SHARED CROMERR SERVICES
ROLE REGISTRATION GUIDE FOR
NON-CERTIFIED USERS
USING CMDP

ADAPTED FROM: COMPLIANCE MONITORING DATA PORTAL ROLE REGISTRATION USER GUIDE USING SHARED CROMERR SERVICES (SCS), PREPARED BY EPA

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Acronyms and Definitions

Acronym	Definition
EPA	Environmental Protection Agency
CMDP	Compliance Monitoring Data Portal
SDWIS	Safe Drinking Water Information System
CROMERR	Cross-Media Electronic Reporting Rule
LIMS	Laboratory Information Management System
NPDWRs	National Primary Drinking Water Regulations
PWS	Public Water System
R/O/CR	Required/Optional/Conditionally Required
SDWA	Safe Drinking Water Act
SCS	Shared CROMERR Services
UI	User Interface

1.2 - "Submitter" Organization and "State" Organization Roles

There are four important distinctions among the roles available to CMDP users who are registering in SCS. The first distinction is between "submitter" and "state" organization roles.

- **Submitter Organization Roles:** "Submitter organizations" are private laboratories, public water systems (PWSs) and state laboratories that use the CMDP. "Submitter roles" are *performed by users representing organizations that use the CMDP to submit drinking water sample results* to a primacy agency which has enforcement authority for drinking water regulations. The submitter roles are: Preparer, Reviewer, Certifier and Administrator. Administrative role registration instructions begin on page 7, Preparer and Review registration instructions begin on page 22, and Certifier registration instructions begin on page 26.

- **State Organization Roles**: "State organizations" are any organizations that have primary enforcement authority (primacy) for national primary drinking water regulations (NPDWRs). State organizations (i.e., states) may include an EPA Region, state, county, or tribal government.   "State roles" are performed by users representing the state organizations which receive drinking water sample results and make compliance determinations based on those results. The state roles are: Administrator and Compliance Officer.

1.3 – "Administrative" and "non-Administrative Roles

The second distinction is between administrative and non-administrative roles.

- **Administrative (Admin) Roles:** administrative roles are performed by any submitter or state users who require *additional functionality in SCS not available to any non-Administrative users*.   This additional functionality varies, however, depending on

whether the Administrator represents a state organization or a submitter organization. All administrative roles require identity assurance and must complete additional registration steps. Registration instructions for Administrative roles begin on page 7.

- ***Non-Administrative Roles*:** non-Administrative roles are performed by lab or water system users, or by state users, whose functionality is limited to registering in SCS as a Preparer, Reviewer or Certifier, and for Certifiers, the ability to search and view copies of record (CORs) which an individual has generated for the organization they are associated with in SCS. State non-administrative role functionality is limited to registering in SCS as a Compliance Officer, and to searching and viewing copies of record (CORs) submitted to the state organization to which they are associated in SCS. Registration instructions for non-Administrative roles begin on page 22.

1.3.1 – State Administrative Roles and Submitter Administrative Roles

The third distinction is between two kinds of Administrative Roles, one for state organizations and one for submitter organizations.

- ***State Administrative Roles: State CMDP Administrator or "Program Partner Help Desk"***

A State CMDP Administrator role (known as a Program-Partner Help Desk in SCS) has significant administrative functionality in SCS across the following SCS functionality groups: user management, pending requests, pre-registration, alert publishing, theme, and CROMERR administration. These administrative roles entail a level of access to SCS data and functionality which necessitate additional steps during registration to ensure that he or she can be entrusted with the responsibilities associated with these roles. *For a complete summary of all the functionality available to State Administrative Roles, please see Figure 4 below.*

- ***Submitter Administrative Role: (Submitter) CMDP Administrator or "Sponsor"***

A State Laboratory, Private Laboratory or PWS CMDP Administrator has far less administrative functionality in SCS than the State CMDP Administrator; he or she is limited to acting as a "Sponsor" for other laboratory or public water system users in their organization, e.g., the private lab, state lab or PWS of which they are an employee, in the following areas:

- Initiate new sponsorship requests (for their own organizations)
- Approve or Reject sponsorship requests
- Revoke active sponsorships

However, in addition to these SCS administrative functions, the Submitter CMDP administrative roles may also electronically sign and submit drinking water sample results in CMDP. Therefore, the submitter administrative roles still require additional registration steps.

