

Getting started with MPCA e-Services

The Minnesota Pollution Control Agency (MPCA) e-Services allow you to submit information to the MPCA, such as notifications, reports, and applications. This document will help you get started with creating an MPCA e-Services account and accessing a service.

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Overview

The following information explains the general rules of using MPCA e-Services.

- Online services currently operate on multiple, separate systems (eventually they will be combined).
 Depending on which services you would like to use, you may need to maintain multiple accounts with the agency. This document discusses the e-Services system available on the MPCA's website at https://rsp.pca.state.mn.us.
 - A separate e-Services is available on the MPCA's website at https://netweb.pca.state.mn.us/private/Login.aspx. It is used for Air Emission Inventory and submitting citizen complaints.
 - The MPCA Online Services system, which is used for Feedlots, is available at https://webapp.pca.state.mn.us/services/
- Each person using MPCA e-Services must create their own account.
- Each person should create only one account; do not create multiple accounts for the same person.
- You will be logged out automatically after 30 minutes of inactivity. If you don't click either Save or Continue on a page within 30 minutes, you can lose the information you entered on that page.
- Within a service, use page buttons and links to navigate between pages (e.g., click Continue); do not use browser buttons.
- At any time, click **Help** in the upper-right corner of the page for additional information.
- Some services require approved access to a facility. You add a facility by searching for the facility and requesting access. If you are granted access to a facility for a service category (e.g., Air, Water Quality), you can complete services in that service category. Data for the facility (e.g., lists of equipment) is prepopulated from the MPCA database.
- Some services require you to be identified with a specific access type. Different access types are associated with different privileges to complete a service.
 - Air Signatory, DMR Signatory These access types can create a service; enter data; grant and remove general user access to a facility; and electronically sign a service.
 - All other signatory access types (i.e., Aboveground Storage Tank Signatory, CSW Certifier, etc.)

 – These access types can create, enter data, and electronically sign a service.
 - General User options These access types can create and enter data for a service but cannot electronically sign a service.

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Grid of tasks before starting a service

To use MPCA e-Services, you must create an account. In addition, before using some services, you must add a facility to your account, and if you are an electronic signer, possibly send in a submittal agreement.

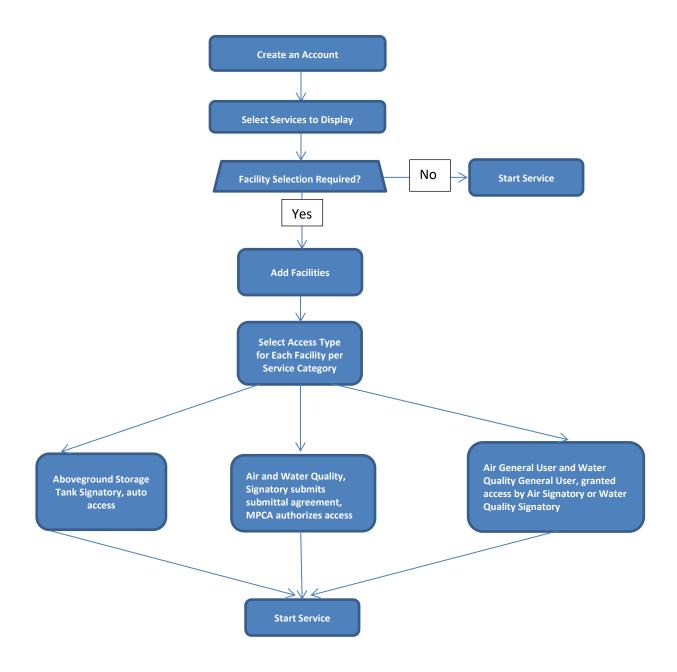
An *electronic signer* is a person who electronically signs and certifies the submittal. For some services, a submittal agreement is required to get Signatory access for a particular facility.

A *data entry helper* is a person who can do data entry for the submittal but can't sign it. To be a data entry helper, you need General User access to the facility.

