

eDMR

(electronic Discharge Monitoring Report)

Facility User Management Guide

(For use by the Facility Owner and the Facility Administrator)



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Section 1. Summary of the eDMR Application

The eDMR application has the following two major areas and a guide for each:

eDMR Facility User Management Guide	Register Users
	Manage the User Profile Information
	Authenticate and Authorize Users
eDMR Facility Reporting Guide	Create, Certify, and Submit eDMR Reports
	Print eDMR Reports
	View eDMR Reports

1.1 Facility User Management in eDMR

1.1.1 Overview of Facility Users

Facility users are able to work only with the facilities for which they have permits. Their usage of the application is governed by the user group to which they are assigned and the accompanying privileges and permissions granted to each group. See *Section 1.2 – User Groups and Privileges* for a chart of the Groups and related Privileges.

Facility Owner – the designated person for a specific permit/facility and/or has delegated signatory authority for the permit. (This is the person who signs the certification statement on the back of the form.)

Facility Administrator – the person(s) responsible for managing user information for the facility/permit.

Submitter – the person(s) who submits the report. May be the owner or other delegated person that has signatory authority for the permit. Submitter privileges require the completion of an Electronic Signature Agreement.

Certifier – the person(s) certifying the data entered and corresponds to the ORC or backup ORC for the permit.

1.1.2 Basic Rules in Creating Users

- The Facility Owner shall create the Facility Administrators for their facility.
 - The owner can only associate the Facility Administrator with permits tied to that owner and facility.
- The Facility Owner and/or Facility Administrator shall create all Facility Users for their facility.
 - The Facility Owner and Facility Administrator can only associate the Facility Users with permits associated to that Facility Owner or Facility Administrator.
- DWR must grant or revoke Submitter privileges for all users.

1.1.3 User IDs

Each User ID must be unique and will be the Facility User's email address of their choice.

When creating User IDs, it is recommended that the User ID be all lower case.

(For example: jane.doe@yahoo.com).

Write down the User ID you requested on your User Create Request Form here:

User ID: _____

1.2 User Groups and Privileges

The User will be assigned to one or more of the six User Groups.

1.2.1 User Groups and Privileges Table

The table below shows each User Group and its associated User Privileges.

			Facility User	Groups		
User Privileges	Owners	Facility Administrators	Submitters	Certifiers	Data Entry	View Only
Manage Facility Administrators	Х					
Manage Facility Users	Х	Х				
Create/Update eDMR Reports	Х	Х		Х	Х	
Certify eDMR Reports	Х	Х		Х		
Submit eDMR Reports to BIMS			Х			
Revise eDMR Reports	Х	Х		Х	Х	
View eDMR Reports	Х	Х		Х	Х	Х
Delete eDMR Reports and Report						
Pages	Х	Х		Х	Х	
Import	Х	Х		Х	Х	

A facility Owner and/or Facility Administrator can assign the facility users to the appropriate user groups. A user can be assigned to multiple groups. Users can only see the menu options for which that user has privileges.

Facility Owner – the designated contact for the permit and/or has delegated signatory authority for the permit. (This is the person who signs the certification statement on the back of the form.)

Facility Administrator – the person(s) responsible for managing user information for the facility/permit.

Submitter – the person(s) who submits the report. May be the owner or other delegated person that has signatory authority for the permit. Submitter privileges require the completion of an Electronic Signature Agreement.

Certifier – the person(s) certifying the data entered and corresponds to the ORC or backup ORC for the permit if facility is classified and requires a certified operator. Otherwise, certifier can be any user.

The group privileges are cumulative. If multiple groups are assigned to a user, the system will use the highest privilege. For instance, if the user was assigned to both VIEW_ONLY and DATA_ENTRY groups, the user would be able to not only view eDMR reports, but have the Data Entry group privileges, which includes creation and maintenance of eDMR reports.

To learn how to assign Groups to users, go to section 2.5 Managing User Privileges.

1.3 Activities of the Facility Owner / Administrator

The Facility Owner and Facility Administrator normally perform the activities explained in this section, however the DWR Administrator also has the authority to perform these tasks if necessary.

- Facility Owner creates the Facility Administrator.
- Facility Owner can only associate the Facility Administrator to permits which are also associated to that Owner.
- Facility Owner or Facility Administrator should perform all facility user management activities except:
 - Creating the Owner.
 - Assigning users to the Submitters group (done by the DWR Administrator).
- The Owner and Facility Administrator will setup the other users and assign them to the appropriate groups for each permit specified.

Section 2. Facility User Management

Before you begin make sure you have the DWR User Request form with your user profile and log on information. This information will be required to use the application.

2.1 Logging in to the eDMR Application

2.1.1 Login Screen

Use your internet browser and enter <u>https://ncnode.enr.state.nc.us/nc-edmr/login.do;?m=view</u> to access the user login screen shown below:

North Carolina (NC) eDMR Reports									
Login									
▶ Login									
		User:							
		jane.doe@yahoo.com							
		Passworu:							
		Login							
		Request Password Reset							
		Forgot Password?							

Enter your User ID and Password that was provided by DWR to log in to the eDMR application.

Your User ID is the email address provided to the Facility Administrator when your account was setup. (See Section 1.1.3 for more information.)

NOTE: Passwords must consist of at least eight (8) characters in length and must include at least one (1) uppercase letter, at least one (1) lowercase letter, and at least one (1) number. There is no limit on failed login attempts for non-submitter users. However, users with submitter permissions will receive a warning after three (3) failed attempts to log in and the account will be locked after five (5) failed attempts.

2.2 Creating Facility Users

Only Facility Owners and Facility Administrators can create users and manage user privileges.

2.2.1 Main Menu Tabs

This guide will focus on the (1) User Management section highlighted below.

The sections on Create Reports & eDMR Reports are covered in the Facility Reporting Guide.

