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How to Create a Shared CROMERR Services Electronic Signature for Asbestos NESHAP Notifications

A guide to completing the EPA's registration procedure

Maricopa County Air Quality Department

August 2020

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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 (IMPACT). In order 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 (**CRO**ss **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 in order to comply with CROMERR's legal requirements.

Before you begin, please review the following information:

- If your organization/company has never filed an Asbestos National Emission Standards for Hazardous Air Pollutants (NESHAP) notification with the MCAQD, or if your organization/company has recently changed ownership, please fill out and submit the [Shared CROMERR Services \(SCS\) Asbestos NESHAP Notification Electronic Signature Registration Form](#) before attempting to create your SCS Electronic Signature.
- 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/AQDOnlinePortal.

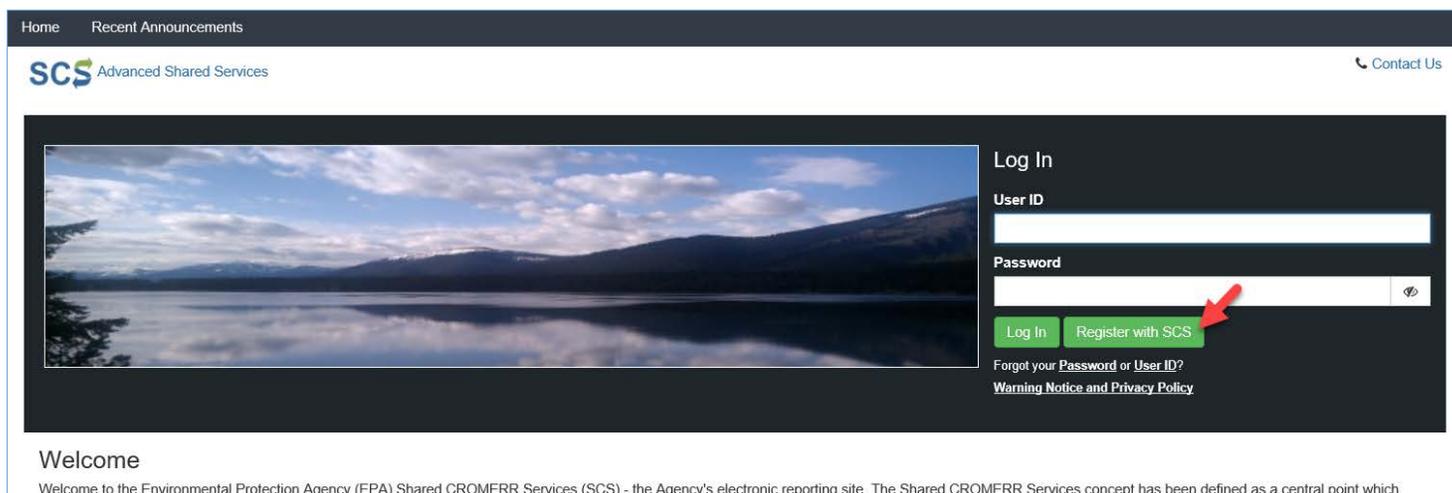
Step 1

Using Google Chrome as your internet browser, go to the EPA's SCS electronic reporting site, Encromerr.epa.gov. Please note other internet browsers will not support the SCS/AQD Online Portal (IMPACT) system. You must also enable pop-ups 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. At the bottom, select **Advanced**.
4. Under "Privacy and Security," select **Site Settings**.
5. Select **Pop-ups and Redirects**.
6. At the top, turn the setting to **Allowed** to disable the pop-up blocker altogether.

Once you have accessed the EPA's SCS electronic reporting site, select **Register with SCS**.



Home Recent Announcements

SCS Advanced Shared Services [Contact Us](#)

Log In

User ID

Password

Log In Register with SCS

[Forgot your Password or User ID?](#)

[Warning Notice and Privacy Policy](#)

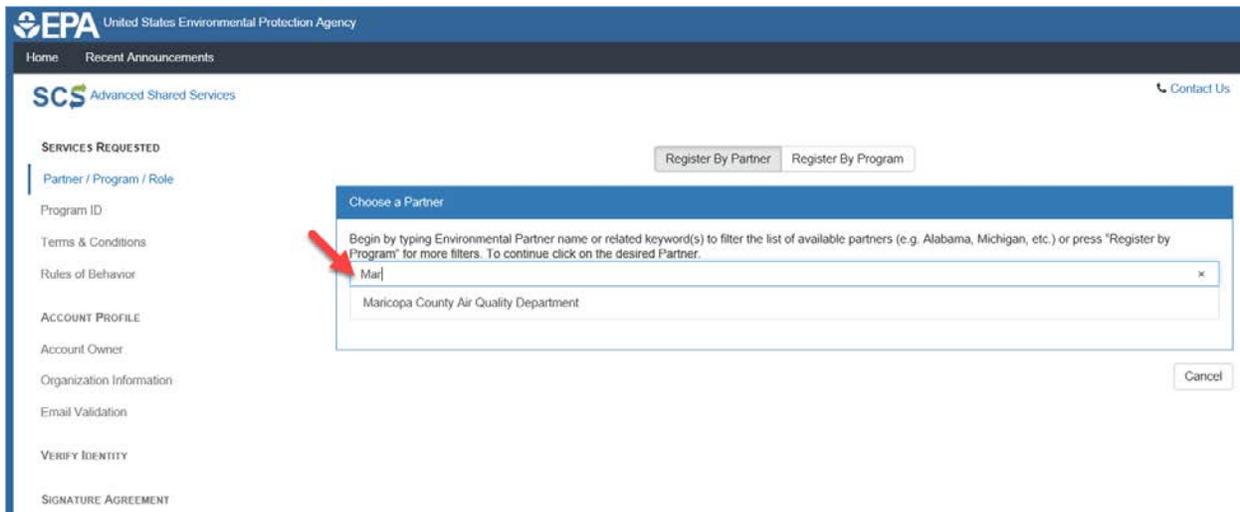
Welcome

Welcome to the Environmental Protection Agency (EPA) Shared CROMERR Services (SCS) - the Agency's electronic reporting site. The Shared CROMERR Services concept has been defined as a central point which

