



Public
Utilities

Public Utilities Department
Industrial Wastewater Control Program
Phone: 858-654-4100
Email: IWCP@sandiego.gov



How to Create a Shared CROMERR Services (SCS) Electronic Signature

**A guide to completing the EPA's
registration procedure**

City of San Diego

Industrial Wastewater Control Program

July 2024 v3.0

Table of Contents

What is a Shared CROMERR Services (SCS) Electronic Signature and why do I need one?	2
Step 1 – Websites & Browsers	3
Step 2 – Choose a Partner	4
Step 3 – Terms and Conditions/Privacy Policy.....	7
Step 4 – Account Profile.....	8
Step 5 – Organization Information	9
Step 6 – SCS Verification Email.....	10
Step 7 – LexisNexis ID Proofing.....	13
Step 8 – ID Challenge Questions	18
Step 9 – Electronic Signature Agreement	19
Step 10 –Signature Device Authentication	20
How to Access the IWCP Online Portal	21
Setting up Access to Multiple Organizations/Companies	22
Additional Support.....	25

What is a Shared CROMERR Services (SCS) Electronic Signature and why do I need one?

A SCS electronic signature will enable a user to submit and track electronic documents through the City of San Diego Industrial Wastewater Control Program's (IWCP) Online Portal. To access the IWCP Online Portal, you will first need to create your electronic signature.

According to the current regulations for electronic reporting, a list of requirements must be met before a system can begin collecting environmental data electronically. These requirements are commonly referred to as CROMERR (**C**ROSS **M**EDIA **E**LECTRONIC **R**EPORTING **R**ULE). The requirements provide the legal framework for electronic reporting under Title 40 of the Code of Federal Regulations to the Environmental Protection Agency (EPA).

As part of your SCS electronic signature creation, you will be required to verify your identity through a third-party service called LexisNexis. Since IWCP offers the ability to electronically sign and submit information, these additional registration steps must be completed to comply with CROMERR's legal requirements.

Before you begin, please review the following information:

- If your organization/company has never had a permit with the IWCP, if your organization/company has recently changed ownership, or if you do not have signatory authority for your company, please complete and submit by mail the [Shared CROMERR Services \(SCS\) Electronic Signature Registration Form](#) and the [Confirmation/Delegation of Signatory Authority Form](#) before attempting to create your SCS electronic signature.
- Individual consultants and performance testing companies must register themselves and indicate the organization/company to be submitting for during the SCS registration. If you are a consultant or performance testing company, please complete and submit by mail the [Shared CROMERR Services \(SCS\) Electronic Signature Registration Form](#) and the [Confirmation/Delegation of Signatory Authority Form](#).
- The access and use of a SCS electronic signature requires the creation of a user ID and password that must be kept confidential. A SCS electronic signature is for individual use only and cannot be shared or accessed by anyone other than the original owner. For more


information, see the [SCS Terms and Conditions](#).

The following steps will guide you through the process of setting up your SCS electronic signature. If you have any questions throughout the process, please contact the SCS Help Desk 888-890-1995, option 2 or SCS@epadx.net.

Step 1 – Websites & Browsers

Using Google Chrome or Microsoft Edge as your internet browser, access the EPA's SCS electronic reporting site, <https://Encromerr.epa.gov> **Please note other internet browsers will not support the SCS/IWCP Online Portal.** You must also enable pop-ups from <https://sandiego.gov> on your internet browser.

To enable pop-ups on Google Chrome:

1. On your computer, open Chrome.
2. At the top right, select the three dots  then select **Settings**.
3. On the left side of the screen, select **Privacy and Security**.
4. Select **Site Settings** from the middle of the screen.
5. Scroll down and select **Pop-ups and Redirects**.
6. At the top, turn the setting to **Allowed** to disable the pop-up blocker altogether.
7. To only allow pop-ups from the IWCP, select **Add** under the Allow section and enter <https://Sandiego.gov> .

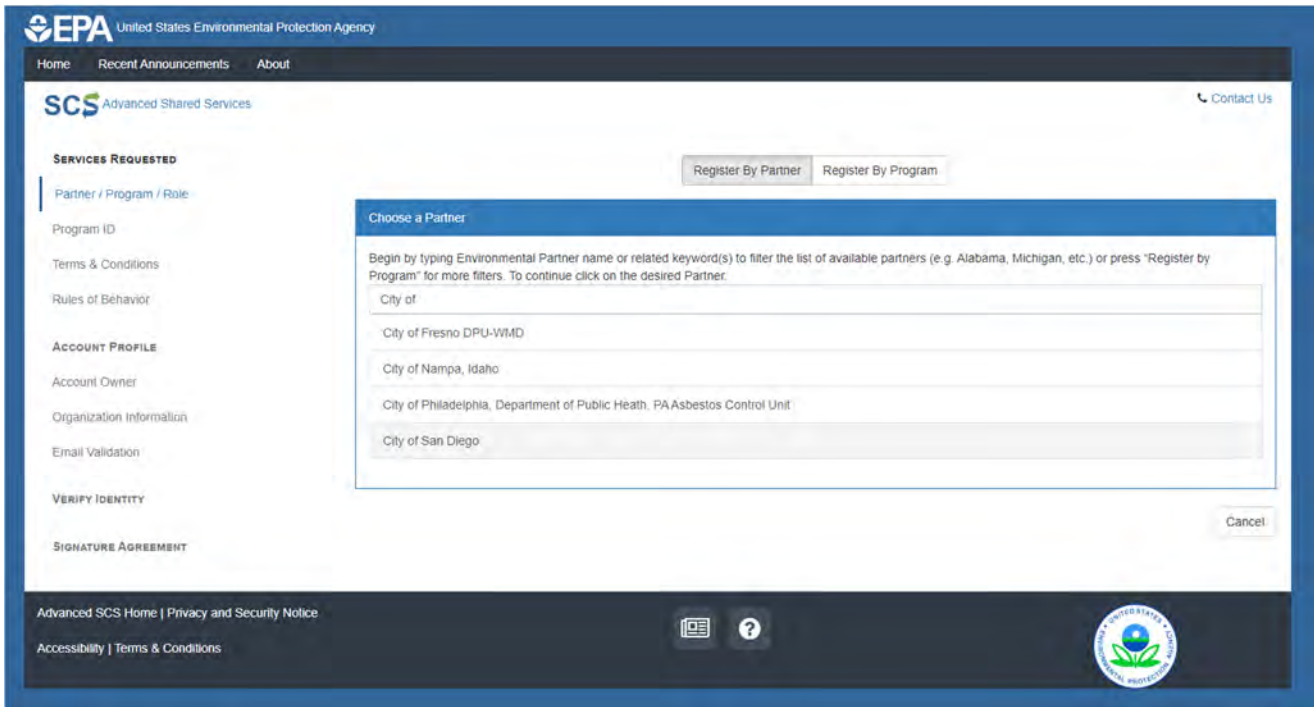
Once you have accessed the EPA's SCS electronic reporting site, select **Register with SCS**