1.4 – "Closed" and "Open" SCS Registration Roles

The fourth distinction is between "closed" and "open" registration roles. "Closed" means that a user *cannot* initiate the registration sequence for the desired role from the SCS Home Page without first having received an invitation from a State Help Desk, for a State Compliance Officer role, or from the SCS Partner Help Desk (contractor supported) for a State CMDP Administrator role. "Open" means that the user *can* initiate the registration sequence for the desired role from the SCS Home Page without prior approval from the Central Help Desk.

Figure 1 below summarizes the four role distinctions from sections 1.1 to 1.3.

	Administrative Roles	Non-Administrative Roles
Submitter Organization	*Open Registration*: Private Lab CMDP Administrator, PWS CMDP Administrator, State Lab CMDP Administrator	*Open Registration*: Preparer, Reviewer, Certifier, State Lab Submitter
State Organization	*Closed Registration*: State CMDP Administrator	*Closed Registration*: State Compliance Officer

Figure 1-CMDP Role Summary

1.5 - CMDP Role Hierarchy

All CMDP roles are hierarchical within an organization, as shown in Figure 2 below. For example, a Water System CMDP Administrator has all the CMDP functionality available to Certifiers, Reviewers and Preparers; Certifiers also have access rights as Reviewers and Preparers; and, Reviewers also have access rights as Preparers. (Figure 2: CMDP Role Hierarchy)
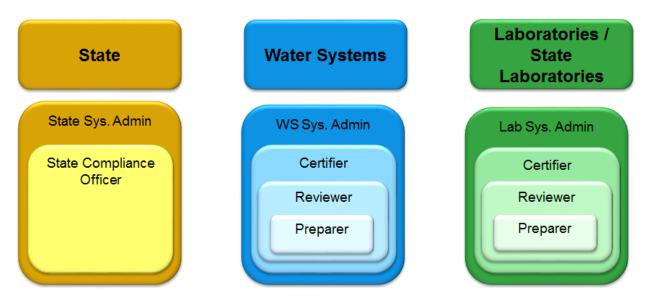

Figure 2- CMDP Role Hierarchy

1.6 – Initial SCS Registration Sequence for State and Submitter Organizations

To ensure that SCS registration is successful for both the primacy agency users and the submitters who will report sample results to primacy agencies, the primacy agency, and its labs and water utilities must follow the initial SCS registration sequence described below, and as shown in Figure 3. Recommendations for each step in the sequence also are provided.

Step 1 – **State Pre-registration Request**. The role registration sequence in SCS for *any* state or submitter organization users cannot not begin until the state organization receives the initial pre-registration invitation e-mail from the SCS Partner Help Desk. Therefore, before any other CMDP users attempt to register in SCS, at least one, ideally two to three individuals in the primacy agency should request State CMDP Administrator roles via a pre-registration request to the SCS Partner Help Desk. Note that the SCS Partner Help Desk is not a state drinking water program role; contact information for the Partner Help Desk is available on the SCS Homepage.

Step 2 – **State CMDP Administrator Registration and Role Activation**. Any State CMDP Administrators must complete the registration process by following the required sequence (see Section 2.1 below).

- These roles must be established before the State may approve the Administrators for all Submitter organizations, e.g., "Private Lab CMDP Administrator".
- The "State Compliance Officer" does not require a State CMDP Administrator's approval during registration, but as a closed registration role, the registrant must submit a pre-registration request to the State CMDP Administrator.

Step 3 – (Submitter) CMDP Administrator Registration and Role Activation– Next, each Submitter Organization (Private Lab, State Lab or PWS) should attempt to register at least two CMDP Administrators.

- Administrators for any Submitter organization must be established before Preparers, Reviewers and Certifiers from their organizations can complete registration.
- A large water system that has an "in-house" laboratory should have at least one user registered as a Private Lab CMDP Administrator, and one user registered as a PWS CMDP Administrator. Having one of each administrative role will ensure that the PWS can view and request updates to its PWS Profile *and* its Laboratory Profile.

Step 4 – **Other CMDP Role Registration and Role Activation**. Any PWS, Private Lab or State Lab Preparer, Reviewer or Certifier/Submitter should register for his or her organization only after Step 3 is completed, because each of these roles requires "sponsorship" by a Submitter CMDP Administrator.

- Large laboratories or water systems reporting a high volume of sample results should consider utilizing the CMDP's Preparer and Reviewer roles to help manage work load.

- Contract operators or circuit riders should register for Private Laboratory roles so they can report information for multiple water system clients.