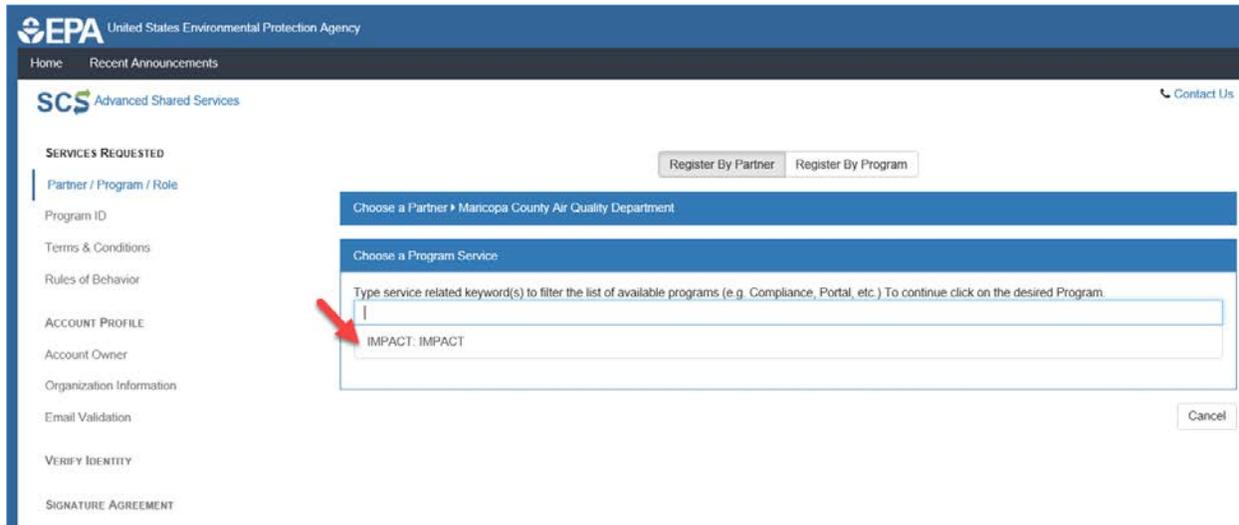
Step 2

Begin by choosing your Partner/Program/Role.

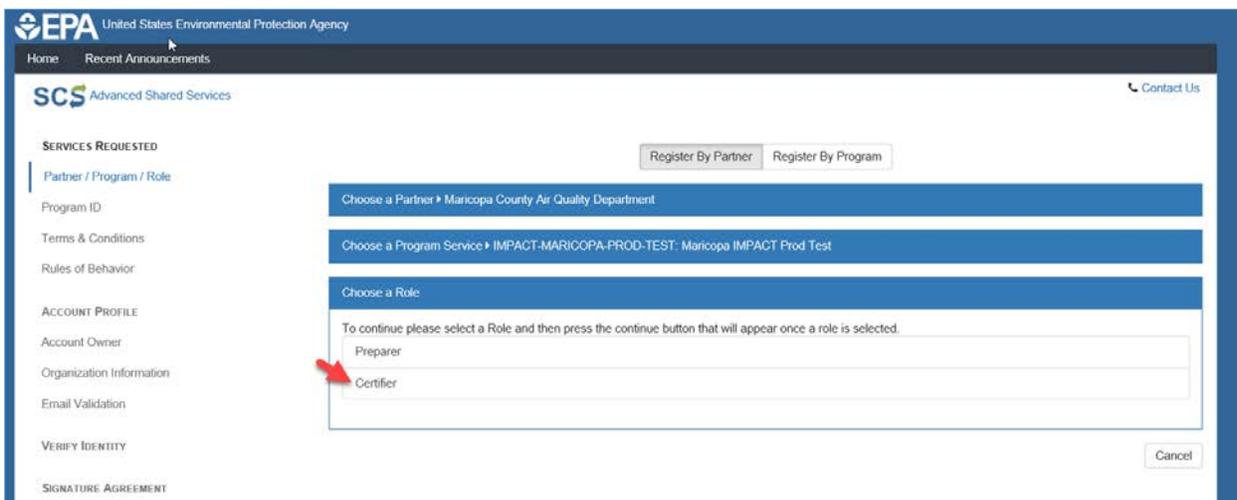
Under Choose a Partner, search and select **Maricopa County Air Quality Department**.



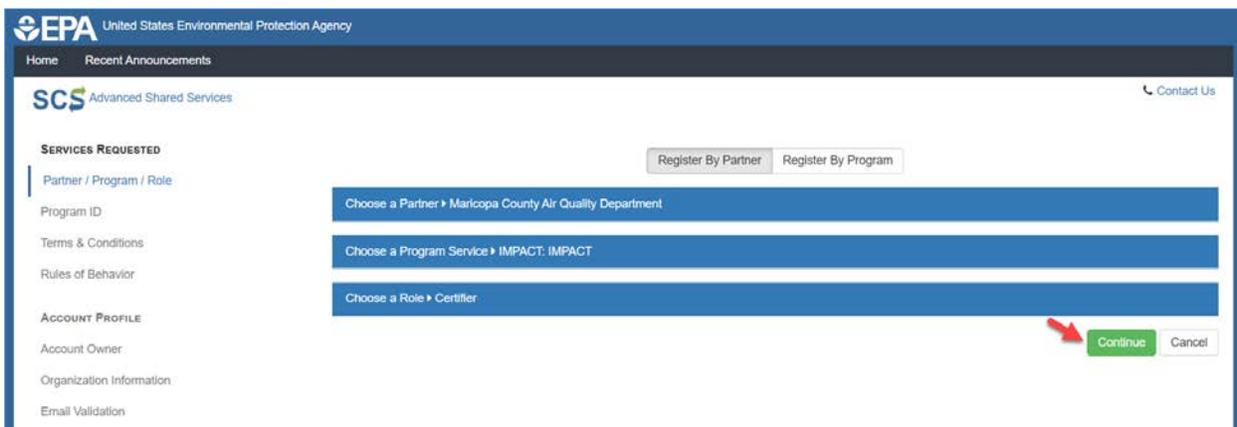
Under Choose a Program Service, select **IMPACT: IMPACT**.



Under Choose a Role, select **Certifier**. A certifier is the duly authorized representative of the source or more commonly referred to as the “owner” or “operator” of the facility. A certifier is authorized to assemble, modify, and sign electronic information within the AQD Online Portal (IMPACT).