North Carolina (NC) eDMR Reports										
Create Report eDMR Reports User Management (1)										
▶ Home										

If, after reviewing this guide and logging on to the application, you find that the menu option you need to perform your job is not available to you, please consult your administrator.

2.2.2 User Management Menu List

	orth Carolina	(NC) eDMR Repo	rts Home 1	My Reports	Logout	Неір
Create Report	eDMR Reports	User Management				
▶ Home		User List				
		Search For Users				
		Change Password				
		User Details				

User management options will vary based on the privileges granted to the user. User List and Search For Users are actions available only to Owners and Facility Administrators. Change Password and User Details are available to all users. All of these are covered later in this guide.

2.2.3 User List Screen

To create the Facility Administrator, the Owner selects (1) User Management on the menu bar, then (2) User List from the drop down menu options. Then click on the (3) Create User button.

North Ca	arolina (NC) eDMR Report	ts (1)		Home My Report	ts Logout Help
Create Report eDMR	Reports User Management	(2)			
► Home ► User Manageme	nt ⊳ User Li User List				
	Search For Users				
	Change Password				
Available Us	CITS User Details				
Find Users:	Advanced Searc	h			
User Id	Name	Туре	Status	Actions	
Nothing found to dis	play.				(3)
			0	reate Owner Create	e User

			_			Home	My Reports	Logout	F
eate Report	eDMR Reports	User Manageme	nt						
ome⊩User Ma	anagement ⊧ Create	User - User Infor	nation						
Create	User - User	Informat	on						
User	Details	(1)							
FACILIT	pe: Y USER 🛛 🔽								
l a at an									
Doe	ne:								
Middle r	iame:								
First na	me:								
Jane									
Phone n	umber:								
555-125	24								
Email:	- O I								
jane.do	e@yanoo.com								
User Id:									
lane.do	e@yahoo.com								
-	rd:								
Passwo									
Passwo									
Passwo •••••••	password:								
Passwo •••••• Repeat	password:				(2)				

2.2.4 Create and Edit New User – Information and Details Screens

This activity is performed by the Facility Owner to create the User ID for the new Facility Administrator. This information is taken from the "New User" form that the Facility Administrator submitted to the Facility Owner.

Select (1) FACILITY_USER as User Type.

All fields must be filled in except Middle name, which is optional.

When finished entering all of the information, click on the (2) Create button.

Once the FACILITY_USER has been created, the Facility Administrator will need to assign at least one of the owner permits to their account in the Associate Permits screen. If a permit is not associated with the new user at this step, the user account becomes inaccessible to the owner and facility administrators.

This is the Edit User Details – Associated Permits screen for the user called (1) "Jane Doe". This screen will display after the "Create" button is pressed in the previous step.

NC No	rth Carolina (I	NC) eDMR Reports			Home My Reports	Logout Help						
Create Report	eDMR Reports	User Management										
▶ Home ▷ User Management ▷ Create User - User/Permit Associations												
User Details	User Details User/Permit Association (1)											
Edit Use	er Details	Associate Perm	nits With User 、	Jane Doe								
No items found	.1					(2						
Permit #		Facility	Owner	Groups	Actions							
Nothing for	ind to display.			-								
User Details	Add Per	mit										

Click on the (2) Add Permit button to associate the first permit(s) to this user.

A popup window will appear with a drop down selection list showing only those permits associated with this facility. Only one permit can be added at a time.

Select the appropriate (1) Permit and then click on the (2) Add Permit button.



When the (1) Permit # NC0023230 is first associated to the user (2) Jane Doe, the group default value is (3) VIEW_ONLY.

	orth C	Carolina ((NC) eDA	AR Repor	rts				Home	My Reports	Logout	Help
Create Report	eDM	R Reports	User Mana	gement								
▶ Home ▶ User M	anagem	ent⊫ Create	User - User/	Permit Ass	ociations							
User Details	User Details User/Permit Association (2)											
Edit Us	er D	etails -	Associ	ate Pe	rmits With	n User	Jane Doe					
One item fou	nd.1							_				
Permit	¥	Facility		Owner			Groups		Actions			
(1) NC0023	230	Richlands W	WTP	Onslow Water	r & Sewer Authority		VIEW_ONLY		Edit Groups,	Deny Access		
User Details	User/P	ermit Associa	ation				(3)			Add Pei	rmit	

Adding additional privileges will be explained in the steps that follow.

2.2.5 User Creation Confirmation Email

Upon entering a new user account (Submitter or Non-Submitter) in eDMR, there will be 2 emails that will be sent to the user's email account.

The first email will be the "Welcome to eDMR" email. The following is an example of the content of the email:



A second email will also be sent to the user containing a temporary password that will be valid for 72 hours. The following is an example of the content of the email:

B	5 U	à	÷	1 // 10 0503	NC eDMR Notification	- Temporary Passwoi	rd for New Us	er Account - Mes	sage (Plain	Text)		6	B		×
File	Message	Laserfich	e Acro	bat Ω1	Tell me what you want i	to do									
ि Ignore Lonk ≠ Dele	Delete R	eply Reply All	Forward Respond	∎ Meeting © IM ▼ IM Ore ▼	Move to: ? Team Email Reply & Delete	Create New		Rules *	Mark Unread	Categorize	Follow Up +	Translate	Zoom Zoom	Send to OneNote OneNote	~
	edmradmin@ncdenr.gov Doe Jare 1/4/2021														
	NC eDMR Notification - Temporary Password for New User Account														
A new user account has been created for you in the NC eDMR System, which you received a separate confirmation email for the new account. Your temporary password is Y731420h, which will be valid for one use only and will expire in 72 hours. Please login as soon as possible as you will be required to create a permanent password. Should you have any user account questions or issues, please contact your eDMR Facility User Administrator within your organization or the NC eDMR Administrator at <u>eDMRadmin@ncdenr.gov</u> . Additional contacts for eDMR assistance can be found at: <u>https://deq.nc.gov/about/divisions/water-resources/edmr/contacts</u>															
*** Thi	is is an auto	mated resp	ionse. Plea	ase do not r	eply to this email. **	:*									

2.3 Associating Permits to the User

2.3.1 Available Users Screen

Select (1) User Management and then (2) User List.

	orth Carolina	(NC) eDMR Report	ts (1)		Home	My Reports	Logout	Help
Create Report	eDMR Reports	User Management	(2)				
▶ Home		User List						
		Search For Users						
Message	25	Change Password						
There are no	messages.	User Details						
	-							

A list of users will appear from which you can select the user account to manage and associate permits to the account. Click on the **(3) User ID** that you want to manage.

