeth Dorry (EFIELDER)

Help | Logout

MY WORKSPACE

My Facilities/Program Interests



Note: You may add Facilities/Program Interests by clicking the "Add Facilities" button below.

Facility Name	Facility ID	Program	Access Type	Access Status	Manage Security	View	Remove
DEP AIR TEST SITE	61085	Air	Individual With Direct Knowledge	Granted	\$	~	8
Clicking a column title will sort the table by t	that column.						
						Add F	acilities

Service Selection

↑ ↓

Note: Access to this electronic service selection and submittal area is granted by selecting facilities using the <u>user profile</u>. Some services are accessible without selecting facilities as shown below.

Air Program

General Permits (for minor source facilities only)

Permit/Certificate Folder

NOx RACT Combustion Adjustment

Excess Emission Monitoring Performance Reports (EEMPR)

Periodic Compliance Certification

newjersey epartment of environmental protection

njdep home I about dep I index by topic I programs/units I dep online

My Workspace | User Profile | Certifications | Payments |

Documents and Forms | Permit Folder

Edit Personal Info| Change Cert PIN| Edit Facility Selection| Favorite Contacts| Security Administration

Version: 6.1

Currently logged in: Elizabeth Dorry (EFIELDER)

Help | Logout

FACILITY SEARCH

1 - Specify Search Criteria

2 - Select Facilities

Please Note

You may click on a previously visited page (above) to navigate back to that screen.

In most cases your Program Interest Number is your Facility ID.

Users adding NJPDES Permits to their profile should do so by selecting the "Water Quality" value from the NJDEP Program option. The user should then enter the NJPDES permit number they wish to add to their profile in the "Facility ID" field and click on the Search button.

Pick the search you want to perform:

- Retrieve only those facilities that match the search criteria (Need facility ID or name for search)
- O Retrieve the sites and all of the site's facilities that match the search criteria (Need facility ID or name for search)
- Retrieve NJPDES Permit Numbers (Need NJDEP Program and NJPDES permit # for search)
- Retrieve the facilities that are associated with an Alternate ID
- O Retrieve all Program Interest records for a specific NJDEP Program Interest Type (No facility ID or name needed for search)

(Optional) Select NJDEP Program:

Enter either a Facility ID or a Facility Name (if searching by Alternate ID, enter as the Facility ID):

Facility ID:

(For NJPDES Facilities Use The NJPDES Permit Number)

Facility Name:

Enter 5-Digit Pl Number and Click "Search"





search

njdep home I about dep I index by topic I programs/units I dep online

My Workspace | User Profile | Certifications | Payments | Documents and Forms | Permit Folder

Edit Personal Info| Change Cert PIN| Edit Facility Selection| Favorite Contacts| Security Administration

Version: 5.3

Currently logged in: LARRY SI (LSI) Help | Logout

FACILITY SEARCH RESULTS

1 - Specify Search Criteria

Please select the facilities you wish to add to your profile. Once you are done selecting facilities, click the 'Add Selected Facilities' button.

2 - Select Facilities Please Note

You may click on a

previously visited page (above) to navigate back to that screen.

Any facilities matching your search criteria that are currently associated with your profile will be separated from the search results and placed into a smaller datagrid above your search results. These facilities will also be automatically added to your selected facilities so that you may change your access type, if needed.

Facilities already in your user profile:

Facilities currently not in your user profile:



	Facility	Facility ID	Program	Program Interest Type	<u>County</u>	Municipality		
	324 326 62ND STREET	516111	Site Remediation	SRP-PI	Hudson	West New York Town		
	CHANDER K KHULLAR	516115	Water Quality	N2 INDUSTRIAL LICENSE	Morris	Parsippany-Troy Hills		
	DANIEL BARANSKY	516117	Water Quality	S4 WASTEWATER TREATMENT LICENSE	Hunterdon	Milford Boro		
✓	GEORGIA-PACIFIC GYPSUM LLC	51611	Air	AIR OPERATING PERMITS	Camden	Camden City		
	JOHN W DUBBS	51611B	Pesticides	COMMERCIAL PESTICIDE APPLICATOR	Ocean	Brick Twp		
	MANTUA TWP	516118	Solid Waste	RECYCLING CENTER	Gloucester	Mantua Twp		
	SOUTH-WESTERN PUBLISHING COMPANY	51611000000	Right To Know		Monmouth	Tinton Falls Boro		
Clicking a column title will sort the table by that column.								

