

# NetDMR Technical FAQs

## General System Questions

### **What is an Instance?**

NetDMR is designed to allow a State, Tribe or EPA Region to have its own Login page that separates their own set of permits and DMRs from the other Regulatory Authorities.

### **What is an Internal User?**

An Internal User is a Regulatory Authority staff member with a NetDMR account.

### **What is an External User?**

An External User is a Permittee or Data Provider staff member with a NetDMR account.

### **What is a Regulatory Authority?**

A Regulatory Authority is a state agency or EPA Regional office that administers NPDES permits. Regulatory Authority staff can view partial DMRs and CORs, approve requests from Data Provider staff, Permittee staff and other Regulatory Authority staff for access to the Regulatory Authority's Instance on NetDMR.

### **What is a Regulatory Administrator?**

A Regulatory Administrator is a Regulatory Authority staff member that approves or denies requests from Permittee users wanting to become a Signatory for a permit.

### **What is a Permittee?**

A Permittee is a staff member at a permitted facility. Permittees can view, enter and upload DMRs into NetDMR, edit CORs, sign and submit DMRs, and approve requests from Data Provider staff and other Permittees for access to the facility's permit(s).

### **What is a Permit Administrator?**

A Permit Administrator is a Permittee staff member that approves or denies requests from Data Providers and other Permittees to view and edit DMRs for their NPDES permit. They also approve or deny requests from Regulatory Authorities to view DMRs that have not been signed and submitted ("partial DMRs").

### **What is a Signatory?**

A Signatory is a Permittee staff member that is authorized to sign and submit DMRs for a specific permit. Because NetDMR uses digital signatures, new Signatories must print off a Subscriber Agreement form generated by NetDMR, sign it and mail it to the Regulatory Authority listed within the Subscriber Agreement before he/she can sign and submit DMRs.

### **What is a Data Provider?**

A Data Provider is a lab, consulting firm or other business that has been hired by a permitted facility to enter or view Discharge Monitoring Reports (DMRs) on behalf of that facility. Data Provider staff are allowed to view, enter and import DMRs into NetDMR and edit CORs but they cannot sign and submit DMRs to ICIS. Only a permittee with the Signatory role can do this.

### **What is a COR?**

A COR or "Copy of Record" means a true and correct copy of an electronic document received by an electronic document receiving system, which copy can be viewed in a human-readable format that clearly and accurately associates all the information provided in the electronic document with descriptions or labeling of the information. A copy of record includes:

- (1) All electronic signatures contained in or logically associated with that document;
- (2) The date and time of receipt; and

(3) Any other information used to record the meaning of the document or the circumstances of its receipt.”

All DMRs signed and submitted to ICIS from NetDMR become the “Copy of Record”.

### **How do I navigate to NetDMR?**

Navigate to [www.epa.gov/netdmr](http://www.epa.gov/netdmr) and click on a blue state within the Electronic Reporting map. The NetDMR Welcome screen will appear. Select the name of the State or Regional Authority Instance that administers your NPDES permit(s) from the Regulatory Authority drop down box and click on the “Go” button.

### **How do I know what Instance to choose from the NetDMR Login page?**

If you submit your DMRs to a State agency, select the name of that agency from the dropdown list (example: “Tennessee” or “Oklahoma - DEQ”). If you submit your DMRs to an EPA region, select the name of that region from the dropdown list (example: “EPA R7 IA-KS-MO-NB”).

### **How can I be sure that my permit is stored in the Instance I selected?**

After you select your Instance on the NetDMR Welcome page, the NetDMR Login page will be displayed. Click on the “Checking your Permit Id” link and enter your permit’s NPDES ID. NetDMR will tell you whether your permit is available or not.

### **My permit is not available in the NetDMR Instance for the State agency or EPA region that administers it. What should I do?**

If you are a Permittee or Data Provider User, contact your Regulatory Authority’s NetDMR Administrator using the email link on the NetDMR login page provided under the “New to NetDMR?” section. If you are a state or EPA Region staff member, refer to the Regulatory Authority Questions section.

