

**Frequently Asked Questions
Re: Submittal Form for Sending Supporting Documentation**

1. What types of files can I submit via the DWI EBS System?

All file types can be submitted in the DWI EBS System.

2. How large a file/files can I submit via the DWI EBS System?

Each individual PDF uploaded has a limit of 250 MB; however, multiple 250 MB documents can be uploaded. Submitters can also reduce the DPI of a PDF (300 DPI provides adequate resolution) to reduce file size.

3. Where should I submit claims requests?

Claim requests should be submitted using the DWI EBS System. Instructions and links can be found in the [DWI EBS System User Guide](#).

4. How do I log into the DWI EBS System?

You will need to use your NCID username and password to access the system.

5. My log-in is not working. I am receiving the “authentication error” message. How do I access DWI EBS System?

Please confirm your NCID log-in credentials:

- Log in to NCID at [NCID.nc.gov](https://ncid.nc.gov) to change your password if needed.
- Navigate to the [DWI EBS System](#) and attempt to log in again.

6. I have logged in to the system, but I am not seeing my projects listed on my account page.

Once logged into the system, you should see the project(s) for your agency. If not, please contact the DWI EBS Support team by sending an email to DWIEBSSupport@deq.nc.gov

7. How do I submit a claim or disbursement request for my project?

Once logged in and on the DWI EBS System home interface page, you should see the section to “Create” requests and reports. Select the appropriate link to start the process.

8. I am getting a “Form Validation Error” message. What does it mean?

There is a pending request/report awaiting approval. There can be only one at a time. You cannot submit a new claim until the pending claim for that project has been approved, canceled, or rejected.

9. I saved my claim request but did not receive confirmation of submission. How can I be sure my request/report was submitted successfully?

The “Save” (Finish Later) option does NOT submit for review. When you click the “save” button, it is still pending in the “In Process” status. If the submission is complete and ready for review,

be sure to click “Submit” at the bottom of the form, and you will receive confirmation with an assigned document number with the message for a successful submission.