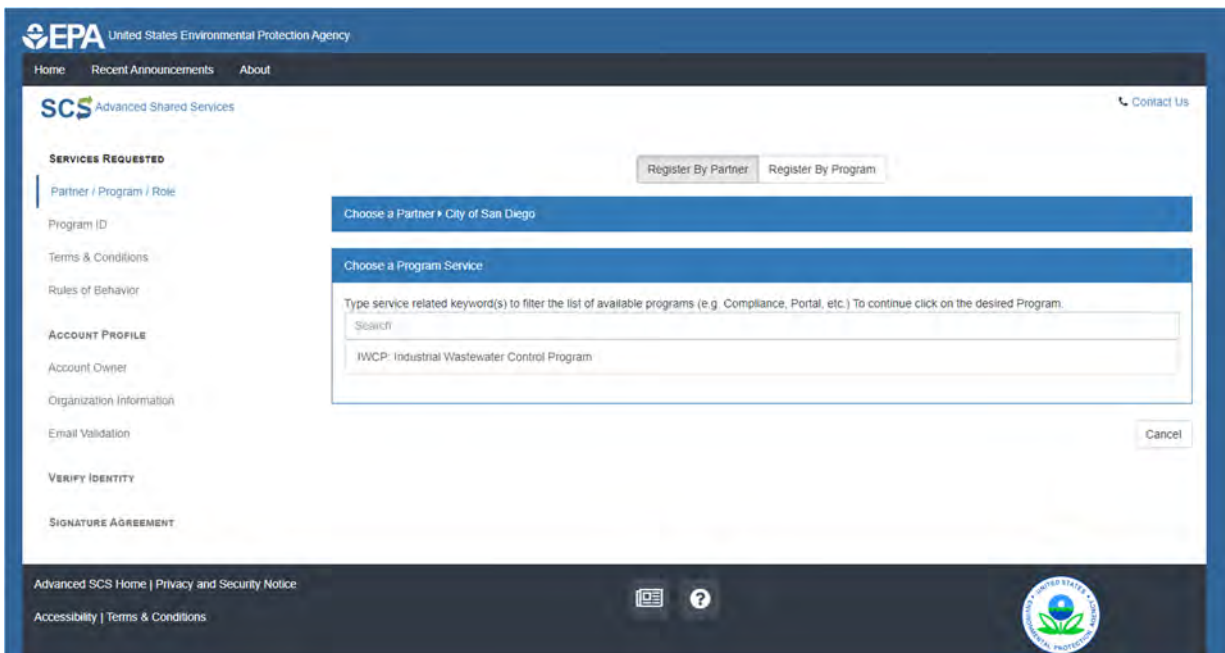
The screenshot shows the EPA's SCS Advanced Shared Services website. The header includes "Home" and "Recent Announcements" on the left, and "Contact Us" on the right. The main content area features a large landscape image of a lake and mountains. On the right side, there is a "Log In" section with input fields for "User ID" and "Password", and two buttons: "Log In" and "Register with SCS". A red arrow points to the "Register with SCS" button. Below the buttons are links for "Forgot your Password or User ID?" and "Warning Notice and Privacy Policy". At the bottom, there is a "Welcome" message and a paragraph of introductory text.

Step 2 – Choose a Partner

Begin by choosing your Partner/Program/Role.
Under Choose a Partner, search and select **City of San Diego**.



Under Choose a Program Service, select **IWCP Industrial Wastewater Control Program**.



Under Choose a Role, choose Certifier.

Certifier: A Certifier is the authorized representative of the company. A Certifier is authorized to create, submit, and sign for any task within the IWCP Online Portal and also has submission signing authority.

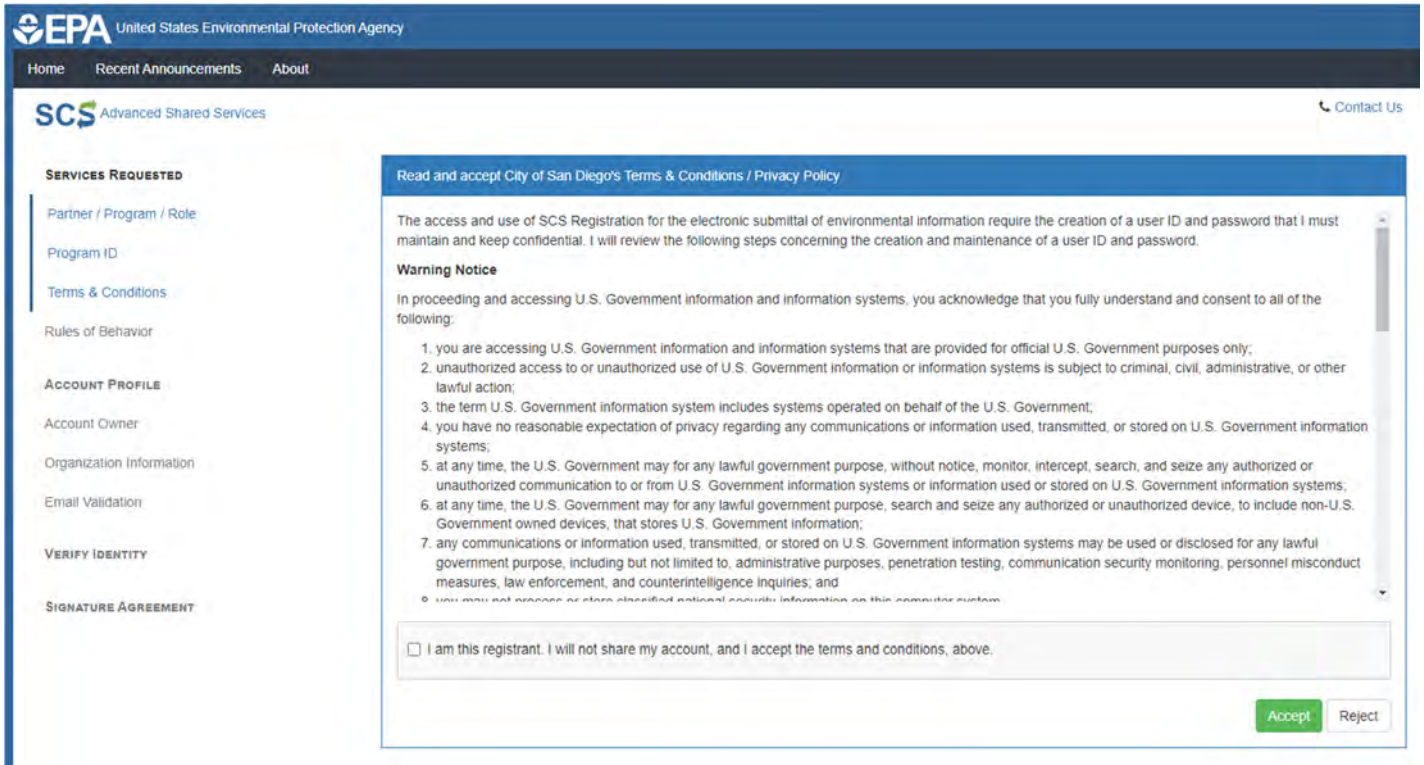
The screenshot shows the EPA SCS Advanced Shared Services registration interface. At the top left is the EPA logo and the text "United States Environmental Protection Agency". Below this are navigation links for "Home", "Recent Announcements", and "About". The main header area includes the "SCS Advanced Shared Services" logo and a "Contact Us" link. The page is divided into several sections: "SERVICES REQUESTED", "ACCOUNT PROFILE", "VERIFY IDENTITY", and "SIGNATURE AGREEMENT". Under "SERVICES REQUESTED", there are two buttons: "Register By Partner" and "Register By Program". Below these are three dropdown menus: "Choose a Partner" (selected: City of San Diego), "Choose a Program Service" (selected: IWCP: Industrial Wastewater Control Program), and "Choose a Role". The "Choose a Role" dropdown is open, showing a text input field with "Permittee" entered. A message above the field reads: "To continue please select a Role and then press the continue button that will appear once a role is selected." A "Cancel" button is located at the bottom right of the dropdown menu. The footer contains links for "Advanced SCS Home", "Privacy and Security Notice", "Accessibility", and "Terms & Conditions", along with a help icon and the EPA logo.

When you are finished with this section, select **Continue** to proceed.