NC No	North Carolina (NC) eDMR Reports Home My Reports Logout Help							
Create Report	eDMR Reports	User Management						
▶ Home ▶ User Ma	Home » User Management » User List Available Users							
Find Users:	l, displaying 25 to :	Advanced Search 26.[First/Prev] 1, 2, 3 [M (3)	Next/Last]					
User Id		Name	Туре	Status	Actions			
tester5@n	cdenr.gov	Test User 5	FACILITY_USER	INACTIVE	Activate Delete			
tester@nc	denr.gov	Tester User	FACILITY_ADMIN	ACTIVE	Deactivate Delete			
	Create Owner Create User							
		Copyrig	ht © 2007 CSC All Rights R	eserved				

2.3.2 User Details Screen

The Edit User Details screen displays the user information profile just entered. This screen can also be used to perform maintenance on this user's profile information. Each permit must be individually associated to a user. <u>The user details can only be maintained for user's that do not have Submitter permissions. All changes to submitter user account details must be completed by the NC eDMR Administrator.</u>

Click on the (1) User/Permit Association link.

					Home My Reports Logout
ate Report	eDMR Reports	User Managemen	nt (1)		
me ⊨ User M	anagement ⊧ Edit Us	er Information fo	vane Doe		
Jser Details	User/Permit Associ	ation			
Edit IIs	er Details f	or Jane D	he		
	er Details r	or same bo			
- User	Details				
Doe	ilie.				
Middle	name:				
First na	me:				
Jane					
Phone r	number:				
555-12	34				
Email					
jane.do	e@yahoo.com				
iane do	: e@vaboo.com				
Janerao	ceyanoononi				
Passwo	ord:				
	•				
	password:				
Repeat					
Repeat	•				

This is the Edit User Details - Associated Permits screen for the user called (1) "Jane Doe".

	rth Carolina (I	NC) eDMR Reports			Home My Reports	Logout Help
Create Report	eDMR Reports	User Management				
Home User Management Create User - User/Permit Associations						
User Details User/Permit Association						
Edit Use	er Details	Associate Perm	its With User J	lane Doe	1)	
No items found	1.1					(2)
			Owner	Crowns	A	
Permit #		Facility	owner	Groups	Actions	
Permit #	und to display.	Facility	owner	Groups	Actions	

Click on the (2) Add Permit button to associate the first or additional permit(s) to this user.

2.3.3 Select Permit Popup Window

A popup window will appear with a drop down selection list showing only those permits associated with this facility. Only one permit can be added at a time.

Select the appropriate (1) Permit and then click on the (2) Add Permit button.

Select I NC0020028	Permit:	(2)
	Add Permit	Cancel
(1)		

2.3.4 User Details – Associated Permits

When the (1) Permit # NC0023230 is first associated to the user (2) Jane Doe, the group default value is (3) VIEW_ONLY.

NC	lorth Caro	olina (NC) eDA	MR Reports				Home	My Reports L	.ogout	Help
Create Report	eDMR Rep	ports User Mana	agement							
▶ Home ▶ User	▶ Home ▶ User Management ▶ Create User - User/Permit Associations									
User Detai	User Details User/Permit Association (2)									
Edit U	Edit User Details - Associate Permits With User Jane Doe									
One item fo	und.1									
Permi	# Fa	acility	Owner		Groups		Actions			
(1) _{NC002}	3230 Rid	chlands WWTP	Onslow Water & Sewer Aut	thority	VIEW_ONLY		Edit Groups,	Deny Access		
User Detai	User Details User/Permit Association (3) Add Permit									

Adding additional privileges will be explained in the steps that follow.

2.4 Creating a Facility Administrator

To create a Facility Administrator, just assign the user to the Facility Administrator Group.

Note: Only the user with Owner permissions can add Facility Administrator privileges to a user account.

2.4.1 User Details – Associated Permits Screen

Each user is associated to one or more Groups which define the privileges or permissions this user has. Look at the *User Groups and Privileges Table* in Section 1.2.1 in this guide for a complete listing.

To make a user a "Facility Administrator" it is necessary to change the Groups to which the user is associated. This is done by clicking on the **(1) Edit Groups** link.

Ně	North Carolina (NC) eDMR Reports Home My Reports Logout Help								
Create	Report eDMF	Reports User Mar	nagement						
► Home	▶ Home ▶ User Management ▶ Create User - User/Permit Associations								
Use	User Details User/Permit Association								
Ec	Edit User Details - Associate Permits With User Jane Doe								
One	item found.1				(1)			
	Permit #	Facility	Owner	Groups	Actions				
	NC0023230	Richlands WWTP	Onslow Water & Sewer Authority	VIEW_ONLY	Edit Groups, Deny Access	I.			
Us	User Details User/Permit Association Add Permit								

2.4.2 Select Groups Popup Window

Place a check mark in the box to the left of (1) FACILITY_ADMIN and click on the (2) Submit button. Only the Facility Owner has the ability to assign a facility user to the FACILITY_ADMIN Group. A facility administrator cannot assign another facility administrator to the FACILITY_ADMIN Group.