Clear/Check All



search

lepartment of environmental protection

njdep**online** njdep home I about dep I index by topic I programs/units I dep online

My Workspace | User Profile | Certifications | Payments | Documents and Forms | Permit Folder

Version: 6.1

Currently logged in: Elizabeth Dorry (EFIELDER)

Help | Logout

MY WORKSPACE

My Facilities/Program Interests



Note: You may add Facilities/Program Interests by clicking the "Add Facilities" button below.

Facility Name	Facility ID	Program	Access Type	Access Status	Change Manage Access Security		Remove
DEP AIR TEST SITE	61085	Air	Individual With Direct Knowledge	Granted	&	~	8
GEORGIA-PACIFIC GYPSUM LLC	51611	Air	Individual With Direct Knowledge	Granted	4	~	< 3 €
Clicking a contitle will sort the table by the	at column.						

Add Facilities





Note: Access to this electronic service selection and submittal area is granted by selecting facilities using the user profile. Some services are accessible without selecting facilities as shown below.

Air Program

General Permits (for minor source facilities only)

Permit/Certificate Folder

NOx RACT Combustion Adjustment

Excess Emission Monitoring Performance Reports (EEMPR)

Periodic Compliance Certification

Diesel Retrofit Program

Configure Services

My Services - In Progress

Note: To edit or resume working on an "In Progress" item, please click on the appropriate number in the ID column.

NUMBER 4. RESPONSIBLE OFFICIAL VS. INDIVIDUAL WITH DIRECT KNOWLEDGE

Facility Name	Facility ID	Program	Access Type	Access Status	Change Access	Manage Security View	Remove
CAMDEN CNTY ENERGY RECOVERY ASSOC LP	51614	Air	Individual With Direct Knowledge	Granted	⋠		8
DEP AIR TEST SITE	61085	Air	Responsible Official	Granted	4		8
ELMWOOD PARK POWER LLC	02624	Air	Individual With Direct Knowledge	Granted	⋠	~	8
Clicking a column title will sort the table by that column.							

My Services - In Progress

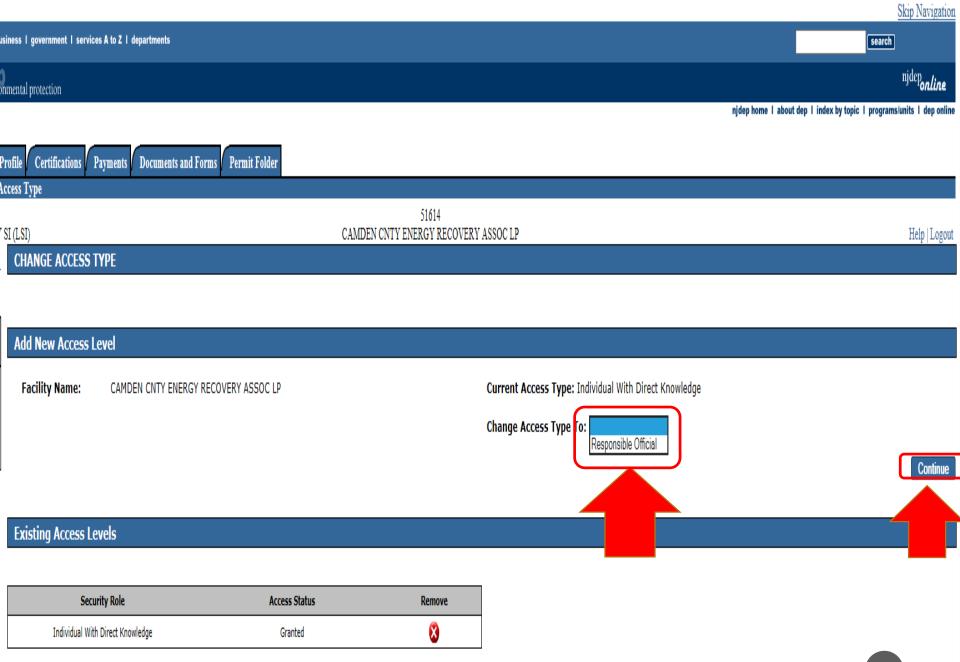


22

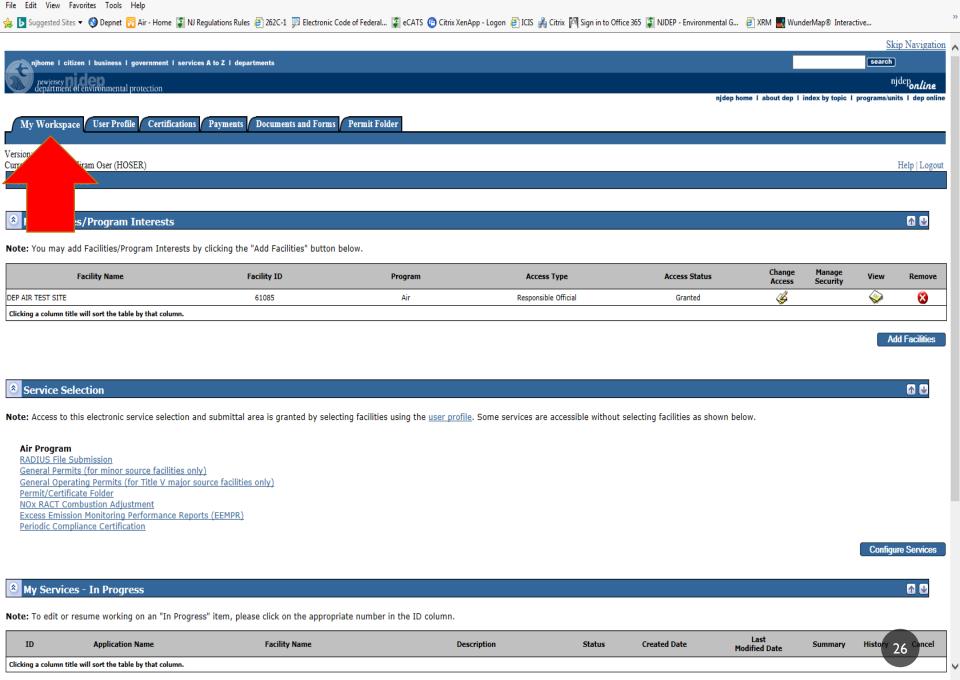
Add Facilities

To change the "Access
Type", Click the
"Change Access" Icon

Access Type	Access Status	Change Access Manage Security
Individual With Direct Knowledge	Granted	\&
Responsible Official	Granted	<u>4</u>
Individual With Direct Knowledge	Granted	⋠



NUMBER 5. MY SERVICES IN PROGRESS VS. MY SERVICES SUBMITTED



♦ Welcome to DEPNet

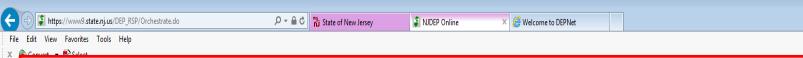
■ Property Service

https://www9.state.nj.us/DEP_RSP/Orchestrate.do?initiate=true&orchestrationId=Core-Workspace

_ 0 X

NJDEP Online

State of New Jersey



If a submittal is located under the "My Services In Progress" bar, the submittal has not yet been submitted to the Department.

Once a submittal has been certified and submitted to the Department, the submittal will be located under the "My Services Submitted" bar.

Add Facilities

 $\Lambda \Psi$

My Services - In Progress

Not

CAMI

DEP ELMV

Note: To edit or resume working on an "In Progree" item, please click on the appropriate number in the ID column.

