

GovONLINE PUBLIC PORTAL

User Guide

Version: 1.6

February 1, 2019



1368 How Lane
North Brunswick, New Jersey 08902
www.enfotech.com

Restriction on Use and Disclosure of Document Information

This document includes data that should not be disclosed outside the business entity for which it was intended, indicated as the recipient on this title page. The entire document is copyrighted by enfoTech and is protected under the US copyright law and international treaties. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without express written permission from enfoTech & Consulting Inc.

Copyright © 2019 by enfoTech & Consulting Inc. All Rights Reserved.

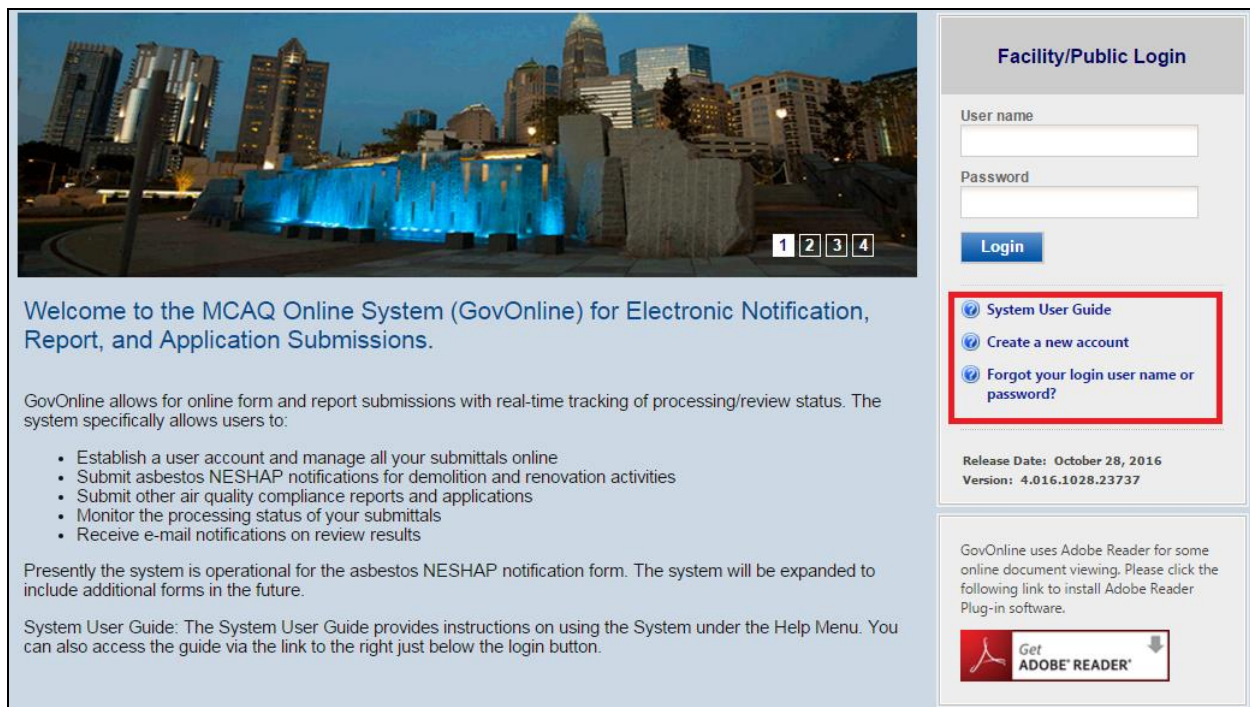
Tables of Contents

1	INTRODUCTION	3
2	CREATE A NEW ACCOUNT	4
3	ACCESS YOUR ACCOUNT INFORMATION.....	8
4	MY DASHBOARD	10
4.1	START A NEW SUBMITTAL	10
4.2	MESSAGE CENTER	12
4.3	MY UNFINISHED SUBMITTALS	12
5	SUBMITTAL WIZARD.....	13
5.1	COMPLETE DATA ENTRY	14
5.2	UPLOAD ATTACHMENTS	14
5.3	CHECK VALIDATION	15
5.4	SUBMIT THE SUBMITTAL.....	16
5.5	SUBMISSION RECEIPT	16
6	TRACK SUBMITTED SUBMITTALS.....	17
6.1	REVIEW SUBMISSION COPY-OF-RECORD	17
6.2	SUBMISSION WITHDRAWAL	18
6.3	REVISE A SUBMISSION	18

1 Introduction

GovOnline allows for online forms and report submissions with real-time tracking of processing/review status. The system specifically allows users to:

- Establish a user account and manage all your submittals online
- Submit asbestos NESHAP notifications for demolition and renovation activities
- Submit other air quality compliance reports and applications
- Monitor the processing status of your submittals
- Receive e-mail notifications on review results



Facility/Public Login

User name

Password

Login

System User Guide
Create a new account
Forgot your login user name or password?



Release Date: October 28, 2016
Version: 4.016.1028.23737

GovOnline uses Adobe Reader for some online document viewing. Please click the following link to install Adobe Reader Plug-in software.

