

# MPCA Online Services General Portal Guide

## Welcome to MPCA Online Services

Minnesota Pollution Control Agency (MPCA) Online Services allows you to create an account and submit information to the MPCA, such as applications, notifications, and reports. This document will help you get started with creating a MPCA Online Services account and accessing the available online services.

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## Overview

To access MPCA Online Services and create an account, you will need to have internet access. MPCA Online Services can be accessed from your computer, smart phone, or tablet. The following internet browsers are recommended for the best functionality: Google Chrome, Microsoft Edge, Firefox, or Safari. Internet Explorer is not recommended.

## Create an account

Using Google Chrome, Microsoft Edge, Firefox or Safari, navigate to this site in your browser:

<https://webapp.pca.state.mn.us/services/login>

On the MPCA Online Services page:

1. Click **Register** on the Register page, fill in all required fields to create your account.

2. Click **Register**.
3. You should receive a confirmation message at the top of the screen: "Registration successful. Please check your email for account verification message."
4. Check your email account for the verification email.
5. Click the account verification link in the email.
6. Log in using the username and password you just created, and it will bring you to the My Online Services home screen.

## Add an Online Service

1. Click **Add Online Service**.
2. Select the service you would like to add from the Application drop-down list.
3. Click **Submit**.

## Forgot password

On the MPCA Online Services login page:

1. Click **Forgot password**.
2. Enter your User ID and click **Update password**.
3. You should receive a confirmation message at the top of the screen: "New password requested. Please check your email."
4. Check your email and verify that you received a password reset verification email.
5. Click on the verification link in the email.
6. Enter a new password ensuring you enter the same password in both fields.
7. You should receive a confirmation message at the top of the screen: "Password reset successful. Log in to continue."
8. Log in with your username and new password.

## My Profile

Once your account is created, you should update My Profile.

1. On the My Online Services home screen, click **My Profile**.
2. Verify that your First Name, Last Name, and Email Address display in the respective fields. The account information displayed is the same information that you entered during account creation.
3. Add other optional account information, such as Address Line 1, City/Town, State, Postal Code, or Phone Number. Once complete, click **Save Changes**.

## Setting Up Challenge Questions

Set up Challenge Questions if you will be electronically signing documents.

1. On the My Online Services home screen, click **My Profile**.
2. On the My Profile page, click **Set Up My Challenge Questions**.
3. Select five challenge questions and enter answers.
4. Click **Set Up My Challenge Questions**.
5. Click **Save Changes**.

## Manage Challenge Questions

How to manage Challenge Questions after they've been set up.

1. On the My Online Services home screen, click **My Profile**.
2. On the My Profile page, click **Manage My Challenge Questions**.
3. You must correctly answer a challenge question in order to proceed. Enter your answer and click **Submit**.
4. Edit your selected challenge questions and answers as needed, then click **Update My Challenge Questions**.
5. You'll receive an email notification that changes were made.

## Change Password

To change your password:

1. Click **My Profile**.
2. Click **Change Password**.
3. Enter your old password. Then create a new password and confirm the new password. Once entered, click **Update password**.
4. You should receive a confirmation message at the top of the screen: "Password reset successful. Log in to continue."

## My Contacts

You can add and save contacts to your account, similar to an address book. When completing an online service, you can retrieve a person's contact info from My Contacts.

To add contacts to your account:

1. On the My Online Services home screen, click **My Contacts**.
2. Click **Create Contact**.
3. Fill out the contact information and click **Save**. You should receive a confirmation message at the top of the screen: "Contact successfully saved."

## Request Facility Access

1. Click **Launch** to open the online service.
2. On the Select a Facility page, click **Add a facility**.
3. Search for your facility by name, permit number, registration ID, address, municipality/city, or county.
4. Click the facility name in the list to expand the info. Click **Request access**.
5. Select the appropriate access level.
6. If you request Signatory access, you'll need to fill out the electronic submittal agreement form.
7. If you are not the Responsible Official, indicate that on the form. The Responsible Official must review and approve your access request.
8. The MPCA will review your access request within a couple business days. You will receive a confirmation email once your access request has been processed.

## Work In Progress

The work in progress section displays online service transactions that you have started and saved, but not completed. To view, edit, or delete any in progress services you have:

1. On the My Online Services home screen, click on **Work In Progress**.
2. Review the list of your in-progress transactions.
3. To continue working on a transaction, click the Edit icon and it will open your transaction.
4. To cancel a transaction, click the cancel service icon. A confirmation pop-up displays: "Are you sure you want to cancel Transaction ID #?" Click **Yes** to cancel the transaction and it will be deleted from the work in progress list.

**Please note: Once the in-progress transaction is removed from the list, it is not recoverable.**

## Service Sharing

1. Click on **Work in progress**.
2. Click the icon in the Share column.
3. Select a user from the drop-down list or enter in the user's username.
4. Click **Share**.
5. Click **Yes** in the Confirmation pop-up box.
6. The username will appear in the User(s) sharing this transaction section. The user will receive an email notification that you have shared the transaction with them.

## Submittal History

The Submitted Services section displays online service transactions that you have submitted. Here you can access the Copy of Record (electronic receipt) for each submission.

To view services that you have submitted:

1. Click **Submitted services**.
2. Review the list of your submitted transactions.
3. To view the Copy of Record for a specific transaction, click the PDF icon. Your browser may prompt you with an "open file" dialog box. Accept it in order to open the file.

## My Facilities

The My Facilities section displays all facilities where your access is pending or has been granted. If you have signatory access to a facility, you can also use this section to approve, deny, or revoke a preparer's access to a facility.

To approve or deny a pending access request:

1. Click **My Facilities**.
2. Click the icon in the Manage Access column of the facility you would like to review.
3. In the Pending Access Requests section, the name of the person requesting access is displayed. Click the arrow icon in the Action column to approve or deny their request.

To revoke a preparer's facility access:

1. Click **My Facilities**.
2. Click the icon in the Manage Access column of the facility you would like to review.

3. In the Approved Users section, click the X icon in the Remove Access column.
4. Click **Yes** in the Confirmation pop-up box.

## Certify and Sign

The Certify and Sign section displays all transactions that are waiting on your signature before they can be submitted.

1. Click **Certify and Sign**.
2. If there are any transactions that need your signature, they are displayed here.
3. Click the icon in the Sign Electronically column for the transaction you are ready to certify.

## Tips

1. The **Transaction ID** is the unique number assigned to your application. You can find the transaction ID on your Work In Progress and Submittal History screen. If you have the application open, you can find it in the URL:

