Getting Started with ERIC –

Accessing ERIC Accounts

Emissions Reporting and Inventory Center

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1 What is ERIC?

Emissions Reporting and Inventory Center, or ERIC, is a web-based application that Agency Interests (AIs) must use to submit their annual criteria pollutant and/or toxic air pollutant (TAP) emissions inventories to the Louisiana Department of Environmental (LDEQ) as required under LAC 33:III.919 and LAC 33:III.5107. This manual contains information and instructions on using the LDEQ web portal to develop, edit, and submit emission inventories.

ERIC offers users the ability to create, edit, and submit emissions inventories online using simple data entry forms. Users may also choose to download their entire inventory to a Microsoft Excel workbook where they can enter and edit inventory data offline and later upload the data to ERIC. During the inventory creation and editing process, and once again when an inventory is complete, ERIC performs an online validation process that checks the inventory for data omissions and/or data entry errors. Once the inventory passes all of the required validation checks, the user will then be able to submit the data to LDEQ directly through ERIC. At present, the Certification Statement (available through ERIC after the inventory data is submitted) must be printed, certified by the Responsible Official, and sent to LDEQ (see Section 1.10). In the future, online electronic certification through ERIC may be possible.

Imagine that ERIC works the same as online banking. You need a user name and password with the bank's website and then you need to associate your savings, checking, and credit card accounts with that user name and password. Once your online accounts are setup, you only need to login with one user name and password in order to get to your savings, checking, and credit card accounts.

Below are the basic steps to getting started with ERIC:

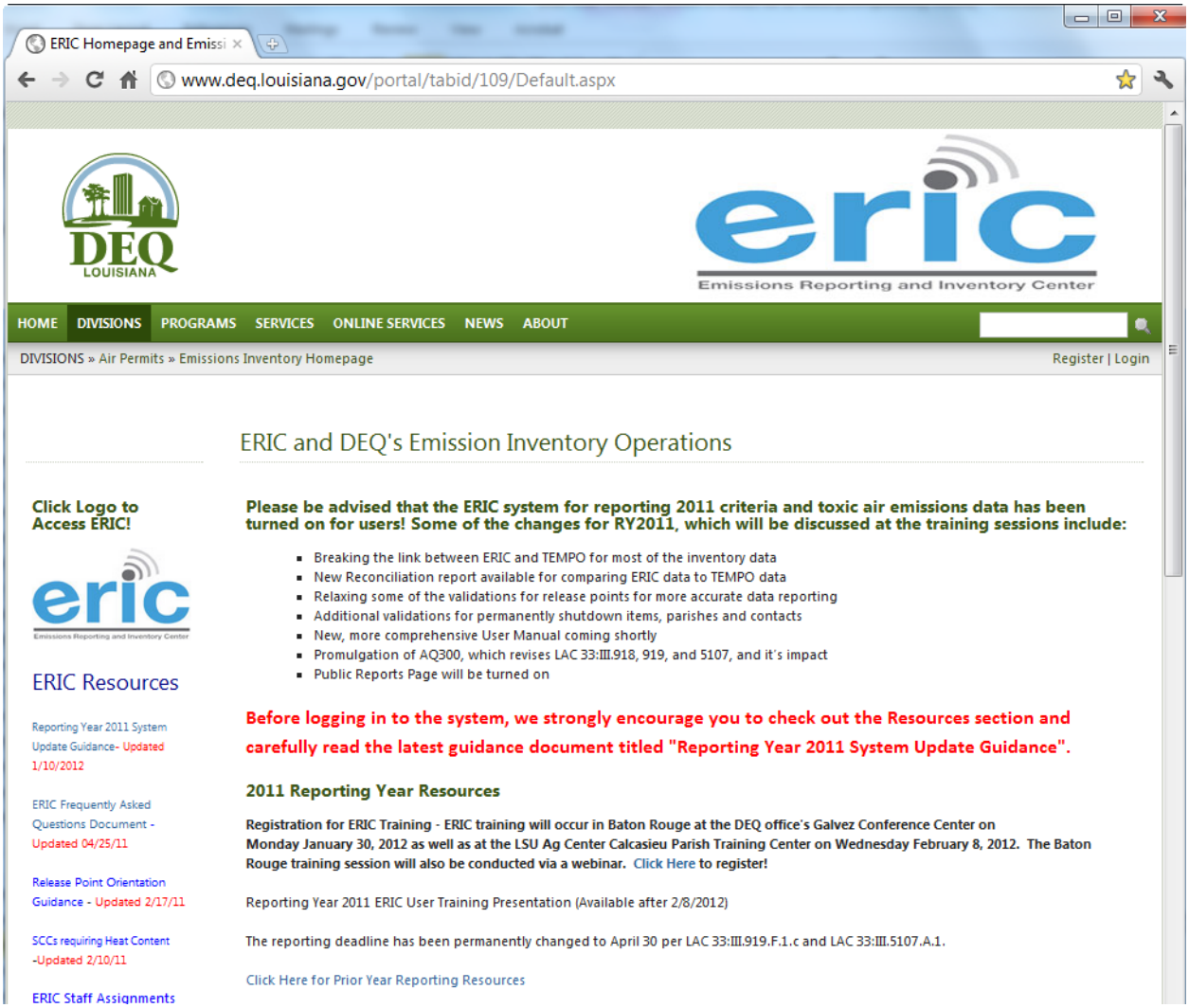
1. Get a portal account (user name and password). Portal accounts give you access to LDEQ's online services, one of which is ERIC. Each person wishing to conduct online business with LDEQ needs to have their own portal account. Just like you not wanting to share your bank access with someone else, you should also keep your portal account information safe. Each person only needs one portal account. Portal Accounts are covered in Section 1.2 of this document.
2. Get the ERIC account established by contacting LDEQ. ERIC accounts are specific to an AI number and owner, and LDEQ sets up the ERIC accounts. Contact LDEQ (see Section 1.10) to find out if your AI number and owner have an ERIC account. This is similar to calling the bank to find out if you can access a particular account online. ERIC accounts are covered in Section 1.3 of this document.
3. Get your portal account access to the ERIC account. This is the process that connects your portal account to the specific Agency Interests information contained in the ERIC system, and determines the activities that you may conduct within ERIC. This is accomplished one of two ways.
    a. Use an LDEQ issued pre-registration code to establish the user of the pre-registration code as the Account Administrator. Pre-registration codes are covered in Section 1.4 of this document.

b. Request access to the ERIC account. Once an Account Administrator is established for a particular Agency Interest, **all** user access is managed by the Account Administrator, and not by LDEQ. Contact LDEQ (see Section 1.10) if you need to know if there is an Account Administrator and/or who the Account Administrator is. Section 1.5 covers requesting access to an ERIC Account.