Ná	C North C	arolina (NC) eD/	MR Reports		Home	My Reports Logout	Неф
Create R	Report eDMR	Reports User Mana	gement				
▶ Home ▶	Vser Manageme	nt⊫Create User - User	/Permit Associations				
User	r Details User/Pe	ermit Association					
Ed							
One i	item found. 1						
	Permit #	Facility	Owner	Groups	Actions		
	NC0023230	Richton)s WWTP	Onslow Water & Sewer Authority	VIEW_ONLY	Edit Groups,	Deny Access	
						Add Permit	
User	• Details User/Pe	ermit Association	Select Groups FACILITY_ADMIN DATA_ENTRY CRETIFIERS VIEW_ONLY Submit Cancel	(2)			

The user now has Facility Administrator privileges, as can be seen in the (3) Groups column.

Ná	North Carolina (NC) eDMR Reports Home My Reports Logout Help								
Create	Report eDMI	R Reports User Mar	nagement						
▶ Home Use	Home User Management Create User - User/Permit Associations User Details User/Permit Association								
Ec	Edit User Details - Associate Permits With User Jane Doe One item found.1								
	Permit #	Facility	Owner		Groups (3)	Actions			
	NC0023230 Richlands WWTP Onslow Water & Sewer Authority								
Use	User Details User/Permit Association								

2.5 Managing User Privileges

Each User Group has certain privileges associated with it. Please refer to the User Groups and *Privileges Table* in Section 1.2.1 of this User Guide for detailed information.

Note: Facility Owners and Facility Administrators can manage user privileges. Only the user with Owner privileges can manage Facility Administrators. A Facility Administrator cannot manage users with Owner or Facility Administrator privileges. A Facility Administrator can only manage user accounts with Certify, Data Entry, and View Only privileges. Should an Owner or Facility Administrator encounter issues with accessing user accounts, they should contact the *NC eDMR Administrator* for assistance.

2.5.1 Groups Popup Window

The facility users will be created by either the Facility Owner or Facility Administrator and each user is assigned to Groups based on the privileges needed to perform their activities. Checking or removing the check for each group determines the privileges the user will have in the eDMR application.

In the example below, the facility user John Smith needs permission to perform data entry and certify reports for permit number NC0023230. To grant these privileges, check the boxes for (1) DATA_ENTRY and (2) CERTIFIERS.

NC	North Ca	arolina (NC) eD/	MR Reports		Home My Reports Logo	ut Help
Create Re	eport eDMR I	Reports User Mana	gement			
▶ Home ▶ I	▶ Home ▶ User Management ▶ Create User - User/Permit Associations					
User [Details User/Pe	rmit Association				
Edit	Edit User Details - Associate Permits With User John Smith					
One ite	em found. 1					
Pe	ermit #	Facility	Owner	Groups	Actions	
N	C0023230	Richlands WWTP	Onslow Water & Sewer Authority	VIEW_ONLY A	Edit Groups, Deny Access	
				(1)	Add Permit	
User I	Details User/Pe	rmit Association	Select Groups FACILITY_ADMIN ATA_ENTRY CERTIFIERS VIEW_ONLY Submit Cancel	(2)		

The Group privileges are cumulative. If multiple Groups are selected for a user, the system will use the highest privilege. In the example below, if the user was assigned to both (1) VIEW_ONLY and (2) DATA_ENTRY Groups, the user would be able to not only view eDMR reports, but the Data Entry Group privileges includes creation and maintenance of eDMR reports.

Having VIEW_ONLY checked does not restrict the user from other associated group's privileges.



2.5.2 Associating the User with the Submitters Group

The Submitter is the person at the facility with signatory responsibility. This can be the Owner or any other facility user that has been delegated signatory authority by the Owner/Responsible Official. Associating a user to the Submitters Group can only be performed by the NC eDMR Administrator. If a new facility user is being created, this can be done by the Facility Administrator or Owner. The NC eDMR Administrator can also create the new user account if desired. Any user account, new or existing, that is requested to be given Submitter permissions must be done in writing along with the appropriate documentation (i.e. Electronic Signature Agreement). The NC eDMR Administrator should also be notified in writing when revocation of submitter privileges is warranted.

NOTE: Submitter users (i.e. those with electronic signature authority) will not be able to maintain their user account details or change their password via the User Management screen. Prior to changing any account information, the submitter user's identity must be verified when changing account details, resetting your password or changing security guestions. Any time a submitter user changes account information, they will be required to change their password. Submitter user's must click the "Request Password Reset" on the login page or contact the NC eDMR Administrator at edmradmin@ncdenr.gov to request account changes.

2.6 Managing User Access

2.6.1 Deactivate User - Available Users Screen

When the user is added to eDMR the (1) User Status is Active. This active status allows the user to login to the system. To prevent the user from logging in to eDMR, change the status to Inactive by clicking (2) Deactivate.

When a user is deactivated, it still exists in eDMR but is Inactive.

North Carolina (NG	North Carolina (NC) eDMR Reports Home My Reports Logout Help							
Create Report eDMR Reports U	ser Management							
Home ▶ User Management ▶ User List								
Available Users Find Users: 26 items found, displaying 25 to 26.[Available Users Find Users: Advanced Search 26 items found, displaying 25 to 26.[First/Prev] 1, 2, 3 [Next/Last]							
User Id	Name	Туре		Status	Actions			
tester5@ncdenr.gov	Test User 5	FACILITY_USER	(1)	INACTIVE	Activate Del	ete		
tester@ncdenr.gov	tester@ncdenr.gov Tester User FACILITY_ADMIN ACTIVE Delete							
	Create Owner Create User						_	

Confirm Deactivate Popup Window

Click the (1) OK button to confirm deactivation.