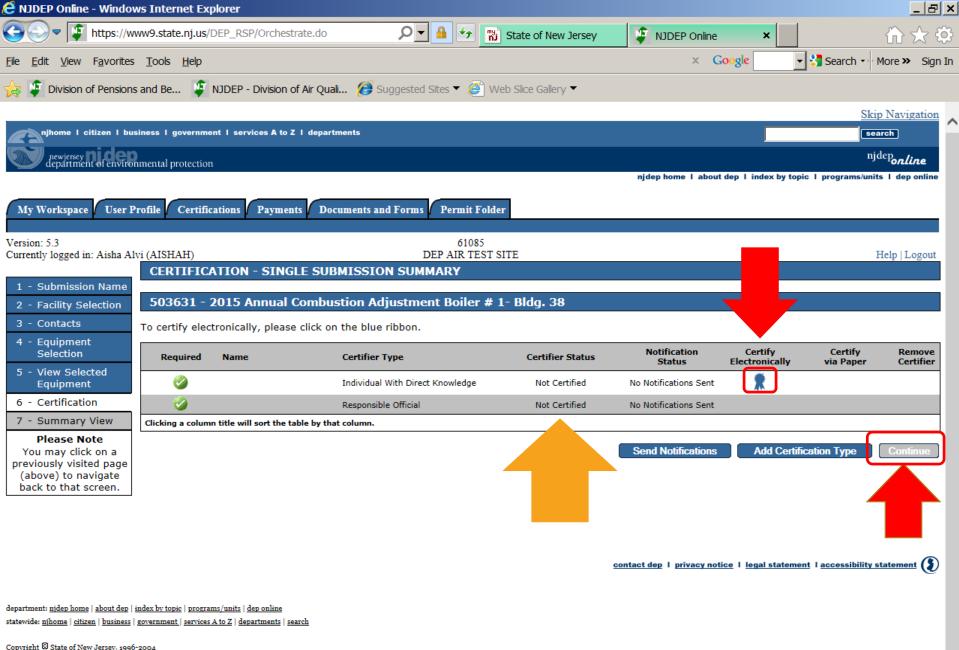
You do not have any "In Progress" Services.

My Services - Submitted

Note: If the status of your service is "Submission Fare" - Please contact DEP," please send an e-mail to PortalComments@dep.nj.gov for assistance. Please include the Service ID number of the failed submittal in the message.

ID	Application Name	Facility Name	Description	Status	Created Date	Last Modified Date	Summary	History	PDF
368455	Annual Cert - Test #1	DEP AIR TEST SITE	Periodic Compliance Certification	Submission Successful	01/29/2014	01/29/2014	~	~	
367848	ACA - Test#3	DEP AIR TEST SITE	NOx RACT Combustion Adjustment	Submission Successful	01/28/2014	01/28/2014	~	>	
367826	ACA - Test#2 - Jan28	DEP AIR TEST SITE	NOx RACT Combustion Adjustment	Submission Successful	01/28/2014	01/28/2014	~	~	
367761	ACA - Test - Jan28	DEP AIR TEST SITE	NOx RACT Combustion Adjustment	Submission Successful	01/28/2014	01/28/2014	~	>	
345289	6-month dev - 1/1/13 to 6/30/13	DEP AIR TEST SITE	Periodic Compliance Certification	Submission Successful	10/23/2013	10/23/2013	~	>	
335643	Six Month Deviation Report - Jan 1, 2012 to June 30, 2012	DEP AIR TEST SITE	Periodic Compliance Certification	Submission Successful	09/30/2013	09/30/2013	~	\oint{\oint}	
335164	Annual Combustion Adjustment for 2013 - Boiler #5	DEP AIR TEST SITE	NOx RACT Combustion Adjustment	Submission Successful	09/27/2013	09/30/2013	~	>	
180065	Combined Six-month Deviation and Annual Compliance Certification for 2011	CARLL'S CORNER ENERGY CENTER	Periodic Compliance Certification	Submission Successful	01/31/2012	01/31/2012	>	\oint{\oint}	
Clicking a colu	ımn title will sort the table by that column.								