Get ADOBE READER

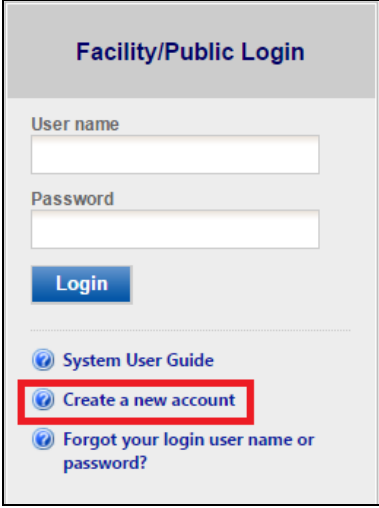
Figure 1 – GovOnline Public Portal Login Page

On the login page:

1. First time users can click the “**System User Guide**” link to read through the user guide (this document).
2. To create an account to begin using the GovOnline system to submit forms, users should click the ( Create a new account) link to register (see next section for more details).
3. Existing users, who have forgotten their login user name and/or password, should click the ( Forgot your login user name or password?) link and follow instructions on screen to retrieve their login information.

2 Create a New Account

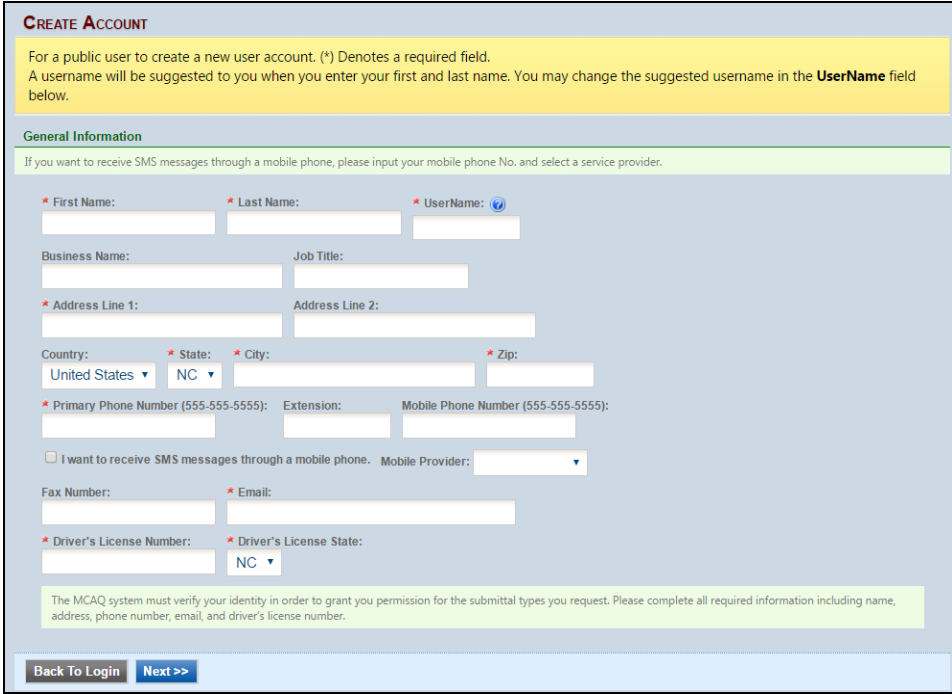
To establish a new user account in GovOnline, click on **“Create a new account”** (Figure 2). The following instructions will guide you through the registration process. Note that some steps only need to be completed by those registering under the facility Responsible Official role.



The image shows a 'Facility/Public Login' form. It has two input fields for 'User name' and 'Password', followed by a blue 'Login' button. Below the login section, there are three links: 'System User Guide', 'Create a new account' (which is highlighted with a red rectangular box), and 'Forgot your login user name or password?'.

Figure 2 - Access Self - Registration

Step 1: Fill in General Information. Registrant needs to complete all required fields (denoted with a red asterisk).



The image shows the 'CREATE ACCOUNT' form. At the top, it says 'For a public user to create a new user account. (*) Denotes a required field. A username will be suggested to you when you enter your first and last name. You may change the suggested username in the **UserName** field below.'

The 'General Information' section contains the following fields:

- * First Name: [text box]
- * Last Name: [text box]
- * UserName: [text box with a user icon]
- Business Name: [text box]
- Job Title: [text box]
- * Address Line 1: [text box]
- Address Line 2: [text box]
- Country: [dropdown menu, currently 'United States']
- * State: [dropdown menu, currently 'NC']
- * City: [text box]
- * Zip: [text box]
- * Primary Phone Number (555-555-5555): [text box]
- Extension: [text box]
- Mobile Phone Number (555-555-5555): [text box]
- ☐ I want to receive SMS messages through a mobile phone. Mobile Provider: [dropdown menu]
- Fax Number: [text box]
- * Email: [text box]
- * Driver's License Number: [text box]
- * Driver's License State: [dropdown menu, currently 'NC']

At the bottom, there is a green box with the text: 'The MCAQ system must verify your identity in order to grant you permission for the submittal types you request. Please complete all required information including name, address, phone number, email, and driver's license number.'

At the very bottom, there are two buttons: 'Back To Login' and 'Next >>'.

Figure 3 - Fill in General Information

Step 2: Choose Account Group & Type.

Account Group options are either Preparer or Submitter. Most users would select “Submitter.” This option is chosen by default.

Submitter = a user who can draft and submit applications or reports, such as the submitter of an asbestos NESHAP Notification or the Responsible Official at a permitted facility.