The screenshot shows the EPA Advanced Shared Services registration interface. At the top left is the EPA logo and the text "United States Environmental Protection Agency". Below this is a navigation bar with "Home", "Recent Announcements", and "About". The main header area includes the "SCS Advanced Shared Services" logo and a "Contact Us" link. The page is divided into several sections: "SERVICES REQUESTED" with sub-sections for "Partner / Program / Role", "Program ID", "Terms & Conditions", and "Rules of Behavior"; "ACCOUNT PROFILE" with sub-sections for "Account Owner", "Organization Information", and "Email Validation"; "VERIFY IDENTITY"; and "SIGNATURE AGREEMENT". Two buttons, "Register By Partner" and "Register By Program", are located at the top right of the main content area. Three blue selection bars are visible: "Choose a Partner ▶ City of San Diego", "Choose a Program Service ▶ IWCP: Industrial Wastewater Control Program", and "Choose a Role ▶ Permittee". At the bottom right of the main content area are "Continue" and "Cancel" buttons. The footer contains "Advanced SCS Home | Privacy and Security Notice" and "Accessibility | Terms & Conditions" on the left, a grid icon and a question mark icon in the center, and the EPA seal on the right.

Step 3 – Terms and Conditions/Privacy Policy

Next, read and accept the City of San Diego’s Terms and Conditions/Privacy Policy. Check the box at the bottom of the screen that states, “I am this registrant...”. Select **Accept** to proceed.



You have now completed the Services Requested section of the registration process. Please continue to the Account Profile section.

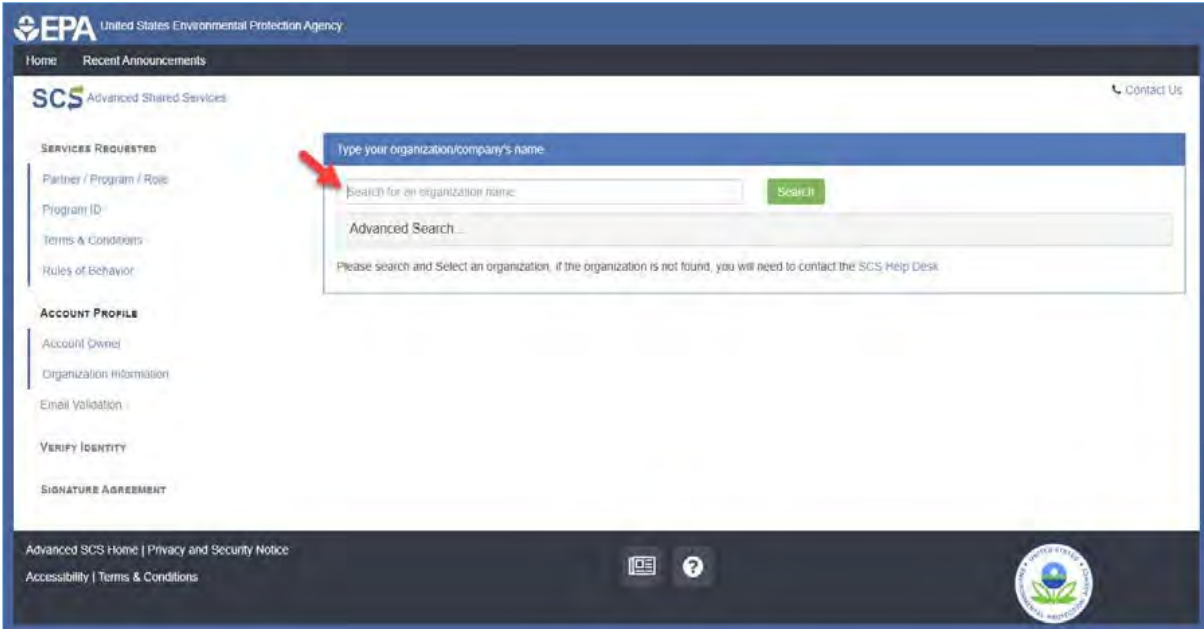
Step 4 – Account Profile

Complete the Account Profile section. All information entered in this section applies to you, the individual person registering. Enter your information under Account Owner. The email you provide will be used to verify your identity. Do not use a shared email address for which any other person has access. Under Account, create your SCS user ID and password. Then, provide answers to three security questions, which can be used in the future if you forget your SCS login information. Your SCS login password must be changed every 90 days. Select **Continue** to proceed.

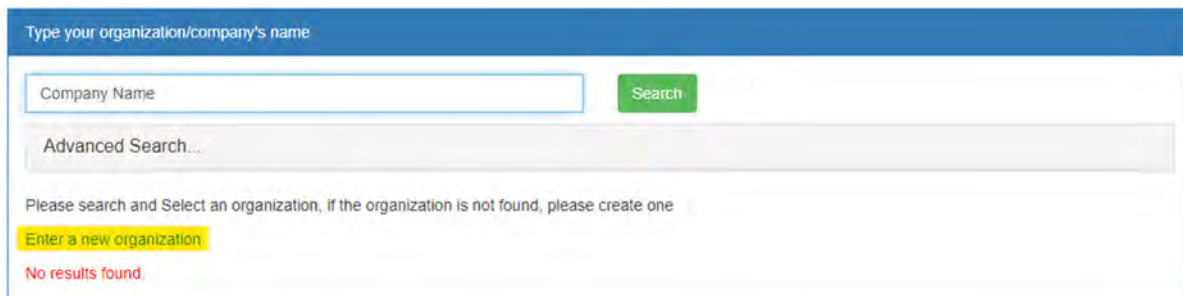
The screenshot shows the EPA SCS registration interface. On the left, a navigation menu lists sections: SERVICE REQUESTED, ACCOUNT PROFILE, VERIFY IDENTITY, and SIGNATURE AGREEMENT. The 'ACCOUNT PROFILE' section is active, showing 'Account Owner' and 'Account' sub-sections. The 'Enter your account information' section contains a title dropdown and text input fields for First Name, Middle Initial, Last Name, and Suffix. Below these are text input fields for Email Address and Confirm Email. The 'Account' section contains a text input for User ID, Password and Confirm Password fields with eye icons, and three security questions with dropdown menus and checkmarks. The security questions are: 'What was your childhood nickname?', 'What street did you live on in third grade?', and 'What school did you attend for sixth grade?'. At the bottom right, there is a 'Show Passwords and Answers' checkbox and a green 'Continue' button next to a 'Cancel' button. Red arrows highlight the 'Enter your account information' section, the 'Account' section, and the 'Continue' button.

Step 5 – Organization Information

Complete the organization information. Begin by typing in your organization/company name in the search bar. It is helpful to only type in the first couple letters of the organization/company name and then select Search.



If your organization/company is not found, please create one by clicking the hyperlink text “Enter a new organization”.



Once you have found the correct organization/company, click **Select**, then enter your primary phone number. Select **Continue** to proceed.

The screenshot shows the EPA SCS Advanced Shared Services registration interface. On the left, there is a navigation menu with sections: SERVICES REQUESTED (Partner / Program / Role, Program ID, Terms & Conditions, Rules of Behavior), ACCOUNT PROFILE (Account Owner, Organization Information, Email Validation), VERIFY IDENTITY, and SIGNATURE AGREEMENT. The main content area is titled 'Type your organization/company's name' and features a search bar containing 'City of San Diego'. A 'Search' button is highlighted in green. Below the search bar, an 'Advanced Search...' link is visible. A message states: 'Please search and Select an organization, if the organization is not found, please create one'. A search result is displayed: 'City of San Diego Industrial Wastewater Control Program' with the address '9192 Topaz Way MS 901D San Diego, CA US 92193'. A green 'Select' button is highlighted next to the address. Below this, there are input fields for 'Phone Number *' (with a yellow highlight) and 'Phone Ext'. At the bottom right, there are 'Continue' and 'Cancel' buttons, with 'Continue' highlighted in green. A 'Back to search results' link is also present.

Step 6 – SCS Verification Email

Once the Organization Information has been selected, SCS will send a verification email to the email address entered in step four. This email will contain a link and validation code.

SCS Registration Verification Request Email Sample:



You are receiving this email because you have successfully created a SanDiego account with EPA Shared Services Portal. Please note, your registration is not yet complete. You will need to confirm your account [redacted] by completing either of the following options:

a) Click the following link. You will need to enter the password that was selected during the registration process.