NUMBER 6. FORGOT TO CLICK "CONTINUE" BUTTON AFTER CERTIFICATION



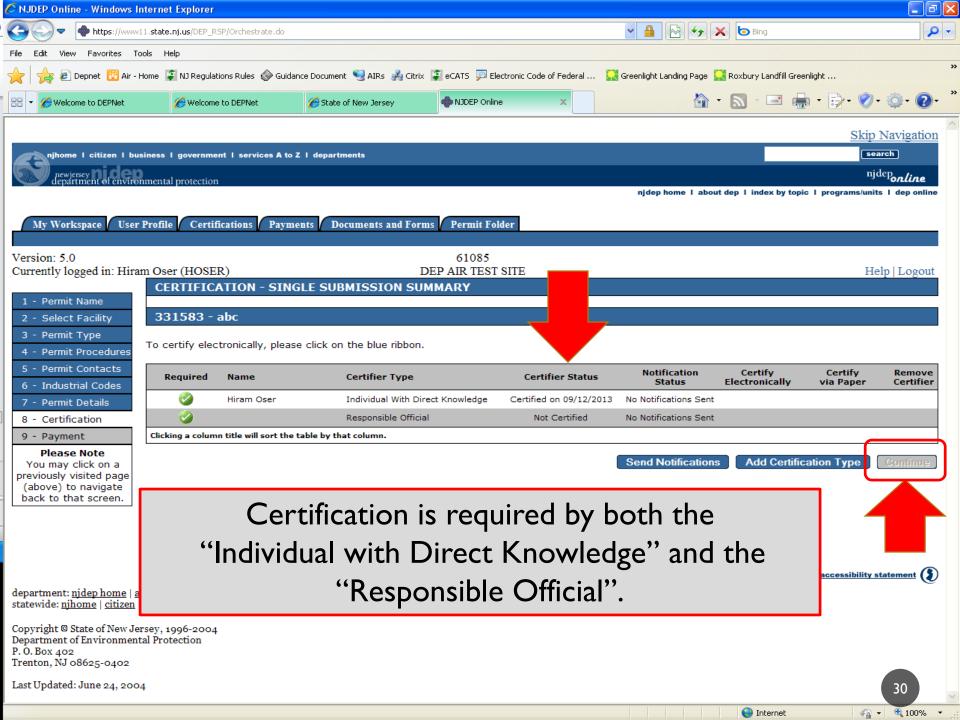
Copyright State of New Jersey, 1996-2004