### **After I register for a new account, set up my password and receive my confirmation email that my account is ready to use, the hyperlink to NetDMR does not work. What should I do?**

Close your browser, then open it back up again and navigate to NetDMR through the map at [www.epa.gov/netdmr](http://www.epa.gov/netdmr).

### **I’m getting a “Page Not Found” or “cannot display the webpage” message from my web browser. What should I do?**

Call or email NetDMR User Support at 202-564-7756 or [netdmr@epa.gov](mailto:netdmr@epa.gov) with details on the steps you were performing just before the message appeared.

### **I am able to log into my NetDMR Instance, but as soon as I try to do anything I get kicked out and returned to the NetDMR Welcome page. What is wrong?**

NetDMR requires that you enable session cookies to function properly. All cookies generated by NetDMR are removed when you close your browser. Instructions for enabling cookies in Internet Explorer are provided below. To identify what version of a web browser you are operating, click on the Help menu in Internet Explorer or Netscape and click on “About”.

If you are using Internet Explorer 6.0 or 7.0:

1. Choose Tools, then Internet Options.
2. Click the Privacy tab.
3. Default setting is medium. Move the slider to determine which setting you prefer.
4. You can also click on Advanced for specialized cookie treatment.

After you enable cookies, log into NetDMR again.

### **When I try to log into NetDMR my web browser tells me I must allow cookies. How can I do this?**

If you are using Internet Explorer 6.0 or 7.0:

1. Choose Tools, then Internet Options.
2. Click the Privacy tab.
3. Default setting is medium. Move the slider to determine which setting you prefer.
4. You can also click on Advanced for specialized cookie treatment.

After you enable cookies, log into NetDMR again.

**I forgot my NetDMR User ID. What should I do?**

Navigate to NetDMR, select your Instance then click on the “Forgot User Name” hyperlink. NetDMR will ask you for your email address and an answer for one of your secret questions, then display your User Name if it finds your email address on file and you answered the question correctly. If you do not answer your secret question correctly three times in a row your account will be locked.

**I forgot my NetDMR Password. What should I do?**

Navigate to NetDMR, select your Instance then click on the “Forgot Password” hyperlink. NetDMR will ask you for your email address and an answer for one of your secret questions, then ask you to reset your password if it finds your email address on file and you answered the question correctly. If you do not answer your secret question correctly three times in a row your account will be locked.

**I cannot log into NetDMR. What should I do?**

If you forgot your User ID or password, refer to “I forgot my NetDMR User ID” or “I forgot my NetDMR Password”. If you know your NetDMR User ID and password but cannot log in, contact the Regulatory Authority Administrator for your Instance and ask them to reset your password.

**I tried to log in but my account is locked. What should I do?**

If the account became locked because you logged in with the wrong password three times or answered a secret question with the wrong answer three times, contact the Regulatory Authority’s Administrator for your Instance. The Regulatory Administrator’s email address is provided under the “New to NetDMR?” section of the NetDMR login page for your Instance.

If you have no idea why your account was locked this may indicate an unauthorized individual may tried to log into your account. See “What should I do if my NetDMR account becomes compromised?” for instructions on what to do about this.

**What should I do if my NetDMR account becomes compromised?**

If you are a Signatory for one or more permits you must contact your Regulatory Authority’s Administrator and request that person lock your account and repudiate all CORs that have been submitted while your account was compromised. All others should notify the Regulatory Authority’s Administrator. The Regulatory Administrator’s email address is provided under the “New to NetDMR?” section of the NetDMR login page for your Instance.

**I’m getting a “There is a problem with the site’s certificate” message from my web browser. What should I do?**

The certificate has expired and will be updated soon but you will still be able to use NetDMR. Just click on the “Continue to this website” link and you will be taken to the NetDMR Welcome page.

**I was working in NetDMR but am now getting a “Session Expired” message. What happened?**

NetDMR tracks how long it has been since the last keystroke or mouse click was entered. If 30 minutes have passed without a keystroke or mouse click NetDMR will automatically log you out without saving your changes. You must log back in and re-enter any data that was lost.