			Select Access Type			
Service	Create Account	Add Facilities	Electronic Signer: no specific access required	Electronic Signer: send in submittal agreement	Data Entry Helper: select access type General User	
Aboveground Storage Tank Issuance or Reissuance Permit	х	Х	Х			
Air Administrative Amendment	Х	Х		Х	Х	
Air Individual Permit Reissuance	Х	Х		Х	Х	
Air Dispersion Modeling	Х	Х		Х	Х	
Construction Stormwater General Permit Application	х		Х			
Discharge Monitoring Report (eDMR)	х	х		Х	х	
Field Work Notification	Х		Х			
Hazardous Waste Generator License Application	х		х			
Industrial Stormwater Annual Report	х	х		х		
Industrial Stormwater General Permit and No Exposure Certification Application	Х		Х			
Industrial Stormwater Monitoring Reports	х	х		х		
Notification of Permit Termination	х	х	х	X (Air only)		
Notification of Regulated Waste Activity	х		х			
Sewer Extension Permit Application	х		х			
Vessel Discharge Permit	Х		Х			
Voluntary Remediation Program Enrollment Application	х		х			
Volunteer Water Monitoring	Х	х				

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Flow of tasks before starting a service



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Creating an account

To create an MPCA e-Services account, go to https://rsp.pca.state.mn.us and complete these steps.

On the Login page:

1. Click Create a new account.

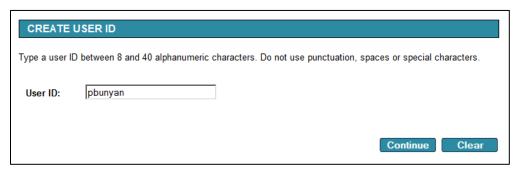


On the Create User ID page:

1. In the **User ID** box, type a user ID. Your user ID must be between 8 and 40 alphanumeric characters. Do not use punctuation, spaces, or special characters. Choose a User ID you will remember each time you need to log in.

TIP: Make note of your User ID in a secure location.

2. Click Continue.

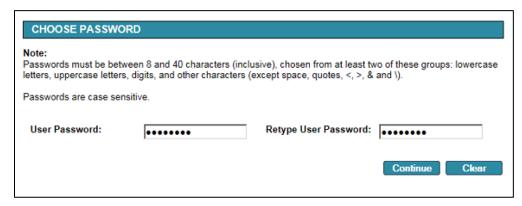


On the Choose Password page:

1. In the **User Password** box, type a password. Your password must be between 8 and 40 characters and contain characters from at least two of these groups: lowercase letters, uppercase letters, digits, and special characters (except spaces, quotation marks, <, >, and \). Passwords are case sensitive.

TIP: Make note of your password in a secure location.

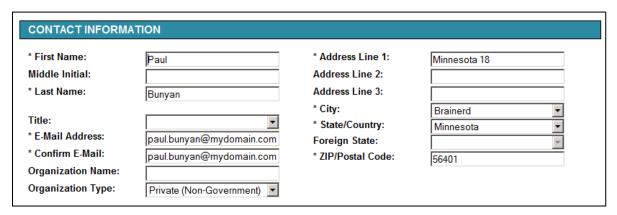
- 2. In the **Retype User Password** box, type the same password.
- 3. Click Continue.



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On the Contact pages:

1. Under **Contact Information**, enter your contact information. If an asterisk (*) is present, you must enter that information.



- 2. Under Contact Numbers, click Add Contact Number.
- 3. From the Contact # Type list, select the type of number you are adding.
- 4. In the Contact Number box, type your 10-digit number. Do not enter dashes or spaces between numbers.
- 5. If desired, enter your extension and add any comments.
- 6. Click Save.
- 7. Repeat steps 2–6 for additional contact numbers you want to add.
- 8. Click Continue.