Department of Environmental Protection

P. O. Box 402

Last Undated: June 24, 2004

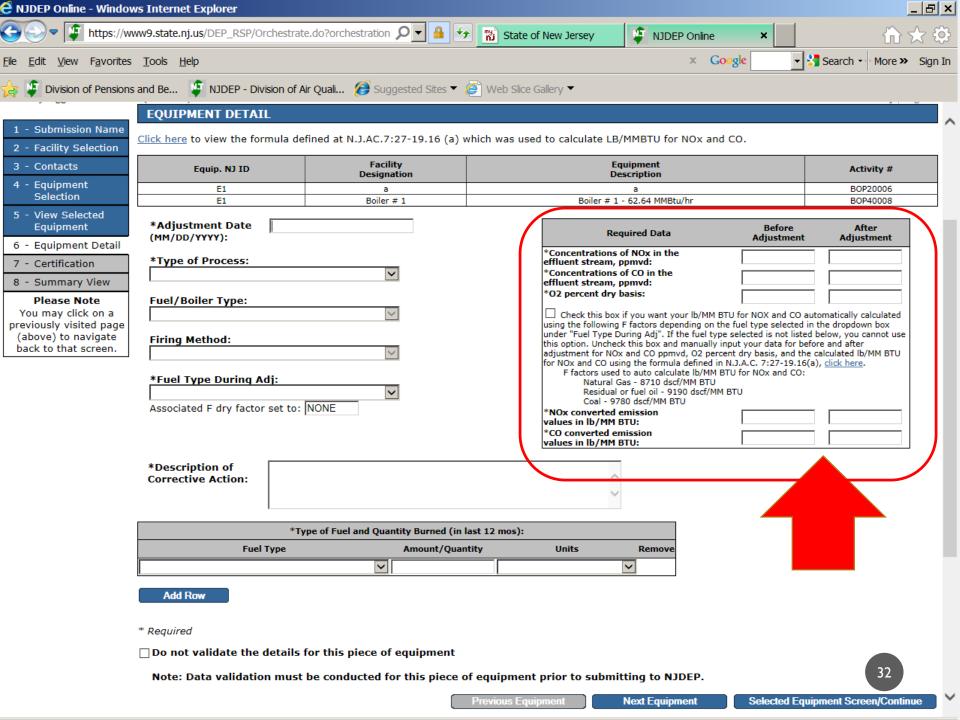
Trenton, NJ 08625-0402



NUMBER 7. COMBUSTION ADJUSTMENTS

ENTER 2 DECIMALS (EX. 5.00)

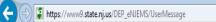
You can enter any number in the fields from 0 to 9999.99, however, no more than 2 decimal places can be submitted in the system.



NUMBER 8. EEMPR SPREADSHEET REQUESTED, BUT NOT CREATED

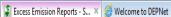
Contact your Regional Field Office.

















LSI

Version 5.11















Excess Emission Reports

ID: 61085

Facility Name: DEP AIR TEST SITE



Help | My Workspace | Logout

Identification Select a topic... **Guidance Documents**

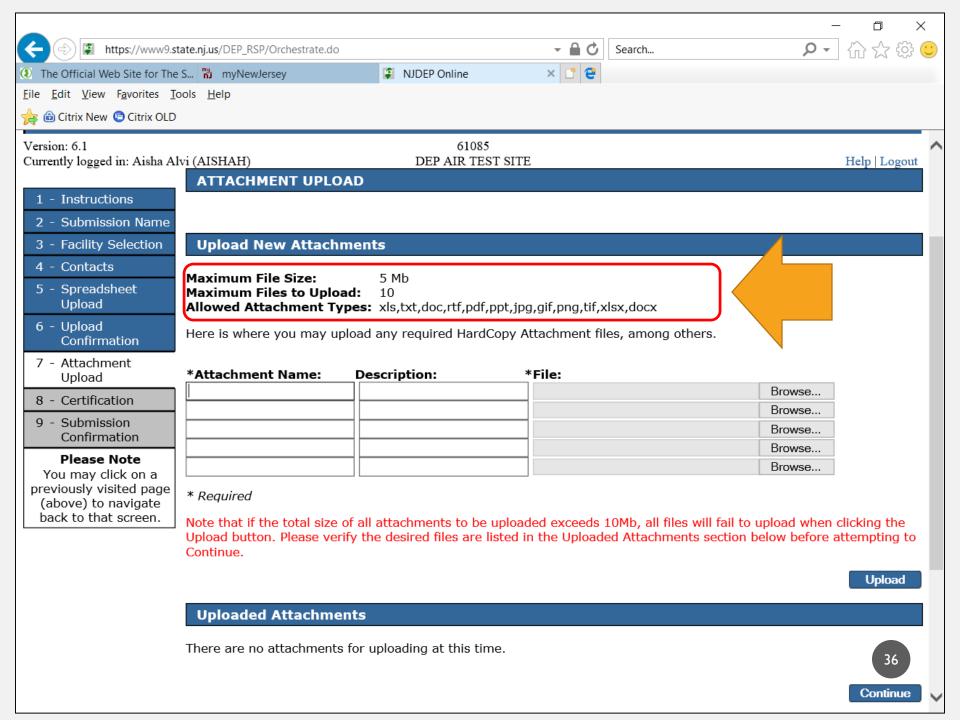
Excess Emission Report Submittal Folder for DEP AIR TEST SITE

The following is a list of the facility's prior Electronic Excess Emission Report (eEER) activity and its status. To view your facility's NJEMS monitor inventory, click on the monitor folder under EER Tools.