User Deactivation Confirmation Screen

Click the (1) OK button to confirm deactivation.

User	has been
deac	tivated.
	ОК

The user will no longer be able to login to the eDMR system.

2.6.2 Reactivate User - Available Users Screen

To reactivate a user, click on (1) Activate. This will be a similar process to Deactivation.

N	North Carolina (N	C) eDMR Repor	ts		Home My Reports Logout Help
Create	Report eDMR Reports U	ser Management			
▶ Home	▶ User Management ▶ User List				
Av	ailable Users				
Find	Users:	Advanced Search			
26 ii	tems found, displaying 25 to 26.[First/Prev] 1, 2, 3 [N	ext/Last]		(1)
	User Id	Name	Туре	Status	Actions
	tester5@ncdenr.gov	Test User 5	FACILITY_USER	INACTIVE	Activate Delete
	tester@ncdenr.gov	Tester User	FACILITY_ADMIN	ACTIVE	Deactivate Delete
				Create Ov	vner Create User
		Copyrig	ht © 2007 CSC All Rights Re	eserved	

Confirm Reactivate Popup Window

Click the (1) OK button to confirm reactivation.



User Reactivation Confirmation Screen

Click the (1) OK button to confirm reactivation.

User	has been 🐧	1)
acti	ivated.	
	ОК	

The user will now be able to login to the eDMR system.

2.6.3 Delete User - Available Users Screen

To delete the user from eDMR click on (1) **Delete**. This will remove the user from eDMR lists. The user is still in the system. If the user has submitted any reports, the user will <u>not</u> be allowed to be deleted from the system.

N	North Carolina (N	C) eDMR Repor	ts		Home My Reports Logout Help
Create	Report eDMR Reports U	ser Management			
▶ Home	▶ User Management ▶ User List				
Av	ailable Users				
Fine	d Users:	Advanced Search			
26 i	tems found, displaying 25 to 26.[First/Prev] 1, 2, 3 [N	ext/Last]		
	User Id	Name	Туре	Status	Actions
	tester5@ncdenr.gov	Test User 5	FACILITY_USER	INACTIVE	Activate Delete
	tester@ncdenr.gov	Tester User	FACILITY_ADMIN	ACTIVE	Deactivate Delete
				Create Ov	vner Create User
		Copyrig	ht © 2007 CSC All Rights Re	eserved	

Confirm Delete Popup Window

Click the (1) OK button to confirm deletion.



User Delete Confirmation Screen

Click the (1) OK button to confirm deletion.

User	has been _(1)
de	leted.
	OK

The user has been removed from the eDMR system.

If the user has submitted any reports to eDMR, the user will <u>not</u> be allowed to be deleted from the system. The following message will popup. Click (1) OK to deactivate the user. The delete action will be cancelled if the (2) Cancel button is clicked.



2.6.4 Deny Access to a Permit - Edit User Details Screen

From the Edit User Details Screen click on (1) Deny Access. This will disassociate the user with the permit. The user and permit still exist in the system, however, they are no longer associated to each other.

NC No	rth Carolina	(NC) eDMR Re	eports		Home My Reports Logout Help
reate Report	eDMR Reports	User Management			
User Details	nagement ≥ Creat User/Permit Assoc Pr Details - d.1	e User - User/Permi ciation - Associate	rt Associations Permits With U	ser Jane Doe	
Permit #	Facility		Owner	Groups	(1) Actions
NC002004	4 Williams	ton WWTP	Town of Williamston		Edit Groups, Deny Access
					Add Permit
User Details	User/Permit Assoc	ziation			

Edit User Details screen after action of Deny Access. There are no permits listed.

North Carolina (NC) eDMR Reports			Home My Reports Logo	ut Help
Create Report eDMR Reports	User Management				
▶ Home ▶ User Management ▶ Create I User Details User/Permit Associa	Jser - User/Permit Associati	ons			
Edit User Details No items found 1	Associate Perm	its With User J	lane Doe		
Permit #	Facility	Owner	Groups	Actions	
Nothing found to display.					
User Details User/Permit Associa	tion			Add Permit	

2.7 Updating User Account Details for Existing Users

The Facility Administrator can update the user details for non-submitter users only. Submitter users must contact the *NC eDMR Administrator*. The user's account details can be maintained in which manual changes can be made by the Facility Administrator. An existing users account can be maintained as follows.

2.7.1 Search for User Account

Select (1) User Management and then (2) User List.

	orth Carolina	(NC) eDMR Repo	rts (1)	Home	My Reports	Logout	Help
Create Report	eDMR Reports	User Management	(2)				
▶ Home		User List					
		Search For Users					
Message	es	Change Password					
There are no	messages.	User Details					

A list of users will appear from which the Facility Administrator can select a user account to manage. The user accounts that appear will be those that Facility Administrator will be able to manage only for those permits they have facility administrator permissions.

2.7.2 Select User Account to Maintain

Click on the (3) User ID that you want to manage.

North Carolina (N	C) eDMR Repor	ts		Home My Reports Logout Help
Create Report eDMR Reports U	ser Management			
▹ Home ▷ User Management ▷ User List				
Available Users				
Find Users: 26 items found, displaying 25 to 26.[Advanced Search First/Prev] 1, 2, 3 [N	lext/Last]		
User Id	Name	Туре	Status	Actions
tester5@ncdenr.gov	Test User 5	FACILITY_USER	INACTIVE	Activate Delete
tester@ncdenr.gov	Tester User	FACILITY_ADMIN	ACTIVE	Deactivate Delete
	Copyrig	ht © 2007 CSC All Rights Re	Create Ov	wner Create User

Selecting the User ID will open the User Details Screen.

2.7.3 Update User Details

Make any necessary changes to the user account details. Once changes are complete, click the **(1) Update** button to save the changes.