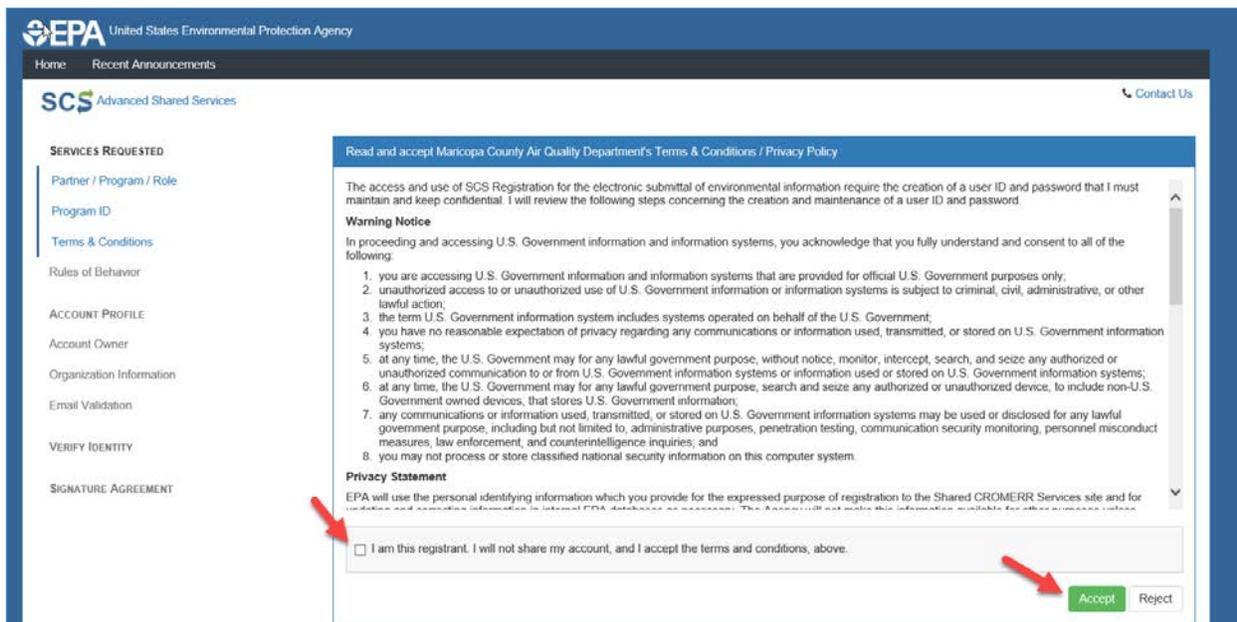


When you are finished with this section, select **Continue** to proceed.



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...", and then 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

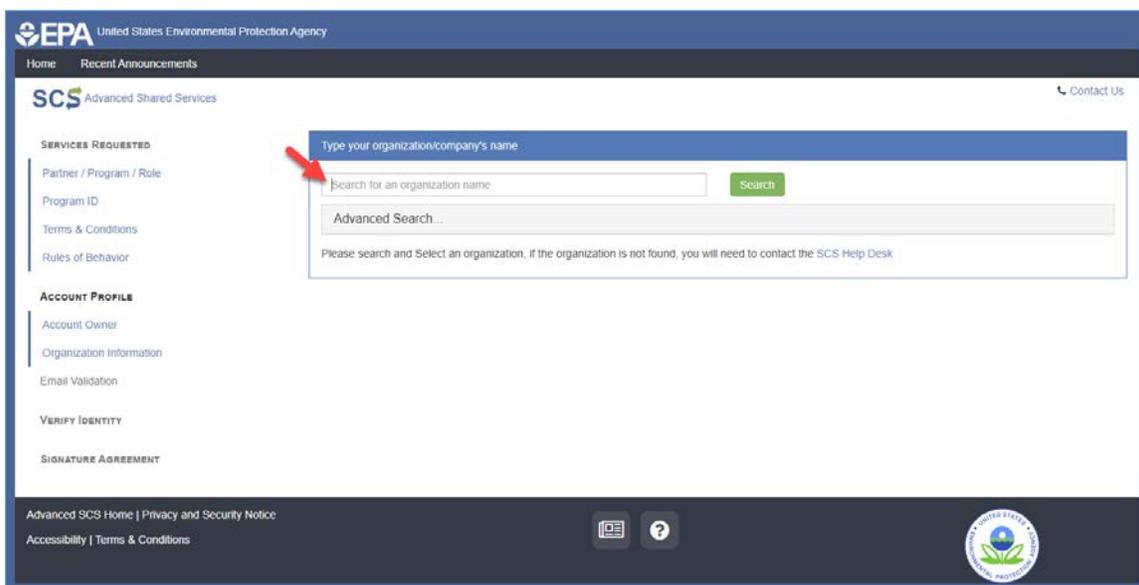
Complete the Account Profile section. All information entered in this section applies to you, the individual person registering. Enter your information under **Account Owner**. The email you provide will be used to verify your identity. Do not use a shared email address that any other person has access to. 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.

The screenshot shows the EPA SCS Advanced Shared Services registration interface. The page title is 'Enter your account information'. Below the title, there is a sub-header 'Account Owner' and a sub-header 'Account'. The 'Account Owner' section contains the following fields: Title (dropdown), First Name *, Middle Initial, Last Name *, Suffix (dropdown), Email Address *, and Confirm Email *. The 'Account' section contains the following fields: User ID *, Password *, Confirm Password *, Security Question 1 * (with a dropdown menu showing 'What was your childhood nickname?'), Security Answer 1 *, Security Question 2 * (with a dropdown menu showing 'What street did you live on in third grade?'), Security Answer 2 *, Security Question 3 * (with a dropdown menu showing 'What school did you attend for sixth grade?'), and Security Answer 3 *. At the bottom of the 'Account' section, there is a checkbox labeled 'Show Passwords and Answers'. At the bottom right of the form, there are two buttons: 'Continue' (green) and 'Cancel' (grey). Red arrows point to the 'Account Owner' section, the 'Account' section, and the 'Continue' button.

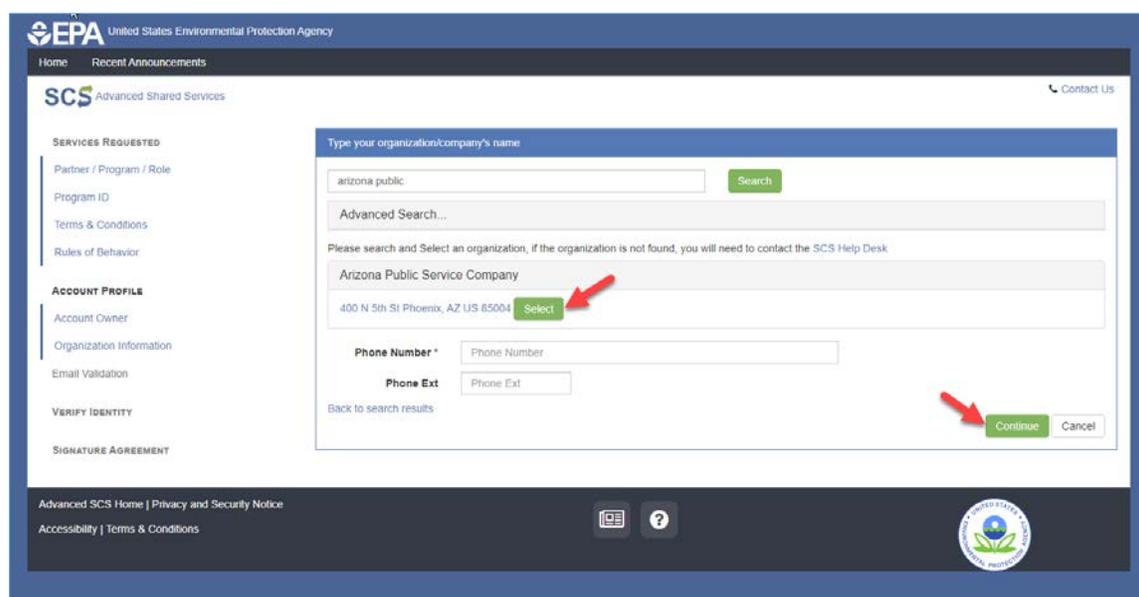
Step 5

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 of letters of the organization/company name and then select Search.

