



Maricopa County Air Quality Department

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# Resetting Shared CROMERR Services (SCS) Security Questions

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How to reset your security questions on the EPA's SCS  
portal

Maricopa County Air Quality Department

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If you have received the error message below, but can still log into your Shared CROMERR Services (SCS) account, then follow the steps below to reset your security questions. Having correct security question answers is required when submitting through the AQD Online Portal.

The screenshot shows a Google Chrome browser window titled "Asbestos Notification - Google Chrome". The address bar displays the URL: `airimpact.stage.maricopa.gov/_ADFv__jsf?_afPfm=8.1&t=fred&vir=/util/submitTaskPin.jsp&loc=en&_minWidth=1024&_minHeight=512&_rtrnd=0`. An error message box is highlighted with a red border, containing the following text:

- 1. User reached max number of answer attempts.
- 2. Please contact the Help Desk if you need assistance.

Below the error message, the page content includes:

- Submission may take several minutes depending on the amount of data being processed.
- Username: courtneykovacs6
- \* Password:
- Security Question: What street was your high school located on?
- \* Answer:
- Buttons: Submit, Cancel
- Form options:  O&M,  Ordered Demolition

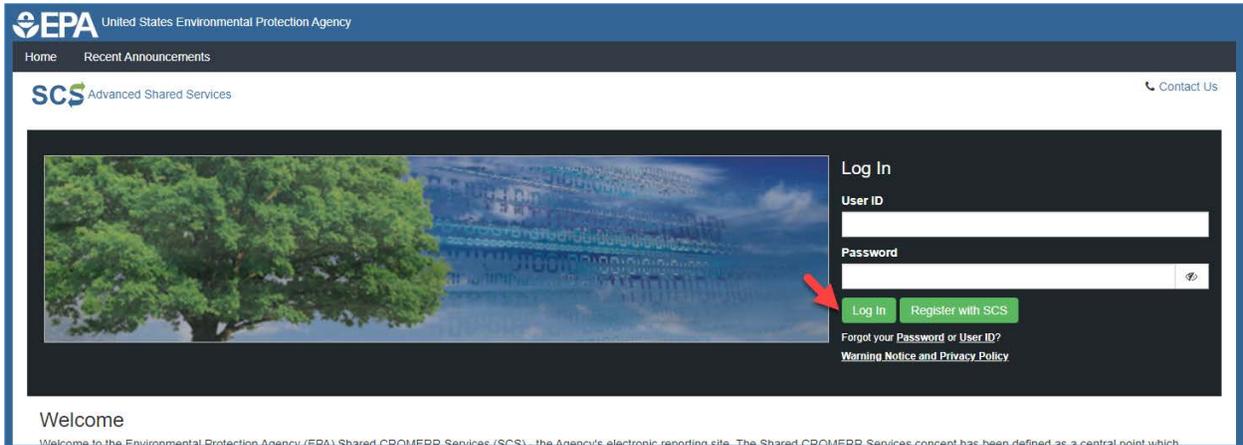
## Step 1

Using Google Chrome as your internet browser, go to the EPA's SCS electronic reporting site, [Encromerr.epa.gov](http://Encromerr.epa.gov). Please note other internet browsers will not support the SCS/AQD Online Portal system. You must also enable pop-ups on your internet browser.

To enable pop-ups on Google Chrome:

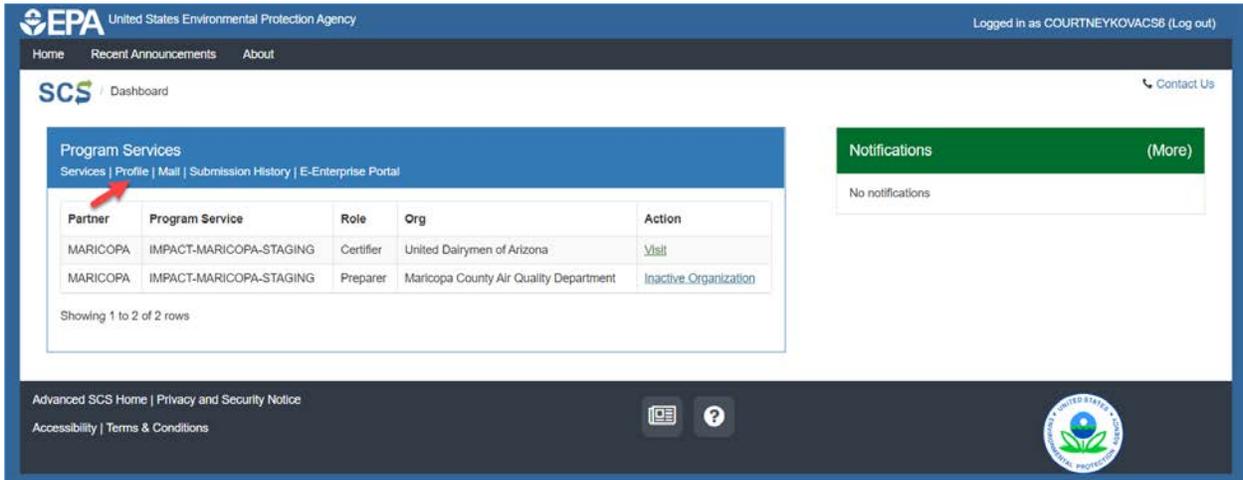
1. On your computer, open Chrome.
2. At the top right, select the three dots  then select **Settings**.
3. At the bottom, select **Advanced**.
4. Under "Privacy and Security," select **Site Settings**.
5. Select **Pop-ups and Redirects**.
6. At the top, turn the setting to **Allowed** to disable the pop-up blocker altogether.