1.7 – SCS Account Password

- **Passwords for SCS account must be changed <u>every 90 days</u>.**
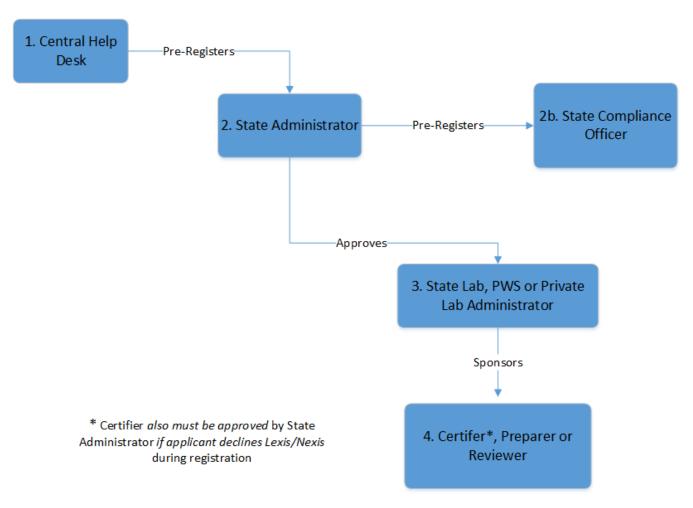
Approval Sequence for CMDP Role Registration in SCS

Figure 3- Approval Sequence for CMDP Role Registration in SCS

2.3 - PWS Administrator (Sponsor) Registration Sequence-

Note: The State requires the individual set up as the **owner** of the water system in the State database register with the PWS administrator role so that they have the authority to approve and reject all other PWS user roles. All other users that wish to certify and submit drinking water data should register with a PWS certifier role (instructions begin on page 26). PWS users that need rights to enter or review drinking water data but do not need rights to submit the data should register as a PWS preparer or reviewer role (instructions begin on page 22).

The PWS CMDP Administrator role is obtained through open registration. The registrant begins the sequence at the SCS Registration Home Page (see Step 1 in Figure 4 below) and selects the Register with SCS button (Figure 5). The registrant then completes the Program/Partners/Role screens. After accepting the Terms and Conditions/Privacy Policy and Rules of Behavior, the registrant completes the Account Profile, including the user ID, password and three security questions, completes the Organizational Information form, receives the Verification E-mail, and enters the code into the Validation Code Entry Form.

Figure 4 - Private Lab Administrator Registration Sequence

Step 1: Go to the SCS Registration Home Page (https://encromerr.epa.gov) and select the Register with SCS button (Figure 5).
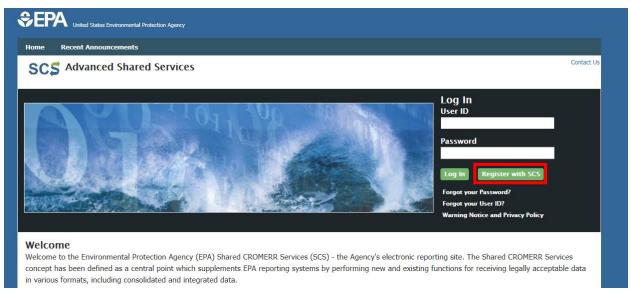

Figure 5 - SCS Registration Home Page

Steps 2-4. The registrant then uses the pick list prompts to select **Partner** (North Carolina Department of Environmental Quality), **Program** (CMDP) **and Role** (Private Lab CMDP Administrator) and clicks the *Continue* button (Figure 6).
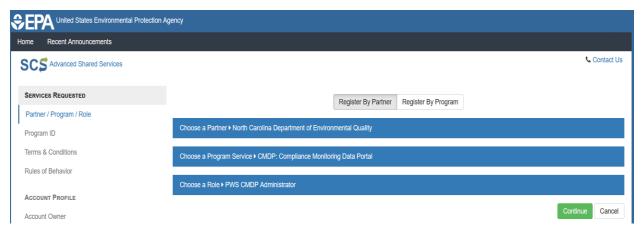

Figure 6 – Partner/Program/Role Selection

Step 5. After clicking *Continue* from the **Partner/Program/Role** screens, the registrant will see the **Privacy Policy/Terms and Conditions** screen as shown in Figure 7. After reviewing, the registrant will click the Accept button.

Figure 7 – Terms & Conditions/Privacy Policy

Step 6. After selecting the *Accept* button, the user will see the **Rules of Behavior** screen for review as shown in Figure 8. After reviewing, the registrant will click the Accept button.