[https://encromerrdev.epacdxnode.net/Registration/SubmitEmailValidation?Userid=\[redacted\]&Code=\[redacted\]&RoleId=10870](https://encromerrdev.epacdxnode.net/Registration/SubmitEmailValidation?Userid=[redacted]&Code=[redacted]&RoleId=10870)

If you click the link and it appears to be broken, please copy and paste it into a new browser window.

b) In your existing browser window, copy and paste the following code into the "Validation Code" field on the signature web page:

[redacted]5d

Once you have successfully logged into your account, you may be required to provide additional information. Any additional information will need to be completed before you are able to access your Program Service.

Please do not respond to this message. If you have questions concerning this request, you may contact support at the hyperlink below.

Partner Help Desk <https://encromerrdev.epacdxnode.net/Hotlines?Code=SanDiego>

City of San Diego
<https://encromerrdev.epacdxnode.net>

Click the link provided within the email; or copy and paste the code provided into the **Validation Code** field on the signature web page. Select **Create Account** to proceed.

The screenshot shows the EPA SCS Advanced Shared Services website. The main content area is titled 'Email Validation' and contains the following text: 'You will soon receive an email confirmation message (at [redacted]) with a validation code. Enter the code to activate your user account. Resend validation code'. Below this text are two input fields: 'User ID' and 'Code'. A red arrow points to a blue 'Create Account' button located below the 'Code' field. The left sidebar contains navigation links for 'SERVICES REQUESTED', 'ACCOUNT PROFILE', 'VERIFY IDENTITY', and 'SIGNATURE AGREEMENT'. The 'ACCOUNT PROFILE' section is expanded to show 'Email Validation' as the active sub-section.

After you have completed the Email Validation section, you will receive an email indicating that you have successfully created an Account. Please note that the Account is **not yet activated**. The Account activation process can take up to five business days.

SCS Registration Status Change Email Sample:



Once the Account is activated, you will receive a separate confirmation email. SCS Registration Status Change Email Sample:



You have now completed the Services Requested and the Account Profile sections of the registration process. Please continue to the LexisNexis Identity Verification, Electronic Signature Agreement, and Signature Device Authentication sections to complete the registration process.

Step 7 – LexisNexis ID Proofing

Once your SCS account has been activated, you will be asked to verify your identity with the third- party service LexisNexis. Since IWCP offers the ability to electronically sign and submit information, these additional registration steps must be completed to comply with CROMERR’s legal requirements.

Once all the requested information has been entered, check the box that you have reviewed the information presented, and then select **Verify** to proceed.

The screenshot shows the EPA SCS LexisNexis ID Proofing form. At the top, it says 'EPA United States Environmental Protection Agency' and 'Logged in as [redacted]'. Below that are 'Home' and 'Recent Announcements' links. The main header is 'SCS' with a 'Contact Us' link. The form title is 'Verify your identity with LexisNexis'. The form contains the following fields: First Name, Middle Initial, Last Name, Home Address, Home Address 2, City, State (dropdown), Zip Code, Home Phone, Last 4 of SSN, Date of Birth (with a 'Show SSN' checkbox), and a checkbox for 'I have reviewed the name presented above and I would like to proceed with LexisNexis.' At the bottom left, there is a 'Verify' button and a 'Use Paper Agreement' link. A red arrow points to the 'Verify' button.

***If you choose to verify your identity via a paper-based process, select Use Paper Agreement on the bottom of the screen. Please note that using a paper-based process will significantly delay the applicant’s access to the IWCP Online Portal.**

If your identity verification results have passed, skip to step 8. If your LexisNexis identity verification results fail to meet the requirements, you will receive a pop-up notification. From this pop-up screen, you can select **Continue** and try entering your information again, or you can select **Sign Paper Form** and bypass the electronic submission. **The most common error is using your organization/companies address and phone number instead of your home address and phone number.**

The screenshot shows the EPA SCS (Shared CROMERR Services) identity verification interface. The page header includes the EPA logo and "United States Environmental Protection Agency". The user is logged in as "i". The main heading is "SCS". A message states: "The information submitted to LexisNexis failed to meet the requirements. Please try again." Below this is a section titled "Verify your identity with LexisNexis".

Text on the page: "While your registration is complete, the program you registered for requires that you complete the Identity Proofing process for your account. If you do not complete this process electronically, you will need to do it via a paper-based process before you complete any signing activities within the system. The identity proofing provider, LexisNexis, will pull your first, and last name exactly as it's displayed on this page. [Click Here] for details on the paper based process."

Note: "By clicking [Verify] you understand the service is voluntary and that you are validating personally identifying information including the last 4 digits of SSN against a 3rd-Party service LexisNexis, which will return evidence of validation of your personally identifying information back to the U.S. Environmental Protection Agency. The U.S. EPA will not collect or retain sensitive, personally identifying information such as your Social Security Number (SSN), however, EPA will receive evidence of identity validation which may be used to identify you for legal purposes."

Form fields include: First Name, Middle Initial, Last Name, Home Address, Home Address 2, City, State, Zip Code, Home Phone, Last 4 of SSN, and Date of Birth. There is a checkbox for "Show SSN" and a checked checkbox for "I have reviewed the name presented above and I would like to proceed with LexisNexis". A "Verify" button is at the bottom left.

A pop-up window titled "Attention" is overlaid on the form. It contains the text: "You have registered with an international organization. If you have a valid social security number and wish to sign the ESA electronically, click Continue to proceed with the automatic verification process." Two red arrows point to the "Continue" and "Sign Paper Form" buttons in the pop-up.

After selecting Sign Paper Form, you will be directed to the Electronic Signature Agreement page. Read over the information, and then select **Sign Paper Form** to bring up the print option on your computer.

SCS
Contact Us

Paper SCS Electronic Signature Agreement

The SCS electronic signature agreement (ESA) is an agreement between yourself and SCS that will authorize your electronic signature. By signing the ESA you agree to adhere to the conditions listed on the agreement below. Once the ESA has been signed, you will be authorized to sign and/or encrypt information for your data flow. For any questions regarding the SCS ESA please contact the SCS Help Desk

**City of San Diego
ELECTRONIC SIGNATURE AGREEMENT**

In accepting the electronic signature credential issued by the City of San Diego to sign electronic documents submitted to City of San Diego's Shared CROMERR Services (SCS), and as a representative for:

Electronic Signature Holder Company Information

Organization Name:	Brian's Brewery II
Address:	9142 Topaz Way San Diego, CA US 92071
Phone Number:	[REDACTED]
E-mail Address:	[REDACTED]
Registrant's Name:	[REDACTED]
SCS User Name:	[REDACTED]

I, [REDACTED]