North Carolina (NC) eDMR Reports	Welcome tester@ncdenr.gov
Croste Depart DUD Departs Urge Uppromot	Home my Reports Logour Help
Create Report eukik Reports user Management	
Home ▷ User Management ▷ Edit User Information for Tester10 dwq	
User Details User/Permit Association	
Edit User Details for Tester 10 dwg	
Hann Datalla	
User Details	
Last name:	
dwq	
Middle name:	
First name:	
Tester10	
Phone number:	
919-555-4444	
Email:	
tom	
User 1d: Tester10@ncdenr.gov	
Password:	
(1)	
kepeat password:	
Cancel Update	
User Details User/Permit Association	
Copyright © 2007 CSC All Rights Reserved	

If any changes to the Permit Associations need to be made, this can be done by selecting the **(2) User/Permit Association** link which is detailed in Section 2.3. Updates to user privileges can also be found in Section 2.5.

2.8 Password Change by User

Facility users have the ability of changing their password at their discretion, except for submitter users.

NOTE: Submitter user's must click the "Request Password Reset" on the login page or contact the NC eDMR Administrator at edmradmin@ncdenr.gov to request a password change.

2.8.1 Menu Item Screen

To change the password go to the (1) User Management tab, then click on the (2) Change Password menu item.

	orth Carolina	NC) eDMR Reports			Home	My Reports Lo	ogout H
Create Report	eDMR Reports	User Management					
Home > User M Availat Find Users: 2 items found	anagement ▶ User I ole Users d, displaying all item:	User List Search For Users Change Password User Details Advanced Search	(1) (2)	-			
User Id		Name		Туре	Status	Actions	
facilityad	lminnc0036277@ncdenr.	gov FacilityAdmin_FirstNa	me FacilityAdmin_LastName	FACILITY_USER	ACTIVE	Deactivate Dele	ete
facilityus	er.nc0036277@ncdenr.g	ov FacilityUser_FirstNam	e FacilityUser_LastName	FACILITY_USER	ACTIVE	Deactivate Dele	ete
						Create Us	er

When a Submitter user selects the "Change Password" option, the following message will be displayed at the top of screen.

"As a submitter, your identity must be verified when resetting your password or changing security questions. Please logout and click the "Request Password Reset" on the login page or contact the NC eDMR Administrator at eDMRadmin@ncdenr.gov."

The submitter user will be able to view their Security Questions and Answers on the screen below the above message.

2.8.2 Change Password Screen

Passwords must consist of at least eight (8) characters in length and must include at least one (1) uppercase letter, at least one (1) lowercase letter, and at least one (1) number. Passwords cannot be re-used.

NOTE: There is no limit on failed login attempts for non-submitter users. However, users with submitter permissions will receive a warning after three (3) failed attempts to log in and the account will be locked after five (5) failed attempts.

Type in the (1) Current Password, the (2) New Password in both fields, then click (3) Submit.

North Carolina (NC) eDMR Reports	Welcome tester 10@ncdenr.
	Home My Reports Logout H
ate Report eDMR Reports User Management	
me 🖻 Change Password	
Please change your Current Password If a tempora	ary password bas
been provided please opter it as the surrent pass	Word
been provided, please enter it as the current pass	word.
Passwords must be:	word.
Deen provided, please enter it as the current pass Passwords must be: * at least 8 characters in length	word.
Deen provided, please enter it as the current pass Passwords must be: * at least 8 characters in length * contain at least one(1) Uppercase letter	word.
Deen provided, please enter it as the current pass Passwords must be: * at least 8 characters in length * contain at least one(1) Uppercase letter * contain at least one(1) Lowercase letter	word.
Deen provided, please enter it as the current pass Passwords must be: * at least 8 characters in length * contain at least one(1) Uppercase letter * contain at least one(1) Lowercase letter * contain at least one(1) number (1)	word.
Deen provided, please enter it as the current pass Passwords must be: * at least 8 characters in length * contain at least one(1) Uppercase letter * contain at least one(1) Lowercase letter * contain at least one(1) number (1)	word.
Deen provided, please enter it as the current pass Passwords must be: * at least 8 characters in length * contain at least one(1) Uppercase letter * contain at least one(1) Lowercase letter * contain at least one(1) number Current password:	word. (3)
Deen provided, please enter it as the current pass Passwords must be: * at least 8 characters in length * contain at least one(1) Uppercase letter * contain at least one(1) Lowercase letter * contain at least one(1) number Current password:	word.
Deen provided, please enter it as the current pass Passwords must be: * at least 8 characters in length * contain at least one(1) Uppercase letter * contain at least one(1) Lowercase letter * contain at least one(1) number Current password: New Password:	word. (3)
Deen provided, please enter it as the current pass Passwords must be: * at least 8 characters in length * contain at least one(1) Uppercase letter * contain at least one(1) Lowercase letter * contain at least one(1) number Current password: New Password: Peneat new password: (2)	word. (3)
Deen provided, please enter it as the current pass Passwords must be: * at least 8 characters in length * contain at least one(1) Uppercase letter * contain at least one(1) Lowercase letter * contain at least one(1) number Current password: New Password: Repeat new password: (2)	word. (3)
Deen provided, please enter it as the current pass Passwords must be: * at least 8 characters in length * contain at least one(1) Uppercase letter * contain at least one(1) Lowercase letter * contain at least one(1) number Current password: New Password: Repeat new password: (2)	word. (3)

2.8.3 Password Change Confirmation Popup Screen

A confirmation screen is displayed that the password has been changed. Click the **(1) OK** button to proceed. The user will be returned to the Login Screen in which they can then proceed with logging into the system using the new password.