**I entered data into a NetDMR page but it was not saved. Why?**

You navigated to another page or out of NetDMR without clicking on the “Save”, “Submit” or “Confirm” button. After entering data, always be sure to save AND confirm your changes.

**After entering data and clicking on the Save or Submit button, I get a “There were errors processing your request” message. What do I do?**

Any field that has erroneous or missing data will have red text to the right of that field explaining what caused the problem. Search through all fields on the page for red text messages and correct them.

**What should I do if my name changes?**

If you are a Signatory for one or more permits you must notify the Regulatory Administrator of your Instance before changing your name in NetDMR and re-generate your Subscriber Agreement(s), print them, sign them and send them to your Regulatory Authority. To re-generate your Subscriber Agreements, navigate to the “My Account” page and click on each Subscriber Agreement icon that appears in your “My Permits” table.

To change your name in NetDMR, log into NetDMR, click on the “My Account” hyperlink at the top of the page and change your name. Be sure to save your changes.

**What should I do if my email address changes?**

Log into NetDMR, click on the “My Account” hyperlink at the top of the page and change your email address. Be sure to save your changes. If you set up your account to use your email address as your account ID you must start using your newly changed email address to log into NetDMR.

**How often is permit data refreshed from EPA’s ICIS system?**

When an instance is created, NetDMR requests basic permit information from ICIS. After the initial request for Basic Permit occurs, NetDMR will request the data from ICIS every weekend. Regulatory Administrators are able to refresh basic permit data in NetDMR with ICIS-NPDES data at any time using the View Network Activity page. ICIS will respond to all requests for permits from NetDMR once a night.

**How often is DMR data refreshed from EPA’s ICIS system?**

When the first Signatory for a permit is approved by a Regulatory Administrator, NetDMR requests one year’s worth of anticipated DMRs or “empty slot records” from ICIS-NPDES using the following criteria:

- Monitoring Period Start Date (MPSD) from 12 months before to 1 month after the date the first Signatory request is approved
- Monitoring Period End Date (MPED) from the date the first Signatory role was approved to 12 months afterward.

Each month after this, NetDMR requests another month’s worth of data using the day of the month the Signatory was approved to ensure that NetDMR always has at least one year’s worth of empty slot records. NetDMR will automatically retrieve empty slots for all permits for which there is at least one NetDMR user with the signatory or edit role. DMRs will continue to be retrieved as long as at least one user has the signatory or edit role for the permit.

Rather than wait one month, Regulatory Administrators and Permit Administrators are able to DMR empty slot records in NetDMR with ICIS-NPDES data at any time. Regulatory Administrators can use the View Network Activity page and Permit Administrators can use the Refresh DMRs hyperlink on the DMR Search Results page.

## **Permittee User Questions**

### **Can I have more than one access type for permit(s)?**

NetDMR will allow you to have a View or Edit role, and if you are a Permittee User, Permit Administrator/Edit role, Permit Administrator/View role, or Signatory role for as many different permits as you need. NetDMR will also allow a Permittee User to be a Permit Administrator and Signatory for the same permit(s).

### **How do I become a Permit Administrator?**

Permittee Users can request a Permit Administrator role for their NetDMR account from their “Request Access” page. Regulatory Authorities and Data Providers are not allowed to become Permit Administrators.

### **Can I be a Permit Administrator for more than one permit?**

Yes. NetDMR does not limit the amount of permits that a user can be a Permit Administrator for. However, an existing Permit Administrator will only approve new Permit Administrator requests for authorized individuals and will deny requests from any Permittee User who should not have this level of access to their permits.

### **When I try to Deny a role request NetDMR I get a “there were errors processing your request” message. What is wrong?**

When you deny a role request you must also provide a reason for why the request was denied into the comment field for that request.

### **When I try to Delete a role for my permit in NetDMR I get a “there were errors processing your request” message. What is wrong?**

When you delete a role you must also provide a reason for why the role was deleted into the comment field for that request.

### **Why can I not approve a Signatory for my Permit?**

Because a printed and signed Subscriber Agreement must be on file with the state, tribe or EPA Region Regulatory Authority administering your permit before DMRs may be signed and submitted, the Regulatory Authority’s Administrator is the only person who can approve Signatory requests.