4. Start your inventories.
5. Complete the inventory.
6. Run the final validations until all errors are resolved.
7. Submit the inventory.
8. Print, sign, and send the certification statement for each reporting year with an original, wet ink signature to LDEQ by April 30.

1.1 Getting Started

ERIC is available through the LDEQ web portal at the ERIC home page
http://www.deq.louisiana.gov/eric:



ERIC can be accessed using any modern web browser such as Microsoft Internet Explorer (version 8 or higher), Google Chrome (version 16 or higher) or Mozilla Firefox (version 4 or higher). ERIC does not make use of any browser plug-ins, so no additional software installations are required to access the application. However, ERIC may make limited use of cookies for session tracking and pop-up windows. If your browser is set for a high level of security, or if you have third-party pop-up blockers installed and ERIC is not responding properly, you will need to disable your third-party blockers (or add the LDEQ portal to their list of excluded sites) and set your browser security to medium for the LDEQ portal site. Due to the number and variety of browser versions and third-party blocker tools in the marketplace, instructions for all of them cannot be listed here. Please contact your IT support resources or consult your browser documentation for instructions on setting security levels and excluding specific web sites from any third-party blockers you may have installed.

To access your AI's data, you must first register for a portal account. Your portal account is not specific to ERIC – it gives you access to various current and future planned online services on the LDEQ portal web site. Once you have an active portal account, you can gain access to your ERIC account either by

using a pre-registration code issued to you by LDEQ, or by requesting access through the ERIC Account Administrator. Instructions for these methods are provided below.

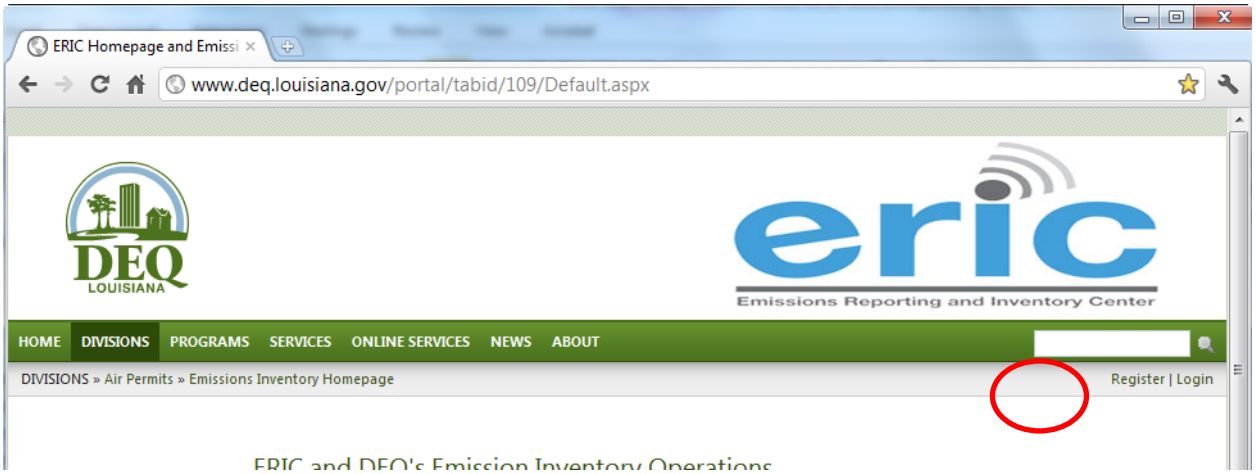
1.2 LDEQ Web Portal Accounts

LDEQ web portal accounts are different from ERIC accounts. A portal account belongs to a specific individual, and is your passkey to allow passage of certain restricted content to LDEQ via the website. A portal account is required to gain access to an ERIC account. LDEQ strongly discourages the sharing of portal accounts among several users (for example, several consultants within one firm using the same portal account). Each person wishing to gain access to an ERIC account should have their own portal account. However, if several users do share a single portal account, you are strongly encouraged to implement appropriate security measures to ensure that only the appropriate people have access to the account information. For example, you should ensure that whenever staff leaves your company their access to the portal account is withdrawn.

To sign up for a portal account, follow these steps:

1. First, point your web browser to the ERIC home page: http://www.deq.louisiana.gov/eric

2. Click on the Register button at the top right of the page.



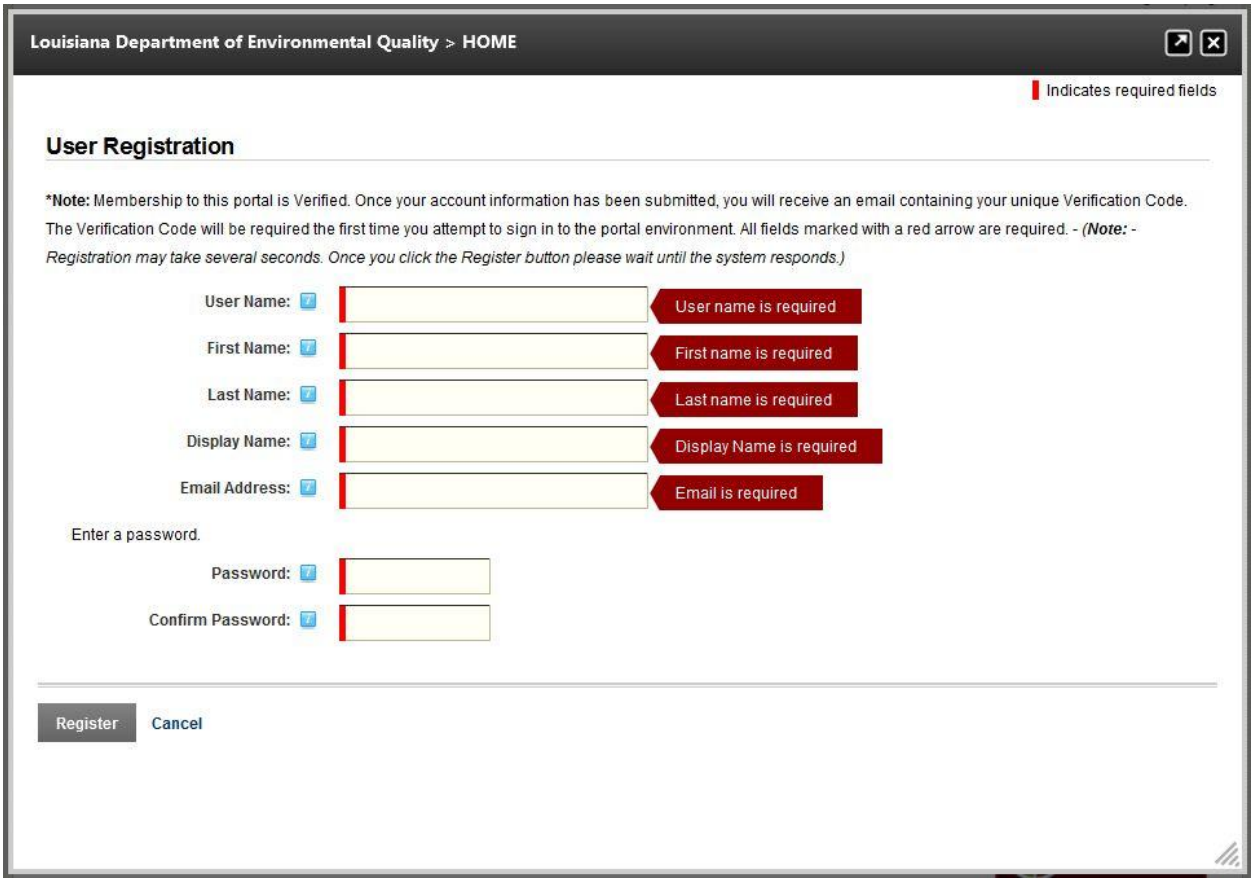
3. You will see the following screen. Complete the registration form shown below to create your LDEQ portal account. You must provide all of the data shown on the form, including a valid email address to which you have access.