If your organization/company is not found, you must submit the [Shared CROMERR Services \(SCS\) Asbestos NESHAP Notification Electronic Signature Registration Form](#) to MCAQD. You will not be able to proceed until your organization/company is entered into SCS by MCAQD.



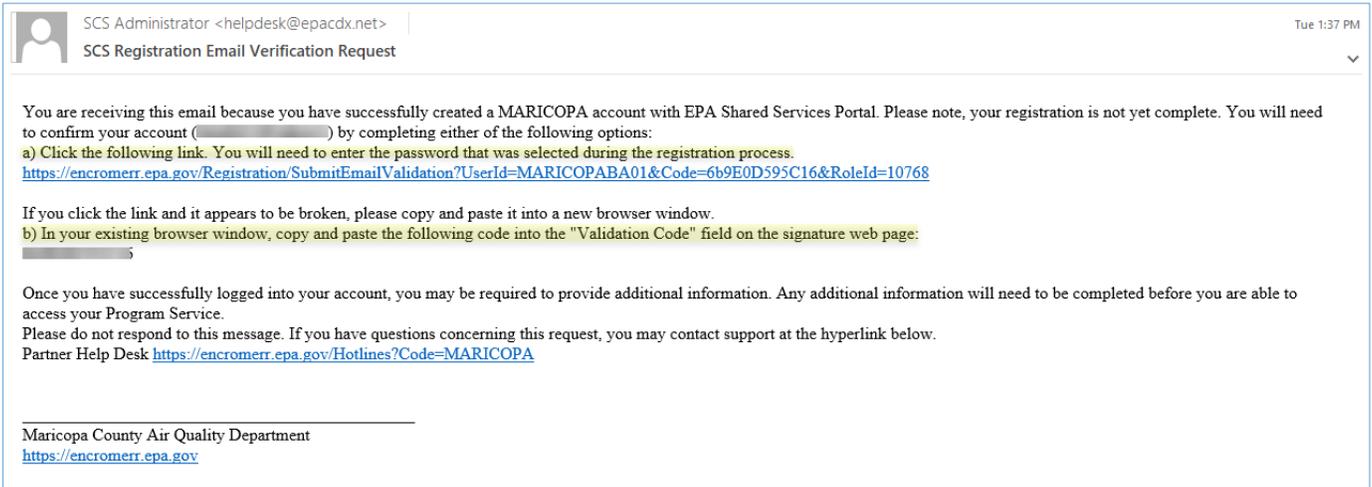
Once you have found the correct organization/company, click **Select**; enter the organization/company phone number, then select **Continue** to proceed.



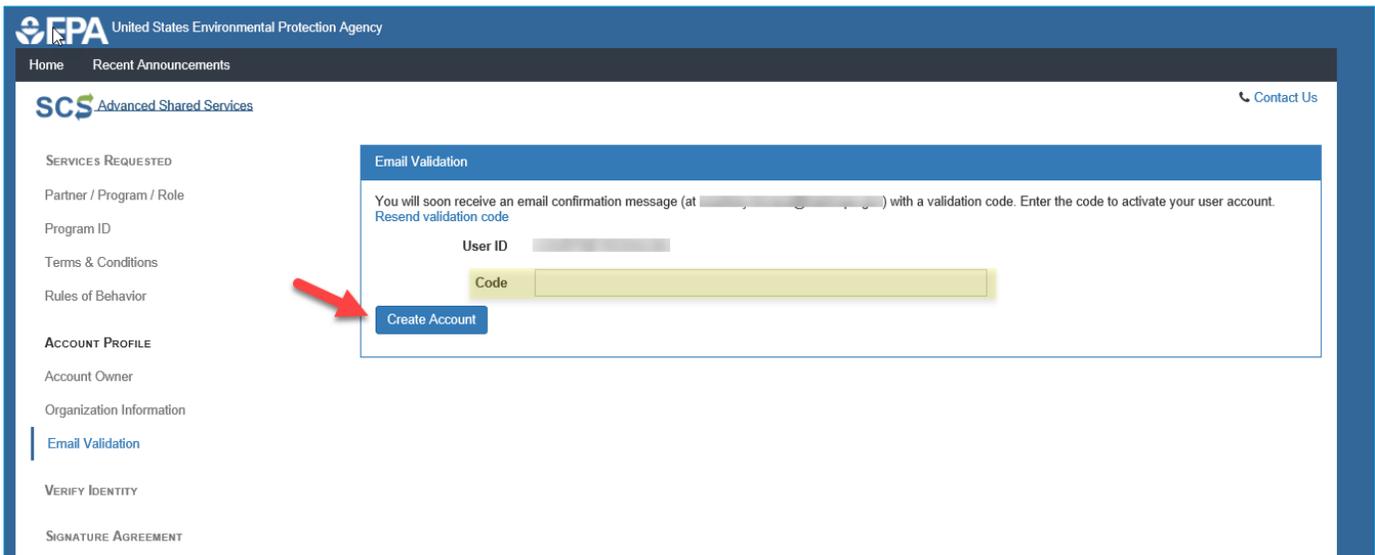
Step 6

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:

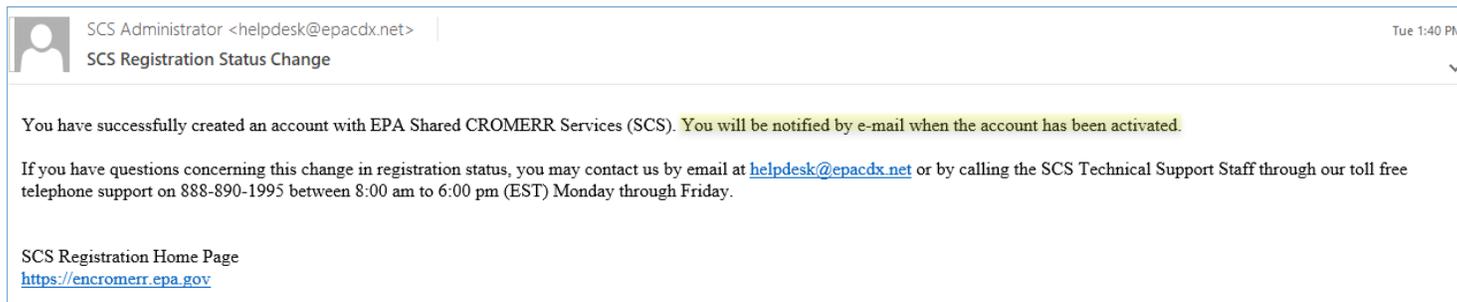


Click the link provided within the email, or copy and paste the code provided into the **Validation Code** field on the signature web page. Select **Create Account** to proceed.