### **Can I be a Signatory for more than one permit?**

Yes. NetDMR does not limit the amount of permits that a user can be a Signatory for. However, a Regulatory Administrator will only approve Signatory requests for authorized individuals and will deny requests from any Permittee User who should not be allowed to sign and submit DMRs.

### **How do I find out who is a Signatory for my Permit?**

If you are a Permit Administrator, click on the “Users” tab of your home page and click on the Search button to display a list of all NetDMR accounts and the roles they have been assigned until you find a Signatory listed. Otherwise, ask your Permit Administrator to look up this information for you.

### **What is a Subscriber Agreement?**

A Subscriber Agreement is “an electronic signature agreement signed by an individual with a handwritten signature”. Any NetDMR Permittee who wishes to sign and submit DMRs to EPA must request a Signatory role for their DMR account for their permit(s), print off the Subscriber Agreement generated by NetDMR, complete portions of the form, then sign and mail the Subscriber Agreement to the appropriate State or Regional Regulatory Authority. Until your Signatory role request is approved in NetDMR by the Regulatory Administrator, you will not be allowed to sign and submit DMRs.

### **Where do I mail my Subscriber Agreement to?**

The mailing address of the State, Tribe or EPA Region Regulatory Authority can be found near the bottom of the first page within the Subscriber Agreement.

**One of the NetDMR users working at my facility or for my data provider has left the organization or is no longer working with DMRs. What should I do?**

Contact the Permit Administrator(s) for the permits that person has access to and let them know. A Permit Administrator should click on the “Users” tab of the home page, search for the NetDMR account and delete all roles for that user. This will not delete the user from NetDMR and will leave all CORs intact belonging to a Signatory that is deleted.

**I can see DMRs and CORs but cannot edit them. How can I edit them?**

Permittee Users must request an Edit role or Signatory role, and Data Provider Users must request an Edit role in order to work with DMRs for a particular permit. Use the “Request Access” page to request the Edit or Signatory role for your NetDMR account. The Permit Administrators approve/deny Edit role requests and Regulatory Administrators approve/deny Signatory requests.

**I entered data into my DMR but it was not saved or submitted. Why?**

Typically, one of three situations cause this: You navigated to another page or out of NetDMR without clicking on the “Save”, “Submit” or “Confirm” button; your DMR had “hard errors”; or more than one person was editing the DMR at the same time.

Failure to Save or Submit:

After entering data, always be sure to click on “Save and Continue”, “Save and Submit”, “Confirm” and “Submit” buttons as necessary.

Hard Errors:

NetDMR will not save changes to a DMR that has hard errors so you must look for them, fix the fields with hard errors and save the DMR before NetDMR will store your DMR.

More than One Person Editing a DMR:

If two users edit the same DMR at the same time and both save their edits, the last one to save their DMR will override the first person’s edits. If the first person reviews the DMR the next day, it would appear to them that their edits were lost, when in fact they were saved but overridden a little later.

**When I save or try to submit my DMR NetDMR tells me I have soft errors. What should I do?**

Soft errors are warnings that data may be missing or entered incorrectly. The bottom of the DMR screen displays a table with soft errors and the rows with these errors are highlighted in pink. While soft errors will not keep the DMR from being signed and submitted, you should look at each soft warning and check the affected fields on DMR form to make sure the data is accurate. When you are finished, click on the checkboxes next to each soft error and save your DMR. Be sure to confirm your changes.

**When I try to save or submit my DMR NetDMR tells me I have hard errors. What should I do?**

Hard errors are problems with the data keeping a DMR from being saved, signed or submitted. The bottom of the DMR screen displays a table with hard errors and the rows with these errors are highlighted in pink. You must look at each hard error and fix the affected fields, then save the DMR. Be sure to confirm your changes.

**I have a lot of DMRs to submit to NetDMR. Is there an easier way to submit them rather than enter each one into the NetDMR web pages?**

Yes. NetDMR allows users with an Edit or Signatory role to import all DMRs for one permit out of a comma delimited ASCII text file that is generated out of a spreadsheet or database package. See the NetDMR Permittee and Data Provider User Guide for instructions on how to do this.