    a. User Name is what you will login to your portal account with.

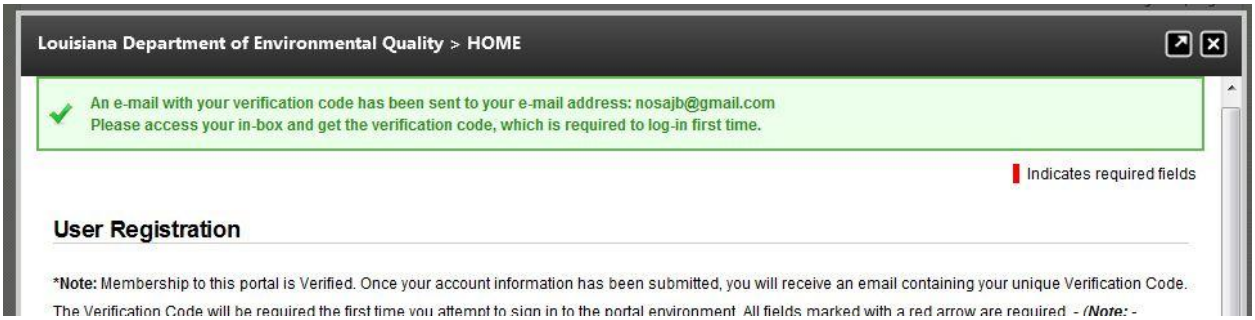
    b. Be sure to enter your real first and last names. If you forget your user name, LDEQ can retrieve it for you by first and last names. It is not recommended to use company names as the first and last names.

    c. The Display Name is what is displayed in the upper right corner once logged in.

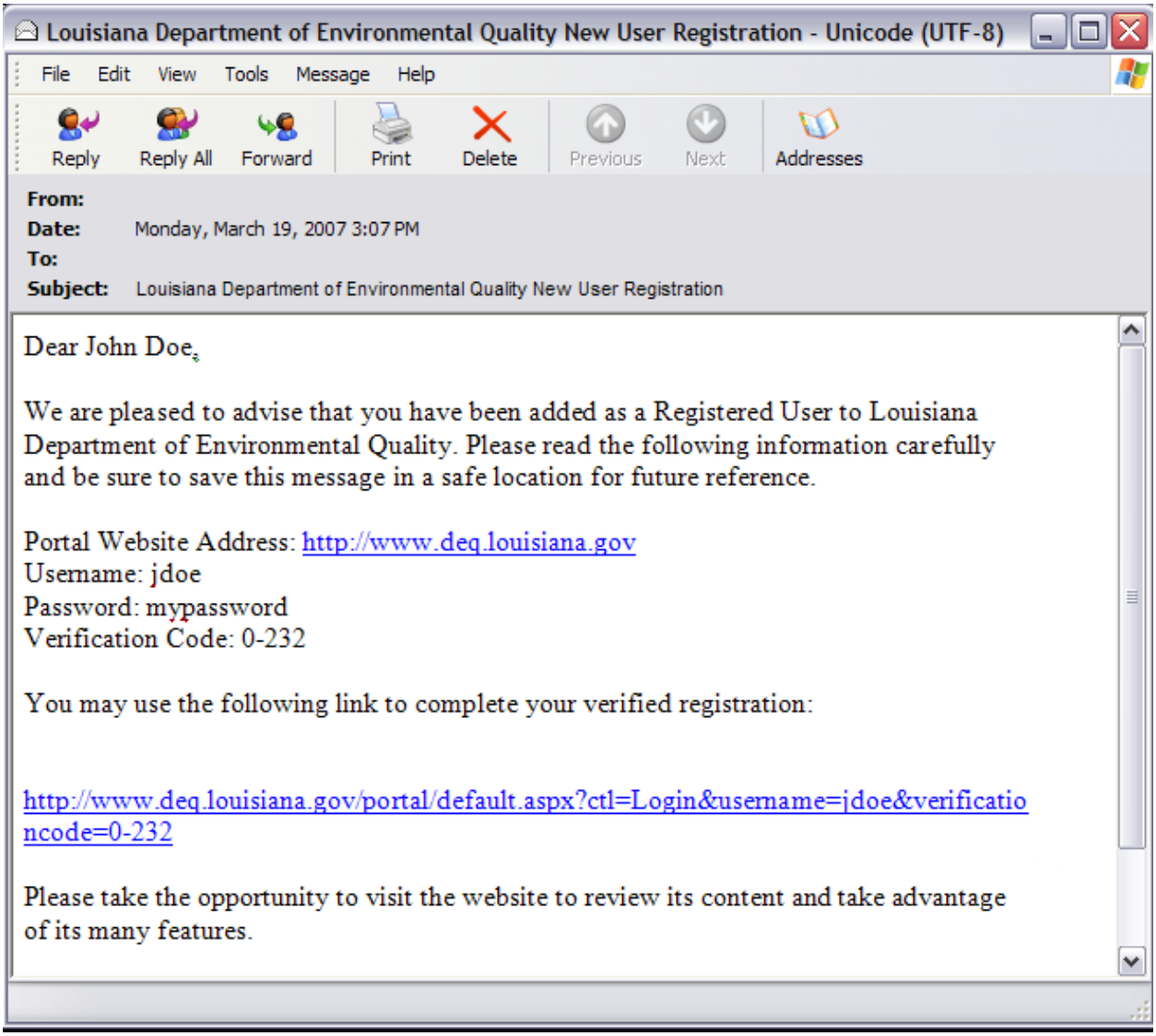
    d. Passwords must be at least 7 characters long.