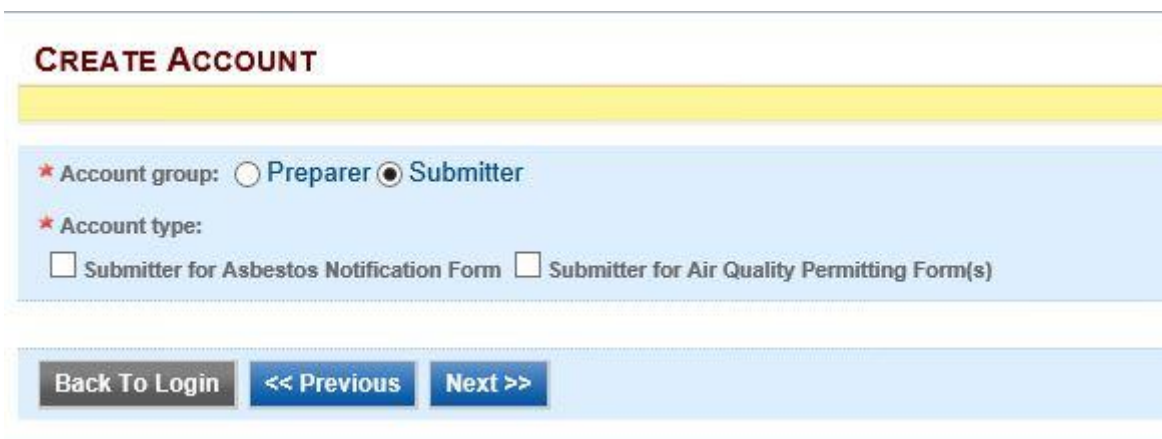
Note: A “Preparer” would be an account group set up for a user who wants to draft an application or report for a Responsible Official to later log in, review, and submit. Usually this option is for a consultant who prepares a report for a company official. If this is the account group you wish to set up, please contact MCAQ at (704) 336-5430 for further assistance.

Account Type options are: (1) Submitter for Asbestos Notification Form or (2) Submitter for Air Quality Permitting Form(s). You may choose one or both account types.

Choose “Submitter for Asbestos Notification Form” if you want to submit notification of demolition or renovation activities.

Choose “Submitter for Air Quality Permitting Form(s)” if you want to submit reports or applications for a permitted air quality facility. Report options include: Annual Emission Report, 4Z Semiannual Report, 6B Semiannual Compliance Report, Subpart Dc Semiannual Report, etc.

If you are uncertain as to which roles apply to you, contact MCAQ at (704) 336-5430.



The screenshot shows a web form titled "CREATE ACCOUNT" in red text. Below the title is a yellow horizontal bar. The form contains two sections with red star icons. The first section, "Account group:", has two radio button options: "Preparer" and "Submitter", with "Submitter" selected. The second section, "Account type:", has two checkbox options: "Submitter for Asbestos Notification Form" and "Submitter for Air Quality Permitting Form(s)". At the bottom of the form is a light blue bar containing three buttons: "Back To Login", "<< Previous", and "Next >>".

Figure 4 - Select Account Type

Step 3: Select and answer Security Questions.

CREATE ACCOUNT

For public user to create user account. (*) Denotes a required field.

*** Security Questions**

One of the following security questions will be referenced during the application submission process. Please answer.

Question 1:
What is the first and middle name of your oldest sibling? ▼
Answer:

Question 2:
what is your favorite book? ▼
Answer:

Question 3:
what is the name of the hospital where you were born? ▼
Answer:

Question 4:
what is your best friend's last name? ▼
Answer:

Question 5:
what is the last name of your favorite teacher? ▼
Answer:

[Back To Login](#) [<< Previous](#) [Next >>](#)

Figure 5 - Security Questions

Step 4: Pass Picture Verification. Enter the characters you see in the picture (case sensitive; no spaces). The characters are drawn so that it's possible for a person to recognize them, but very difficult for a program to. This helps us prevent automated programs from creating large numbers of accounts and sending spam. If the characters are not clear to you, you may try a different picture by clicking on the double arrow icon (↔).

Users must also read and acknowledge acceptance of the Electronic Signature Terms and Conditions by clicking the applicable checkbox.

