How to Create a Shared CROMERR Services Electronic Signature

A guide to completing the EPA's registration procedure

Maricopa County Air Quality Department
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What is a Shared CROMERR Services (SCS) Electronic Signature and why do I need one?

A SCS electronic signature will enable a user to submit and track electronic documents through the Maricopa County Air Quality Department’s (MCAQD) Online Portal. To access the AQD Online Portal, you will first need to create your electronic signature.

According to the current regulations for electronic reporting, a list of requirements must be met before a system can begin collecting environmental data electronically. These requirements are commonly referred to as CROMERR (CROss Media Electronic Reporting Rule). The requirements provide the legal framework for electronic reporting under Title 40 of the Code of Federal Regulations to the Environmental Protection Agency (EPA).

As part of your SCS electronic signature creation, you will be required to verify your identity through a third-party service called LexisNexis. Since MCAQD offers the ability to electronically sign and submit information, these additional registration steps must be completed to comply with CROMERR’s legal requirements.

Before you begin, please review the following information:

• If your organization/company has never had a permit with MCAQD, or if your organization/company has recently changed ownership, please complete and submit the Shared CROMERR Services (SCS) Electronic Signature Registration Form before attempting to create your SCS electronic signature. **Do not fill out this form if your organization/company already has a current permit with MCAQD.**

• Individual consultants and performance testing companies must register themselves as an organization/company before beginning the process of creating a SCS electronic signature. If you are a consultant or performance testing company, please complete and submit the Shared CROMERR Services (SCS) Electronic Signature Registration Form.

• The access and use of a SCS electronic signature requires the creation of a user ID and password that must be kept confidential. A SCS electronic signature is for individual use only and cannot be shared or accessed by anyone other than the original owner. For more information, see the SCS Terms and Conditions.

The following steps will guide you through the process of setting up your SCS electronic signature. If you have any questions throughout the process, please call 602-506-7833 or email AQDImpact@maricopa.gov. You may also submit an online help request at bit.ly/AQDOntlinePortal.
Step 1

Using Google Chrome as your internet browser, access the EPA’s SCS electronic reporting site, Encromerr.epa.gov. Please note other internet browsers will not support the SCS/AQD Online Portal. You must also enable pop-ups from Maricopa.gov on your internet browser.

To enable pop-ups on Google Chrome:

1. On your computer, open Chrome.
2. At the top right, select the three dots then select Settings.
3. On the left side of the screen, select Privacy and Security.
4. Select Site Settings from the middle of the screen.
5. Scroll down and select Pop-ups and Redirects.
6. At the top, turn the setting to Allowed to disable the pop-up blocker altogether.
7. To only allow pop-ups from MCAQD, select Add under the Allow section and enter Maricopa.gov.

Once you have accessed the EPA’s SCS electronic reporting site, select Register with SCS.
Step 2

Begin by choosing your Partner/Program/Role.

Under Choose a Partner, search and select Maricopa County Air Quality Department.

Under Choose a Program Service, select IMPACT: IMPACT.
Under Choose a Role, choose from either **Certifier** or **Preparer**.

**Certifier**: A Certifier is the authorized representative of the company or more commonly referred to as the “owner” or “operator” of the facility. A Certifier is authorized to create, submit, and sign for any task within the AQD Online Portal. A Certifier is authorized to modify the package a Preparer has assembled. A Certifier may perform all the tasks a Preparer may perform, but also has submission signing authority.

**Preparer**: A Preparer is the person responsible for the preparation of reports for signature and submission by a Certifier of the facility. A **Preparer may not sign and submit** a submission package, and the Preparer may only access packages in which they have prepared. Please note, a preparer is not required to verify their identity with the third-party service LexisNexis and may proceed to Step 6.

- Only a Certifier may submit through the AQD Online Portal.
- A Preparer can only assemble submissions and cannot submit.

When you are finished with this section, select **Continue** to proceed.
Step 3

Next, read and accept MCAQD’s Terms and Conditions/Privacy Policy. Check the box at the bottom of the screen that states, “I am this registrant…”. Select **Accept** to proceed.