4. The LDEQ portal system will automatically give you a screen message (see below) and send you a confirmation email containing a verification code. This code is not the same as the ERIC account pre-registration code (see Section 1.4):



5. Follow the instructions in the email (sample below) to activate your portal account.



If you do not receive an email verification that contains your verification code, there are several reasons why this may have occurred. If you entered an email address that was not valid, the email system will return the message to LDEQ. You need to contact LDEQ (see Section 1.10) for assistance. Likewise, some AOL users have had problems with their mail servers allowing our confirmation emails into their system. If you are an AOL user, you may need to contact LDEQ (see Section 1.10) after you register for the portal account so that we can get your confirmation instructions to you. Some corporate email systems capture the system generated confirmation emails that the LDEQ system sends out, and treat them as SPAM or JUNK. Please check with your system administrator to see if your system has diverted your confirmation email into one of these holding locations. With proper verification, LDEQ can get your account set up; just call LDEQ for assistance.

1.3 ERIC Accounts

An ERIC account represents a specific AI and owner company. Each AI required to report annual emissions per LAC 33:III.919 or LAC 33:III.5107 is issued an ERIC account for the current owner. Prior owners (or new owners when an AI changes ownership) may be issued their own ERIC account for that AI. The ERIC account is the home for both criteria pollutant and/or TAP emissions inventories for that AI and owner company.

The AI name on ERIC accounts is pulled dynamically from TEMPO and in real time. When a change is made to TEMPO, the AI name on the ERIC account will immediately reflect that change.

Portal accounts are granted access to ERIC accounts by either using an LDEQ issued pre-registration code, or by the ERIC Account Administrator. As new accounts to the ERIC database are added, a pre-registration code will be provided to the EI contact at the AI/owner company for initial access as the ERIC Account Administrator. The process for using a pre-registration code is described in Section 1.4.

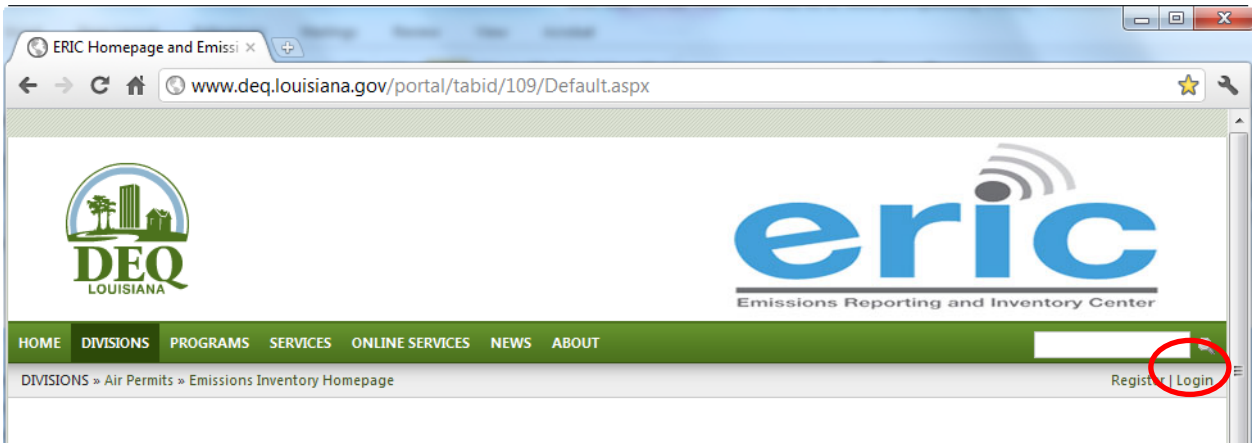
If you are required to report but you do not have access to your ERIC account, you should contact LDEQ (see Section 1.10) to request a pre-registration code for your ERIC account. If your AI number is not available in ERIC for your owner company, call or send an email to the staff member assigned to your parish and ask that an ERIC account be created for your AI number and owner company. Make sure that you include your contact information for the EI contact, the AI number, owner Name, and email address so that LDEQ can send the account's pre-registration code. LDEQ will send the pre-registration codes to EI contacts at the AI/owner company only and not to consultants or other contacts. Once a pre-registration code is used, it is no longer a valid code.

Once initial access is granted and the ERIC Account Administrator is established using the pre-registration code, access to an ERIC account may be granted to additional portal accounts by the ERIC Account Administrator. This process is also described in more detail in Section 1.5 and Section 1.7. You should remember that after the ERIC Account Administrator is identified using the LDEQ supplied pre-registration code, all future user access for the ERIC account will be managed by the ERIC Account Administrator, not by LDEQ.

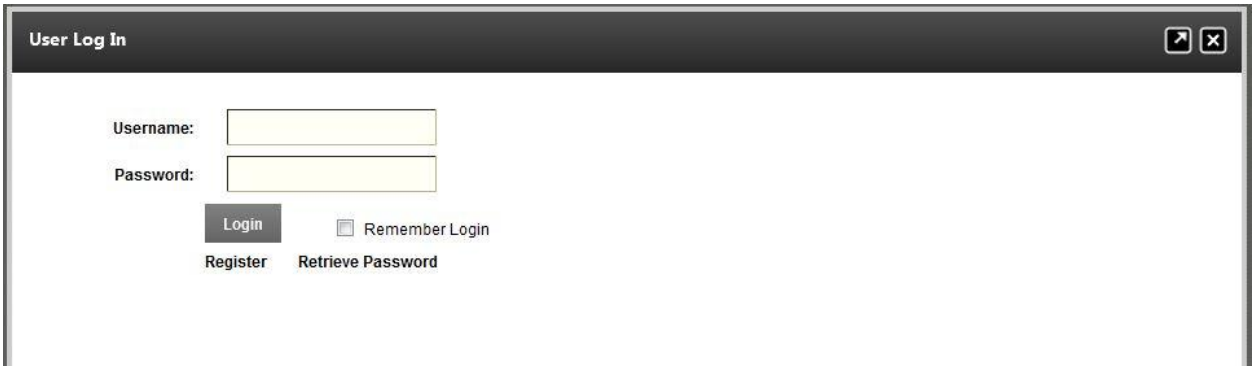
1.4 Using a Pre-registration Code to Access Your ERIC Account