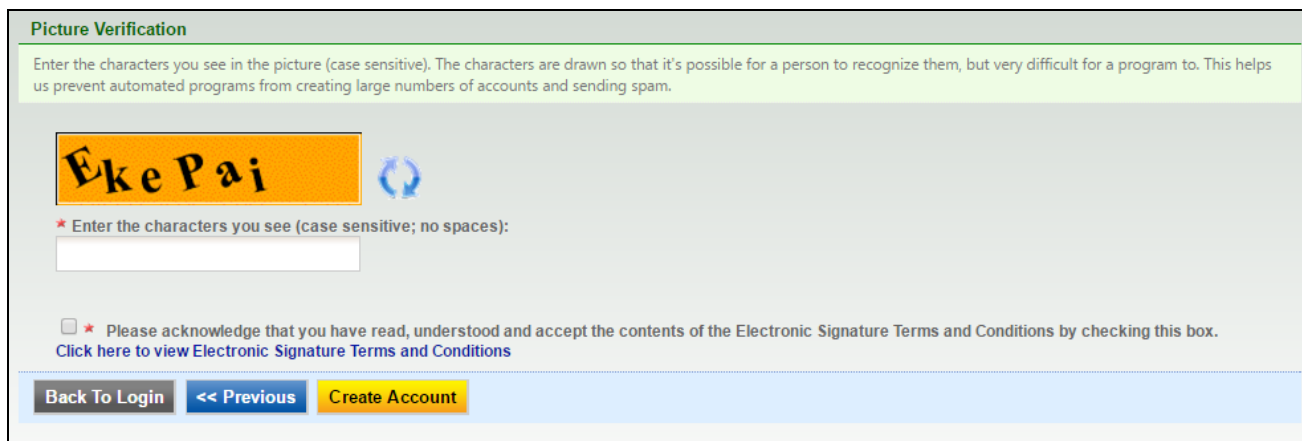


Figure 6 - Picture Verification

Step 5: Receive email confirmation from GovOnline. Soon after you have successfully registered, you will receive an e-mail from GovOnline that includes your GovOnline temporary password. This user ID and password will be used to log into the GovOnline system. You will be required to change your password the first time you login to the GovOnline system (see figure 7 below). You must also obtain a PIN to be able to complete submittals in GovOnline; see Step 6 below for more details on obtaining a PIN in the system.

Step 6a: To submit a form online, users are required to obtain and use a valid online PIN. The first time you login, you will be able to create a PIN at the same time as you change your Password to a permanent one.

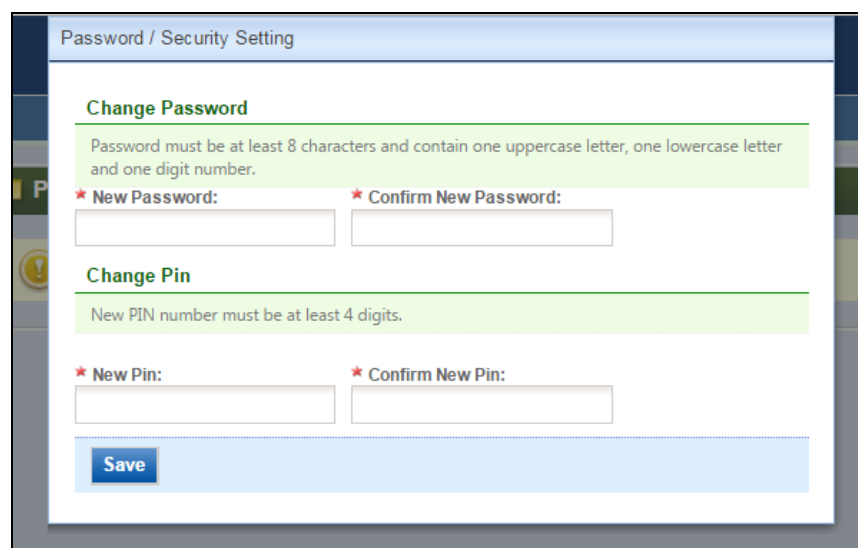


Figure 7 – Create a New Password and a PIN at First Time Login

Step 6b: If you wish to change your PIN, or if you have forgotten your PIN, login to the GovOnline website and go to **My Account > Password**. Then click on **“My PIN Information”**. If you have forgotten your PIN, click on **“Request New PIN”** and the GovOnline system will auto-generate a PIN and email it to your registered email address. If you already have a PIN that you wish to change, you may change it by entering the existing PIN in the “Old PIN” field, then entering and verifying a new PIN in the “New PIN” fields, and then clicking **“Save PIN”**.

The screenshot displays the Mecklenburg County Air Quality North Carolina (MCAQ) website. The top navigation bar includes 'My Dashboard', 'Submittal', and 'My Account'. The 'My Account' section is expanded, showing 'Profile Management' options: Basic Information, Password, Security Questions, and Manage Consultants and Preparers. The 'Password' option is selected, leading to the 'My PIN Information' page. The page features a breadcrumb trail: 'My Account > Profile Management > Password'. Below this, there are tabs for 'My Password Information' and 'My PIN Information'. A yellow box contains instructions: 'To request for a new PIN, click on the "Request New PIN" button. Password or PIN confirmation will be emailed to the account's email address. * Denotes a required field'. The 'Change PIN' section has a green header and a light green box stating 'If you don't need to request/change your PIN, please leave it blank.' Below this are three input fields: 'Old PIN:', 'New PIN:', and 'Confirm New PIN:'. At the bottom, there are two buttons: 'Save PIN' (blue) and 'Request New PIN' (red).

Figure 8 – My PIN Information

3 Access Your Account Information

To view your account information, log into GovOnline and click on **“My Account”** (Figure 9). This page should be used to keep your GovOnline account information up-to-date and change your password. Users registered as a RO can use this section to request to reset their PIN and update security questions.

My Dashboard Submittal **My Account**

Profile Management

Basic Information
Manage account information

Password
Manage your password

Security Questions
Change security questions/answers

Manage Consultants and Preparers

My Account > Profile Management > Basic Information

General Information Address Information Associate Facilities

Account_UserBasicInfo not found.