		Home My Reports Logout
eDMR Reports User Manag	gement	
Change Password		
Current bassword:		
New Password:		
Repeat new		
password:	Password has been	
	changed	
Submit		
	OK	

2.9 Forgotten Password

2.9.1 Login / Forgot Password Screen

There are two options available to a user, retrieve forgotten password or resetting the password. Users can retrieve forgotten passwords by clicking on Forgot Password or get the password reset by clicking on Request Password Reset. *This option only applies to non-submitter users*.

To retrieve the forgotten password click on (1) Forgot Password.

North Carolina (N	C) eDMR Reports	
1		
	Login	
	User:	
	Pacsword.	
	Login	
	Request Password Reset	
	Forgot Password?	
	(1)	

2.9.2 Provide User ID Screen

The user must supply their (1) User ID and click the (2) Submit button.

North Carolina (NC) eDMR Re	eports
Login	
▶ Home ▶ Forgot Password)
Please Provide Your oser Id	
User Id: ane.doe@yahoo.com	
Submit	2)

If the user selected 'Forgot Password', the eDMR application will send an automatic email containing the user's current password to the email address specified on the user's account profile. This option only applies to non-submitter users.

If the user ID entered belongs to a user with submitter permissions, the following will be displayed. The submitter user will need to request a password reset or contact the *NC eDMR Administrator* at <u>edmradmin@ncdenr.gov</u>.

Login	
User:	
Password:	
	Login
Request Password Rese	<u>et</u>
Forgot Password?	
Message: As a submitte required to reset your Please click the "Reque Reset" on the login pag NC eDMR Administrato eDMRadmin@ncdenr.go	<u>er, you will be</u> password. ist Password je or contact the r at iv.

2.9.3 Email Containing Current Password

The user will receive an email with their password. This option is **only** available to non-submitter users. Submitters will be required to reset their password should they forget their current password.

8 5	ଓ 🗟 🔻	NC eDMR Notificatio	on - Password reminder	- Message (Plain Text		a -	- 🗆	×
File Mess	age Laserfiche	Acrobat 🛛 👰 Tell me	what you want to do					
Image: Constraint of the second s	eply Reply All Respond	Image: Work to: ? Image: I	Move	Mark Unread Categorize * Follow Up * Tags	Translate	Q Zoom Zoom	Send to OneNote OneNote	~
edm	nradmin@ncdenr.go	V Doe, Jane					11	:28 AM
NC	eDMR Notification	- Password reminde	er					~
Your password Should you ha organization o *** This is an	d in EDMR Reports Sy: ave any questions or r r the NC eDMR Admi automated response	stem is Tester01 need further assistance nistrator at <u>eDMRadmi</u> . Please do not reply to	e, please contact you in@ncdenr.gov. o this email. ***	r eDMR Facility Use	er Administrator	within y	pur	

2.10 Request Password Reset

All password reset requests made using the 'Request Password Reset' option on the login screen will be sent to the *NC eDMR Administrator*.

2.10.1 Request Password Reset Screen

The user can request that the password be reset by clicking on (1) Request Password Reset.

North Carolin	(NC) eDMR Reports	
gin		
ogin		
	Login (1) User:	
	Password:	
	Request Password Reset	
	Forgot Password?	

2.10.2 Provide User ID Screen

The user must supply their (1) User ID and click the (2) Submit button.

NC N	lorth Carolina (NC) eDMR Reports
Login	
▶ Home ▶ Forgo	it Password
Please	Provide Your User Id
User I ane.de	id: (1) oe@yahoo.com (2) Submit

The system will automatically send an email to the *NC eDMR Administrator* requesting a password reset. Non-submitter users may also contact their Facility Administrator directly for assistance with a password reset.

2.10.3 Password Reset Request Email to the NC eDMR Administrator

Upon receipt of the email for the password reset request, the *NC eDMR Administrator* will perform the password reset and the user will be notified. Should the request come from a Submitter user, additional steps will be required by the *NC eDMR Administrator* to verity the requestors identity.

2.10.4 Password Reset Confirmation Notice Screen

The user will see the message that a **(1) Password reset request** was sent to the administrator. This request will be sent to the *NC eDMR Administrator*.

North Carolina (NC) eDMR Re	ports
Login	
▶ Login	Login User: Password:
(1)	Login Request Password Reset Forget Password? Message: Password reset request was sent to administrator.

2.11 Manual Password Change by Facility Administrator

All password reset requests made using the 'Request Password Reset' option on the login screen will be sent to the *NC eDMR Administrator*. However, non-submitter users may contact their Facility Administrator for a password reset. Facility Administrators can maintain non-submitter users account details and manually change the password. When the password is changed by the Facility Administrator, there are two ways to find the user's profile information, generating a list of users or performing a search for a user.

2.11.1 User List Menu

User list provides a list of all users for that facility. This will probably be the easiest way since a facility will usually only have a page or two of users. Select (1) User Management, then (2) User List.

North Carolina (NC) eDMR Report	s (1)	Home	My Reports	Logout	Help
Create Report eDMR Reports	User Management					
Home ▷ User Management ▷ User S	User List					
	Search For Users					
	Change Password					
	User Details					

2.11.2 Available Users List Screen

This display shows there are multiple users, besides the Owner, that have been created for this facility/permit. Click on the **(1) User ID** to bring up the User Details screen for that user.