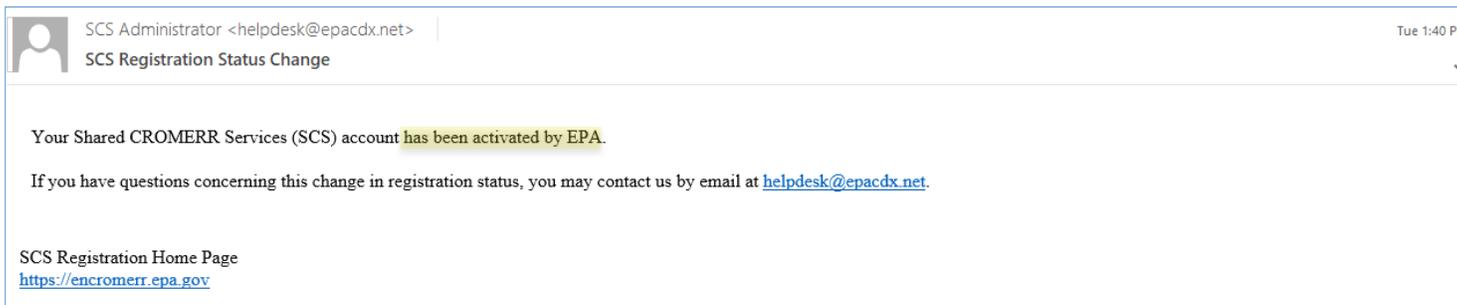
After you have completed the Email Validation section, you will receive an email indicating that you have successfully created an Account. Please note that the Account is **not yet activated**. **The Account activation process can take up to five business days.**

SCS Registration Status Change Email Sample:



Once the Account is activated, you will receive a separate confirmation email. **The Account activation process can take up to five business days.**

SCS Registration Status Change Email Sample:



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.

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 in order 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.

The screenshot shows the EPA SCS website interface for identity verification. The header includes the EPA logo and 'United States Environmental Protection Agency' on the left, and 'Logged in as' on the right. Below the header is a navigation bar with 'Home' and 'Recent Announcements'. The main content area features the SCS logo and a 'Contact Us' link. The central section is titled 'Verify your identity with LexisNexis' and contains a paragraph of text explaining the process. Below the text is a form with the following fields: First Name, Middle Initial, Last Name, Home Address, Home Address 2, City, State (dropdown), Zip Code, Home Phone, Last 4 of SSN, and Date of Birth (MM/DD/YYYY). There is a checkbox labeled 'Show SSN' and another checkbox at the bottom that reads 'I have reviewed the name presented above and I would like to proceed with LexisNexis.' A blue 'Verify' button is located at the bottom left of the form, with a red arrow pointing to it. Below the button is a link for 'Use Paper Agreement'.

*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 delay the applicant's access to the AQD Online Portal (IMPACT).**

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 screenshot shows the EPA LexisNexis identity verification interface. At the top, the EPA logo and 'United States Environmental Protection Agency' are visible, along with 'Logged in as [user]' and 'Log out)'. Below the navigation bar, a message states: 'The information submitted to LexisNexis failed to meet the requirements. Please try again.' The main section is titled 'Verify your identity with LexisNexis' and contains a paragraph explaining the process and a note about the voluntary nature of the service. Below this is a form with fields for: First Name, Middle Initial, Last Name, Home Address, Home Address 2, City, State, Zip Code, Home Phone, Last 4 of SSN, and Date of Birth. There is also a checkbox for 'Show SSN' and a checkbox for 'I have reviewed the name presented above and I would like to proceed with LexisNexis.' A 'Verify' button is at the bottom left. A pop-up window titled 'Attention' is overlaid on the form, containing the text: 'You have registered with an international organization. If you have a valid social security number and wish to sign the ESA electronically, click Continue to proceed with the automatic verification process.' The pop-up has two buttons: 'Continue' and 'Sign Paper Form', both highlighted with red arrows.

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.

The screenshot shows the EPA SCS Electronic Signature Agreement page. At the top, there is the EPA logo and navigation links for Home and Recent Announcements. The page title is "Paper SCS Electronic Signature Agreement". Below this, there is a brief explanation of the SCS electronic signature agreement (ESA) and a link to the SCS Help Desk. The main heading is "Maricopa County Air Quality Department ELECTRONIC SIGNATURE AGREEMENT".

The agreement text includes:

- A statement of acceptance of the electronic signature credential issued by Maricopa County Air Quality Department.
- A section for "Electronic Signature Holder Company Information" with fields for Organization Name, Address, Phone Number, E-mail Address, Registrant's Name, and SCS User Name.
- A series of 14 numbered terms and conditions, including:
 - (1) Certify authority to enter into the agreement on behalf of the organization.
 - (2) Certify that terms and conditions are read, understood, and accepted.
 - (3) Agree to protect the electronic signature credential (password, KBQs, etc.).
 - (4) Agree to contact Maricopa County Air Quality Department at 602-506-6010 upon suspicion of account misuse.
 - (5) Agree to notify SCS within ten working days of duty changes.
 - (6) Understand profile changes through registered electronic mail address.
 - (7) Understand SCS reports the last login date.
 - (8) Understand legal liability for electronic signature use.
 - (9) Understand email notification upon electronic signature use.
 - (10) Agree to report suspicious activity within 24 hours.
 - (11) Agree to contact Maricopa County Air Quality Department if no email notification is received within 5 business days.
 - (12) Agree to report evidence of discrepancy within 24 hours.
 - (13) Agree to notify Maricopa County Air Quality Department if ceasing to represent the regulated entity.
 - (14) Agree to retain a copy of the signed agreement.

At the bottom, there are fields for "Name of electronic signature holder", "Signature", and "Date". Below these fields, it says "PLEASE SEND THIS DOCUMENT AS SOON AS POSSIBLE TO:" followed by the address: "Maricopa County Air Quality Department, 3800 N Central Ave, Suite 1400, Phoenix, AZ 85012". At the very bottom, there are two buttons: "Sign Paper Form" (highlighted with a red arrow) and "Cancel".

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), 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 delay the applicant's access to the AQD Online Portal (IMPACT).