1. Navigate to the ERIC home page:
   http://www.deq.louisiana.gov/eric

2. If you are not already logged in to your portal account, click the Login button at the top right of the page. You will be prompted for your portal user name and password:



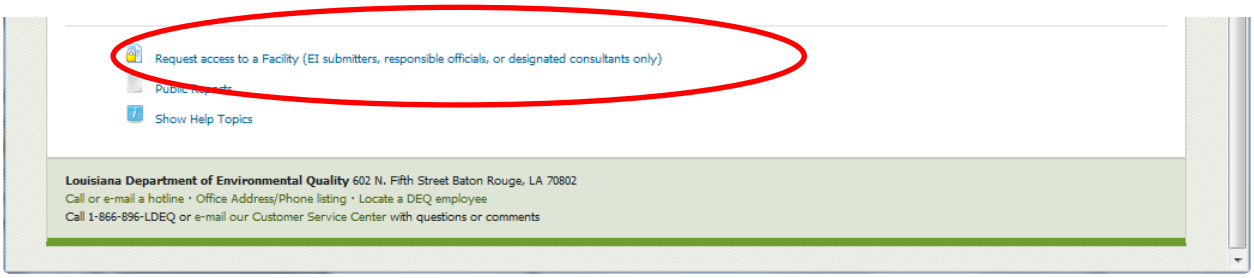
3. The following window will popup where you can enter your user name and password:



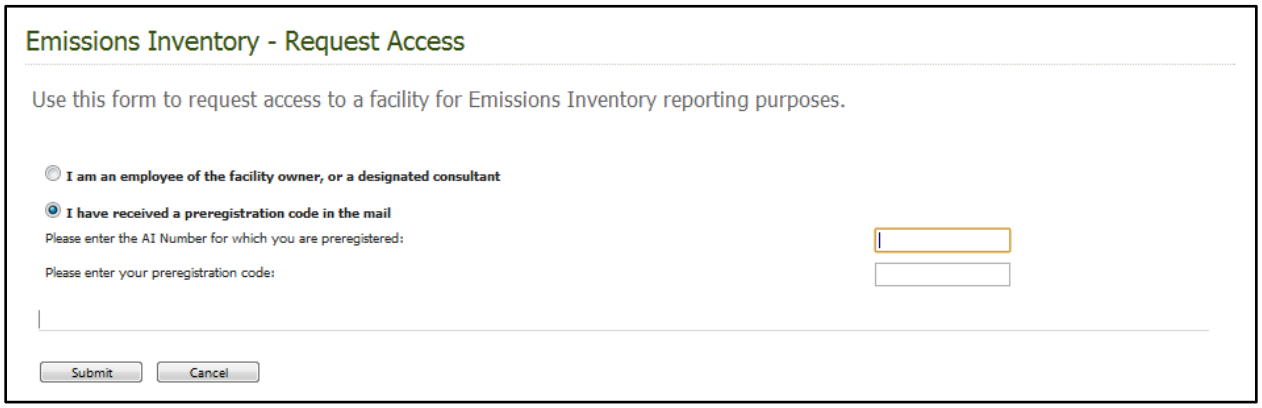
4. The maximum number of failed login attempts within 10 minutes is 5. After 5 failed login attempts within 10 minutes, the portal account is locked and the user must contact LDEQ (see Section 1.10) to have it unlocked.

5. After a successful login to the portal, you will be directed back to the ERIC home page. On the left side of the page, click on the ERIC logo to access ERIC.

6. At the bottom of the ERIC home page, you will find a link to request access to a facility. Click on the link:



7. You will see the Request Access page with two options for requesting access. Select the option labeled *I have received a pre-registration code in the mail*:



8. Enter your AI number and your pre-registration code and then press submit. If you entered the correct AI number and pre-registration code, your account will be activated and you will be granted Administrator rights to your account.

9. You will need to logout and then log back in for your access permissions to be applied.

Once you have completed this process, your portal account is registered as the ERIC Account Administrator. You now have full rights for the selected ERIC account, including creating, editing, and submitting inventories, as well as granting or rejecting access requests from other portal users.

1.5 Requesting Access to an ERIC Account

If you need access to an ERIC account, you can request access from the ERIC Account Administrator, who decides whether or not to grant or reject the request and, if granted, what level of access you will have. For example, you may be another staff member at the AI working on preparing the emissions inventory, or you may be a consultant hired to assist in the inventory preparation.

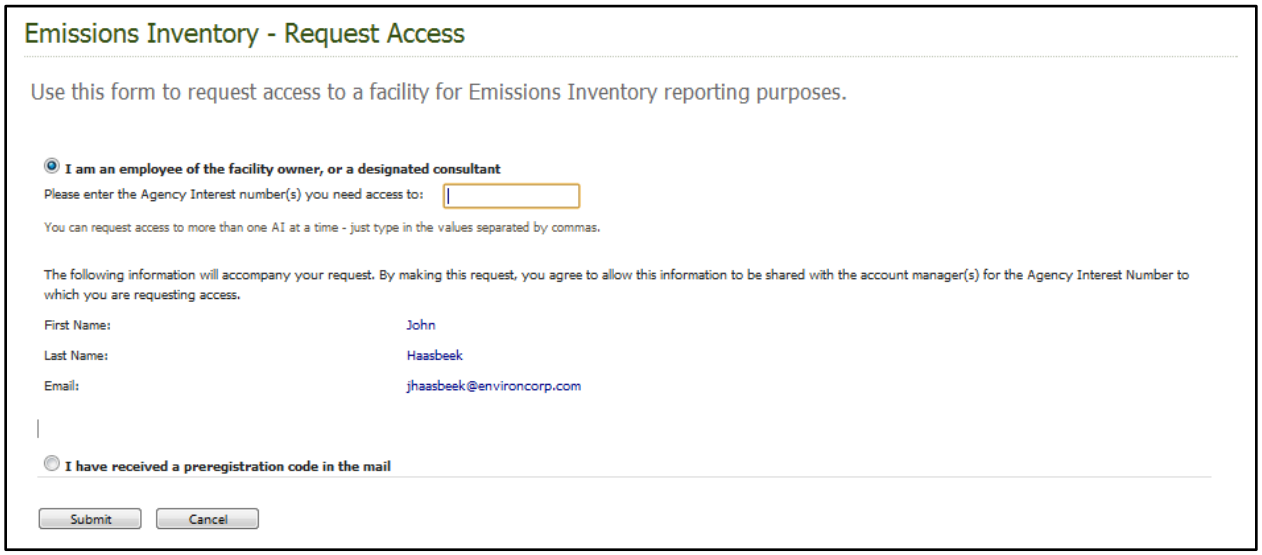
Use the following process to request access to an ERIC account:

1. Navigate to the ERIC home page and log in to the portal (see steps 1 through 4, above in Section 1.4).

2. From the ERIC home page, click the ERIC logo to access ERIC (see step 5 above in Section 1.4).

3. At the bottom of the page, use the link to *Request Access to a Facility* (see step 6 above in Section 1.4).

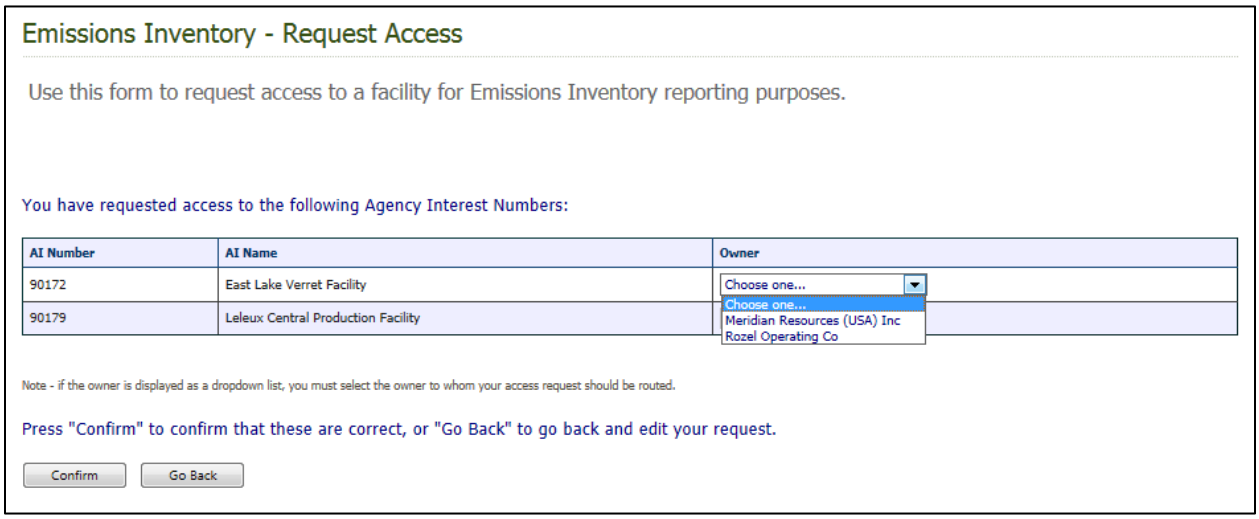
4. You will be presented with two options for requesting access. Select the option labeled *I am an employee of the facility owner, or a designated consultant*:



5. You are prompted to enter the AI numbers you want to access (use a comma separated list if you are requesting access to more than one account). You are also notified that your portal account information (name and email address) will be made available to the Administrator of the account(s) to which you are requesting access.

6. Click the *Submit* button to continue.

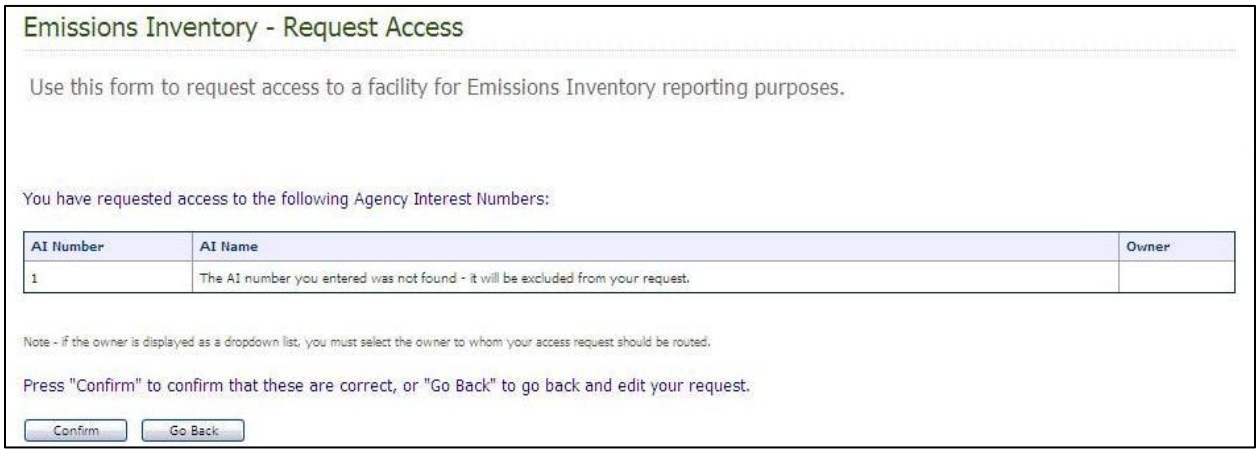
7. The ERIC system will display the AI numbers to which you have requested access and the owners of the ERIC accounts for those AIs. Confirm that the owner for the ERIC account is the correct owner to which you want your request to go to. Make sure you select the correct owner organization for AIs that have more than one account, then click *Confirm* to submit the request:



8. Your request will be added to the user administration screen for the account(s) you have requested.

Once you have made the access request, you should contact the ERIC Account Administrator to let them know you have requested access to their account. **For security reasons, the system does not generate an automatic email to the ERIC Account Administrator nor does it notify the requestor if access has been granted or denied. If you do not know who the ERIC Account Administrator is, contact LDEQ (see Section 1.10) with the AI number and owner name and request the name and/or email of the ERIC Account Administrator. If the ERIC Account Administrator is no longer associated with the AI, contact LDEQ (see Section 1.10) with the AI number and owner name and let us know that the ERIC Account Administrator is no longer associated with the AI and request a pre-registration code.**