Once you have accessed the EPA's SCS electronic reporting site, enter your log in information and select **Log In**.

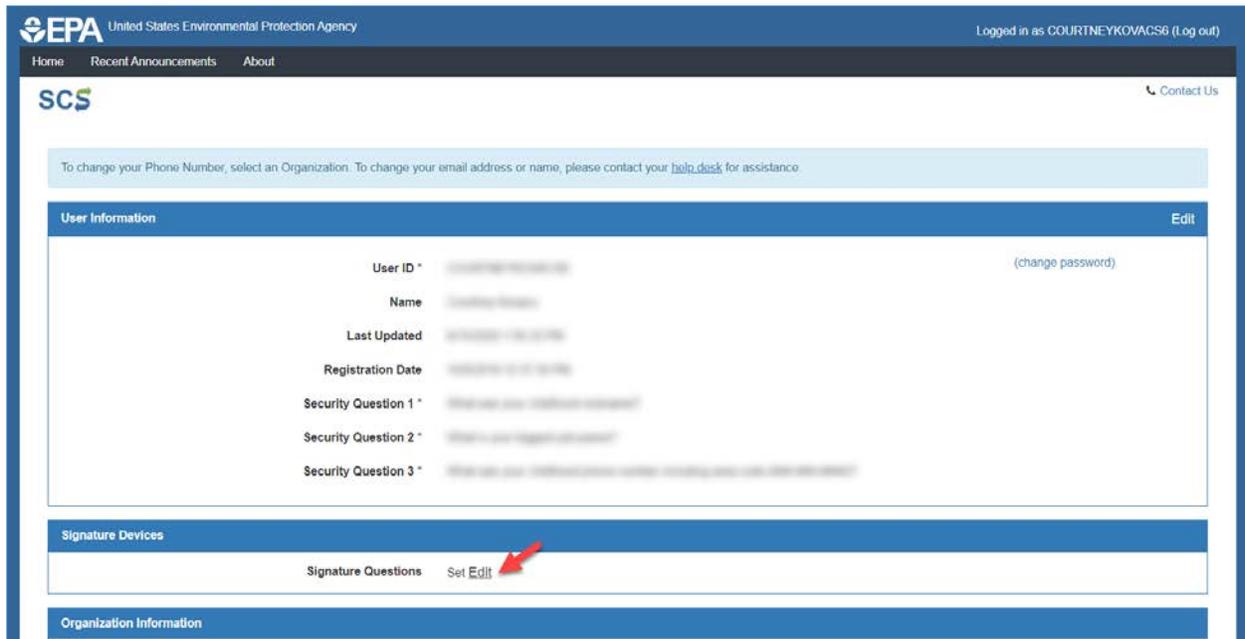


## Step 2

From the SCS Dashboard, select **Profile**.