N	North Carolina (NC)	DMR Reports		Home	My Reports Logout	Help
Create	Report eDMR Reports User	Management				
▶ Home	▶ User Ma My Reports Search Reports	·				
Av	ailable Users					
Find 68 ite	Users:	Advanced Search rrev] 1, 2, 3, 4, 5, 6 [Next/Last]				
	User Id	Name	Туре	Status	Actions	
	facility.administrator@ncmail.net	Facility Administrator	FACILITY_USER	ACTIVE	Deactivate Delete	
	facilityadmin1.nc0023230@ncdenr.gov	Facility Admin1	FACILITY_USER	ACTIVE	Deactivate Delete	
	facilityadminnc0036277@ncdenr.gov	FacilityAdmin_FirstName FacilityAdmin_LastName	FACILITY_USER	ACTIVE	Deactivate Delete	
	facilityuser.nc0036277@ncdenr.gov	acilityUser_FirstName FacilityUser_LastName	FACILITY_USER	ACTIVE	Deactivate Delete	
	jane.doe@yahoo.com	Jane Doe	FACILITY_USER	ACTIVE	Deactivate Delete	

2.11.3 Edit User Details Screen

A Facility Administrator can change the password of a non-submitter user for their permits. To do so, a Facility Administrator can manually change the **(1) Password** on the Edit User Details screen for a **(2) User**. The new password must satisfy the following requirements:

- Consist of at least eight (8) characters
- Include at least one (1) uppercase letter
- Include at least one (1) lowercase letter, and
- Include at least one (1) number.

NC No	rth Carolina ((NC) eDMR Rep	orts		Home	My Reports	Logout	He
eate Report	eDMR Reports	User Management						
ome⊫ User Ma	nagement 🕨 Edit Use	er Information for Ja	ane Doe					
User Details	User/Permit Associa	ation						
Edit Use	er Details fo	or Jane Doe	2					
- llcor	Dotails							
Last nar	ne:							
Doe								
Middle n	ame:							
First na	me:							
Jane								
Phone n	umber:		(2)					
555-123	34		(_)					
Empile								
iane.do	e@vahoo.com	-						
User Id:	e@vahoo.com		(1)					
June.uo	2@yanoo.com							
Passwo	rd:							
•••••								
Repeat p	bassword:	K						
•••••	Car	ncel	Update					

Once the password has been changed, the Facility Administrator must then provide the password to the user.

NOTE: Non-submitter users should rarely need a password reset as they can request their password be sent to them via email by selecting the "Forgot Password" option on the login screen as detailed in Section 2.9.

2.12 Password Reset by NC eDMR Administrator

All password reset requests made using the 'Request Password Reset' option on the login screen will be sent to the *NC eDMR Administrator*. This option is available to any user when a Facility Administrator is not available to complete the password change for the facility user.

2.12.1 User Password Change Screen for Non-Submitter User

For any reset requests performed by the *NC eDMR Administrator*, the user will receive a temporary password via email. Upon receiving the temporary password for a non-submitter user, the user will be prompted to change the password in the change password screen.

Enter the temporary password indicated in the password reset email that was received from the *NC eDMR Administrator* into the **(1) Current password** field, then pick a new password meeting the password requirements provided on the screen and enter it into the **(2) New Password** field.

Please change your Current Password. If a tem	porary password has
been provided, please enter it as the current p	assword.
Passwords must be:	
* at least 8 characters in length	
* contain at least one(1) Uppercase letter	
* contain at least one(1) Lowercase letter	
* contain at least one(1) number \searrow (1)	
Current password: (2)	
New Password:	- (3
Repeat new password:	

NOTE: Passwords consist of at least eight (8) characters, including at least one (1) uppercase letter, at least one (1) lowercase letter, and at least one (1) number. A new password cannot be a previously used password.

Once the password has been changed, press the **(3) Submit** button. If your entries meet all requirements for entry and the update is successful, the user will be returned to the login screen and will indicate "Password was successfully changed" in the message field at bottom of login box.

Password: Login	llear	
Password: Login	0301	
Login	Password:	
equest Password Reset		Login
	equest Password Res	set

The user can then login to system using the new password just created.

2.12.2 User Password Change Screen for Submitter Users

When a Submitter user requests a password reset, they will see a slightly different change password screen. In addition to the change password fields, the 5 security questions associated to the account will also be provided. The questions do not need to be reselected if only changing the password. However, if the user wants to change any or all of their questions/answers, they may do so as provided on the screen.

Please change your Current Password. If a temporary password has
been provided, please enter it as the current password.
Passwords must be:
* at least 8 characters in length
* contain at least one(1) Unnercase letter
* contain at least one(1) I owercase letter
* contain at least one(1) number
Current password:
New Password:
Repeat new password:
Please select your security questions for a new account or make
changes for existing account, if needed.
Security Questions/Answers must meet the following requirements:
* cannot have multiple selections of same question
* answer must be at least 3 characters in length
* answer can only be used once for a single question
Question #1:
what is your favorite book?
Answer #1:
Question #2: What is the first and middle name of your oldest sibling
222
Our-Har #2:
What is your favorite vacation destination?
Answer #3:
333
Question #4
What year and model (yyyy-name) was your first car? 🗸
Answer #4:
444
Question #5:
What is your favorite TV show?
Answer #5:
555

Once the password has been changed, and changes made to security question/answers if applicable, press the Submit button. If your entries meet all requirements for entry and update is

successful, the user will be returned to the login screen which will indicate "Password was successfully changed" in the message field at the bottom of the login box.

Login	
User:	
Password:	
	Login
equest Password R	leset
orgot Password?	
lessage: Password hanged.	was successfully

The user can then login to the system using the password just created.

NOTE: If the user is not returned to the login screen after completion of the entry of a new password and security questions, the changes were not successful and the user should log in again using their temporary password and retry the password reset. If the user continues to have issues with a password change, they should contact the NC eDMR Administrator immediately for assistance.

2.13 User Account Update Confirmation Email

Whenever a change is made to a user's profile, the user will get an email notification that a change has been made.



After receiving this email notification the user should login and view their user information profile to see what has been changed.

Section 3. Support

If you need help or have any question related to eDMR, do not hesitate to contact DWR as specified below.

• Send an e-mail to Technical Support at denr.dwq.edmr.help@lists.ncmail.net

- or -

• Send an e-mail to eDMR Administrator at edmradmin@ncdenr.gov

- or –

• Call (919) 707-3681 and ask for Information Processing Unit Staff.