- I **Certify I have the authority to enter into this Agreement on behalf of the Organization** identified above, and I am a signatory authorized to represent that Organization, and I am able to sign and submit reports and other information on behalf of that Organization in the capacity required by statute and/or regulation.
- I **Certify that by signing and submitting this agreement, I have read, understand, and accept the terms and conditions** of this electronic signature agreement. I certify under penalty of law that I have personally examined and am familiar with the information submitted in this agreement and I believe that the information is true, accurate and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment.
- Agree to protect the electronic signature credential**, consisting of my Shared CROMERR Service (SCS), user identification and password, as well as knowledge based questions (KBQs) and answers from use by anyone except me. Specifically, I agree to maintain the secrecy of the password; I will not divulge or delegate my user name, password, and KBQs and answers to any other individual; I will not store my password as well as KBQs and answers in an unprotected location; and I will not allow my password to be written into computer scripts to achieve automated login.
- Agree to immediately contact the SCS Help Desk: at 888-890-1995, Option 2** after suspecting misuse of my account. I will contact the SCS Help Desk: at 888-890-1995, Option 2 as soon as possible, but no later than 24 hours, after suspecting or determining that my user name and password have become lost, stolen, compromised or used inconsistent with SCS Terms and Conditions at <https://cdx.epa.gov/EpaSharedServicesPortal/Scs/TermsAndConditions>.
- I **agree to notify SCS within ten working days if my duties change** and I no longer need to interact with the SCS on behalf of my organization. I agree to make this notification by notifying the City of San Diego Technical Support staff at 888-890-1995, Option 2 or scs@epacdx.net.
- Understand that I will be informed of profile changes through my registered electronic mail (e-mail) address** whenever my user identification or password have been modified.
- Understand that SCS reports the last login date** that my user identification and password were used immediately after successfully logging into SCS.
- Understand and agree that I will be held as legally bound, obligated, and responsible** for the use of my electronic signature as I would be using my hand-written signature.
- Understand I will receive email upon use of my electronic signature** so whenever I electronically sign and submit an electronic document to the SCS, I will receive an e mail at my registered e mail address. This e-mail will inform me that a submission has been made to SCS from my user account and will contain instructions to view information regarding the submission, including my Copy of Record (CoR).
- Agree to report any suspicious activity** so if I receive an e mail notification for any activity that I do not believe that I performed, I will notify the SCS Help Desk: as soon as possible, but no later than 24 hours, after receipt.
- Agree to contact the SCS Help Desk: if I do not receive an e mail notification** within 5 business days for any electronically signed submission using my credentials.

- Agree to contact the SCS Help Desk: if I do not receive an e mail notification** within 5 business days for any electronically signed submission using my credentials.
- Agree to report, within 24 hours of discovery, any evidence of discrepancy** between any electronic document I have signed and submitted and what the SCS has received from me by contacting the SCS Help Desk.
- Agree to notify the City of San Diego if I cease to represent the regulated entity** specified above as signatory of that organization's electronic submissions by contacting the SCS Help Desk: as soon as this change in relationship occurs and to sign a surrender certification at that time.
- Agree to retain a copy of this signed agreement** as long as I continue to represent the regulated entity specified above as signatory of the company's electronic submissions.

Name of electronic signature holder: [REDACTED]

Signature: Signed Electronically By [REDACTED]

Date: 6/7/2023

PLEASE SEND THIS DOCUMENT AS SOON AS POSSIBLE TO:

US Postal Service:
CGI Federal Data Processing Center
12601 Fair Lakes Circle
Fairfax, VA 22033

USPS/FedEX:
CGI Federal Data Processing Center
12601 Fair Lakes Circle
Fairfax, VA 22030

Advanced SCS Home | Privacy and Security Notice

Accessibility | Terms & Conditions

An additional screen will pop-up, select the button on the left-hand corner of the screen indicating **Print to Mail**. After you print the Electronic Signature Agreement. IWCP can only accept forms that are hand-signed (wet signature), therefore the form must be mailed or hand-delivered to the address listed on the agreement.

Please note that using a paper-based process will significantly delay the applicant's access to the IWCP Online Portal.

Print to Mail **Close**

City of San Diego
ELECTRONIC SIGNATURE AGREEMENT

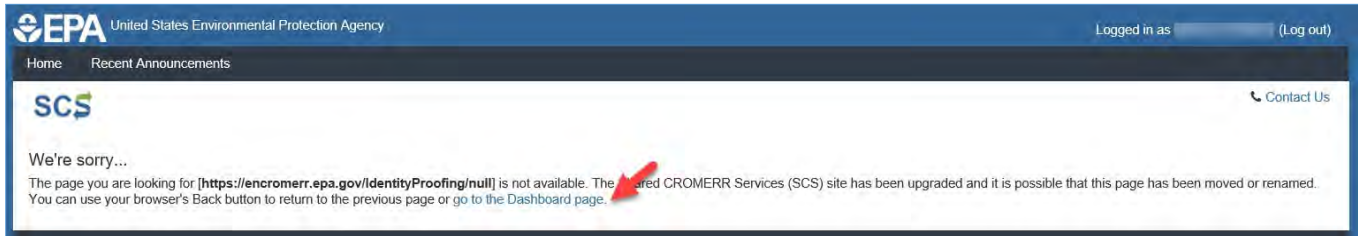
In accepting the electronic signature credential issued by the City of San Diego to sign electronic documents submitted to City of San Diego's Shared CROMERR Services (SCS), and as a representative for:

Electronic Signature Holder Company Information	
Organization Name:	Brian's Brewery II
Address:	9142 Topaz Way San Diego, CA US 92071
Phone Number:	[REDACTED]
E-mail Address:	[REDACTED]
Registrant's Name:	[REDACTED]
SCS User Name:	[REDACTED]

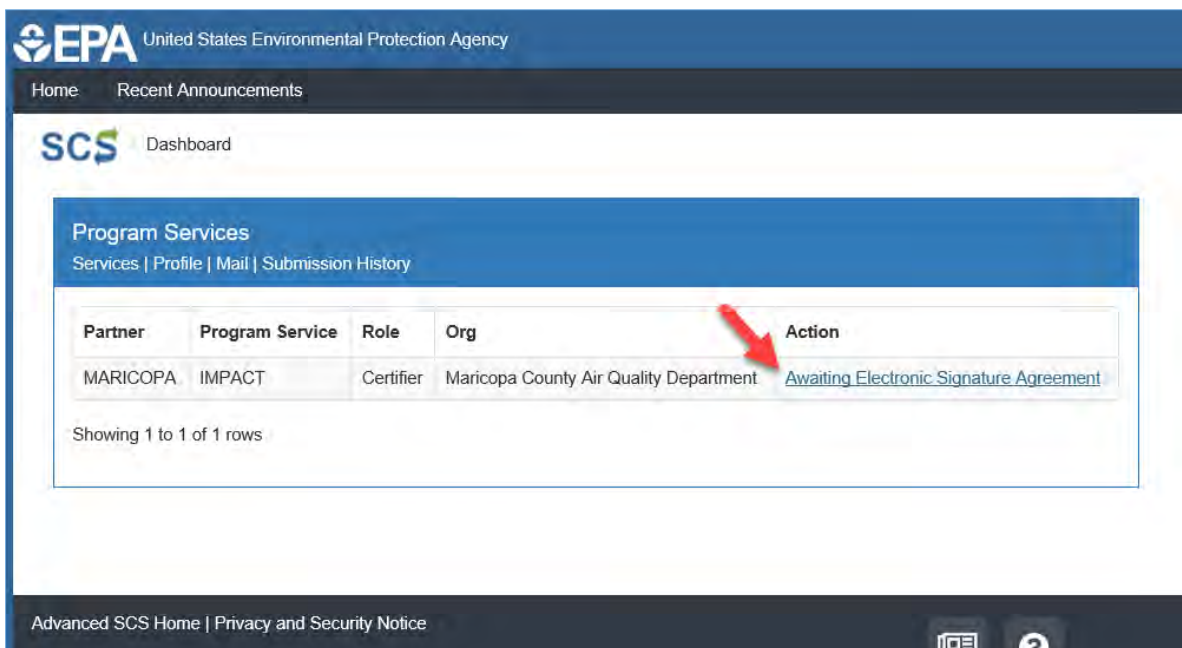
I, [REDACTED],

- I certify I have the authority to enter into this Agreement on behalf of the Organization identified above, and I am a signatory authorized to represent that Organization, and I am able to sign and submit reports and other information on behalf of that Organization in the capacity required by statute and/or regulation.
- I certify that by signing and submitting this agreement, I have read, understand, and accept the terms and conditions of this electronic signature agreement. I certify under penalty of law that I have personally examined and am familiar with the information submitted in this agreement and I believe that the information is true, accurate and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment.
- Agree to protect the electronic signature credential, consisting of my Shared CROMERR Service (SCS), user identification and password, as well as knowledge based questions (KBQs) and answers from use by anyone except me. Specifically, I agree to maintain the secrecy of the password; I will not divulge or delegate my user name, password, and KBQs and answers to any other individual; I will not store my password as well as KBQs and answers in an unprotected location; and I will not allow my password to be written into computer scripts to achieve automated login.
- Agree to immediately contact the SCS Help Desk: at 888-890-1995, Option 2 after suspecting misuse of my account. I will contact the SCS Help Desk: at 888-890-1995, Option 2 as soon as possible, but no later than 24 hours, after suspecting or determining that my user name and password have become lost, stolen, compromised or used inconsistent with SCS Terms and Conditions at <https://cdx.epa.gov/EpaSharedServicesPortal/Scs/TermsAndConditions>.
- I agree to notify SCS within ten working days if my duties change and I no longer need to interact with the SCS on behalf of my organization. I agree to make this notification by notifying the City of San Diego Technical Support staff at 888-890-1995, Option 2 or scs@epacdx.net.
- Understand that I will be informed of profile changes through my registered electronic mail (e-mail) address whenever my user identification or password have been modified.
- Understand that SCS reports the last login date that my user identification and password were used immediately after successfully logging into SCS.
- Understand and agree that I will be held as legally bound, obligated, and responsible for the use of my electronic