**I imported my DMRs. Will NetDMR automatically submit them for me?**

No. Any time you import a comma delimited file you should check the Import Log for errors using the Check Results page and view each DMR individually within NetDMR to ensure the data was imported correctly and fix any problems keeping the Signatory from signing and submitting your DMRs. When you have fixed any problems and saved the DMRs, your Signatory will need to sign and submit your DMRs. The Signatory may sign and submit up to 200 DMRs at a time.

**I need help from my Regulatory Authority filling out my DMR. What should I do?**

Contact your Regulatory Authority and have one of the Regulatory Users or Administrators request partial access to your DMR so that person can view your DMR. Notify your Permit Administrator to approve the partial access request for the DMR from the Regulatory User or Administrator when it comes in. Once the Regulatory User or Administrator has access they will be able to view your DMR but cannot edit it. If you make changes to your DMR while they are viewing it you must save your changes, then they will have to close the DMR and pull it back up again in order to see your changes.

**Why can I not sign and submit a DMR?**

Only a Signatory is allowed to sign and submit DMRs. Permittee Users of NetDMR can request a Signatory role for their NetDMR account using the "Request Access" page. Data Provider and Regulatory Authority Users of NetDMR are not allowed to become Signatories.

**How do I know when my DMR has been submitted to ICIS?**

If you are the Signatory for the DMR, NetDMR will send an email to your email address notifying you when your DMR(s) have been submitted to ICIS. Otherwise, check with your Signatory.

**How do I know my DMR has been processed by ICIS?**

If you are the Signatory for the DMR, NetDMR will send an email to your email address notifying you when your DMR(s) have been processed by ICIS. Otherwise, check with your Signatory.

**I requested a refresh of DMR Data but the NetDMR keeps displaying the old data. What do I do?**

When NetDMR requests a new DMR from ICIS, ICIS will process the request at night and return the results by the next morning. If your DMR has not been refreshed after this time, refer to the Permittee and Data Provider User Guide's "Troubleshooting Missing DMRs" appendix for various causes of DMR data not being returned from ICIS.

**My permit's limits changed for one or more of my DMRs recently. NetDMR is pulling up my DMRs with old information. How do I update my DMRs in NetDMR?**

If you have an Edit or Signatory role you can search and view the DMR, then click on the "Refresh DMR Data" link at the top of the page to update the DMR with new data. Otherwise, ask your Permit Administrator to refresh your DMR data.

**My permit was administered by an EPA Region but a State Agency or Tribe now administers it. I need to enter DMRs. What should I do?**

After the State or Tribe sets up their Instance in NetDMR you must create a new NetDMR account for that Instance and have one Permit Administrator and one Signatory established for the permit in the new State or Tribal Instance before you can begin to submit new DMRs. You will be able to view your old DMRs and CORs in the old Instance but cannot make changes to them. If you were working on a DMR when the permit was switched to the new Instance or need to submit a corrected COR you will need to contact the Regulatory Administrator for the State or Tribal Instance and ask them to request the Permit and DMR information from ICIS.

**My permit was administered by an EPA Region but a State Agency or Tribe now administers it. I need to correct a DMR that was signed and submitted in the old Regulatory Authority's Instance. What should I do?**

Ask the Regulatory Administrator for the current State or Tribal Instance to request the DMR from ICIS. Once the DMR has been returned you will be able to edit, sign and submit it.

**My permit was in NetDMR but now I cannot enter DMRs for it. What should I do?**

If your permit was administered by an EPA Region but a State Agency or Tribe now administers it, see “My permit was administered by an EPA Region but a State Agency or Tribe now administers it. What should I do?” for the answer. refer to the Permittee and Data Provider User Guide’s “Troubleshooting Missing DMRs” appendix for various causes of DMR data not being returned from ICIS.

**I entered a DMR but need to delete it. What should I do?**

You can log into NetDMR and edit the DMR by using the “Clear Parameters” hyperlink and removing data out of the header of the DMR. When you are finished have your Signatory sign and submit the DMR in order to officially delete the DMR.