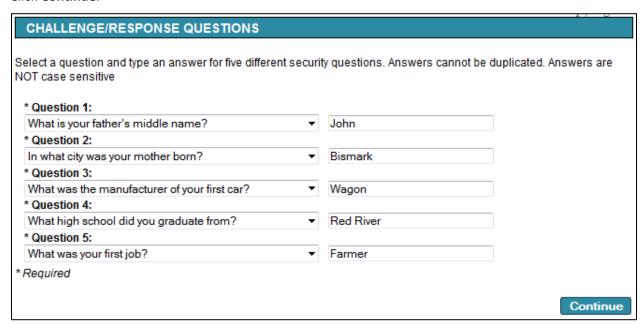
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On the Challenge/Response Questions page:

- 1. In the Question 1 list, select a question
- 2. For Question 1, type your answer in the text box.
- 3. Repeat step 1–2 for the remaining questions. You can select each question only one time, and your answers cannot be duplicates. Answers are not case sensitive.

TIP: Make note of your answers in a secure location.

4. Click Continue.



On the Electronic Signature PIN page:

A personal identification number (PIN) is used to electronically certify a notification, report, or application. You will need this PIN each time you want to submit a notification, report, or application.

1. In the **Electronic Signature PIN** box, type a PIN. The PIN must be between 8 and 40 characters and contain characters from at least two of these groups: lowercase letters, uppercase letters, digits, and special characters (except spaces, quotation marks, <, >, and \). PINs are case sensitive.

TIP: Make note of your PIN in a secure location.

- 2. In the Retype Electronic Signature PIN box, type the same PIN.
- 3. Click Continue.



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On the Facility Search page:

Here you can add facilities to your user profile. For some services, you must add a facility to your profile before you can use the service. For other services, a facility is not required. See the section Adding a Facility to Your Profile to verify if the service(s) you want to complete require a facility.

To complete your account setup without adding a facility, click **Complete Setup** without searching for a facility.

For details on adding facilities to your profile, see the section Adding a Facility to Your Profile.

For a list of services that require a facility in your profile, click **Configure Services** on the My Workspace page. Then you can view all services listed under "Services Requiring Facilities."

Logging into MPCA e-Services

After you complete setting up your account, you are directed to the **Login** page.

To log in,

- 1. If you are not already at the Login page, go to https://rsp.pca.state.mn.us in your web browser.
- 2. In the **User ID** box, type your user ID.
- 3. In the **Password** box, type your password.
- 4. Click Login.



After login, the **My Workspace** page is displayed. From this page you can select and start the services you want to use.

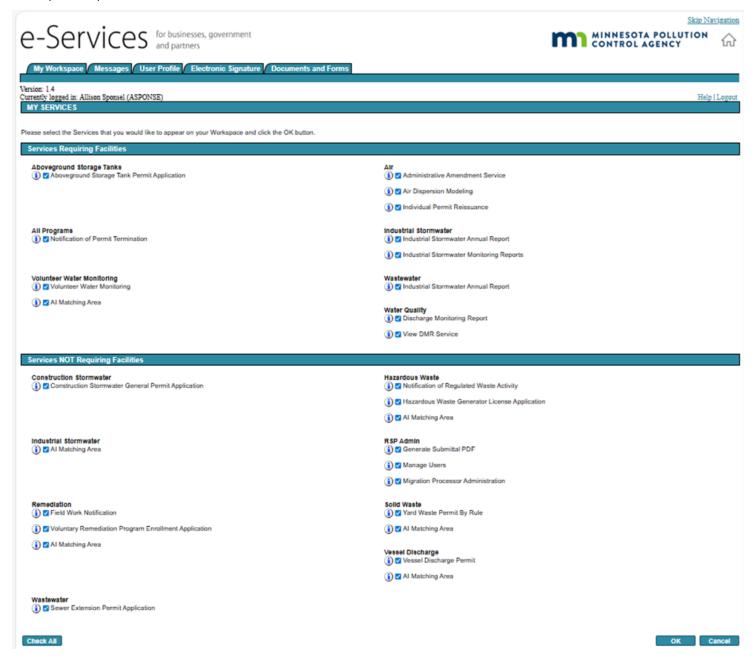
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Selecting services to display

You can select the services that you want to display in the Service Selection section of the My Workspace page. The first time you log in after creating your account, this screen will display automatically.