Once you have completed printing the form, SCS will direct you to an error page. From here, select **go to the Dashboard page**.



Once you are at your dashboard, you will see “Awaiting Electronic Signature Agreement” under Action. After IWCP receives and processes the Electronic Signature Agreement, you will be notified via email from SCS to log back into your account to continue the SCS electronic signature registration process.



For questions regarding this step, please contact the IWCP at 858-654-4100 or IWCP@sandiego.gov

Step 8 – ID Challenge Questions

Next, you will be prompted to enter challenge questions and answers. Begin by selecting five challenge questions and completing each answer. It is suggested to click the Show Answers box in the lower left to avoid mistakes. Be sure to save these challenge questions and answers separately as they will be used frequently within SCS. After you complete the challenge questions and answers, select **Save Answers** to proceed.

EPA United States Environmental Protection Agency

Home Recent Announcements

SCS

LexisNexis Identity Proofing Successful

SCS Registration: Additional Verification

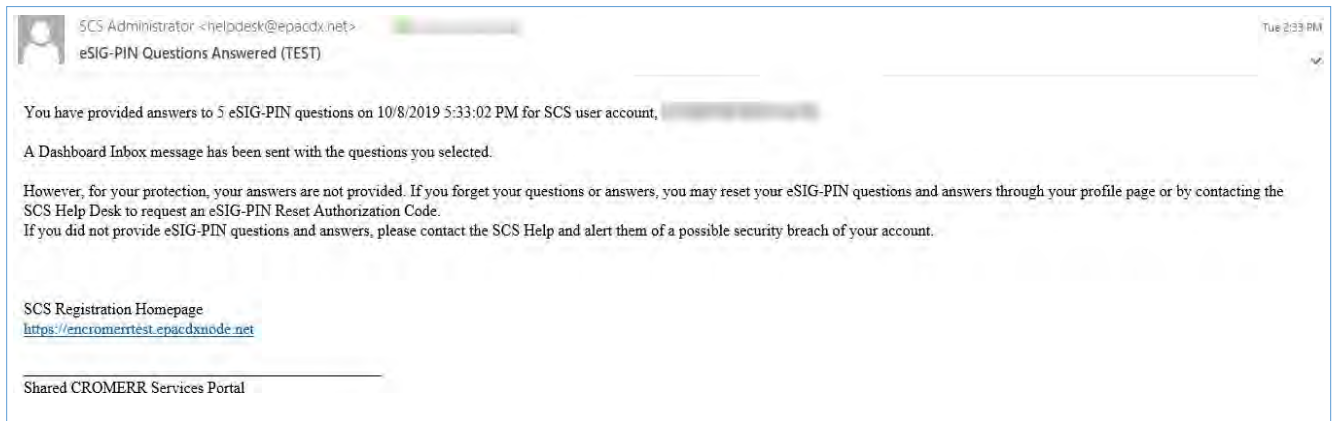
You are registered for a program that requires eSignature PIN Verification. Please select five (5) challenge questions and answers. The questions that you select should be questions that you can remember, but difficult for anyone else to guess.

Select 5 Challenge Questions and Answers

Show Answers

Save Answers

You will receive an automated email to confirm the submission of the challenge questions. E-Sig PIN Questions Answered Email Sample:



Step 9 – Electronic Signature Agreement

Next, you will be directed to the Electronic Signature Agreement screen. Once this section is thoroughly reviewed, select **Sign Electronically** at the bottom of the page.

The questions/answers have been saved.

Electronic Signature Agreement

The SCS electronic signature agreement (ESA) is an agreement between yourself and SCS that will authorize your electronic signature. By signing the ESA you agree to adhere to the conditions listed on the agreement below. Once the ESA has been signed, you will be authorized to sign and/or encrypt information for your data flow. For any questions regarding the SCS ESA please contact the SCS Help Desk.

City of San Diego
ELECTRONIC SIGNATURE AGREEMENT

In accepting the electronic signature credential issued by the City of San Diego to sign electronic documents submitted to City of San Diego's Shared CROMERR Services (SCS), and as a representative for:

Electronic Signature Holder Company Information	
Organization Name:	Brian's Brewery II
Address:	9142 Topaz Way San Diego, CA US 92071
Phone Number:	[REDACTED]
E-mail Address:	[REDACTED]
Registrant's Name:	[REDACTED]
SCS User Name:	[REDACTED]

I, [REDACTED],

- (1) I Certify I have the authority to enter into this Agreement on behalf of the Organization identified above, and I am a signatory authorized to represent that Organization, and I am able to sign and submit reports and other information on behalf of that Organization in the capacity required by statute and/or regulation.
- (2) I Certify that by signing and submitting this agreement, I have read, understand, and accept the terms and conditions of this electronic signature agreement. I certify under penalty of law that I have personally examined and am familiar with the information submitted in this agreement and I believe that the information is true, accurate and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment.
- (3) Agree to protect the electronic signature credential, consisting of my Shared CROMERR Service (SCS), user identification and password, as well as knowledge based questions (KBQs) and answers from use by anyone except me. Specifically, I agree to maintain the secrecy of the password; I will not divulge or delegate my user name, password, and KBQs and answers to any other individual; I will not store my password as well as KBQs and answers in an unprotected location; and I will not allow my password to be written into computer scripts to achieve automated login.

[Sign Electronically](#)

A pop-up window will appear requesting a Certification Acknowledgment. After thoroughly reviewing the pop-up window, select **Accept** to proceed.

Certification Acknowledgement

I certify, under penalty of law that the information provided in this document is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fines and imprisonment for knowing violations.

[Accept](#) [Decline](#)

Step 10 – Signature Device Authentication

Now you will be directed to the Signature Device Authentication section. To complete this section, follow the steps below.

1. Enter your password and select **Log In**.

The screenshot shows the EPA SCS Signature Device Authentication page. The 'Log In' section is highlighted with a blue header. It contains a 'User ID' field, a 'Password' field with a yellow '1' icon, a 'Show Password' checkbox, and a 'Log In' button with a red arrow pointing to it. The page header includes the EPA logo, 'United States Environmental Protection Agency', and 'Logged in as [username] (Log out)'. Navigation links for 'Home' and 'Recent Announcements' are visible.