You cannot delete a COR from NetDMR. If you have one or more CORs that were entered incorrectly you will need to have a Signatory search for the COR and select the “Correct DMR” option instead. If one or more of your CORs were submitted under suspicious circumstances you will need to contact the Regulatory Administrator for your Instance and have the COR(s) repudiated.

**I downloaded one or more CORs. When I open them they are hard to read or contain a lot of strange characters. How can I look display the COR like the NetDMR does?**

The first step in viewing downloaded CORs is to open the master COR file that you downloaded extract all zipped file contents into a directory of your choosing. Each of these extracted zipped files is a COR. Open one of these files and extract the three main files along with any attachments that were included with the DMR when it was signed and submitted. The three main files are as follows:

- dmrSubmission.xml = This file contains all of the user entered data for the COR when its DMR was signed and submitted.
- DischargeMonitoringReport.xsl = This is a stylesheet that will format the dmrSubmission.xml file to look like the NetDMR COR View page for easy viewing when viewed in a web browser.
- submissionReceipt.xml = This file documents when the COR was submitted, by whom, and with what electronic hashing algorithm.

The easiest way to view the DMR data is to view the dmrSubmission.xml file in a web browser such as Microsoft Internet Explorer. When opened in this way, the web browser will automatically format the data based on the stylesheet file dischargeMonitoringReport.xsl. Note that the web browser will NOT be able to locate the stylesheet if the user does not first unzip all of the contents of the zip file into the same directory. The user may choose to also view the XML data directly in any text editor of their choice.

Any attachments that were uploaded for the DMR prior to signing will also be included in the COR files. These files have the names supplied by the person who uploaded them and can be in almost any format. NetDMR will not convert these files so it is up to the user to figure out how best to work with these files.

**I downloaded a COR and am trying to open it with my web browser but get a “The XML page cannot be displayed” error message from my web browser. How can I fix this?**

Be sure to extract the DischargeMonitoringReport.xsl file into the same directory where the dmrSubmission.xml file you are trying to view is located.

**Who should I contact for assistance with NetDMR?**

For questions regarding access to your permit(s) contact the Permit Administrator for your permit(s).  
For questions regarding deleting a DMR or correcting a COR contact the Signatory for your permit(s).  
For all other questions or problems, contact your Regulatory Authority using the email address provided under the “New to NetDMR?” section of the NetDMR login page for your Instance.

# **Regulatory Authority User Questions**

## **How come I cannot view or edit DMRs?**

Because NetDMR is designed for non-Regulatory Authorities to submit DMRs, only a Permittee or Data Provider with an Edit role may import, modify and delete DMRs.

## **How come I cannot approve role requests for my Instance?**

You must request a Regulatory Administrator role for your NetDMR account from your “Request Access” page in order to approve Signatory and other requests from your State Agency, Tribe or Region.

## **I have the ability to approve or deny role requests from Permittees and Data Providers. When should I do this?**

It is the responsibility of the Permit Administrator to grant all non-Signatory access rights to permits. If the Permit Administrator is not available a Regulatory Administrator can approve non-Signatory access requests on a case-by-case basis. This functionality was built into NetDMR only as a safeguard against unexpected events and is NOT intended to be used to manage external access requests on a regular basis.

## **How come I cannot approve role requests for my Instance?**

You must request a Regulatory Administrator role for your NetDMR account from your “Request Access” page in order to approve Signatory requests from Permittees and Regulatory Authority User or Administrator requests from staff within your State Agency, Tribe or Region.

## **What are Agency Maps?**

Permits retrieved from ICIS and stored within a NetDMR Instance is based upon the agency maps assigned to an Instance. For example, the Alaska Instance is created with an agency map of "AK-ST6". NetDMR will request all permits that have a NPDES Permit ID starting with "AK" and an Issuing Organization Type of "State".