You have now completed the Services Requested section of the registration process. Please continue to the Account Profile section.
Step 4

Complete the Account Profile section. All information entered in this section applies to you, the individual person registering. Enter your information under Account Owner. The email you provide will be used to verify your identity. Do not use a shared email address for which any other person has access. Under Account, create your SCS user ID and password. Then, provide answers to three security questions, which can be used in the future if you forget your SCS login information. Your SCS login password must be changed every 90 days. Select **Continue** to proceed.
Step 5

Complete the organization information. Begin by typing in your organization/company name in the search bar. It is helpful to only type in the first couple letters of the organization/company name and then select Search.

If your organization/company is not found, you must submit the Shared CROMERR Services (SCS) Electronic Signature Registration Form before you can proceed.

If you are a consultant or a performance testing company, you will enter your consulting company name or performance testing company name into the search box. If it is not found, you need to submit the Shared CROMERR Services (SCS) Electronic Signature Registration Form before you can proceed.
Once you have found the correct organization/company, click **Select**, then enter your primary phone number. Select **Continue** to proceed.

**Step 6**

Once the Organization Information has been selected, SCS will send a verification email to the email address entered in step four. This email will contain a link and validation code.

**SCS Registration Verification Request Email Sample:**

You are receiving this email because you have successfully created a MARICOPA account with EPA Shared Services Portal. Please note, your registration is not yet complete. You will need to confirm your account (_______) by completing either of the following options:

a) Click the following link. You will need to enter the password that was selected during the registration process.
   [https://encoreer.epa.gov/Registration/SubmitEmailValidation?Userld=MARIICOPAAB01&Cde=6bD6912cC16C10&RoleId=10768](https://encoreer.epa.gov/Registration/SubmitEmailValidation?Userld=MARIICOPAAB01&Cde=6bD6912cC16C10&RoleId=10768)

b) In your existing browser window, copy and paste the following code into the “Validation Code” field on the signature web page.

Once you have successfully logged into your account, you may be required to provide additional information. Any additional information will need to be completed before you are able to access your Program Service.

Please do not respond to this message. If you have questions concerning this request, you may contact support at the hyperlink below.


Maricopa County Air Quality Department
[https://encoreer.epa.gov](https://encoreer.epa.gov)
Click the link provided within the email; or copy and paste the code provided into the Validation Code field on the signature web page. Select Create Account to proceed.

After you have completed the Email Validation section, you will receive an email indicating that you have successfully created an Account. Please note that the Account is not yet activated. The Account activation process can take up to five business days.

SCS Registration Status Change Email Sample:

You have successfully created an account with EPA Shared CROMERR Services (SCS). You will be notified by e-mail when the account has been activated.

If you have questions concerning this change in registration status, you may contact us by email at helpdesk@epamdx.net or by calling the SCS Technical Support Staff through our toll-free telephone support on 888-889-1995 between 8:00 am to 6:00 pm (EST) Monday through Friday.

SCS Registration Home Page
https://enctromerr.epa.gov
Once the Account is activated, you will receive a separate confirmation email.

SCS Registration Status Change Email Sample:

Your Shared CROMERR Services (SCS) account has been activated by EPA.

If you have questions concerning this change in registration status, you may contact us by email at helpdesk@epa-dx.net.

You have now completed the Services Requested and the Account Profile sections of the registration process. Please continue to the LexisNexis Identity Verification, Electronic Signature Agreement, and Signature Device Authentication sections to complete the registration process.

If you have registered as a preparer, you have now completed the SCS electronic signature registration at this time. A preparer is not required to verify their identity with the third-party service LexisNexis.
Step 7

Once your SCS account has been activated, you will be asked to verify your identity with the third-party service LexisNexis. Since MCAQD offers the ability to electronically sign and submit information, these additional registration steps must be completed to comply with CROMERR’s legal requirements.

Once all the requested information has been entered, check the box that you have reviewed the information presented, and then select **Verify** to proceed.

*If you choose to verify your identity via a paper-based process, select Use Paper Agreement on the bottom of the screen. Please note that using a paper-based process will significantly delay the applicant’s access to the AQD Online Portal.*
If your identity verification results have passed, skip to step eight. If your LexisNexis identity verification results fail to meet the requirements, you will receive a pop-up notification. From this pop-up screen, you can select **Continue** and try entering your information again, or you can select **Sign Paper Form** and bypass the electronic submission. The most common error is using your organization/companies address and phone number instead of your home address and phone number.
After selecting Sign Paper Form, you will be directed to the Electronic Signature Agreement page. Read over the information, and then select **Sign Paper Form** to bring up the print option on your computer.
An additional screen will pop-up, select the button on the left-hand corner of the screen indicating **Print to Mail**. After you print the Electronic Signature Agreement, you **must have your signature notarized by a Notary Public**. MCAQD can only accept forms that are hand-signed (wet signature) and have the notary stamp, therefore the form must be mailed or hand-delivered to the address listed on the agreement.