Print to Mail

Maricopa County Air Quality Department ELECTRONIC SIGNATURE AGREEMENT

In accepting the electronic signature credential issued by Maricopa County Air Quality Department to sign electronic documents submitted to Maricopa County Air Quality Department's Shared CROMERR Services (SCS), and as a representative for:

Electronic Signature Holder Company Information

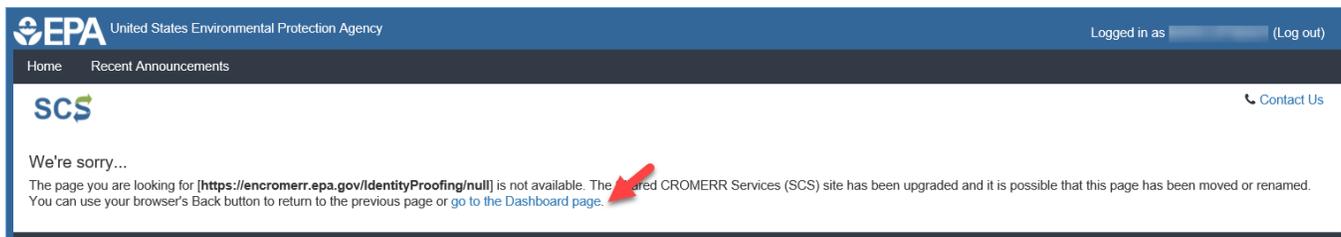
Organization Name:	
Address:	
Phone Number:	
E-mail Address:	
Registrant's Name:	
SCS User Name:	

I, _____

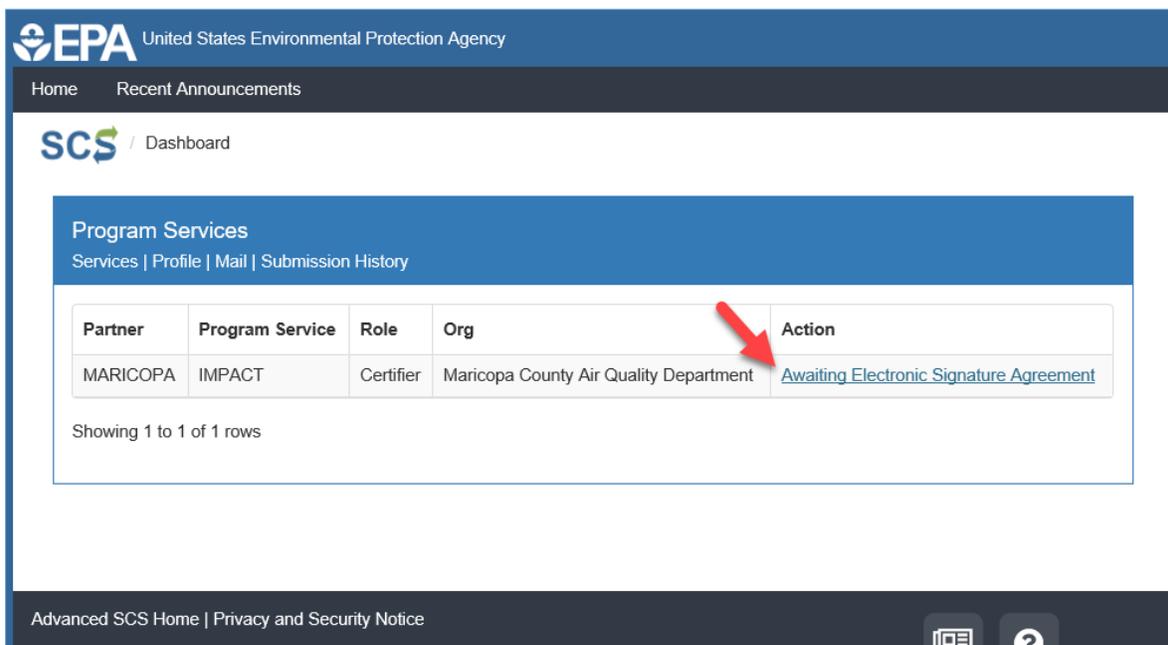
- (1) I Certify I have the authority to enter into this Agreement on behalf of the Organization identified above, and I am a signatory authorized to represent that Organization, and I am able to sign and submit reports and other information on behalf of that Organization in the capacity required by statute and/or regulation.
- (2) I Certify that by signing and submitting this agreement, I have read, understand, and accept the terms and conditions of this electronic signature agreement. I certify under penalty of law that I have personally examined and am familiar with the information submitted in this agreement and I believe that the information is true, accurate and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment.
- (3) Agree to protect the electronic signature credential, consisting of my Shared CROMERR Service (SCS), user identification and password, as well as knowledge based questions (KBQs) and answers from use by anyone except me. Specifically, I agree to maintain the secrecy of the password; I will not divulge or delegate my user name, password, and KBQs and answers to any other individual; I will not store my password as well as KBQs and answers in an unprotected location; and I will not allow my password to be written into computer scripts to achieve automated login.
- (4) Agree to immediately contact the Maricopa County Air Quality Department at 602-506-6010, after suspecting misuse of my account. I will contact the Maricopa County Air Quality Department at 602-506-6010, as soon as possible, but no later than 24 hours, after suspecting or determining that my user name and password have become lost, stolen, compromised or used inconsistent with SCS Terms and Conditions at <https://cdx.epa.gov/EpaSharedServicesPortal/Scs/TermsAndConditions>.
- (5) I agree to notify SCS within ten working days if my duties change and I no longer need to interact with the SCS on behalf of my organization. I agree to make this notification by notifying the Maricopa County Air Quality Department Technical Support staff at 602-506-6010, or AQmail@maricopa.gov.
- (6) Understand that I will be informed of profile changes through my registered electronic mail (e-mail) address whenever my user identification or password have been modified.
- (7) Understand that SCS reports the last login date that my user identification and password were used immediately after successfully logging into SCS.
- (8) Understand and agree that I will be held as legally bound, obligated, and responsible for the use of my electronic signature as I would be using my hand-written signature.
- (9) Understand I will receive email upon use of my electronic signature so whenever I electronically sign and submit an electronic document to the SCS, I will receive an e mail at my registered e mail address; This e-mail will inform me that a submission has been made to SCS from my user account and will contain instructions to view information regarding the submission, including my Copy of Record (CoR).
- (10) Agree to report any suspicious activity so if I receive an e mail notification for any activity that I do not believe that I performed, I will notify Maricopa County Air Quality Department as soon as possible, but no later than 24 hours, after receipt.
- (11) Agree to contact the Maricopa County Air Quality Department if I do not receive an e mail notification within 5 business days for any electronically signed submission using my credentials.

PLEASE SEND THIS DOCUMENT AS SOON AS POSSIBLE TO:
Maricopa County Air Quality Department
3800 N Central Ave, Suite 1400
Phoenix, AZ 85012

Once you have completed printing the form, SCS will direct you to an error page. From here, select **go to the Dashboard page**.