To select services to display,

- 1. On the My Workspace page, click Configure Services.
- 2. Select the check box for each service that you want to display in your workspace.
- 3. Click OK.
- 4. You are returned to the My Workspace screen and the services you selected display under Service Selection. These services will always display each time you log in. If you ever want to change your selected services, repeat steps 1-3.



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Starting a service

To start a service, on the My Workspace page, click the service name.



If you do not see any services listed, follow the instructions in section Selecting services to display.

Adding a facility

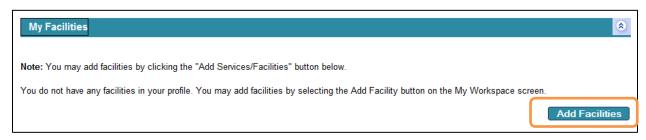
The following services require you to add a facility to your profile before using the service. If you are an electronic signer, you may also need to send in a submittal agreement, one for each facility for which you are requesting access.

Service	Add a facility	Send in submittal agreement
Aboveground Storage Tank Reissuance Permit	Х	
Air Administrative Amendment	Х	X
Air Individual Permit Reissuance	Х	X
Air Dispersion Model	Х	X
Discharge Monitoring Report (eDMR)	Х	X
Industrial Stormwater Annual Report	Х	X
Industrial Stormwater Monitoring Reports	Х	Х
Notification of Permit Termination	Х	X (Air only)
Volunteer Water Monitoring	Х	

After adding a facility to your profile, you can request the access level that you want.

To add a facility to your user profile:

- 1. In your Web browser, go to https://rsp.pca.state.mn.us.
- 2. Log in to your account. For details, see Logging Into MPCA e-Services.
- 3. On the My Workspace page, in the My Facilities section, click **Add Facilities**.



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- 4. To search for a facility, enter any information about the facility you are looking for.
- 5. In the text boxes, you can enter partial values followed by an asterisk (*) to search for all records that begin with that value. For example, type **how*** in the **Facility Name** box to find facilities named *Howe Farm*, Howard Janes, and Howell Enterprises.

To search by the preferred facility ID (such as an alpha-numeric permit number or site ID), select an option from the Facility User Group list in combination with entering an ID in the Alternate/Historic Name/ID box.

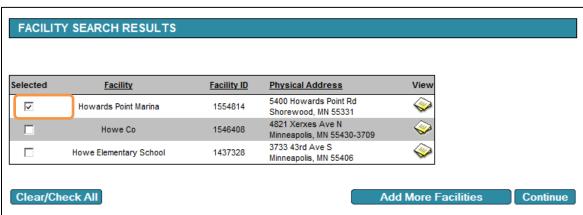
- Select Air Permit Number for an 8-digit air permit number
- Select Wastewater Permit Number for a water permit number

FACILITY SEARCH				
account. Enter or select inforr	e facilities you want to link with your mation about the facility you are look olete Setup . You can add a facility l	ing for and click Search . If you are		
option from the Facility User O select "Air Permit Number" as • Facility Name: Enter your fac value. For example, entering "	Enter your permit number or site ID i Group list in combination with enterin	ng the permit number or site ID. For or partial values followed by an aste ld return all facilities whose names	r example - enter your risk(*) to search for all begin with "Car," such	8-digit air permit number and records that begin with that as "Carpet Cleaning"
You must enter search terms	in at least one field before clicking the	he Search button		
Facility ID:		Address:		
Facility Name:		County:		•
Alternate/Historic		Municipality:		•
Name/ID.		ZIP:		
Facility Type:			•	
Facility User Group:			•	
				Search Return

6. In the list of facilities returned by your search, select the check box next to each facility you want to add to your profile.

To view details about a facility, click the **View** () icon.