Figure 8 – Rules of Behavior

Step 7. After accepting the **Rules of Behavior**, the registrant will view and complete the **Account Profile** screen. The **Account Profile** includes two sections, one for the Account Owner information (the person registering) and one for the Account details that include the registrant's

credentials (user ID and password) along with three security questions and answers, which can be used in case a user forgets his or her password.

The password for your SCS account must be changed every 90 days.

Figure 9 – Account Profile

Step 8. After the adding Account Owner information, the registrant will complete the **Organization Information**. To ensure that you select the correct organization, type your 7-digit water system ID number into the search box. If you have issues finding your organization, please contact the NC Public Water Supply Section.

Do not use the option to add a new organization and **do not** modify any of the existing organization information. If you see that any information is incorrect, please contact the NC Public Water Supply Section so that they may address the issue. Creating or modifying the organization can create issue with the account.

Figure 10- Organization Information using Advanced Search

In this test example, the user searched for the organizations associated with the State of Kansas whose addresses are stored in SCS, to find the name and address for the City of Lawrence, Kansas public water system.

Step 9. Once the **Organization Information** is correct, SCS wills end the registrant a Verification E-mail containing a validation code (see Figure 11 below). The user must check the e-mail account used during open registration to view th e-mail containing the vaidaiton code, as shown in the highlighted area of Figure 11 below.

Figure 11- SCS Verification Email with Validation Code

Step 10. The registrant should complete the account verification process using the Validation Code entry form, either by copying and pasting the code included in the Verification e-mail, or by typing the code directly into the field called "Code," and then should select *Create Account* (see Figure 12 below).

Figure 12 - E-mail Validation Code Entry Form

Because the Private Laboratory roles includes the ability to electronically sign and submit Sample Jobs in the CMDP, in order to comply with the CROMERR's legal requirements, there are additional registration steps for this role. These steps include: on-line **Lexis/Nexis Identity Assurance**, **online Electronic Signature Agreement** or **paper Electronic Signature Agreement**, **Challenge Questions and Answers** which are used during the electronic signature process, and a **Signature Device Authentication** process.

Step 11. Figure 13 shows the optional on-line **Lexis/Nexis Identify Assurance** screen. The web form asks the registrant to provide the following data: home address, home phone, last four digits of the user's social security number (SSN) and date of birth. Once this form is completed and submitted to Lexis/Nexis, the web form data are deleted from SCS.
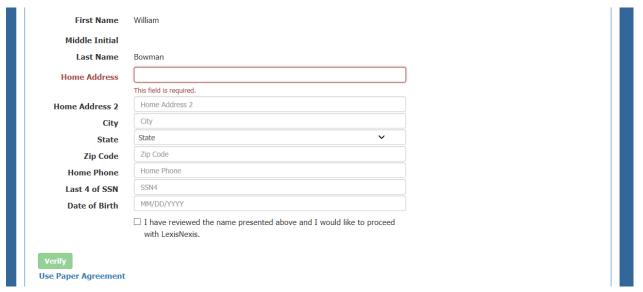
First Name	William
Middle Initial	
Last Name	Bowman
Home Address	

This field is required.

Home Address 2	Home Address 2
City	City
State	State
Zip Code	Zip Code
Home Phone	Home Phone
Last 4 of SSN	SSN4
Date of Birth	MM/DD/YYYY

☐ I have reviewed the name presented above and I would like to proceed with LexisNexis.

Verify

Use Paper Agreement

Figure 13 – Private Laboratory Administrator Partner/Program/Role Selection

Step 12. If the **Lexis/Nexis Identity Assurance** results are successful, the registrant is directed to the **Challenge Questions and Answers** (Figure 14). The registrant selects five (5) challenge questions from among 20 options, answers each question in turn, then selects *Save Answers*. Unlike the Lexis/Nexis search screen, the data entered in the **Challenge Questions and Answers** screen must be saved in the SCS database, because when the user submits a Sample Job to the primacy agency in the CMDP web application, one of the five questions will be presented to the CMDP user, the user must provide the correct answer as part of the CMDP signature ceremony.

Figure 4- Challenge Questions and Answers

Step 13. After saving the answers to the 5 selected challenge questions, the registrant concurrently will receive an **"eSig-PIN" (electronic signature personal identification number) e-mail** from SCS, as shown in Figure 15, and will be redirected to the **Electronic Signature Agreement (ESA)** screen as shown in Figure 16. The eSig-PIN e-mail states that the registrant may go to the **SCS Dashboard** to see the five challenge questions that he or she selected in Step 12 (Figure 14) of this role registration sequence.