* Denotes a required field

General Information

* First Name: M.I.: * Last Name:

Company: Job Title:

Primary Phone Number: Extension: Mobile Phone Number: Mobile Provider:

☐ Do you want to receive SMS messages through a mobile phone?

Fax Number: * Email:

☐ Show startup popup on Dashboard page.

Account Type Information

Current Account Type: Responsible Official (Status: Active)

Figure 9 - Access "My Account"

4 My Dashboard

After logging into the Public Portal, users will first see “**My Dashboard**”.

It contains following major sections:

- Start a New Submittal
- Message Center
- My Unfinished Submittals

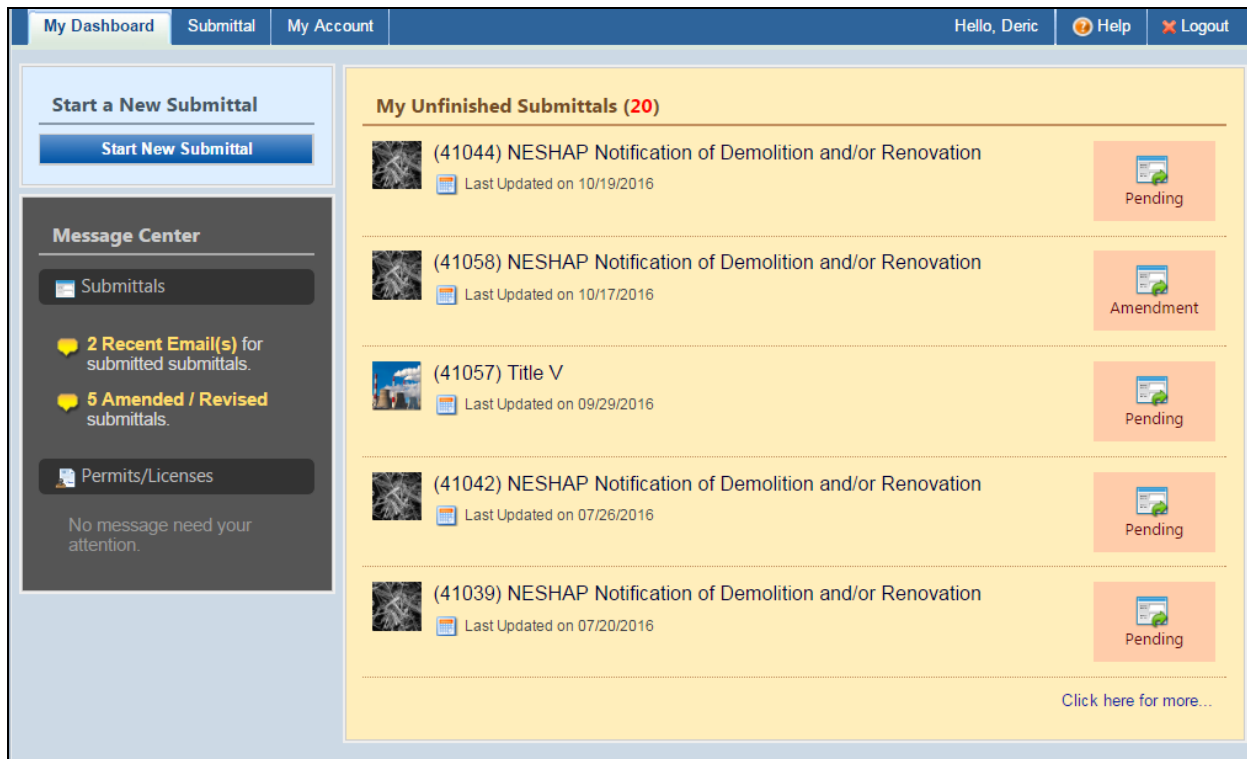


Figure 10 – Public User Home Page

4.1 Start a New Submittal

From the My Dashboard page, click on “**Start New Submittal**”.

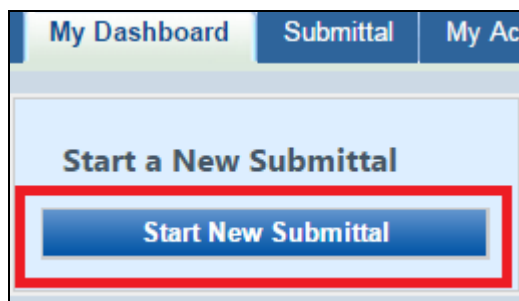


Figure 11 – My Dashboard – Start a New Submittal Button

You will be brought to a screen listing all available Submittal Types for Submittal. Each Submittal Type has available links which contain more information about the Submittal Type:

- Hover over the info (i) symbol for more details about the submittal
- Click the heart icon (♥) to add/remove the submittal type from your favorite submittal types list.
- Click the PDF icon (📄) to download more information on the submittal type.
- Click the question mark icon (?) to view submittal type instructions.
- Click on the corresponding “Start” button (Start) to start a submittal which will launch the Submittal Wizard (see section 5).