If an agency map is added to or deleted from an existing instance NetDMR will request basic permit information from ICIS-NPDES using only the Agency Maps that exist after the changes are saved. An example of this scenario is where Region 9's instance was originally created with agency maps for "NN-EP6", "AZ-EP6", "CA-EP6", "NV-EP6", "HI-EP6". After a year they delegate all of the Navajo Nation permits to that tribe and want DMRs for American Samoa to start being entered into NetDMR. The NetDMR System Administrator will add an agency map of "AS-EP6" and remove the agency map of "NN-EP6". Upon saving these changes, NetDMR will request all permits from ICIS-NPDES that have a NPDES Permit ID starting with "AZ", "CA", "NV", "HI" and "AS" and an Issuing Organization Type of "EPA".

## **How do I know when my DMR or a DMR for my Permittees or Data Provider has been submitted to ICIS?**

If you are a Signatory, NetDMR can send an email to your email address notifying you when any DMRs for your Instance have been submitted to ICIS. Otherwise, ask your Regulatory Administrator to add your email address to the “DMR Submissions and Attachment Notifications” section of their Edit Instance page.

## **How do I know when my DMR or a DMR for my Permittees or Data Provider has been processed by ICIS?**

If you are a Signatory, NetDMR can send an email to your email address notifying you when any DMRs for your Instance have been processed by ICIS. Otherwise, ask your Regulatory Administrator to add your email address to the “DMR Submissions and Attachment Notifications” section of their Edit Instance page.

**A permittee or data provider needs my help with entering their DMR. How can I help?**

The permittee or data provider must contact their Permit Administrator and let them know you will need access to the Partial DMR. Next, you must request a View role for your NetDMR account from your “Request Access” page in order to view the Partial DMR in question, then notify the Permit Administrator of your pending request. Once the Permit Administrator has approved your request you will be able to view but not edit the DMR.

**I can see a DMR but not edit it. What is wrong?**

Because NetDMR is designed for facilities to enter their DMRs, State and EPA Regional staff are not allowed to edit DMRs.

**A user is having problems logging into NetDMR and contacted me for assistance. What should I do?**

Log into NetDMR as a Regulatory Administrator, search for the user and edit their account. If their account is locked you may unlock it by clicking to uncheck the “Lock Account” box. If their account is not locked, reset their password.

**A Signatory told me their account has been compromised. What should I do?**

Have a Regulatory Administrator lock the user’s NetDMR account and then repudiate the CORs for the unauthorized DMRs that were submitted. Accounts can be locked and unlocked from the Edit User page. CORs can be repudiated through the Repudiate COR page. Note that when you repudiate a COR it is removed from ICIS and the Signatory must submit a new DMR. After repudiating each COR in question, the Regulatory Administrator needs to unlock the account and reset the password and secret question/answers for the account then notify the Permittee or Data Provider of the new password and answers.

If the Signatory submitted an erroneous DMR and wants to revise it, they must search for the COR and select the “Correct DMR” option instead of having it repudiated.

**A Permittee or Data Provider told me their account is locked. What should I do?**

Have a Regulatory Administrator unlock the user’s NetDMR account using the Edit User page, then have the Permittee or Data Provider log back into NetDMR.

**One of the NetDMR users working at my Agency has left the organization or is no longer working with DMRs. What should I do?**

Contact the Regulatory Administrator for your Agency. The Regulatory Administrator can inactivate the account by clicking on the “Users” tab of the home page, searching for the NetDMR account and revoking all roles for that user.

**One of my facilities notified our Agency that one of their staff has left the organization or no longer works in that capacity. What should I do?**

Have them contact the Permit Administrator(s) for each of the permits they have access to and have them delete the accounts for the permit(s).

If the staff is a Permit Administrator or Signatory the Regulatory Administrator must inactivate the account by clicking on the “Users” tab of the home page, searching for the NetDMR account and revoking the Signatory role for that user. Be sure that is at least one active Permit Administrator or Signatory before inactivating the user or nobody will be able to approve Permittee and Data Provider requests or sign and submit DMRs.

**A permit we administer is not available in my Instance. What do I do?**

Click on the Instance hyperlink on your NetDMR home page and note the Agency Type codes listed in the “Agency Mappings” table. Go into ICIS, search for the permit and look at the “Issuing Organization Type”. Either change the “Issuing Organization Type” to match one of the Agency Type Codes for the

state in NetDMR, or contact ICIS User Support to add the Agency Type Code to the “Agency Mappings” table in NetDMR.