Figure 5- E-signature PIN E-mail from SCS

After the registrant reviews the contents of the **On-line Electronic Signature Agreement** (on-line ESA in Figure 16 below) for the primacy agency to which they will be submitting the sample results via the CMDP, the registrant must select the *Sign Electronically* button, and then must review and accept the **Certification Acknowledgement** (Figure 17).

Figure 16 – Online Electronic Signature Agreement

Step 14. After selecting *Accept* from the **Certification Acknowledgement** pop-up window, (Figure 17), the user is redirected to the **Signature Device Authentication** screen (Figure 18).
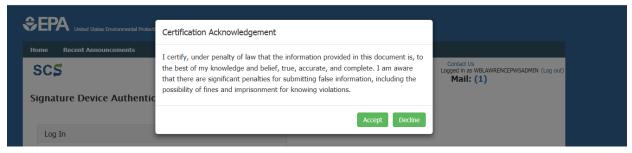

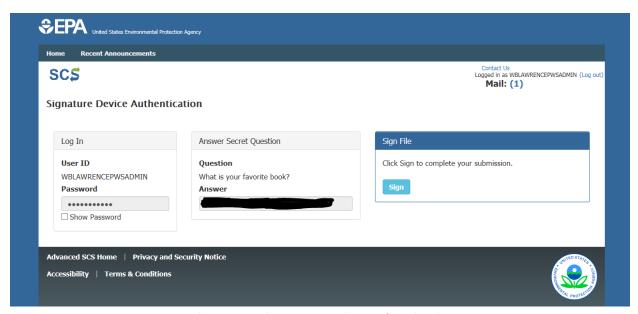*Figure 17- ESA Certification Acknowledgement "Pop-Up" Window*

Figure 18 - Signature Device Authentication

To complete the **Signature Device Authentication** form, the registrant enters his or her password and provides the answer to a pre-selected challenge question presented by SCS; the challenge question is one of the five selected by the registrant earlier in the registration process. In this case, the registrant answered the challenge question "What is your favorite book?" and selected the *Sign* button (Figure 18).   After completing this **Signature Device Authentication** form, the Private Lab Administrator registrant has nearly completed the registration process, and now may log into the **SCS Dashboard**.

Figure 6- Lab Administrator Awaiting Role Activation

Step 15. Before the Private Lab Administrator can log into CMDP as a user, however, the State CMDP Administrator must approve the role request in SCS, at which time the role is activated and the user may access both SCS and CMDP, using the username and password which the registrant had entered into the **Account Profile**. Until the State CMDP Administrator approves the requested role, the Private Lab Administrator the approval status of the role request in the **SCS Dashboard** will remain as "Awaiting Approval," as shown in Figure 19. Once the State CMDP Administrator approves this account, the registrant will receive a role activation e-mail from SCS (see Figure 20), and the approval status in the user's Dashboard will change to "Handoff" (see Figure 21).

Tue 8/16/2016 2:33 PM
SCS Administrator <scs@epacdx.net>
Your SCS Role Activation (DEV)
To   lauren.dearment@cgifederal.com

This email is to notify you that your Advanced Shared CROMERR Services (SCS) State Lab CMDP Administrator Role has been activated.

In order to access this role, please login using your credentials via the SCS Registration Homepage: https://dev.epacdx.net/epasharedservicesportal

Figure 20 - Role Activation E-mail   Handoff

Figure 21- Dashboard View of Activated Administrator Role

Step 12b. As noted in the Private Lab Administrator registration sequence (Figure 4 above), if the Private Lab Administrator registrant declines to perform Step 11, **online Lexis/Nexis Identity Assurance**, it is mandatory that he or she complete a **paper Electronic Signature Agreement** (paper ESA). Registrants should note that if he or she selects the paper ESA option, the on-line registration process is delayed until (off-line) the registrant has: prepared the Paper ESA form correctly and submitted it to the state primacy agency. The State CMDP Administrator, who may activate the role, also must review the Paper ESA to ensure it meets state requirements.

The registration sequence for the Private Lab Administrator choosing the paper ESA option is identical to the sequence using the electronic ESA option through Step 11. At Step 11, however, when the registrant is presented with the **LexisNexis Identity Assurance** screen shown in Figure 23 above, he or she may instead select the *Use Paper Agreement* button in the lower left corner (see blue highlighted area in Figure 20 below), which changes the sequence.