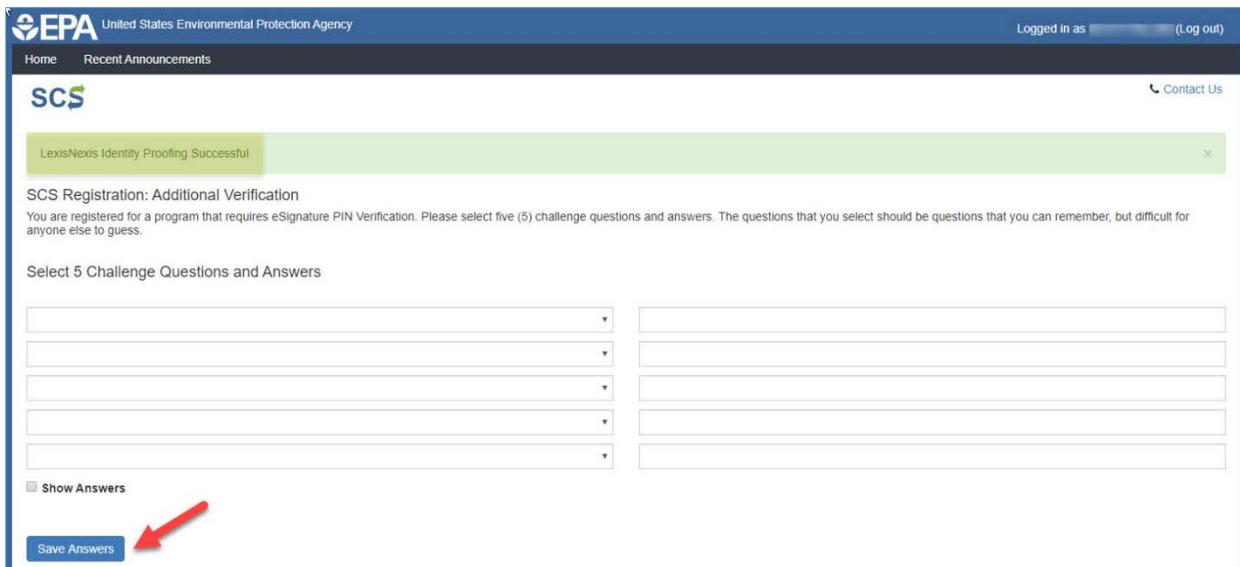
Once you are at your dashboard, you will see under Action the status “awaiting electronic signature agreement.” After MCAQD receives and processes the Electronic Signature Agreement, you will be notified via email from SCS to log back into your account to continue the SCS Electronic Signature registration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



United States Environmental Protection Agency

Home Recent Announcements

SCS

LexisNexis Identity Proofing Successful

SCS Registration: Additional Verification

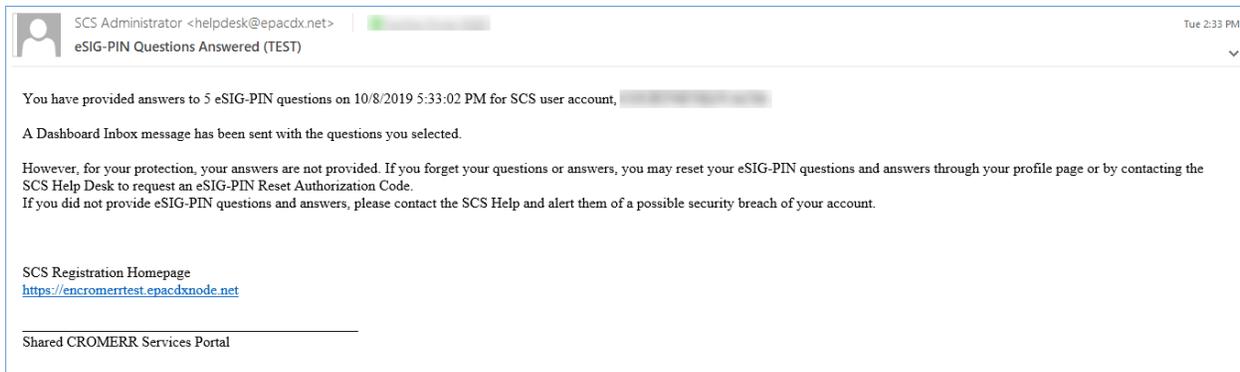
You are registered for a program that requires eSignature PIN Verification. Please select five (5) challenge questions and answers. The questions that you select should be questions that you can remember, but difficult for anyone else to guess.

Select 5 Challenge Questions and Answers

Show Answers

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

E-Sig PIN Questions Answered Email Sample:



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.

The screenshot shows the EPA website interface with the SCS logo. A green notification bar at the top states "The questions/answers have been saved." Below this is the "Electronic Signature Agreement" section. It includes a title "Maricopa County Air Quality Department ELECTRONIC SIGNATURE AGREEMENT" and a paragraph explaining the agreement. A table titled "Electronic Signature Holder Company Information" contains the following data:

Organization Name:	Maricopa County Air Quality Department
Address:	3800 N Central Ave Suite 1400 Phoenix, AZ US 85012
Phone Number:	(602) 506-5102
E-mail Address:	[Redacted]
Registrant's Name:	[Redacted]
SCS User Name:	[Redacted]

Below the table, there are three numbered certification statements. A red arrow points to the "Sign Electronically" button at the bottom left of the agreement section.

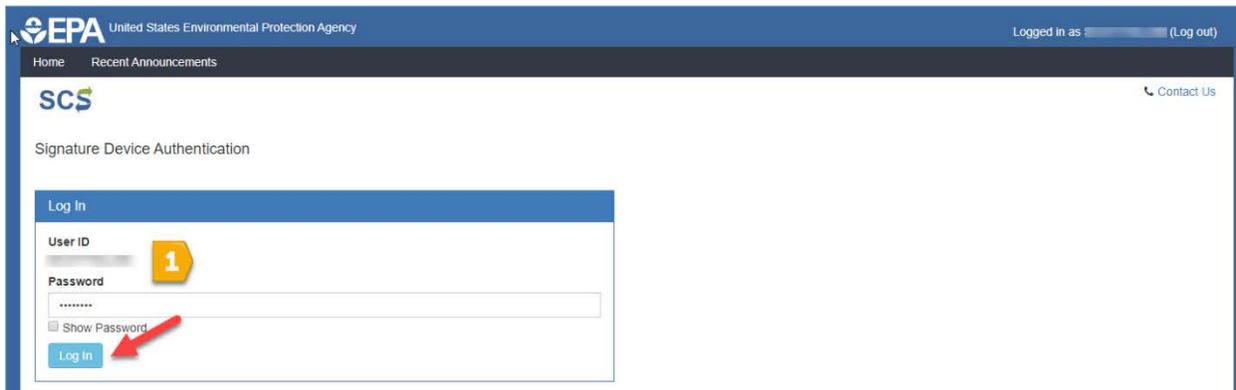
A pop-up window will appear requesting a Certification Acknowledgment. After thoroughly reviewing the pop-up window, select **Accept** to proceed.

The screenshot shows a "Certification Acknowledgement" pop-up window overlaid on the main page. The pop-up contains the text: "I certify, under penalty of law that the information provided in this document is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fines and imprisonment for knowing violations." At the bottom of the pop-up, there are two buttons: "Accept" and "Decline". A red arrow points to the "Accept" button.