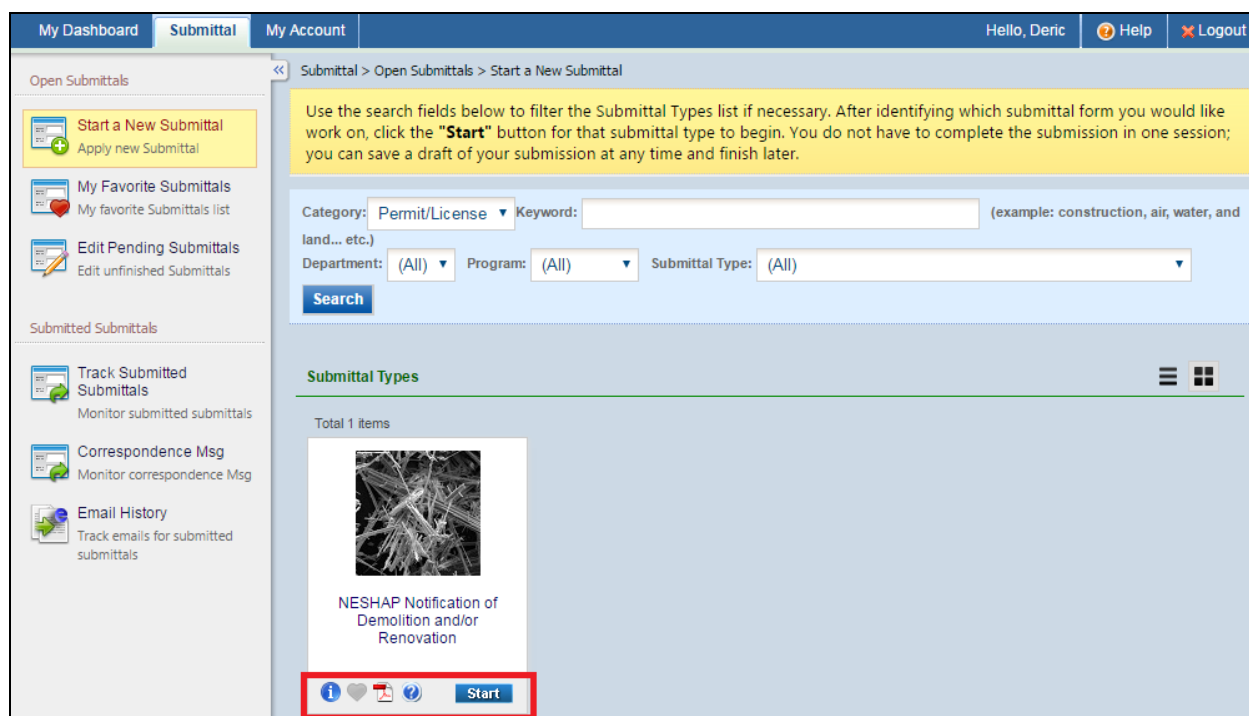


Figure 12 – Start a New Submittal Page

4.2 Message Center

Messages or alerts received pertaining to your activity within GovOnline are accessible directly from the My Dashboard page within the “Message Center” box. If you have any messages, click on the available links to review further.

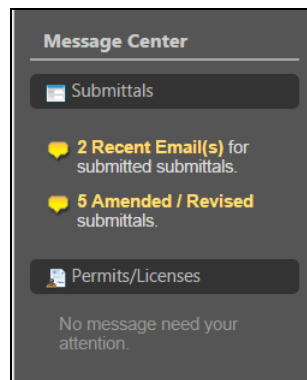


Figure 13 – My Dashboard – Message Center

4.3 My Unfinished Submittals

For any unfinished/pending submittals, click on the row within the “My Unfinished Submittals” list to continue working on the submittal. You will be taken to the Submittal Wizard for the corresponding submittal (see Section 5).

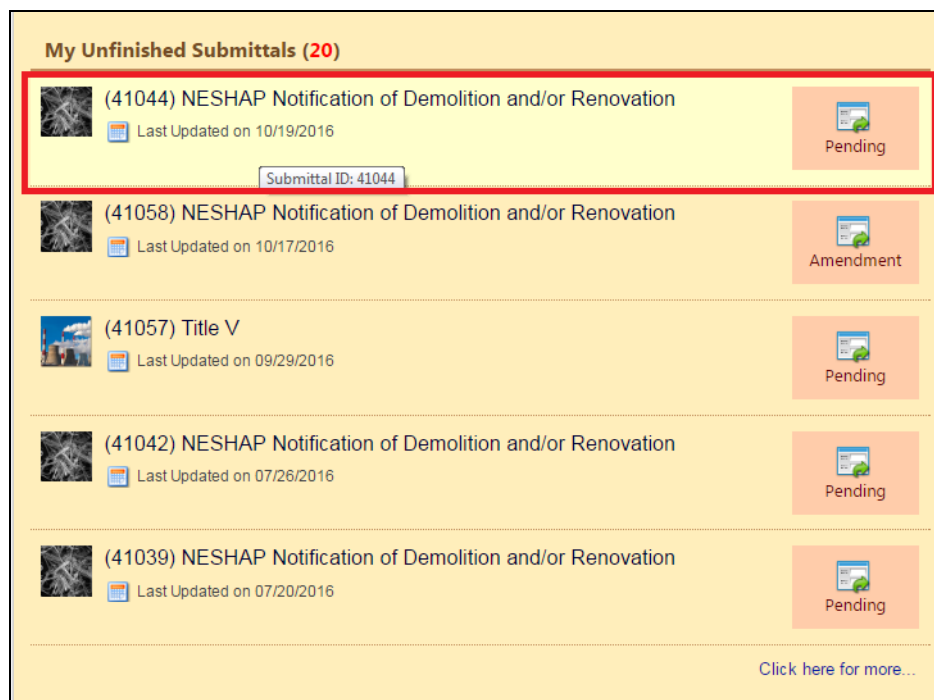


Figure 14 – My Dashboard – My Unfinished Submittals List

5 Submittal Wizard

The Submittal Wizard launches whenever you start a new submittal or edit an existing one. The Submittal Wizard takes you through a step by step process to complete the selected submittal to ensure information is filled out completely and accurately.