**I entered a new permit into ICIS or reissued a permit in ICIS recently. Do I need to do anything in NetDMR?**

Yes, if the permit has DMRs for your facilities that are or will be working in NetDMR. NetDMR will request new permit data every weekend but there are times that you may not want to wait until the new data appears. To update NetDMR with new information the Regulatory Administrator for your Instance will need to use the View Exchange Network Activity page to request new permit and DMR information.

**I made changes to a permit or limit in ICIS. Do I need to do anything in NetDMR?**

Yes, if the permit has DMRs for your facilities that are or will be working in NetDMR. NetDMR will request new permit and DMR data every weekend but there are times that you may not want to wait until the new data appears. To update NetDMR with new information the Regulatory Administrator for your Instance will need to use the View Exchange Network Activity page to request the most recent permit and/or DMR information.

**One or more permits were administered by an EPA Region but now a State Agency or Tribe administers it. How does NetDMR handle this and is there anything I need to do?**

If the State or Tribe does not have an existing NetDMR Instance, they must designate a Regulatory Administrator to coordinate with the NetDMR System Administrator to set up a new Instance in NetDMR and make sure that all permit in ICIS have an Issuing Organization Type that differs from what the Region is using in order for NetDMR to be able to request the proper permits.

If the State or Tribe has an existing NetDMR Instance, the Regulatory Administrator will need to coordinate with the NetDMR System Administrator to add new Agency Mappings for these permits, or log into ICIS and change each permit’s Issuing Organization type that differs from what the Region is using in order for NetDMR to be able to request the proper permits.

The permittees and data providers will be able to view their old DMRs and CORs in the Regional Instance but will need to begin entering DMR data in the State or Tribal Instance.

If one of your permittees contacts you and says they were working on a DMR when the permit was switched to the new Instance or need to submit a corrected COR, the Regulatory Administrator for the new Instance must click on the “Network Activity” hyperlink on their home page and request the DMR or COR from ICIS.

**I requested a refresh of Permit or DMR Data but the NetDMR keeps displaying the old data. What do I do?**

If you are the Regulatory Administrator, click on the “Network Activity” hyperlink on your home page and find your request in the list.

If the status is “Pending” there is a delay of 30 minutes between the time NetDMR requests a new DMR from ICIS and ICIS returns the information. If your DMR has not been refreshed after this time, contact your Regulatory Administrator and ask them to check on the status of the DMR.

If the status is “Failed” NetDMR encountered a problem communicating with ICIS. Contact NetDMR User Support.

If the status is “Completed” but the DMR in NetDMR still contains old data, compare it against the data in NetDMR to make sure the changes took in ICIS before contacting NetDMR User Support.

**A Permittee or Data Provider told me their permit was in NetDMR but are unable to enter DMRs for it. What should I do?**

If the permit was administered by an EPA Region but a State Agency or Tribe now administers it, see that question in this section for the answer. Otherwise, NetDMR inactivated the permit because ICIS could not find it. The Regulatory Administrator for your Instance needs to click on the Instance hyperlink on their home page and provide you with the agency mapping for the permits in your state so you can log into ICIS, view the permit and make sure it has an Issuing Organization Type that matches the NetDMR Agency Type Code. If you change the Issuing Organization Type in ICIS, see the section on making changes to a permit for instructions on what to do.

**A Permittee or Data Provider requested a Signatory role and wants me to approve it now instead of waiting for the Subscriber Agreement to arrive in the mail. Can I print off their Subscriber Agreement in NetDMR and use it as justification for approving their Signatory request?**

No. Because of CROMERR regulations, you must have a Subscriber Agreement with the Signatory’s signature on file. The electronic version of a Subscriber Agreement is missing the signature and cannot substitute for the original, signed Subscriber Agreement mailed in by a Signatory.

**Who should I contact for assistance with NetDMR?**

For Role access questions contact your Regulatory Administrator. For all other questions, call or email NetDMR User Support at 202-564-7756 or [netdmr@epa.gov](mailto:netdmr@epa.gov) .