Air Excess Emissions	Please verify that your submittals have been certified. If status states "Awaiting EER Certification," your submittal is not complete. Certify submittals by selecting "EER Certification" from the menu.						
Select a topic	Please verily that your submitta	us nave been ceruned. It status states	Awaiting EER Certification, your submit	tial is not complete. Certally submittals by selecting EER Certaication from	n the menu.		
EER Tools							
Select a topic	Year, Quarter	Subject Item	Spreadsheet ID	Status	Creation Date		
Certification Select a topic	2015,Q2	U1	21768612	Spreadsheet Requested			
	2015,Q1	U 2	21599563	Spreadsheet Created	04-28-2015		
	2015,Q1	BP 29	21599562	DEP Reviewed - Submittal Approved	04-28-2015		
	2014,Q4	U 1	21467053	DEP Reviewed - Submittal Approved	03-30-2015		
	2014,Q4	U 2	21464120	DEP Reviewed - Submittal Approved	03-30-2015		
	2014,Q4	BP 29	21413792	Spreadsheet Created	03-17-2015		
	2014,Q4	GR 1	21413793	Spreadsheet Created	03-17-2015		
	2015,Q1	GR 1	21410939	DEP Reviewed - Submittal Approved	03-16-2015		
	2015,Q1	BP 29	21410938	DEP Reviewed - Submittal Approved	03-16-2015		
	2014,Q4	U 100	21150603	Spreadsheet Created	12-23-2014		
	2014,Q4	CD 1	21150445	Spreadsheet Created	12-23-2014		
	2014,Q4	CD 1	21087746	Spreadsheet Created	12-05-2014		

NUMBER 9. LIMIT FILE SIZE TO 5 MB

When attaching a document to a submittal, limit the file size to 5 MB or less. PDF Attachments preferred.

