

# Getting Started in the eBusiness Center

Division of Hazardous Waste  
Management  
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This presentation is designed for people who are new to the Ohio EPA eBusiness Center or those who need information about accounts or PINs.

All users of the eBusiness Center need to set up their own account.

# 1. SET UP AN ACCOUNT

# Create an Account

- Go to the eBusiness Center (eBiz) Web page <https://ebiz.epa.ohio.gov>
- Click on “Create New Account”
- Enter your account information, including creation of one security question and answer.
- Create your own user id and make it easy to remember.
- Write down your account user id and password and store it in a secure place.
- Save.

# eBiz Account tips

- Do not share an account or give out the password.
- Make the account user ID and password something you can remember.
- Other people will see your user ID if they delegate access rights to you.
- The security question and answer should be memorable but not commonly known information.
- User IDs and passwords are case-sensitive; security answers are not case-sensitive.



# eBiz E-mails

- Numerous actions in eBiz will result in a user getting an e-mail notification from Ohio EPA:
  - Account created
  - PIN-related milestones
  - Service Request approval or disapproval
  - Delegation of access privileges
  - Submittal of a report
- Each e-mail contains info on how to contact the eBiz Help Desk

For the Hazardous Waste Annual Report Service (eDRUMS), only the person who will certify the report needs a PIN. People who only view or prepare the report do not need to apply for a PIN.

## **2. GETTING A PIN**

# What is a PIN?

- Personal Identification Number
- Uniquely identifies you
- Represents your signature
- Should **NEVER** be shared
- Is tied to you, not to your place of employment
- One PIN can be used for all eBiz services requiring a PIN, regardless of the service or regulatory program

# Who can sign a report and therefore needs a PIN?

- Per OAC rule [3745-50-42](#), the person must be a Responsible Official (RO) or their duly authorized representative.
- RO examples:
  - Corporate president, secretary, treasurer, or VP
  - Facility manager
  - General partner or proprietor
  - For a public agency, a principal executive officer or ranking elected official

# Responsible Official Determination

- The organization must decide who will be the RO and agree to the attestations in the eBiz screens.
- Approval of a service request means that Ohio EPA accepts that attestation has occurred. It should not be construed as Ohio EPA's judgment on whether an individual is in fact properly designated as an RO.
- It is the facility's obligation to ensure compliance with signatory requirements.

# How is an Authorized Representative designated?

- The authorization can be for a named individual or for any person occupying a named position of responsibility.
- Two ways to designate:
  - Electronic: If both have a PIN, in eBiz the RO can delegate the certify/submit privilege to the authorized representative.
  - Paper: RO authorizes in writing, sends that to Ohio EPA/DHMMW, and the authorized representative with a PIN applies for the service.



# Applying for a PIN

- Login to your eBiz account
- In the main screen, click on Request New PIN under My Account.
- Account info is copied to the PIN Request screen. Address should be one that US Postal Service mail can be delivered to (check at <http://zip4.usps.com/zip4/welcome.jsp>).
- The user creates 5 security questions and supplies the answers for each. Write them down or do a screen print, and keep them in a secure place.
- Click “Submit”

# What are Security Questions and Answers?

- When a user is required to enter their PIN, one of the randomly selected security questions must be answered.
- This is a security measure to prevent forgery. Allowing someone else to use your PIN is forbidden.
- Ohio EPA cannot tell you the answers to the PIN security questions if you forget them.
- The questions & answers can be changed but the user will first have to enter the PIN and answer one question correctly.

# Next Steps after Submit

- A new window appears; scroll down to find an Adobe Acrobat file containing instructions (pg 1) and Subscriber Agreement form (pg 2). Open the pdf and print both pages.
- Take page 2 and proof of your identity to a notary. You can search for notaries at <http://www.sos.state.oh.us/SOS/Notary/Search.aspx>
- Sign the SA in the notary's presence and ensure they sign and affix their seal.

# Processing the Subscriber Agreement

- Mail it to Ohio EPA using one of the addresses listed on the SA instructions (page 1).
- Once Ohio EPA receives the SA, the PIN will be approved or denied within 5 business days.
- While waiting on approval, you'll see "View current PIN Request" under My Tasks. Clicking on this will give you a window with another copy of the blank SA.