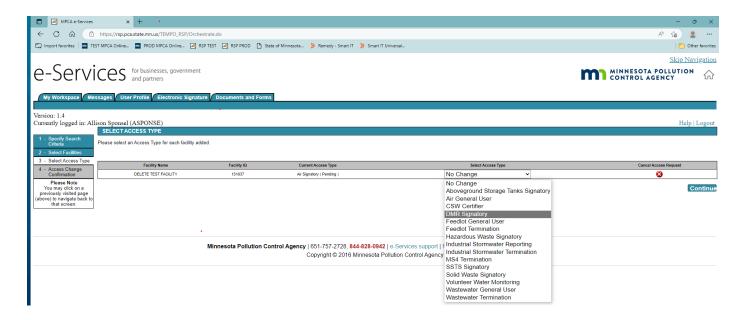




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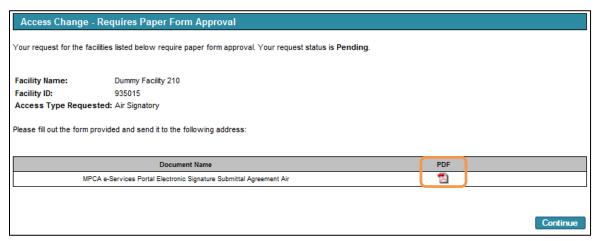
- 7. To save your selected facilities and add more facilities, click **Add More Facilities**. To save your selected facilities and proceed, click **Continue**.
- 8. For the facilities you have added, select the access level you want under **Change Access Type To**.
 - If you will be entering data for the service but not certifying the service, select the appropriate General User option. Either an existing Signatory account holder or the MPCA will review and grant access.
 - If you will be certifying the service, select the appropriate signatory option listed in the table below. Note that access levels Air Signatory, DMR Signatory, and Industrial Stormwater Reporting must send in a signed submittal agreement.

Role	Certify Service (electronically sign)	Manage Roles	Able to Create and Enter Data for Service
Aboveground Storage Tank Signatory	Х		Х
Air Signatory	Х	Х	X
Air General User			X
CSW Certifier	Х		Х
DMR Signatory	Х	Х	Х
Feedlot Termination	Х		Х
Hazardous Waste Signatory	Х		Х
Industrial Stormwater Reporting	Х		Х
Industrial Stormwater Termination	Х		Х
MS4 Termination	Х		Х
SSTS Signatory	Х		Х
Solid Waste Signatory	Х		Х
Volunteer Water Monitoring	(n/a)		Х
Wastewater Termination	Х		Х
Wastewater General User			X



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- 9. Click Continue.
- 10. Select the appropriate Access Type, then click **Continue**.
- 11. Depending on the access type you selected, do one of the following:
 - If you selected **Air Signatory, DMR Signatory, or Industrial Stormwater Reporting** as the access type, continue to **step 12**.
 - If you selected any other access type, skip to step 14.
- 12. Your access request is *Pending*. Click the document icon to download a copy of the required submittal agreement form.



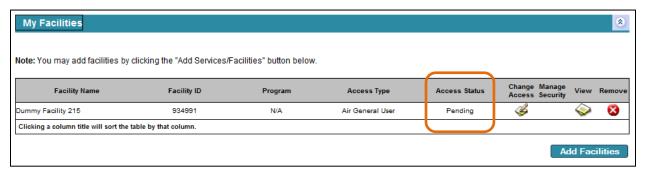
- 13. Complete the form and send it in following the instructions on the form. After your submittal agreement is processed and approved, you will be notified via email. In addition, on the My Workspace page, the access status will change to *Granted*.
- 14. If you selected **Air General User** or **Wastewater General User**, your access status is *Pending*. You will be notified via email once your access request is approved. In addition, on the My Workspace page, the access status will change to *Granted*.
 - All other access types are automatically Granted.
- 15. Click Continue.
- 16. To start a service, follow the instructions in the Starting a service section.

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Managing access to facilities

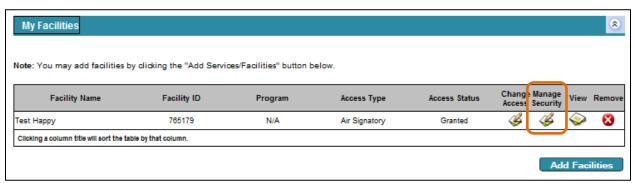
You can manage security access for facilities to which you have Air Signatory or DMR Signatory rights. When another user requests general user rights to your facility, as a signatory you will receive an email notifying you of the request.