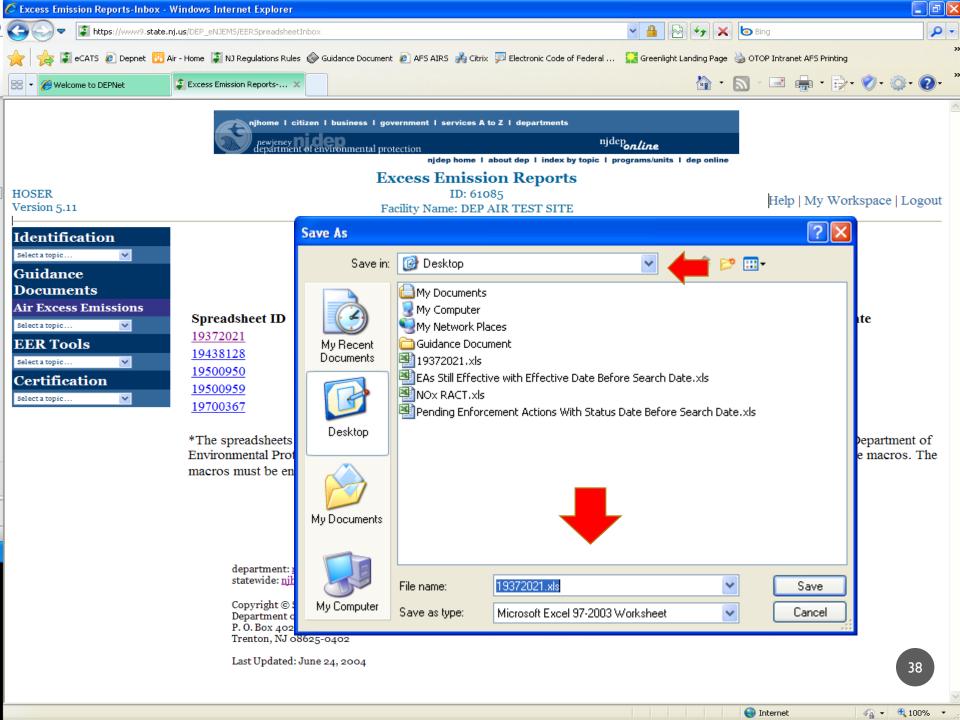


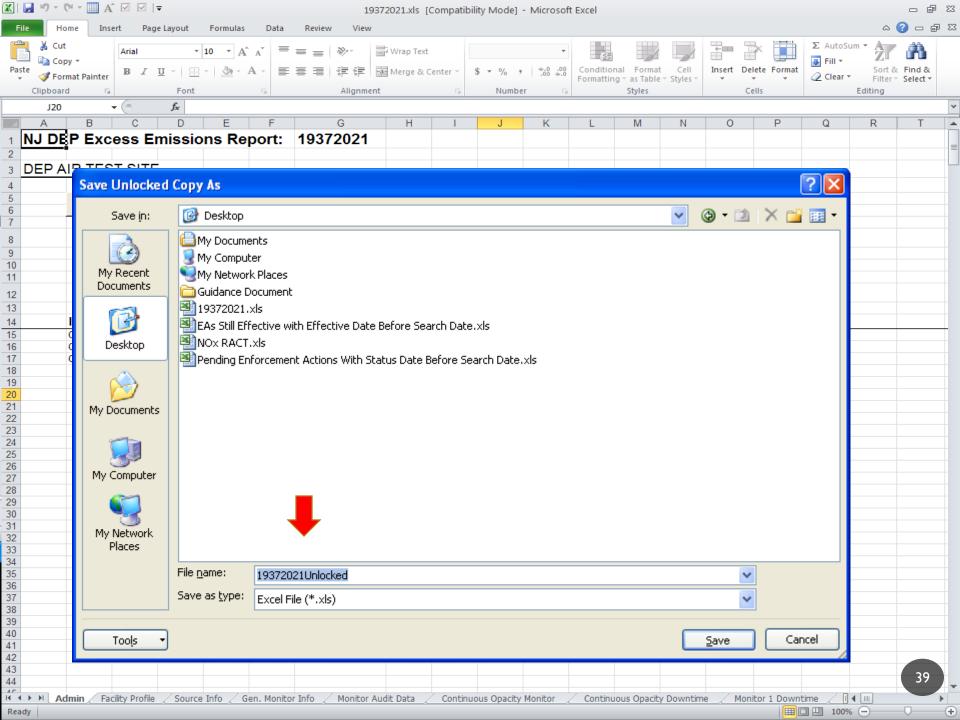
NUMBER 10. EEMPRS: DON'T CHANGE THE FILE NAME

For example:

save as .xls

rather than .xlsx





RECAP: COMMON ISSUES

- I. Using the Correct Browser Versions
- You Forgot your username, password, pin, or the answer to challenge questions
- Adding an Air Pl# in MyWorkspace
- 4. "Responsible Official" vs. "Individual with Direct Knowledge"
- My Services -In Progress vs. My Services Submitted

RECAP: COMMON ISSUES:

- Forgot to click "Continue" button after Certification
- Annual Combustion Adjustment 2 decimal places
- Excess Emission Monitoring Performance Report (EEMPR) spreadsheet requested, but not created – Notify DEP
- Limit File Size to 5 MB
- EEMPRs Don't change the file name

REMEMBER:

Contact your Regional Field Office for any additional questions or issues.

CONTACTS

Northern Regional Office: (973) 656-4444

Counties: Bergen, Essex, Hudson, Hunterdon, Morris, Passaic, Somerset, Sussex, Union & Warren

Central Regional Office: (609) 292-3187

Counties: Burlington, Mercer, Middlesex, Monmouth & Ocean

Southern Regional Office (856) 614-3601

Counties: Atlantic, Camden, Cape May, Cumberland, Gloucester & Salem

QUESTIONS