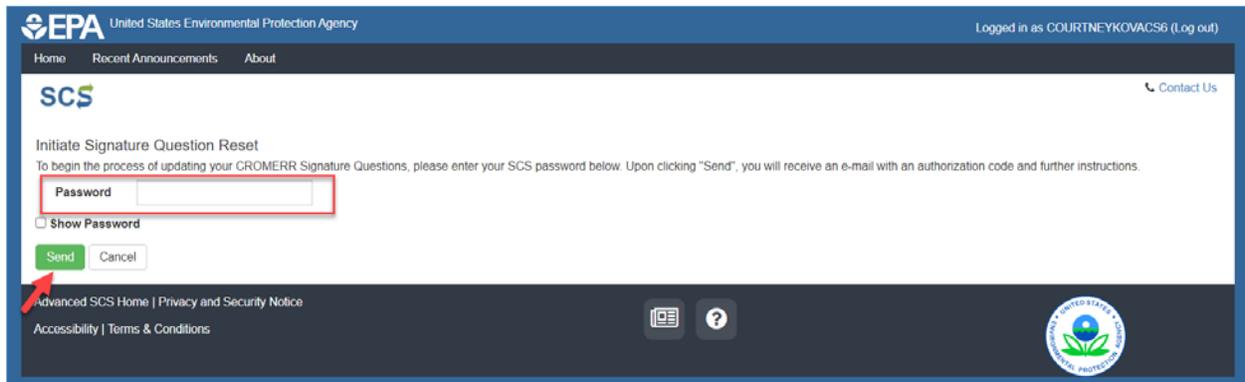


Under Signature Devices, select **Edit**.



The screenshot shows the EPA SCS user profile page. At the top, it says "EPA United States Environmental Protection Agency" and "Logged in as COURTNEYKOVACS6 (Log out)". Below the navigation bar, there's a "Contact Us" link. A message states: "To change your Phone Number, select an Organization. To change your email address or name, please contact your [help desk](#) for assistance." The main content area is divided into sections: "User Information" (with an "Edit" link), "Signature Devices", and "Organization Information". The "Signature Devices" section contains a table with columns for "Signature Questions", "Set", and "Edit". A red arrow points to the "Edit" link in the "Signature Questions" row.

Enter your SCS account password and select **Send**.

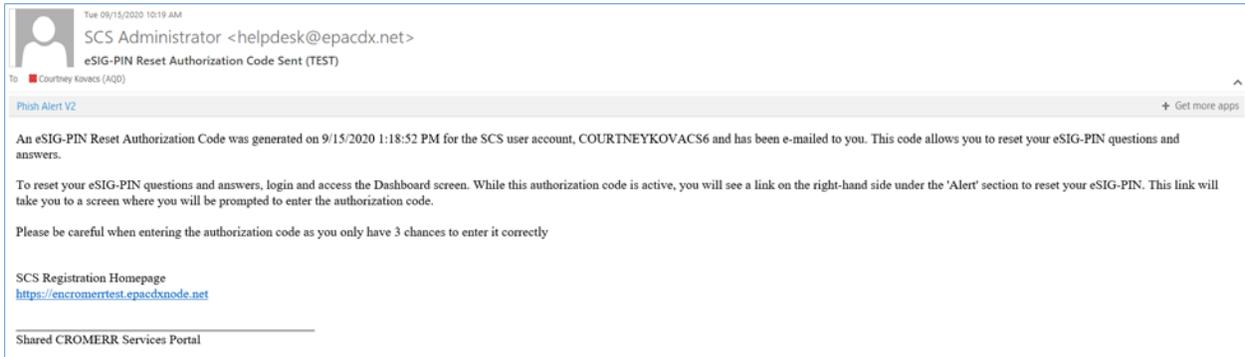


The screenshot shows the "Initiate Signature Question Reset" page. It includes the EPA logo and navigation links. The main heading is "Initiate Signature Question Reset". Below it, a message reads: "To begin the process of updating your CROMERR Signature Questions, please enter your SCS password below. Upon clicking 'Send', you will receive an e-mail with an authorization code and further instructions." There is a "Password" input field with a red border, a "Show Password" checkbox, and "Send" and "Cancel" buttons. A red arrow points to the "Send" button. At the bottom, there are links for "Advanced SCS Home", "Privacy and Security Notice", "Accessibility", and "Terms & Conditions", along with a help icon and the EPA logo.

## Step 3

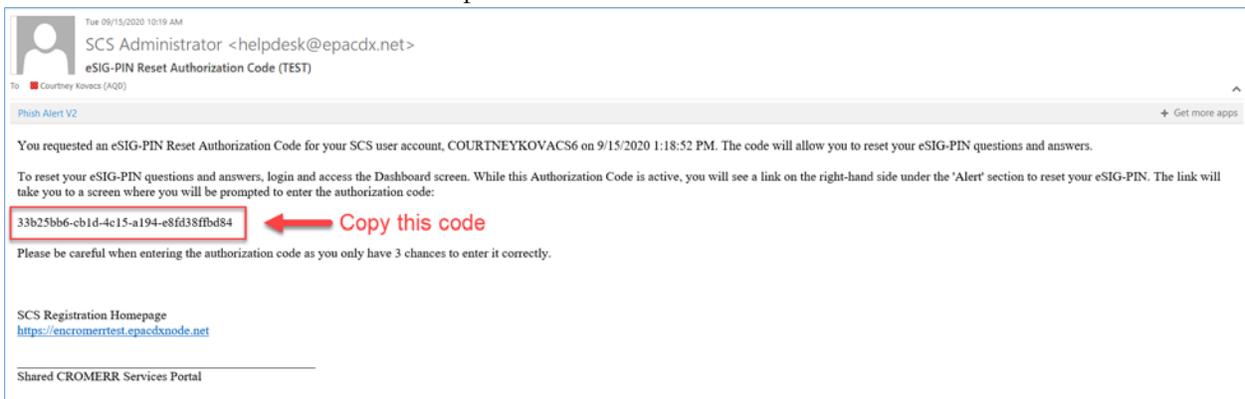
You will receive two automated emails to your primary organization's email address. The first email is to confirm that a reset authorization code was generated. The second email will contain your reset authorization code (a long sequence of symbols, numbers and letters).