Figure 7 – Use Paper Agreement (ESA) Option in Lexis/Nexis Identity Assurance Screen

After selecting the *Use Paper Agreement* option, the registrant may view (scroll through) the **Paper ESA screen** as shown in Figure 21 below.   The registrant may then select *Sign Paper Form* in the lower left corner of the **Paper ESA screen**, which will produce a printable version of the paper ESA (Figure 22).   Offline, the registrant must sign and submit the printed paper ESA according to the state's requirements, and mail it to the state agency for review and approval.
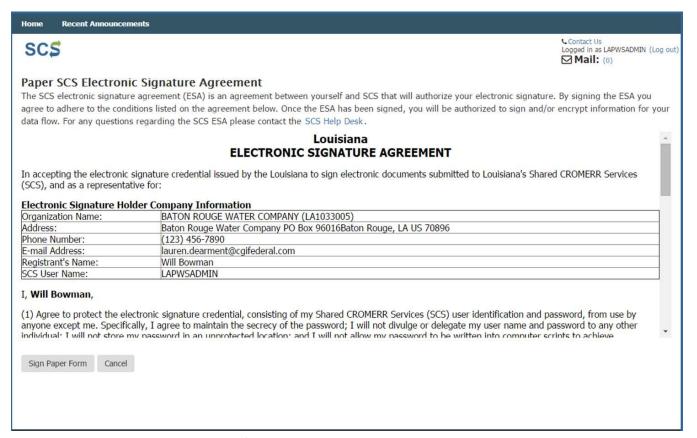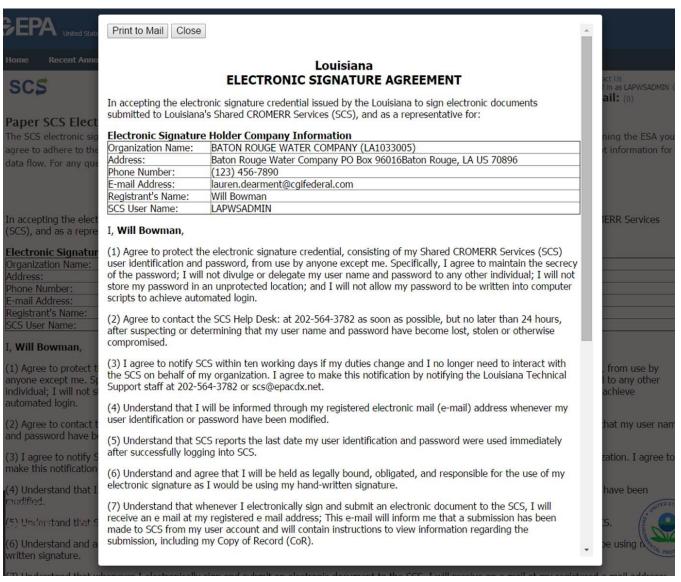

Figure 21 - Paper ESA Screen

Figure 22 - Printable Version of Paper ESA

Step 13b. As shown in Figure 23, the registrant seeking a CMDP Administrator role for Baton Rouge Water Company can see in his or her **SCS Dashboard** that the State CMDP Administrator has not yet approved the role based on the paper ESA process.

Figure 23 - Awaiting Paper ESA Approval

Step 14b. Once the State CMDP Administrator logs into SCS and approves the ESA, the registrant must go into CMDP and complete the **Challenge/Questions and Answers** form, and save the results (see Figure 14 above). The CMDP role is now activated, and the Lab Administrator user can see that the role is Active in his or her SCS Dashboard (Figure 24).

Figure 8 - Lab CMDP Administrator Role Activation

2.4 – PWS Preparer or Reviewer Submitter Registration Sequence

Steps 1-9. As shown in Figure 25, the registrant for a Preparer or Reviewer role follows a registration sequence that is common to *open registration* roles by going to the SCS Home Page, selecting the **Partner, Program and Role**, accepting the **Terms and Conditions** and **Privacy Policy**, completing the **Account Profile** including security questions, username and password, completing the **Organization Information** screen, receive a **Verification E-mail with Verification Code**, and submit the **Verification Code** to SCS. Screen shot examples for all of these steps are shown in the above registration sequences.

* Registration sequence for State Lab Submitters is the same as the sequence for State Lab, Private Lab and PWS Preparers and Reviewers, because the CROMERR e-signature requirements do not apply to state labs.

Figure 9 - SCS Registration Sequence for Preparers, Reviewers and State Lab Submitters

In the example in Figure 26 below, the registrant is requesting a role as a PWS Preparer in the State of Oregon.

