

# NetDMR Account Assistance

NetDMR users may experience issues with passwords or security questions. There are several Solutions, and they are detailed below. In addition to assistance DEC can provide, EPA has a support website designed to help permittee users to navigate NetDMR. This is available by clicking the "Help" link at the top of the NetDMR screen, next to "Request Access." For a more detailed list of questions, please visit EPA's Technical FAQs website.

1. I registered for my account, but I did not receive a verification email!

**Solution:** In your email, check to see if the message was placed in your spam folder. If you are unable to find the verification email, contact DEC at one of the numbers listed on the bottom of this page. DEC will have to delete your account, and you will need to re-register. Unfortunately, there is no other Solution for this issue.

2. I forgot my username!

**Solution:** On the login page for (CDX) Central Data Exchange, click the "Forgot Username" link. CDX asks you for your email address associated with your account. CDX will then e-mail your username. You may login with your username and password.

3. I forgot my password!

**Solution:** On the login page for CDX, click the "Forgot Password" link. Enter your email address associated with your account and User ID. Next, answer one of your security questions that appears. CDX will then send you an email, with a link to choose a new password. Click the link in the email, and then enter and confirm your new password. Once complete, you may login to CDX using your username and new password.

4. I am registered for NetDMR, but I can't see my permit!

**Solution:** You have created your account, but you need to request access to your permit. Please see the web pages "NetDMR Requesting Roles" or "NetDMR Requesting Signatory Role".

5. I have linked my account to my permit, but I can't see any of my DMRs!

**Solution:** NetDMR needs time to update once you've linked your account to your permit. Log out of NetDMR, and log in after several minutes. If this does not work, contact DEC at one of the numbers listed on the bottom of this page.

6. I have submitted in the test site; when can I move to the live site?

**Solution:** DEC requires that each signatory submits at least one DMR in the test environment. After doing so, you may create your account in the live site and request access to your permit.

7. I have registered for NetDMR, and linked my permit to my account! Why am I still receiving paper DMRs?

**Solution:** Once DEC approves your access request to your permit, you will no longer receive paper DMRs. Until you have received confirmation from NetDMR that your live site account is finalized, you still need to submit paper DMRs to DEC.

8. What computer settings do I need for NetDMR?

**Solution:** Any major internet browser (Internet Explorer, Firefox, Chrome) will run NetDMR. Do not have your browser store usernames or passwords. NetDMR requires that cookies are enabled in your browser, as well as JavaScript.

9. I am taking NetDMR over from another user. Do I need my own account?

**Solution:** Yes. Each authorized signatory must have their own account, with a unique email address.