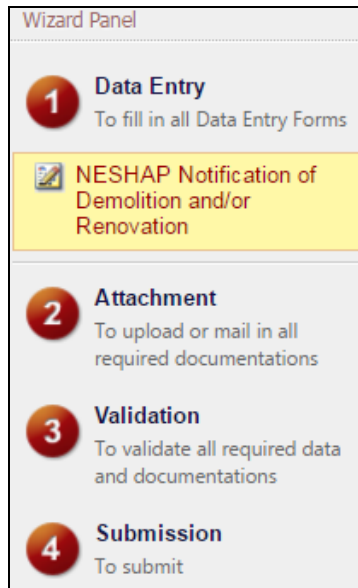


Figure 15 – Submittal Wizard Panel

Complete following steps within the wizard to submit your submittal:

- Complete **Data Entry**
- Upload **Attachments** (if applicable)
- Check **Validation**
- **Submit** the Submittal

Once a submission is complete, you can print out the onscreen receipt. You will receive email notification to confirm your submission. You can then log into the system to check the status of your submittal in the "Track Submitted Submittals" module (see Section 6). Depending on the submittal type and agency review of your submittal, you may also receive other email notifications and correspondence with updates or requests for additional information along the way.

5.1 Complete Data Entry

- Required fields are marked with a red star (*).
- Additional information may appear on screen or be available via links and/or help question marks (?). Click on the link or icon to view more details.

Figure 16 – Submittal Wizard – Data Entry

NOTE: At any time during the wizard, you may choose to save your submittal and finish at a later time by using the buttons at the bottom of the screen:

- Click **“Save”** to save your submittal
- Click **“Exit”** to exit your submittal (NOTE: You must click “Save” first if you wish for your changes to be kept)
- Click **“Previous”** to return to the previous step within the Submittal Wizard.
- Click **“Next”** to proceed to the next step within the Submittal Wizard.

5.2 Upload Attachments

- It is recommended to upload attachments online if possible; choose the online option and use the **Upload** button to attach an electronic file.
- Choose the **“Other”** option for details on mailing, faxing, or hand delivering the attachment if desired.

Figure 17 – Submittal Wizard – Attachments

5.3 Check Validation

GovOnline automatically validates the online form. If all required fields have been filled and all required attachments have been satisfied, then you can proceed to submit the submittal.

The screenshot shows the 'Validation (SUBMISSION ID: 41068)' screen. On the left is a sidebar with four steps: 1. Data Entry (To fill in all Data Entry Forms), 2. Attachment (To upload or mail in all required documentations), 3. Validation (To validate all required data and documentations), and 4. Submission (To submit). Step 3 is highlighted in yellow. The main content area has a yellow header with instructions: 'Click on hyperlinks below to review your application and any attachments. Proceed to Submission by clicking NEXT.' Below this are two sections: 'Application Form(s) Summary' with a green checkmark and link 'Online NESHAP Notification of Demolition and/or Renovation', and 'Attachment(s) Summary' with green checkmarks and links 'Asbestos Survey' and 'Supporting Document'. At the bottom are buttons for 'Exit', 'Previous', and 'Next'.

Figure 18 – Submittal Wizard – Validation Successful

If any required information is incomplete, you will receive validation errors. Click on the validation error link to return to an earlier step in the Submittal Wizard to provide the missing information.

The screenshot shows the 'Validation (SUBMISSION ID: 41068)' screen with validation errors. The sidebar is identical to Figure 18, with Step 3 highlighted. The main content area has a yellow header with the same instructions. Below the header is a red error box with a red 'X' icon and the text: 'In form NESHAP Notification of Demolition and/or Renovation: Building Size must be entered. Building Street Address must be entered.' Below the error box are two sections: 'Application Form(s) Summary' with a red 'X' icon and link 'Online NESHAP Notification of Demolition and/or Renovation', and 'Attachment(s) Summary' with green checkmarks and links 'Asbestos Survey' and 'Supporting Document'. A button 'Go to NESHAP Notification of Demolition and/or Renovation form' is next to the red link. At the bottom are buttons for 'Exit', 'Previous', and 'Next'.

Figure 19 – Submittal Wizard – Validation Unsuccessful

5.4 Submit the Submittal

You will be required to acknowledge a certification statement and to provide a knowledge based security answer and your Personal Identification Number (PIN) to complete the submission.

You select your PIN at first login (see Section 2); if you have forgotten your PIN, you may reset it from the My Account screen (see Section 3).