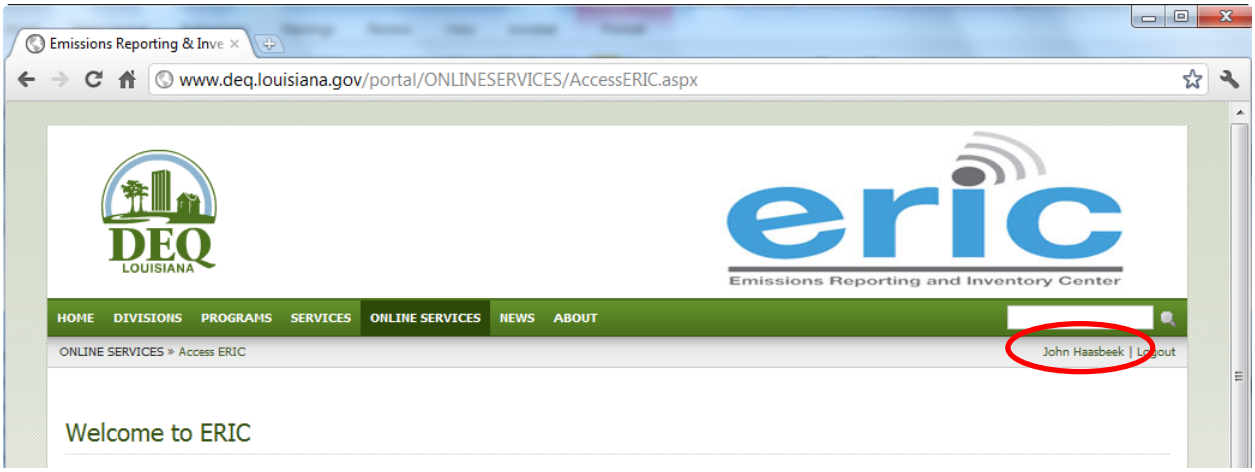
If an ERIC account does not exist for an AI, the note below is displayed. You should contact LDEQ (see Section 1.10) to have the ERIC account set up.



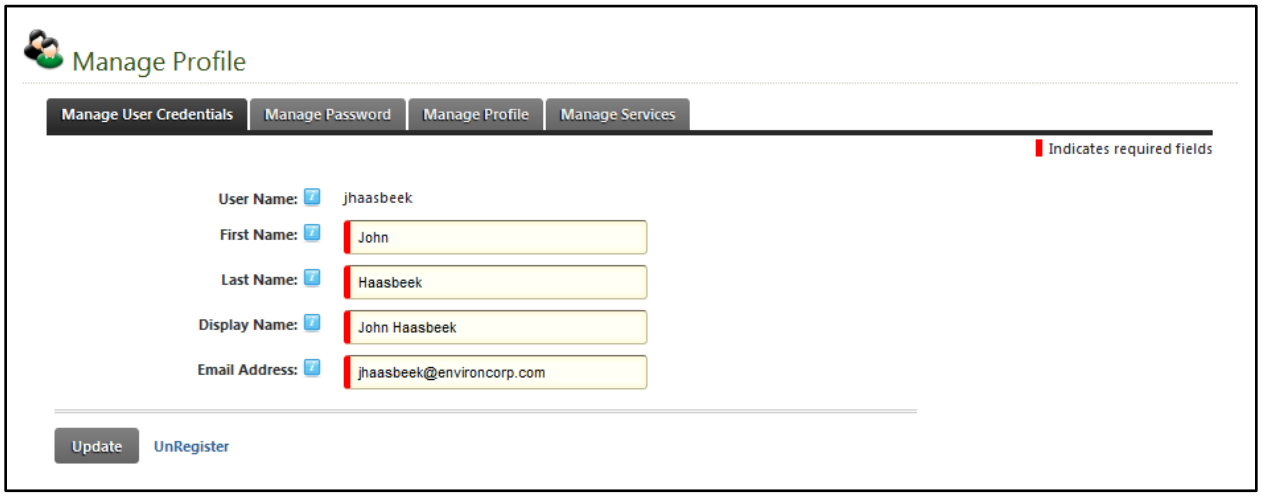
Your portal account may have access to multiple ERIC accounts. When you log in to ERIC, you will be presented with a drop down menu of accounts to which you have access. At any time, you can change the account you are working on using a drop down menu at the bottom of the ERIC home page:

1.6 Portal Account Management

Once you have logged in to the LDEQ portal system, you can manage your portal account (password and contact information) by clicking on your display name on the ERIC home page:



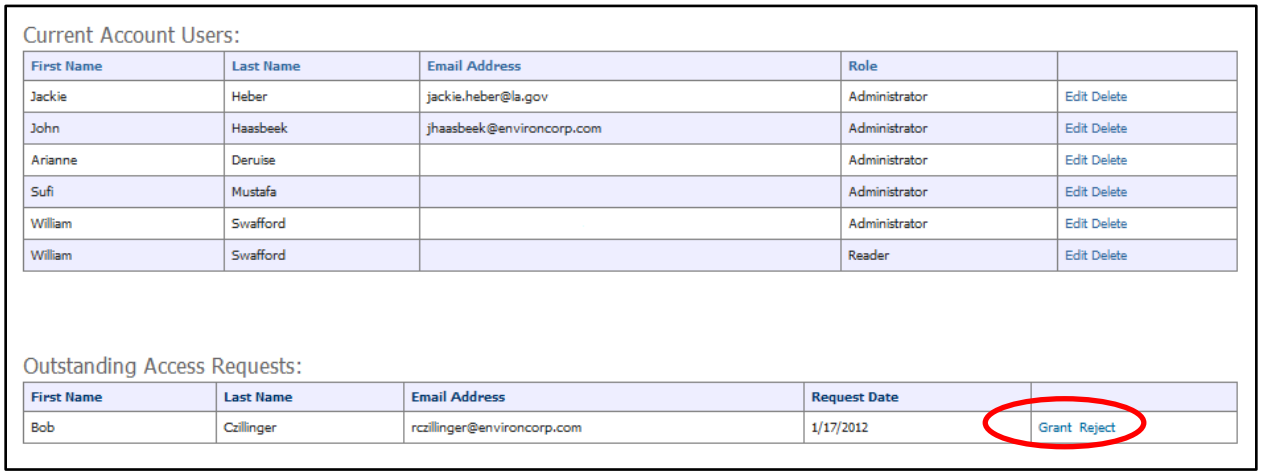
From the User Profile page, click on the Edit Profile button and you will be directed to a page where you can manage your password and other aspects of your portal account profile.



1.7 User Management

The user management functions available to the ERIC Account Administrator are reached using the User Administration link at the bottom of the ERIC home page:

The User Administration page shows a list of current portal users that have access to the ERIC account, and a list of pending access requests:



Current Account Users:

First Name	Last Name	Email Address	Role	
Jackie	Heber	jackie.heber@la.gov	Administrator	Edit Delete
John	Haasbeek	jhaasbeek@environcorp.com	Administrator	Edit Delete
Arianne	Deruise		Administrator	Edit Delete
Sufi	Mustafa		Administrator	Edit Delete
William	Swafford		Administrator	Edit Delete
William	Swafford		Reader	Edit Delete

Outstanding Access Requests:

First Name	Last Name	Email Address	Request Date	
Bob	Czillinger	rczillinger@environcorp.com	1/17/2012	Grant Reject

You can grant or reject access requests using the *Grant* and *Reject* links in the Outstanding Access Requests list (see above). Selecting *Reject* deletes the access request from the list. Selecting *Grant* moves the portal user's account from the Outstanding Access Requests to the Current Account Users list with a role of Reader (see below). If you wish the user to have a user role other than Reader, you must modify the role.