On the My Workspace page, in the My Facilities section, the general user who requested access will see the Access Status as *Pending*.



As an Air Signatory or DMR Signatory, you can grant, deny, or revoke access for the related General User.

To do this, on the My Workspace page, in the My Facilities section, click the **Manage Security** ($\stackrel{\checkmark}{>}$) icon to display the administration page.



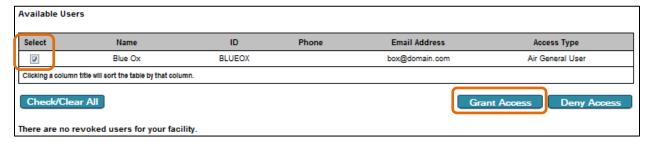
From the administration page, you can manage the users with access to the facility.

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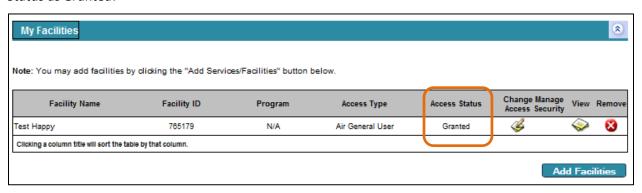
Granting access to a general user

On the administration page, Available Users have requested access to the facility.

- To grant access for the role requested, select the user and click Grant Access.
- To deny access and remove the user from the page, select the user and click **Deny Access**.



After access is granted, the general user who requested access will receive an email notifying him or her that access is granted. On the My Workspace page, in the My Facilities section, the general user will see the Access Status as *Granted*.

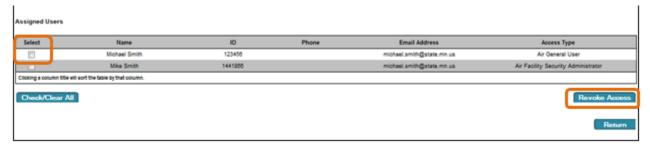


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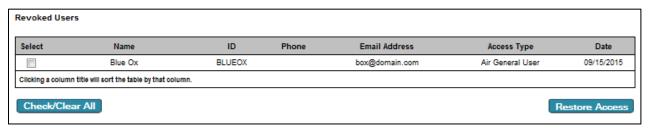
Revoking access from a general user

On the administration page, Assigned Users have been granted access to the facility.

• To revoke access for the role granted and move the user to the **Revoked Users** list, select the user and click **Revoke Access**.



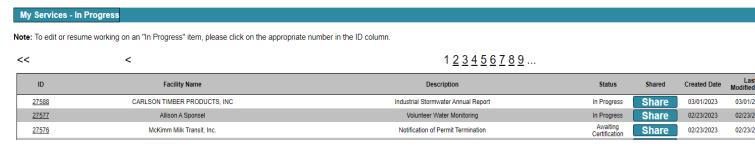
The user is removed from the Assigned Users section and moved to the Revoked Users section.



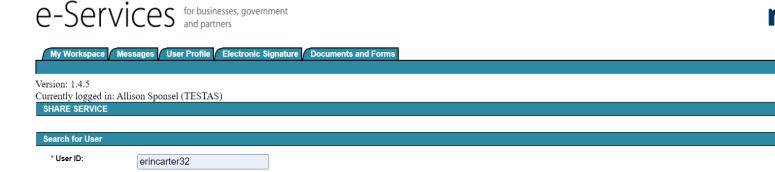
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How to share a service with another user

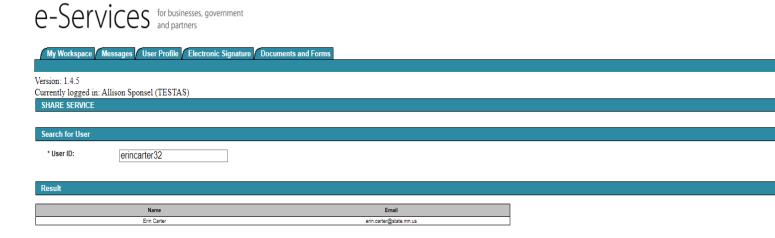
1. From the My Workspace screen, find the My Services – In Progress section



- 2. Click the Share button next to the transaction you want to share.
- 3. Enter the User ID of the person you want to share your transaction with. Then click Search.
 - a. Note the other user must have facility access if the service requires it.