# PIN Acknowledgment and Activation

- The user will get an e-mail when the PIN is assigned, but for security reasons the e-mail doesn't contain the actual PIN. Ohio EPA mails the PIN in a letter along with a fact sheet.
- To activate the PIN once received, click on "Activate PIN" under My Tasks. The user will enter the PIN and answer one of the security questions.
- Keep the PIN in a secure location separate from your Account password.

# Updating Info Associated with the Account or PIN

- If any of the account info changes, especially your company, address, or e-mail, please update.
- The Account and PIN info are maintained separately so you have to update both.
- Click on My Account in the main screen. Select either “Update Account” or “PIN Management”.

# What if I forget my PIN?

- If the PIN has not been compromised, we can re-mail it upon request but only to the address in the database associated with the PIN.
- Click on My Account, PIN Management, and then Reissue PIN.
- If you moved and didn't update your PIN address, you'll have to re-apply for a new PIN.

# PIN Deactivation

- Reasons to deactivate a PIN:
  - It's no longer secure
  - Don't need it
  - Forgot it and reminder can't be sent to the user's current address.
- Under My Account, click on PIN Management and then "Deactivate PIN"
- You will be contacted by Ohio EPA to verify your identity and your request to deactivate the PIN.

This section explains the role that a Responsible Official plays in the eBusiness Center and specifically for the eDRUMS service.

## **3. THE ROLE OF THE RESPONSIBLE OFFICIAL**



# What does a RO do?

- Requests the eDRUMS service (how to do this is covered separately)
- Delegates access rights for the report to other eBiz users, if not preparing the report themselves
- Certifies the report when it's ready to submit
- Is the only person who can view the Copy of Record (official version of the submittal)

# Why all the fuss?

- Many of the requirements in eBiz are in place to meet US EPA's Cross-Media Electronic Reporting Rule requirements (CROMERR), a federal rule that we must comply with in order to have electronic reporting.
- Primary focus is to prevent falsification of electronic records.

# Responsibility

- The Responsible Official has to be just that: responsible.
- They control the access to the data by others.
- They are ultimately responsible for the report contents.
- They should never share their PIN or the answers to security questions.

# RO Attestation

- When applying for the eDRUMS service, a PIN holder will have to attest that they meet the definition of a Responsible Official or duly authorized representative.
- Must also attest to standard language that appears each time they enter the PIN, that it has not been compromised, are aware of fines for falsely certifying, have reviewed the info, etc.

# Requesting the eDRUMS Service

- This will be covered in more detail in a separate presentation.
- The RO requests the eDRUMS service and selects a facility.
- Once DHWM acts on the RO's request, the RO will receive an e-mail.
- When approved, the RO can then delegate access rights or start creating a report.

This section covers the different kinds of Help available for the eBusiness Center

## **4. HOW TO GET HELP**

# On your own

- eBusiness Center User Guide: covers everything in this presentation
  - Access through “Click here for online help” on the [eBiz login screen](#)
- Go to [Answer Place](#) and browse the eBusiness category. There are over 70 answers related to eBiz from basic to detailed.

# Contact the eBiz Help Desk

- Questions about accounts and PINs should be directed to the eBiz Help Desk in Ohio EPA's Office of Information Technology Services
- **1-877-372-2499** (1-877-EPA-BIZZ) This gets a quicker response than e-mail.
- [ebizhelpdesk@epa.state.oh.us](mailto:ebizhelpdesk@epa.state.oh.us)
- 8 am – 5 pm weekdays (except State holidays)

# eDRUMS Questions

- Questions about eDRUMS should be directed to the Division of Hazardous Waste Management (614-644-2917)
- [HWannualreport@epa.state.oh.us](mailto:HWannualreport@epa.state.oh.us)
- Paula Canter (614-644-2923)
  - [paula.canter@epa.state.oh.us](mailto:paula.canter@epa.state.oh.us)
- Mary Ann Silagy (614-644-2891)
  - [maryann.silagy@epa.state.oh.us](mailto:maryann.silagy@epa.state.oh.us)

# eDRUMS Training

- The following eDRUMS topics are covered in a separate presentation:
  - How the Responsible Official requests the service/software
  - How the Responsible Official delegates access to other users
  - How to create a report, enter data, validate the contents, and submit
  - How the Responsible Official views the Copy of Record