### Reset Authorization Code Sent Email Sample:

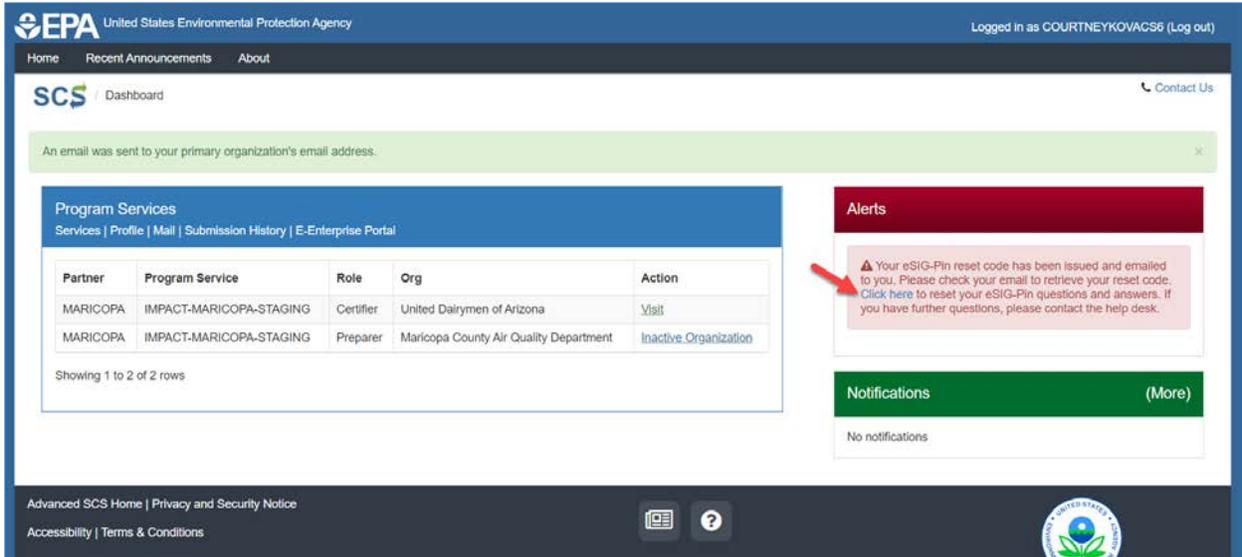


Copy the code as shown below.

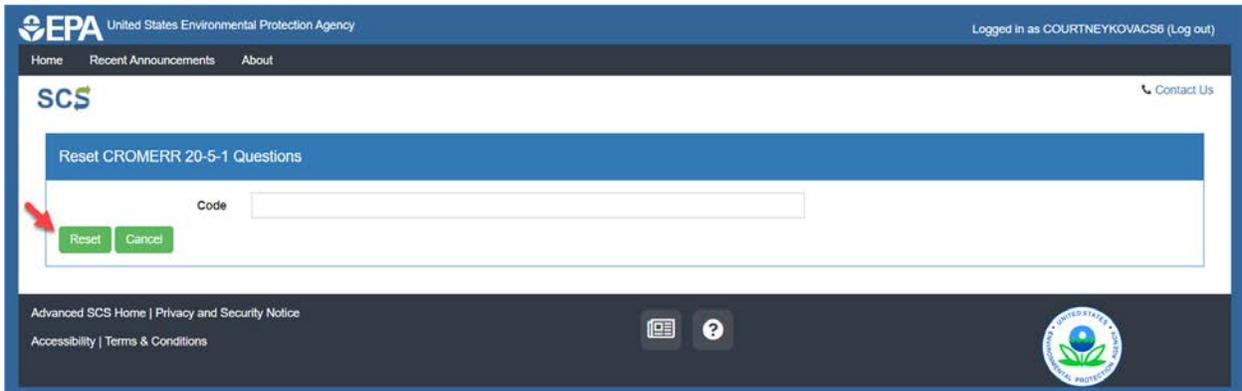
### Reset Authorization Code Email Sample:



Back on the SCS Dashboard, under the Alerts, select **Click here**.