4. If the User ID is found, it will display in the Results table. Click Grant Access.



5. The other user will receive an email notification that you shared the transaction.

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Sponsel, Allison (MPCA)

← Reply

Hello,

This email is to notify you that another MPCA e-Service user has shared a service with you. This share request is pending until you either accept or deny it.

The request is for

Description of Service: Sewer Extension Permit.

Facility Name: Help page testing 12/22.

To accept or deny the request,

- Log in to MPCA e-Services: https://rsp.pca.state.mn.us/
- 2. On the My Workspace page, in the My Services In Progress section, click the Pending button under the Shared column for the service.
- 3. On the Accept Shared Service page, select either Yes or No, depending on whether you want to accept or deny the request to share the service.
- Click Submit.

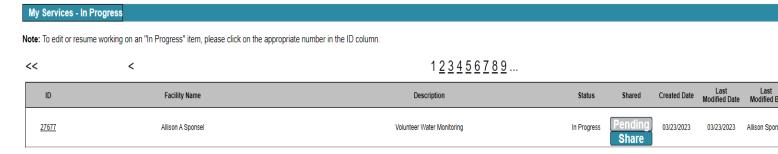
If you accept sharing the service, on the My Workspace page, the Share column will display all the names of the users who are sharing the service. If you deny sharing the service on your My Workspace page.

Please do not reply to this message, it was sent from a notification-only address. If you have questions, you can email us at onlineservices.pca@state.mn.us or call the M

Only one user can edit a service at a time. Be sure to check in the shared service on the My Workspace page if another user will need to complete it.

2728 or 1-844-828-0942, 8:00 a.m. to 4:00 p.m. CST, Monday through Friday.

- 6. NOTE if the service you shared requires facility access (like Discharge Monitoring Reports), the user you share with must have facility access approved before they can open the shared transaction.
- 7. The other user must accept the shared transaction by following the instructions in the notification email:
 - 1. Log in to MPCA e-Services: https://rsp.pca.state.mn.us/
 - 2. On the My Workspace page, in the My Services In Progress section, click the Pending button under the Shared column for the service.



3. On the Accept Shared Service page, select either Yes or No, depending on whether you want to accept or deny the request to share the service.



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4. Click Submit.

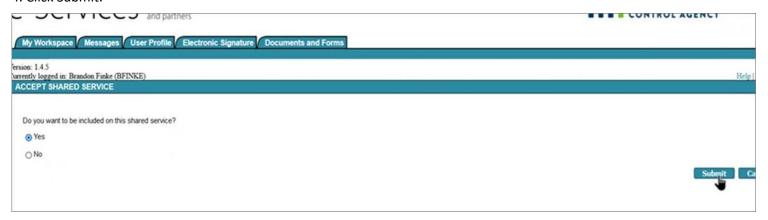
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How to accept or deny a shared service

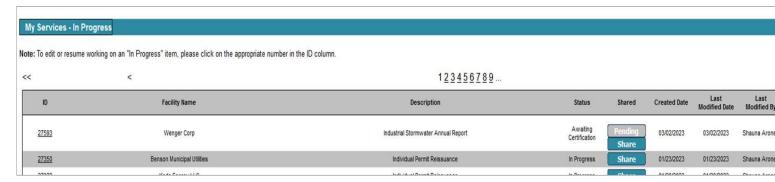
- 1. Log in to MPCA e-Services: https://rsp.pca.state.mn.us/
- 2. On the My Workspace page, in the My Services In Progress section, click the Pending button under the Shared column for the service.



- 3. On the Accept Shared Service page, select either Yes or No, depending on whether you want to accept or deny the request to share the service.
- 4. Click Submit.



If you accept sharing the service, on the My Workspace page, the Share column will display all the names of the users who are sharing the service. If you deny sharing the service, you will no longer see the service on your My Workspace page.



