User Guide

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1 Introduction

GovOnline allows for online form 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

![GovOnline Public Portal Login Page](image)

**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 ( ) 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 ( ) 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.

**Figure 2 - Access Self - Registration**

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

**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.

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**CREATE ACCOUNT**

- Account group: [ ] Preparer [ ] Submitter
- Account type:
  - [ ] Submitter for Asbestos Notification Form
  - [ ] Submitter for Air Quality Permitting Form(s)

[Back To Login] [<< Previous] [Next >>]

Figure 4 - Select Account Type
**Step 3:** Select and answer Security Questions.

![Security Questions](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 ( Yourself).

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

![Figure 8 – My PIN Information](image)

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.
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

![Image](url)

Figure 10 – Public User Home Page

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

![Image](url)

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 (💡) 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](image-url)
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.

![Message Center]

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).

![My Unfinished Submittals]

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.

![Submittal Wizard Panel]

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.

![Image of Data Entry](image1.png)

**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.

![Image of Attachment](image2.png)

**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.

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.
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.

![Figure 22 – Track Submitted Submittals](image)

6.1 Review Submission Copy-of-Record

By clicking on the 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:

a. **Submittal**: users can view information related to the submission and status as well as view/print the submitted form data.

b. **Attachments**: displays any attachments that have been uploaded during the submission process. Users may also upload additional attachments if necessary from this tab.

c. **Work Activities**: displays the review process for this submittal

d. **Correspondence**: allows submitters to correspond with agency users within the GovOnline system

e. **Email History**: displays a list of emails that have been sent via GovOnline related to this submittal
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.

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.