To modify a user's role, click the *Edit* link on the user's row in the Current Account Users list:

Use the drop down menu in the Role column to select the role you want the user to have, and click Update. To delete a user's role completely, click the Delete link in the user's row.

You can grant the same role to two different users; for example, you may choose to have more than one Administrator for the account. You cannot list the same user twice with the same role but you can have the same user listed with two different roles; for example, you may have the same user listed as Administrator and Manager. Also, you cannot change or eliminate your own Administrator role unless there is another account with Administrator privilege (each ERIC account MUST have at least one Administrator).

1.8 User Roles

The ERIC system allows four user roles – each user role defines what that user can do in the ERIC system:

Administrator – this role is the same as the Manager role with the addition of access to the User Administration functions.

Manager – this role provides editing privileges on your ERIC data. Users with the Manager role can edit data, upload inventory data in Excel format, create new inventories, edit existing inventories, revise old inventories, and submit inventories. Managers do not have access to User Administration functions and therefore, cannot grant user access or modify user roles, nor can they certify inventories online (when available).

Reader – this role provides read-only access to your ERIC data. Users with this role can view your inventories and can download the data to a spreadsheet, but they cannot edit any data, upload new inventory data, or submit the inventory. This is the default user role assigned upon granting access to a requestor.

Responsible Official – this role provides all of the privileges of the Manager role, plus the ability to certify an inventory. This will be particularly important when online electronic certification is enabled, as Responsible Officials will be the only users who can perform that function. Although you may assign the Responsible Official role to any portal user, you MUST complete and submit the appropriate paperwork to LDEQ for each such individual. You may have more than one Responsible Official per ERIC account.

To assist you with any questions you may have in preparing your inventory, internal LDEQ staff automatically have Reader role on all ERIC accounts which allows them to view your data and help with

any issues you may have. In order to better assist you, there may be circumstances in which LDEQ staff need more than Reader role on your ERIC account. LDEQ staff may then request and be granted access to the ERIC account as the Manager role or the Administrator Role.

1.9 Changes in Ownership

If your facility underwent a transfer of ownership during the reporting year, you must file the appropriate paperwork with LDEQ in a timely manner. At that point, you can request a new ERIC account be set up for the new owner. The start/end dates of an inventory should correspond to the start/end dates of ownership in TEMPO. If not, the inventory can not be submitted until the dates are corrected in TEMPO, either through the name/ownership change process or by contacting facupdate@la.gov to correct the dates according to the approved name/ownership change paperwork in EDMS.

- Each owner will have their own account in ERIC for the AI
  - Access to these accounts is the same as any other account
  - Contact the LDEQ staff assigned to the facility's parish for account set up and initial access

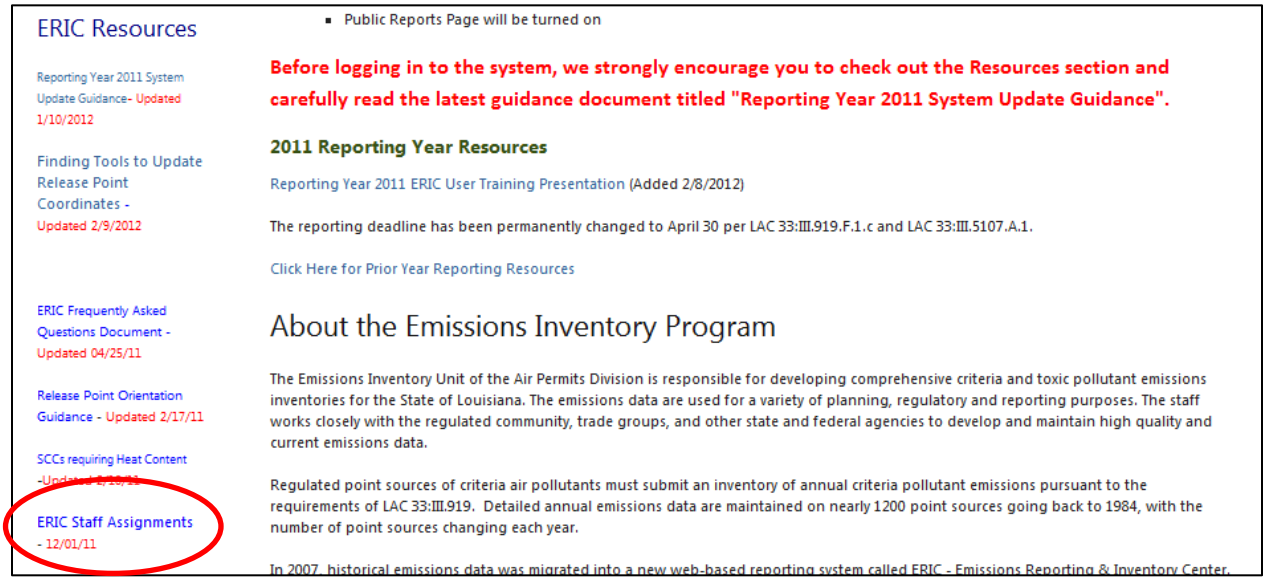
- Each account's inventory start and end dates should correspond to the dates of ownership in TEMPO
  - i.e., if Jackie sold her oil and gas facility to Michelle on March 1:
  - Jackie's inventory will be 1/1/2011 – 2/28/2011
  - Michelle's inventory will be 3/1/2011 – 12/31/2011
  - If the dates are not correct in TEMPO, they will be required to be corrected before submitting the inventory
  - Ownership dates in TEMPO are dependent upon the change of ownership forms submitted to the department in accordance with LAC 33:III.517.G
  - Emissions should be for the period of ownership during the reporting year

- The new owner can not report for the entire year as it was done in the past

- Each owner's inventory will be invoiced according to the emissions reported in the inventory.

1.10 LDEQ Contact Information

For assistance with using the ERIC system, you may contact the LDEQ staff assigned to your AI's parish. A list of ERIC Staff Assignments is available on the ERIC website:



Always make sure that you include your AI number and owner name in your email or have it handy when calling.

The mailing address for the Emissions Inventory Section is:

PO Box 4313
Baton Rouge, LA 70803-4313

For delivery ONLY:

602 N Fifth Street
Baton Rouge, LA 70802

If you need to update information in TEMPO, information on the Facility Information tab, or information on the Contacts tab, then send an email to facupdate@la.gov and include the AI number and owner name.