Figure 10 - PWS Preparer Partner-Program-Role Selection

Step 10. An important difference in the registration sequence for non-administrative roles compared to administrative roles is the need for sponsorship. All submitter non-administrative roles must be "sponsored" by an administrator for the submitter organization which the user represent in CMDP. For example, a private lab Preparer, which is a non-administrative role, must be sponsored by a Private Lab CMDP Administrator. As a result, after completing the **Validation Code Entry Form in Step 9**, the registrant must use the **Sponsor Information** web form to request sponsorship from the CMDP Administrator for his or her Organization (Figure 27). In the fictional example below, the Preparer populates the e-mail address of the sponsor and confirms the e-mail address. Both fields must match for the registrant to continue the registration sequence.

Figure 11 - Sponsorship Request

After selecting the *Continue* button, the registrant may view the status of their role registration in the **SCS Dashboard** (Figure 28)**,** and he or she also will receive an e-mail from SCS (Figure 29). Concurrently with the registrant, the PWS CMDP Administrator for the organization (in this example, Portland Water Bureau) will receive an e-mail notification (Figure 30).
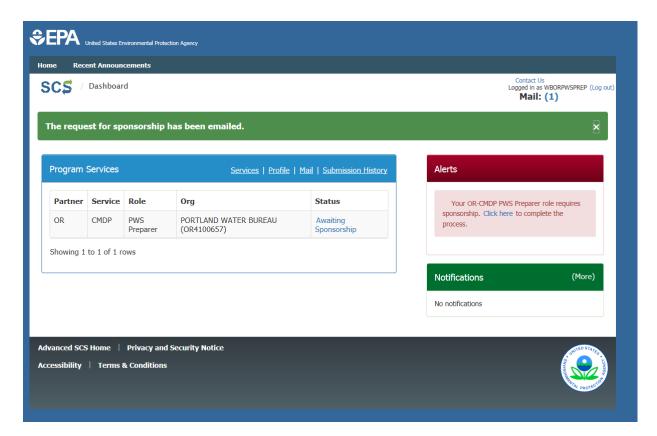
Figure 12 – PWS Preparer View of Sponsorship Status in SCS Dashboard

This is a confirmation that your sponsorship request for the following has been sent to bowman.will@epa.gov. The details of that role that you are requesting sponsorship for are outlined below:
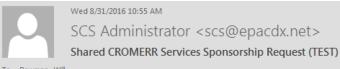
Contact Organization: PORTLAND WATER BUREAU (OR4100657)
Program Service: Compliance Monitoring Data Portal
Role: PWS Preparer
Additional Info: N/A

Please do not reply to this message.
SCS Registration Homepage
https://test.epacdx.net/epasharedservicesportal

_____
Shared CROMERR Services Portal

Figure 13 - Sponsorship Request Notification E-mail

Figure 14 - Sponsorship Request E-mail to Sponsor

Step 11. Next, the PWS Administrator (Sponsor) must log into SCS, and check for **Pending Requests** from the **SCS Dashboard**. Once the Sponsor logs into SCS and approves the role, in this case, a Preparer for Portland Water Bureau, the role will be activated, and the user will see the Preparer role as "active" in his or her **SCS Dashboard**, as in the example in Figure 24 above.

2.5 – PWS Certifier Registration Sequence

Steps 1-9. The Private Lab Certifier registration sequence is shown in Figure 31 below. As an open-registration role, the registrant begins by selecting *Register with SCS* button at the **SCS Home Page** and selecting the **Program, Partner and Role**.
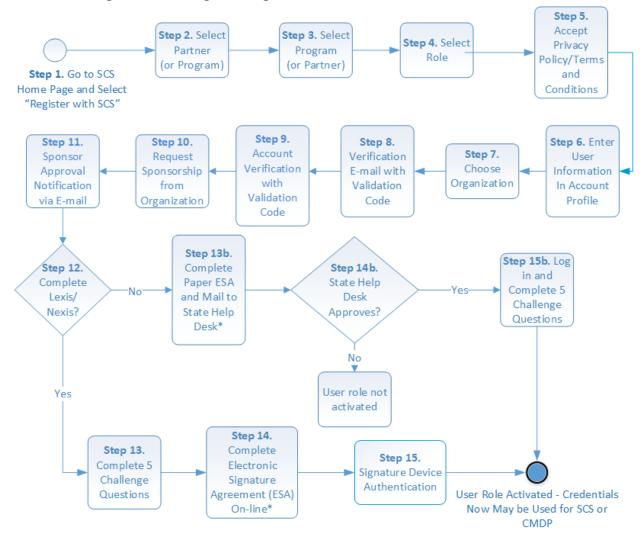