2. Provide the answer to one of your pre-selected challenge questions and select **Answer**.

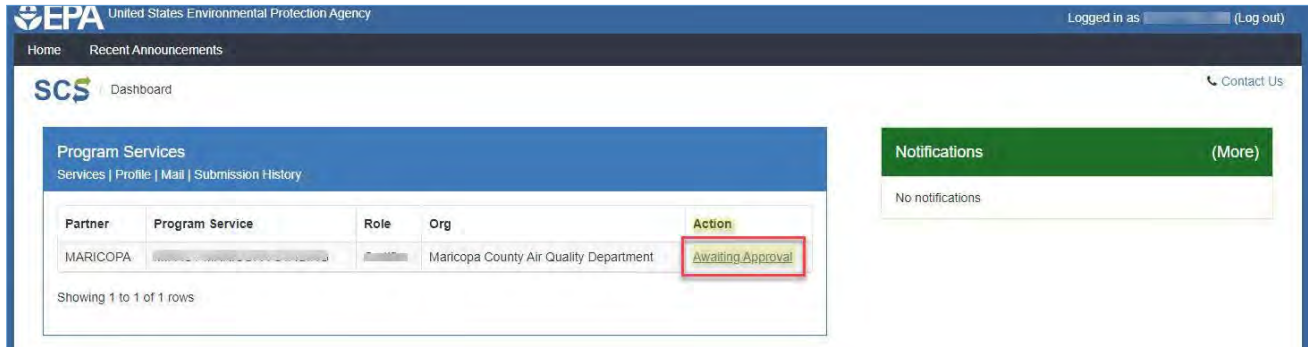
The screenshot shows the EPA SCS Signature Device Authentication page. The 'Log In' section is now greyed out. The 'Answer Secret Question' section is highlighted with a blue header. It contains a 'Question' field with the text 'What is your favorite pet's name?' and a yellow '2' icon, an 'Answer' field, a 'Show Answer' checkbox, and an 'Answer' button with a red arrow pointing to it. The page header and navigation links remain the same.

3. Select **Sign** to complete the submission.

The screenshot shows the EPA SCS Signature Device Authentication page. The 'Log In' and 'Answer Secret Question' sections are now greyed out. The 'Sign File' section is highlighted with a blue header. It contains the text 'Click Sign to complete your submission.' and a yellow '3' icon, and a 'Sign' button with a red arrow pointing to it. The page header and navigation links remain the same.

How to Access the IWCP Online Portal

You will now be able to log in to your SCS Dashboard. Inside the Program Services box on the home page, you will see that the Action indicates Awaiting Approval.

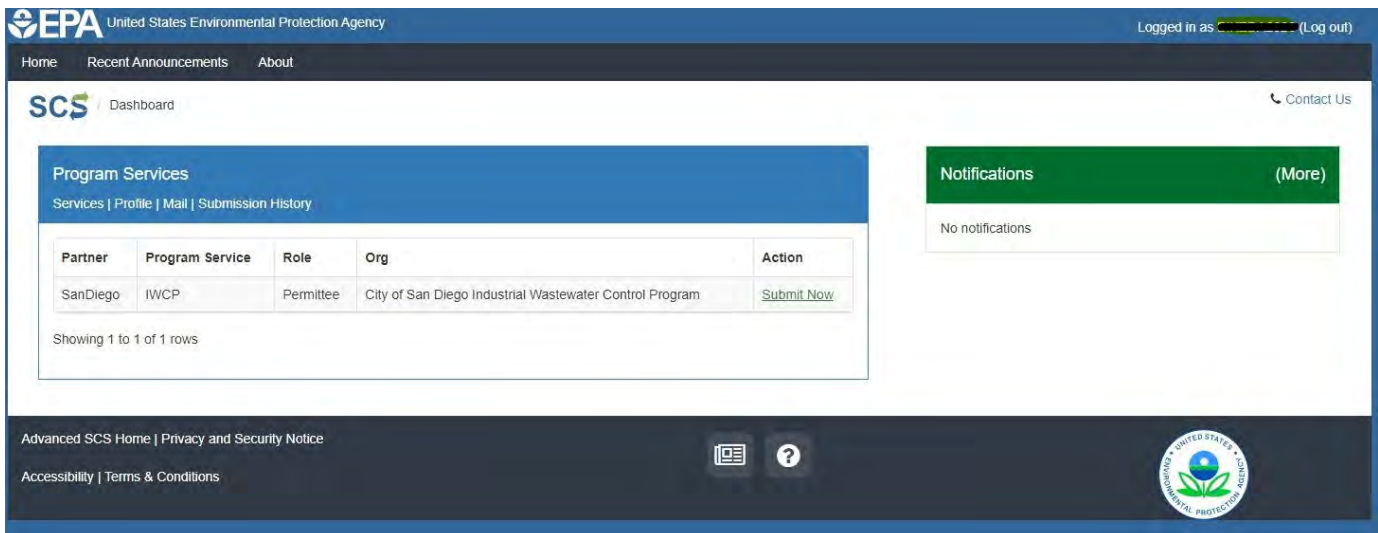


Once IWCP verifies your submission, you will receive an automated email confirming your account is now active. **The verification and activation process can take up to five business days.**

SCS Role Activation Email Sample:



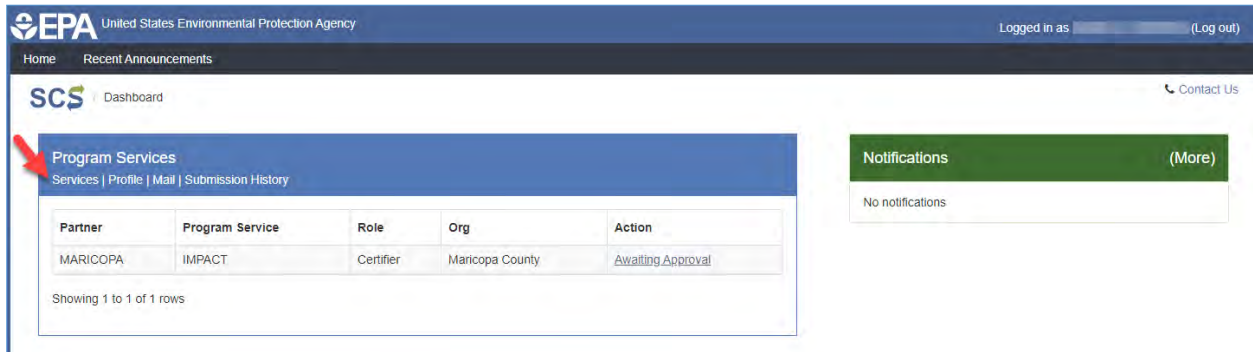
After the confirmation email is received, the registration process is complete. On your SCS Dashboard, click Submit Now to access the IWCP Online Portal.



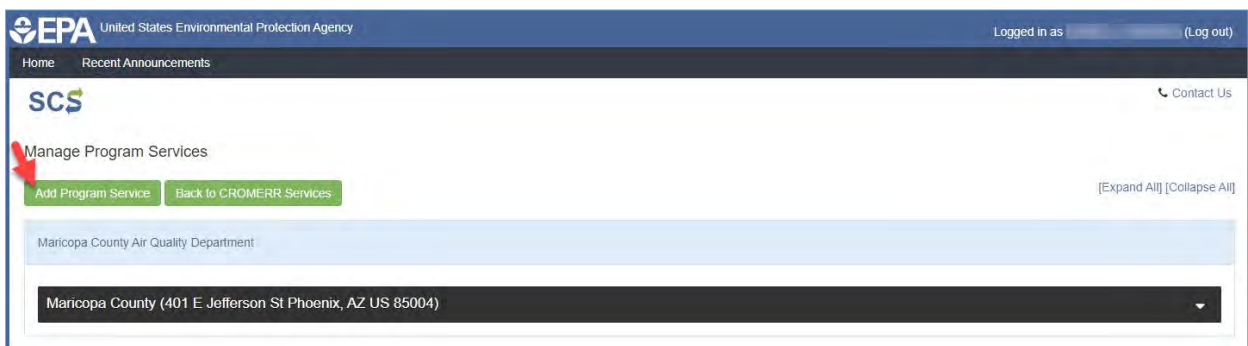
Setting up Access to Multiple Organizations/Companies

If you require access to more than one organization/company, you must provide sufficient evidence to IWCP that you are approved to access that organization/company information. Please submit evidence in the form of a [Shared CROMERR Services \(SCS\) Electronic Signature Registration Form](#) and [Confirmation/Delegation of Signatory Authority Form](#) (if one is not already on file). If a Confirmation/Delegation of Signatory Authority Form is submitted, the original with wet signature must be mailed to 9192 Topaz Way MS902, San Diego, CA 92123.