Enter the reset authorization code you received and select **Reset**.



## Step 4

Select five challenge questions from the left hand side and answer each question. Be sure to write your answers down, as these questions will be asked frequently when utilizing the AQD Online Portal. Select **Save Answers** when finished.

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

**Save Answers**

Once finished, you will see a notification indicating that your questions and answers have been saved.

The questions/answers have been saved.

**Program Services**  
 Services | Profile | Mail | Submission History | E-Enterprise Portal

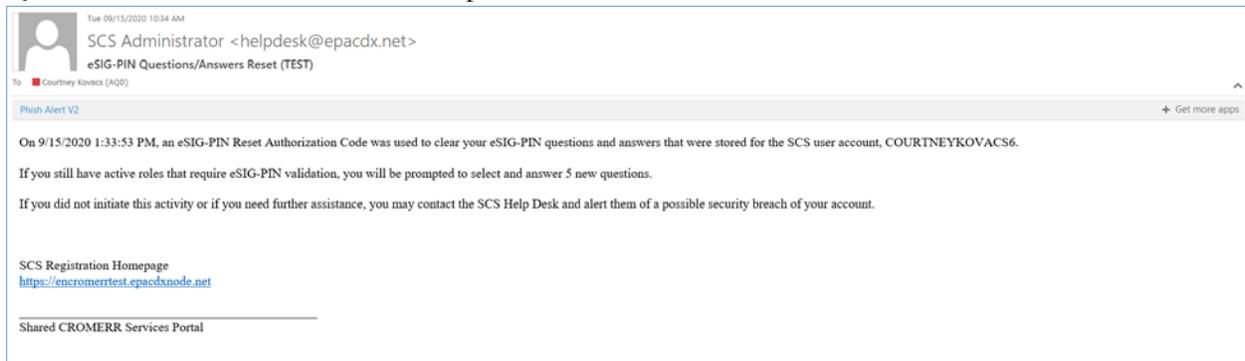
Partner	Program Service	Role	Org	Action
MARICOPA	IMPACT-MARICOPA-STAGING	Certifier	United Dairymen of Arizona	<a href="#">Visit</a>
MARICOPA	IMPACT-MARICOPA-STAGING	Preparer	Maricopa County Air Quality Department	<a href="#">Inactive Organization</a>

Showing 1 to 2 of 2 rows

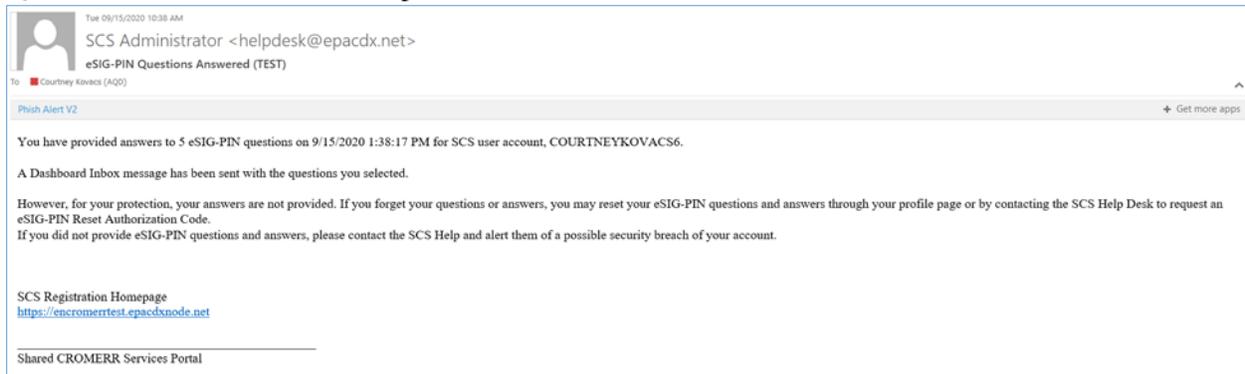
**Notifications** (More)  
 No notifications

You will receive additional emails as you go through the steps above. These emails can be disregarded and are used to ensure that your account has not been breached. See examples below.

Questions/ Answers Reset Email Sample:



Questions Answered Email Sample:



Your security questions have now been reset and you may resume work through the AQD Online Portal. If you have any further questions, contact the department at 602-506-7833 or email [AQDImpact@maricopa.gov](mailto:AQDImpact@maricopa.gov).