Figure 20 – Submittal Wizard – Submission

5.5 Submission Receipt

After successful submission, an onscreen receipt appears which may be printed for your records. It is recommended to include a copy of your receipt with any future mailed/faxed/hand-delivered correspondence.

You may review, revise and track the status of submitted submittals from the “Track Submitted Submittals” module (see Section 6).

Figure 21 – Submittal Wizard – Submission Receipt

6 Track Submitted Submittals

The “**Track Submitted Submittals**” page allows you to view and manage completed submittals. The top of the page provides search criteria to allow you to filter out their list of submittals based on Submittal ID, Submittal Status, Submitted Date, etc. Summary information of each of your submitted submittals appears in the results grid onscreen.

	Payment	Submittal Information	Facility Info.	Type	RO Info.	Review Status
View		41068 - NESHAP Notification of Demolition and/or Renovation App Type:		Asbestos Submitted on: 10/29/2016	Deric Long	Complete Submittal Task: MCAQ Admin Review
View		41046 - NESHAP Notification of Demolition and/or Renovation App Type:		Asbestos Submitted on: 10/05/2016	Deric Long	Complete Submittal Task: MCAQ Admin Review
View		41052 - NESHAP Notification of Demolition and/or Renovation App Type:		Asbestos Submitted on: 10/03/2016	Deric Long	Complete Submittal Task: MCAQ Admin Review
View		41051 - NESHAP Notification of Demolition and/or Renovation App Type:		Asbestos Submitted on: 09/20/2016	Deric Long	Complete Submittal Task: MCAQ Admin Review
View		41038 - NESHAP Notification of Demolition and/or Renovation		Asbestos	Deric Long	Admin Review Completed

Figure 22 – Track Submitted Submittals

6.1 Review Submission Copy-of-Record

By clicking on the **View** ([View](#)) icon next to a submittal in the onscreen grid, you are able to view more detailed information about the applicable submittal. You will be brought to a submittal info screen containing the following tabs of information:

- Submittal:** users can view information related to the submission and status as well as view/print the submitted form data.
- Attachments:** displays any attachments that have been uploaded during the submission process. Users may also upload additional attachments if necessary from this tab.
- Work Activities:** displays the review process for this submittal
- Correspondence:** allows submitter to correspond with agency users within the GovOnline system
- Email History:** displays a list of emails that have been sent via GovOnline related to this submittal

Click the form link under "Application Form(s) Detail" to view the submitted Application Form.

Application Basic Information

Submittal ID: **41068**
 App Name: **NESHAP Notification of Demolition and/or Renovation**
 Submitted Date: **10/29/2016 11:24:07 AM**
 Submitted by: **John Smith**
1368 How Lane
New Brunswick NJ 08902
7327215600
morgan_cutts@enfotech.com

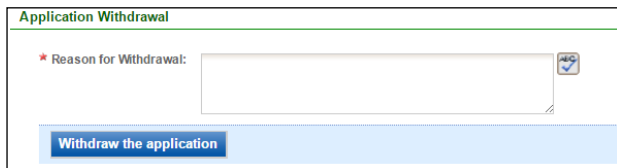
Review Status: **Complete Submittal - MCAQ Admin Review**

Application Form(s) Detail

[Online NESHAP Notification of Demolition and/or Renovation](#)
[NESHAP Notification of Demolition and/or Renovation - Form View](#)

6.2 Submission Withdrawal

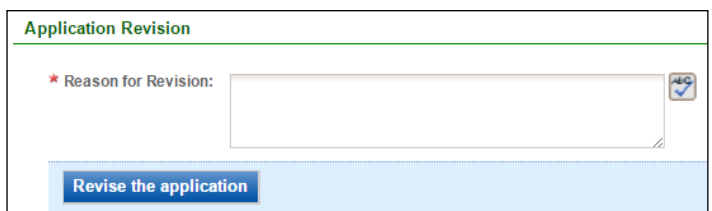
From the Submittal Tab, users may withdraw the submission if desired. Enter a reason for withdrawal and click **“Withdraw the application”**. For some submittal types, users may only be able to request to withdraw the submittal which will forward a request to the agency reviewers who must approve the request for the submittal to be withdrawn. System generated emails will inform the submitter and agency reviewers of any withdrawal or request for withdrawal actions.



The screenshot shows a web form titled "Application Withdrawal". It features a text input field labeled "Reason for Withdrawal:" with a small icon of a document with a checkmark to its right. Below the input field is a blue button with the text "Withdraw the application".

6.3 Revise a Submission

From the Submittal Tab, users may also revise the submission if desired. Enter a reason for revision and click **“Revise the application”**. For some submittal types, users may only be able to request to revise the submittal which will forward a request to the agency reviewers who must approve the request for the submittal to be able to be revised. System generated emails will inform the submitter and agency reviewers of any revision or request for revision actions. When a revision is initiated, the user will be brought to the Submittal Wizard (see Section 5) for the corresponding submittal and have the opportunity to add/edit the previously submitted information. The user must complete the Submittal Wizard to resubmit the submittal once starting a revision in order for it to be considered for agency review again.



The screenshot shows a web form titled "Application Revision". It features a text input field labeled "Reason for Revision:" with a small icon of a document with a checkmark to its right. Below the input field is a blue button with the text "Revise the application".