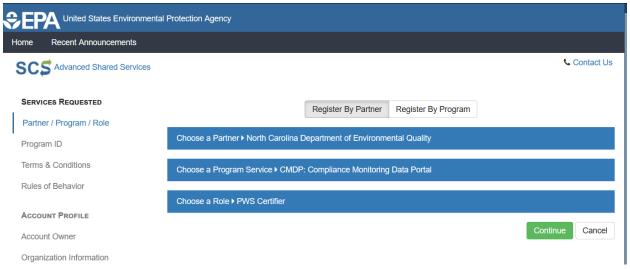*Figure 3115 - Private Lab Certifier Registration Sequence*

Figure 32- Partner-Program-Role Registration for PWS Certifier

After accepting the **Terms and Conditions/Privacy Policy**, the registrant completes the **Account Profile**, including the user ID, password and three security questions, populates the **Organization Information**, receives the **Verification E-mail** and uses the provided code to complete **Validation Code Entry Form**. Note that the registrant *does not need to accept* the **Rules of Behavior** because the role has no administrative functionality in SCS.

Steps 10 and 11. Like the Preparer or Reviewer registration sequence, the registrant also must request sponsorship from the organization it will be representing when he or she is using the CMDP. See Figures 27-30 above for examples of **Sponsorship Request** screen shots for Steps 10-11 in the Private Lab Certifier registration sequence.

Steps 12-15. Once the Private Lab Administrator (Sponsor) for the Certifier's organization has approved the Certifier's **Sponsorship Request**, the remainder of the registration sequence is identical to the Private Lab Administrator's: the registrant must complete the optional on-line **Lexis/Nexis Identity Assurance form**, an **online ESA** or **paper ESA**, **Challenge Questions and Answers** which are used during the electronic signature process, and a **Signature Device Authentication** process (if the online ESA option is selected). See the Private Lab Administrator registration sequence in section 2.3 above for examples of screen shots for each of these steps, including the Paper ESA option.

2.6.2 – CMDP Role Registration for Multi-PWS System Users

A SCS user that is certified with multiple PWS systems can access additional labs with the same SCS user ID by adding additional service to their account. First create an SCS account with one PWS you are certified with. Then login to SCS and click the *Services* link. Then click the *Add Program Service* tab. (See Figure 33 below). Follow the instructions to add additional labs. When logging into CMDP, a user associated to multiple labs must select which lab ID they would like to access.
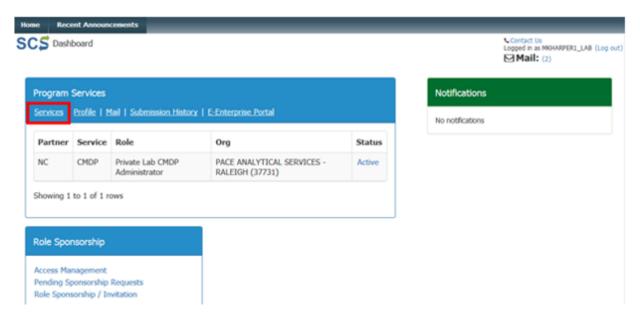

Figure 33A- Adding Program to Existing SCS Account
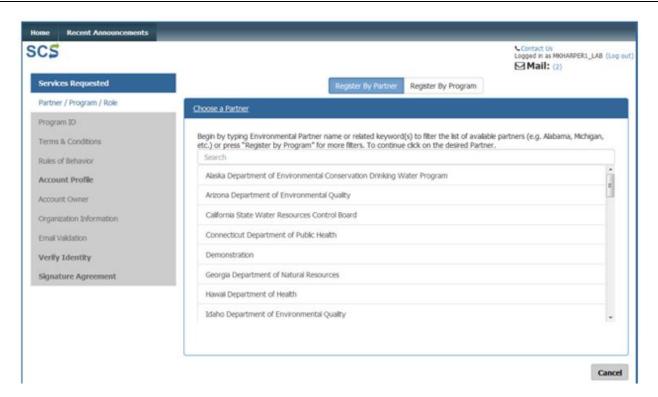

Figure 33B- Adding Program to Existing SCS Account

Figure 33C- Adding Program to Existing SCS Account