Step 10

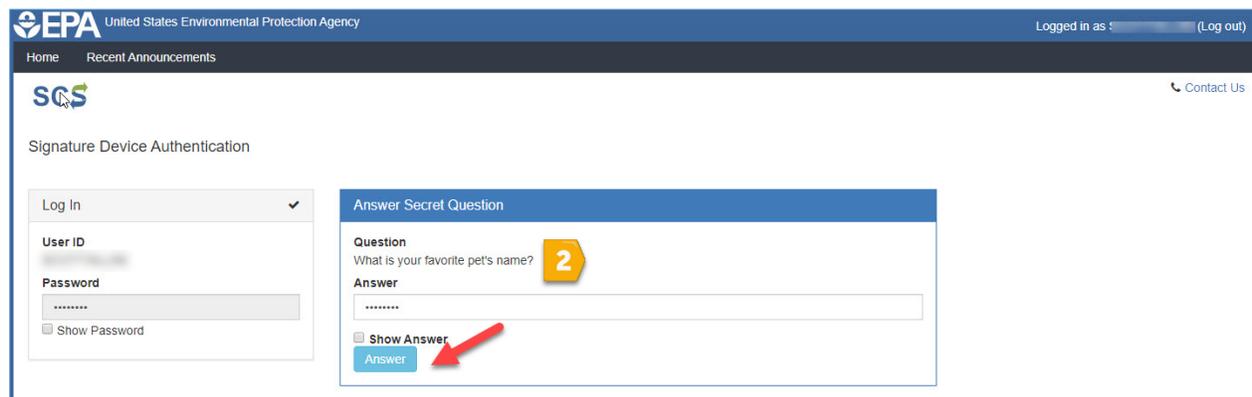
You will be directed to the Signature Device Authentication section. To complete this section, follow the steps below.

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



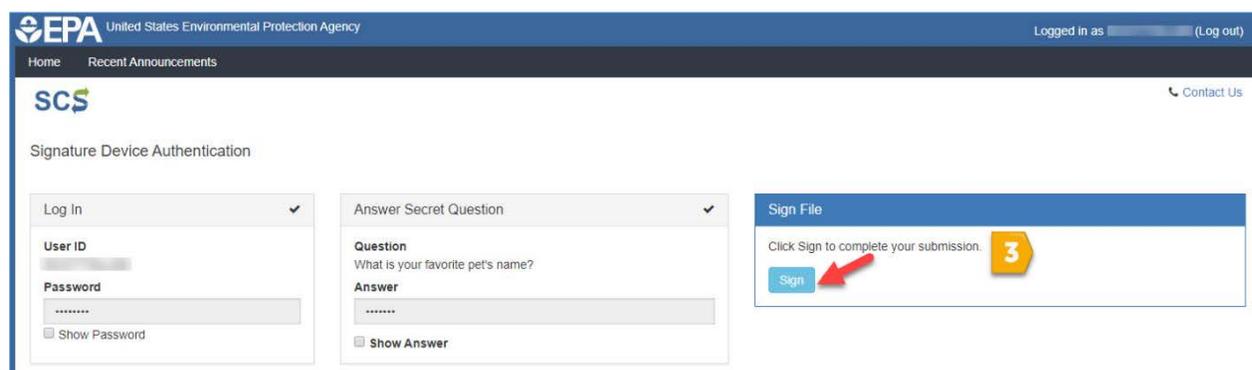
The screenshot shows the EPA SCS Signature Device Authentication page. The 'Log In' section is highlighted with a blue header. It contains a 'User ID' field, a 'Password' field with a yellow arrow labeled '1' pointing to it, a 'Show Password' checkbox, and a 'Log In' button with a red arrow pointing to it.

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



The screenshot shows the EPA SCS Signature Device Authentication page. The 'Log In' section is now greyed out and has a checkmark. The 'Answer Secret Question' section is highlighted with a blue header. It contains a 'Question' field with the text 'What is your favorite pet's name?' and a yellow arrow labeled '2' pointing to it, an 'Answer' field, a 'Show Answer' checkbox, and an 'Answer' button with a red arrow pointing to it.

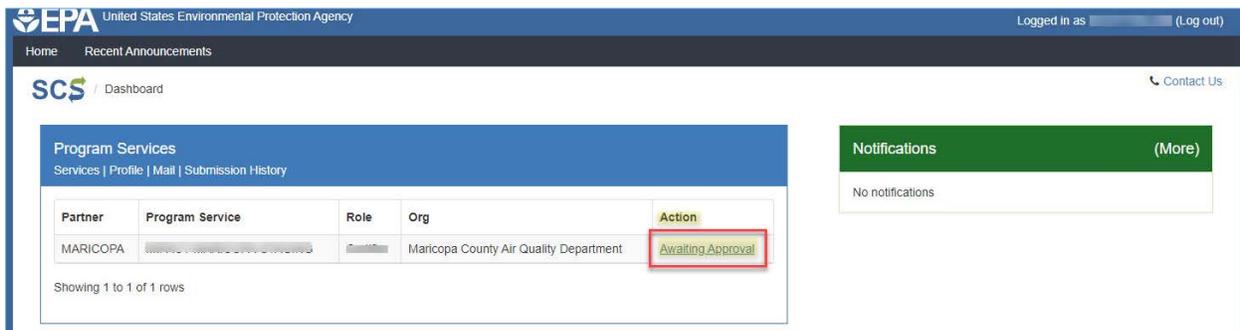
3. Select **Sign** to complete the submission.



The screenshot shows the EPA SCS Signature Device Authentication page. The 'Log In' and 'Answer Secret Question' sections are now greyed out and have checkmarks. The 'Sign File' section is highlighted with a blue header. It contains the text 'Click Sign to complete your submission.' and a yellow arrow labeled '3' pointing to it, and a 'Sign' button with a red arrow pointing to it.

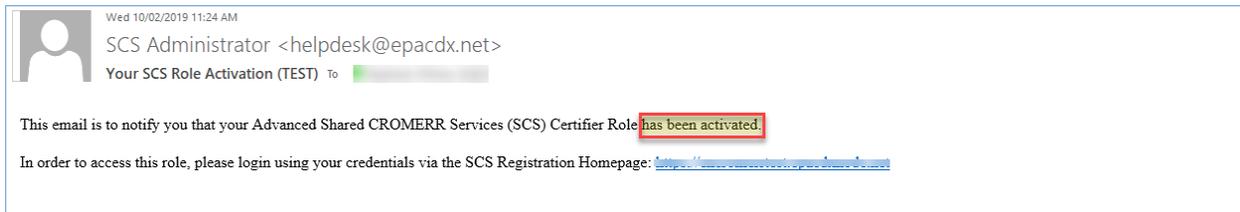
How to Access the AQD Online Portal (IMPACT)

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 to confirm that 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 (IMPACT).