Once the above step is completed, log into your SCS account dashboard. Inside the Program Services box on the home page, select **Services**.



The next screen will show a list of all the organizations/companies to which you currently have access. To add another, select the green box that says **Add Program Service**.



Next, you will choose the Program/Partner/Role. See step two in the above instructions for detailed steps. After you have made your selections, select **Continue**.

The screenshot shows the EPA SCS registration interface. The header includes the EPA logo and 'United States Environmental Protection Agency'. Navigation links for 'Home' and 'Recent Announcements' are present. The main content area is titled 'SCS Advanced Shared Services' and includes a 'Contact Us' link. A sidebar on the left lists 'SERVICES REQUESTED' with sub-items: 'Partner / Program / Role', 'Program ID', 'Terms & Conditions', and 'Rules of Behavior'. Below this, 'ACCOUNT PROFILE' includes 'Account Owner', 'Organization Information', and 'Email Validation'. The main form area has two buttons at the top: 'Register By Partner' and 'Register By Program'. Three blue selection bars are visible: 'Choose a Partner ▶ Maricopa County Air Quality Department', 'Choose a Program Service ▶ IMPACT: IMPACT', and 'Choose a Role ▶ Preparer'. At the bottom right, there are 'Continue' and 'Cancel' buttons, with a red arrow pointing to the 'Continue' button.

Next, enter the requested organization/company. See step five in the above instructions for detailed steps. After you have entered the information, select **Continue**.

The screenshot shows the EPA SCS registration interface for entering organization information. The header includes the EPA logo and 'United States Environmental Protection Agency'. Navigation links for 'Home' and 'Recent Announcements' are present. The main content area is titled 'SCS' and includes a 'Contact Us' link. A sidebar on the left lists 'SERVICES REQUESTED' with sub-items: 'Partner / Program / Role', 'Program ID', 'Terms & Conditions', and 'Rules of Behavior'. Below this, 'ACCOUNT PROFILE' includes 'Account Owner', 'Organization Information', and 'Email Validation'. The main form area has a section titled 'Type your organization/company's name' with a search input field containing 'arizona' and a 'Search' button. Below the search field is an 'Advanced Search...' section with a message: 'Please search and Select an organization, if the organization is not found, you will need to contact the SCS Help Desk'. A search result is displayed: 'State of Arizona' with the address '1740 W Adams St Phoenix, AZ US 85007' and a 'Select' button. Below the search results are fields for 'Email *', 'Phone Number *', and 'Phone Ext'. There is a checkbox for 'Enter different email address' and a dropdown arrow next to the 'Phone Number *' field. At the bottom right, there are 'Continue' and 'Cancel' buttons, with a red arrow pointing to the 'Continue' button.

Next, read over the Electronic Signature Agreement then select **Sign Electronically**.

Maricopa County Air Quality Department
ELECTRONIC SIGNATURE AGREEMENT

In accepting the electronic signature credential issued by Maricopa County Air Quality Department to sign electronic documents submitted to Maricopa County Air Quality Department's Shared CROMERR Services (SCS), and as a representative for:

Electronic Signature Holder Company Information

Organization Name:	
Address:	
Phone Number:	
E-mail Address:	
Registrant's Name:	
SCS User Name:	

I, _____,

- (1) I Certify I have the authority to enter into this Agreement on behalf of the Organization identified above, and I am a signatory authorized to represent that Organization, and I am able to sign and submit reports and other information on behalf of that Organization in the capacity required by statute and/or regulation.
- (2) I Certify that by signing and submitting this agreement, I have read, understand, and accept the terms and conditions of this electronic signature agreement. I certify under penalty of law that I have personally examined and am familiar with the information submitted in this agreement and I believe that the information is true, accurate and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment.
- (3) Agree to protect the electronic signature credential, consisting of my Shared CROMERR Service (SCS), user identification and password, as well as knowledge based questions (KBQs) and answers from use by anyone except me. Specifically, I agree to maintain the secrecy of the password; I will not divulge or delegate my user name, password, and KBQs and answers to any other individual; I will not store my password as well as KBQs and answers in an unsecured location, and I will not allow my password to be written into computer scripts to achieve automated login.

[Sign Electronically](#)

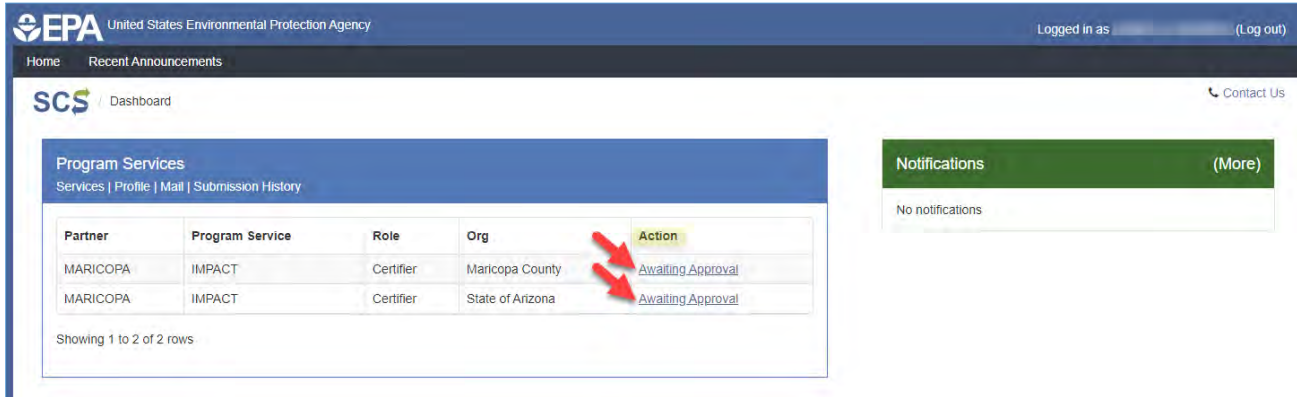
After signing electronically, a pop-up will appear. Select **Accept**.

Certification Acknowledgement

I certify, under penalty of law that the information provided in this document is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fines and imprisonment for knowing violations.

[Accept](#) [Decline](#)

Now log into your SCS account dashboard. See step ten in the above instructions for detailed steps. After you have logged into your SCS Account, the Program Services box on the home page under Action will indicate Awaiting Approval for the new Organization/Company.



The screenshot shows the EPA SCS Dashboard. At the top, it says 'EPA United States Environmental Protection Agency' and 'Logged in as [redacted] (Log out)'. Below that, there are navigation links for 'Home' and 'Recent Announcements'. The main content area is titled 'SCS / Dashboard' and includes a 'Contact Us' link. A 'Program Services' section is highlighted, with sub-links for 'Services | Profile | Mail | Submission History'. A table lists two entries:

Partner	Program Service	Role	Org	Action
MARICOPA	IMPACT	Certifier	Maricopa County	Awaiting Approval
MARICOPA	IMPACT	Certifier	State of Arizona	Awaiting Approval

Below the table, it says 'Showing 1 to 2 of 2 rows'. To the right, there is a 'Notifications' box with '(More)' and 'No notifications'.

Once IWCP verifies that you have permission to access the organization/company information, you will receive an automated email to confirm that your request has been processed. **The verification and activation process can take up to seven business days.**

Additional Support

Please review other documents located at <https://www.sandiego.gov/public-utilities/permits-construction/industrial-user-permits>, contact the assigned IWCP for your permit, email IWCP@sandiego.gov or call duty inspector at 858-654-4100.