Only one user can edit a service at a time. Be sure to check in the shared service on the My Workspace page if another user will need to complete it.

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How to check in or check out a service transaction

To "check out" a shared service, a user simply opens the transaction from the My Services - In Progress section and it will automatically check out to them. Other shared users can't open the same transaction when it is checked out.

In your My Services - In Progress table, if a transaction is currently checked out it will show the user ID of the person that checked out the transaction. The other user(s) won't be able to open the transaction until the user checks it back in.

To "check in" a shared service, the user who has it checked out must go to the My Services - In Progress section and click the "Check In" button.

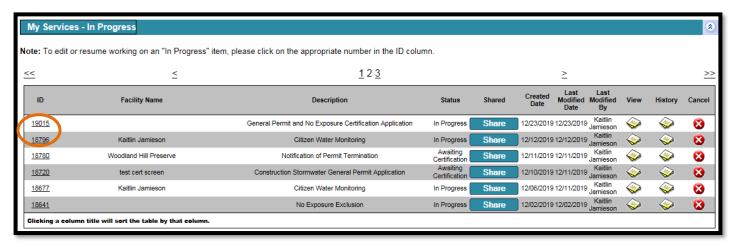
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In Progress services

For most services, you can start the service, save your work, and complete it later if needed. These incomplete services are considered "In Progress." In Progress services are displayed on the My Workspace screen under the My Services – In Progress section.

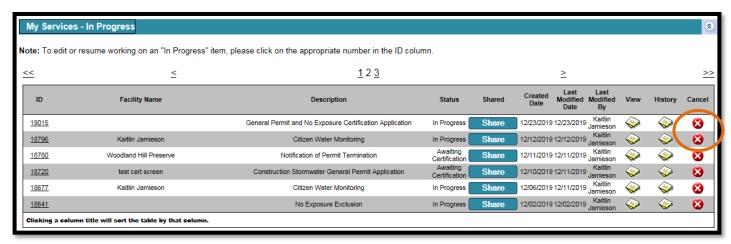
To open and complete and In Progress service:

- 1. You must be logged in https://rsp.pca.state.mn.us.
- 2. On the My Workspace screen, find the My Services In Progress table
- 3. Find the service you wish to complete and click the ID number.



To delete an In Progress service:

- 1. On the My Workspace screen, find the My Services In Progress table
- 2. Find the service you wish you delete You can identify it by the Facility Name, Description, etc.
- 3. Click the Cancel button on the far right.



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Submitted services

Your account maintains a history of the services you have submitted. You can view your submitted services on the My Workspace screen, under the My Services – Submitted section at the bottom of the screen.

Click the Copy of Record icon to view your submittal record.

Click the View icon to see a summary of your submittal.

Click the History icon to see the history of your submittal.

Service status and Access status

Your service submittal history and facility Access Type may display different Statuses over time. These are the different status you may see and what they mean:

My Facilities - Access Status:

- Pending your access request is under review by MPCA or the Signatory. Be sure you mailed in your submittal agreement to the MPCA if required. See section NAME for more info
- Granted your access type is granted or approved.

My Services - Service Status:

- In Progress your service is partially complete. Click the Service ID hyperlink to open the service and finish it.
- Awaiting Certification your service is almost complete, but still needs to be e-signed and certified.
- Migrated Upon submittal, the status will show submitted. The status will change to migrated once the application has migrated to our permitting database and payment is verified.
- Pending Decision Your service is pending processing and routing.
- Submission Failed Please Contact MPCA there was a technical problem with your submission. Contact the MPCA at 651-757-2728 or onlineservices.pca@state.mn.us, and be sure to provide your Service ID number.

Getting help

If you have questions or problems with MPCA e-Services, email onlineservices.pca@state.mn.us or call 651-757-2728 or 1-844-828-0942, 8:00 a.m. to 4:00 p.m. CT, Monday through Friday. When reporting issues to us, please include information such as: the service ID number, facility name, facility ID, name of the online service you were using, description of the issue.

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