Please note that using a paper-based process will significantly delay the applicant's access to the AQD Online Portal.
Once you have completed printing the form, SCS will direct you to an error page. From here, select **go to the Dashboard page**.

Once you are at your dashboard, you will see “Awaiting Electronic Signature Agreement” under Action. After MCAQD receives and processes the Electronic Signature Agreement, you will be notified via email from SCS to log back into your account to continue the SCS electronic signature registration process.

For questions regarding this step, please contact the department at 602-506-7833 or AQDImpact@maricopa.gov. You may also submit an online help request at bit.ly/AQDOnlinePortal.
Step 8

Next, you will be prompted to enter challenge questions and answers. Begin by selecting five challenge questions and completing each answer. It is suggested to click the Show Answers box in the lower left to avoid mistakes. Be sure to save these challenge questions and answers separately as they will be used frequently within SCS. After you complete the challenge questions and answers, select Save Answers to proceed.

You will receive an automated email to confirm the submission of the challenge questions.

E-Sig PIN Questions Answered Email Sample:

You have provided answers to 5 eSIG-PIN questions on 10/6/2019 5:33:02 PM for SCS user account, [redacted].

A dashboard login message has been sent with the questions you selected.

However, for your protection, your answers are not provided. If you forget your questions or answers, you may reset your eSIG-PIN questions and answers through your profile page or by contacting the SCS Help Desk to request an eSIG-PIN Reset Authorization Code.

If you did not provide eSIG-PIN questions and answers, please contact the SCS Help and alert them of a possible security breach of your account.

SCS Registration Homepage
https://scsaccount.eosdevcode.net

Shared CROMERR Services Portal
Step 9

Next, you will be directed to the Electronic Signature Agreement screen. Once this section is thoroughly reviewed, select **Sign Electronically** at the bottom of the page.

A pop-up window will appear requesting a Certification Acknowledgment. After thoroughly reviewing the pop-up window, select **Accept** to proceed.
Step 10

Now you will be directed to the Signature Device Authentication section. To complete this section, follow the steps below.

1. Enter your password and select **Log In**.

2. Provide the answer to one of your pre-selected challenge questions and select **Answer**.

3. Select **Sign** to complete the submission.
How to Access the AQD Online Portal

You will now be able to log in to your SCS Dashboard. Inside the Program Services box on the home page, you will see that the Action indicates Awaiting Approval.

Once MCAQD verifies your submission, you will receive an automated email confirming your account is now active. The verification and activation process can take up to five business days.

SCS Role Activation Email Sample:

After the confirmation email is received, the registration process is complete. On your SCS Dashboard, click Visit to access the AQD Online Portal.
Setting up Access to Multiple Organizations/Companies

If you require access to more than one organization/company, you must provide sufficient evidence to MCAQD that you are approved to access that organization/company information. This evidence can be a letter or email from a current organization/company employee. This documentation can be emailed to AQDImpact@maricopa.gov, or mailed to 3800 N. Central Ave., Suite 1400, Phoenix, AZ 85012.

Once the above step is completed, log into your SCS account dashboard. Inside the Program Services box on the home page, select Services.

The next screen will show a list of all the organizations/companies to which you currently have access. To add another, select the green box that says Add Program Service.
Next, you will choose the Program/Partner/Role. See step two in the above instructions for detailed steps. After you have made your selections, select **Continue**.

Next, enter the requested organization/company. See step five in the above instructions for detailed steps. After you have entered the information, select **Continue**.
Next, read over the Electronic Signature Agreement then select **Sign Electronically**.

After signing electronically, a pop-up will appear. Select **Accept**.
Now log into your SCS account dashboard. See step ten in the above instructions for detailed steps. After you have logged into your SCS Account, the Program Services box on the home page under Action will indicate Awaiting Approval for the new Organization/Company.

Once MCAQD verifies that you have permission to access the organization/company information, you will receive an automated email to confirm that your request has been processed. The verification and activation process can take up to five business days.