

Digital DNREC

Enterprise Accounts for Permit Applicants



**CROMERR Electronic Signature Authority
and Users' Permissions Guide**

The CROMERR Signature

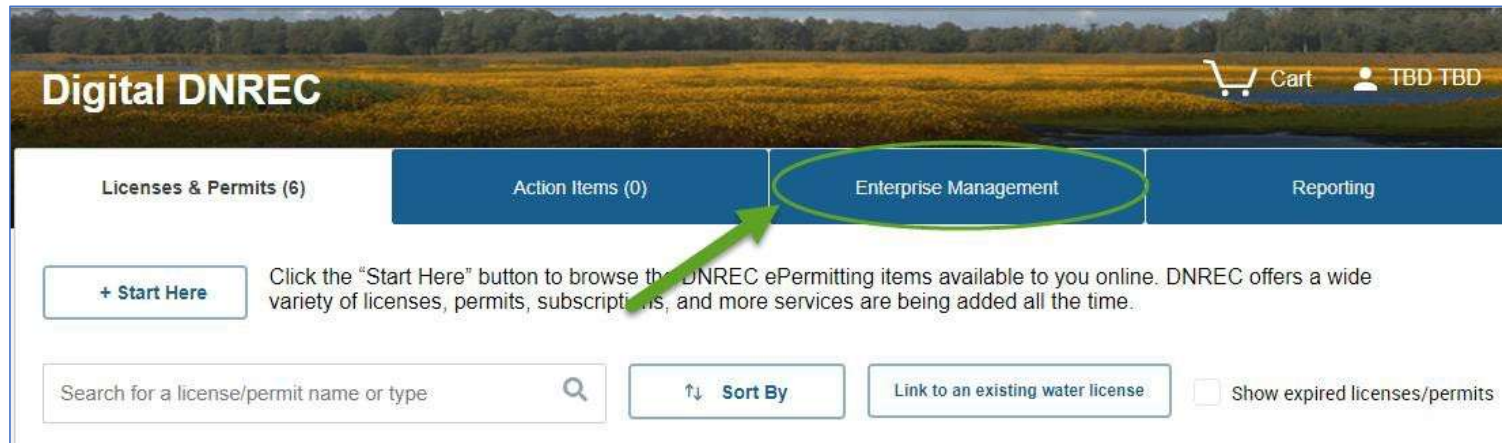
- For certain environmental applications or forms, the federal Environmental Protection Agency's **Cross-Media Electronic Reporting Rule** (CROMERR) electronic signature authorization is required to certify your identity and permission to sign documents on behalf of your organization.
 - For more detailed information on CROMERR at EPA's website, [CLICK HERE](#).
- Some of the DNREC Division of Air Quality (AQ) permits and notifications that require a CROMERR authorized account to submit include:
 - Natural Minor/Regulation 1102 Permits
 - Auto Body Source Category Permits
 - Gasoline Tank Truck Air Pollution Control Operating Permits
 - Notifications of Demolition and/or Renovation
 - Removal of Exterior Coatings from Outdoor Water Tanks



DELAWARE DEPARTMENT OF
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Setup Your CROMERR Signature

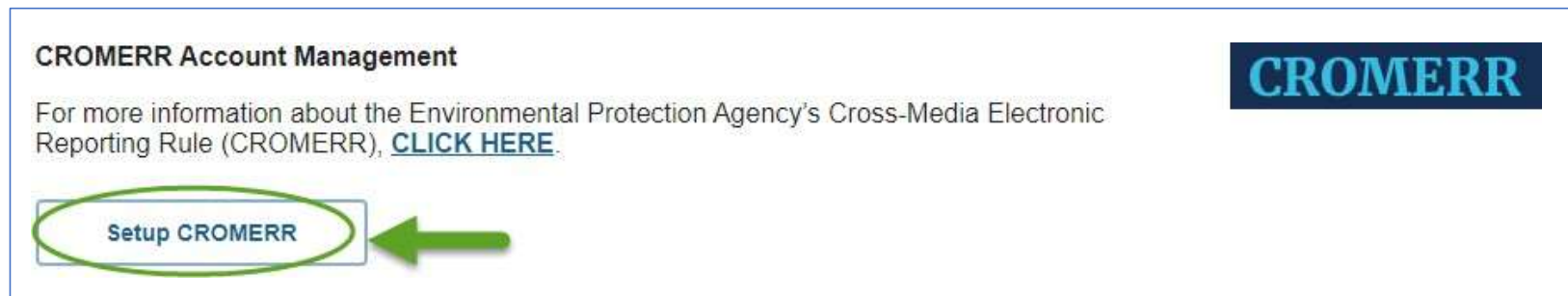
- Login to your [Digital DNREC enterprise account](#) and navigate to the “Enterprise Management” tab/screen.



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Setup Your CROMERR Signature, Part 2

- Towards the bottom of your Enterprise Management screen is a section called **CROMERR Account Management**.
 - A link to the EPA's website with additional information is available, as is a button to **"Setup CROMERR."**
 - By selecting this button, you will be presented with a pop-up/modal screen for setting up your security questions.



Setup Your CROMERR Signature, Part 3

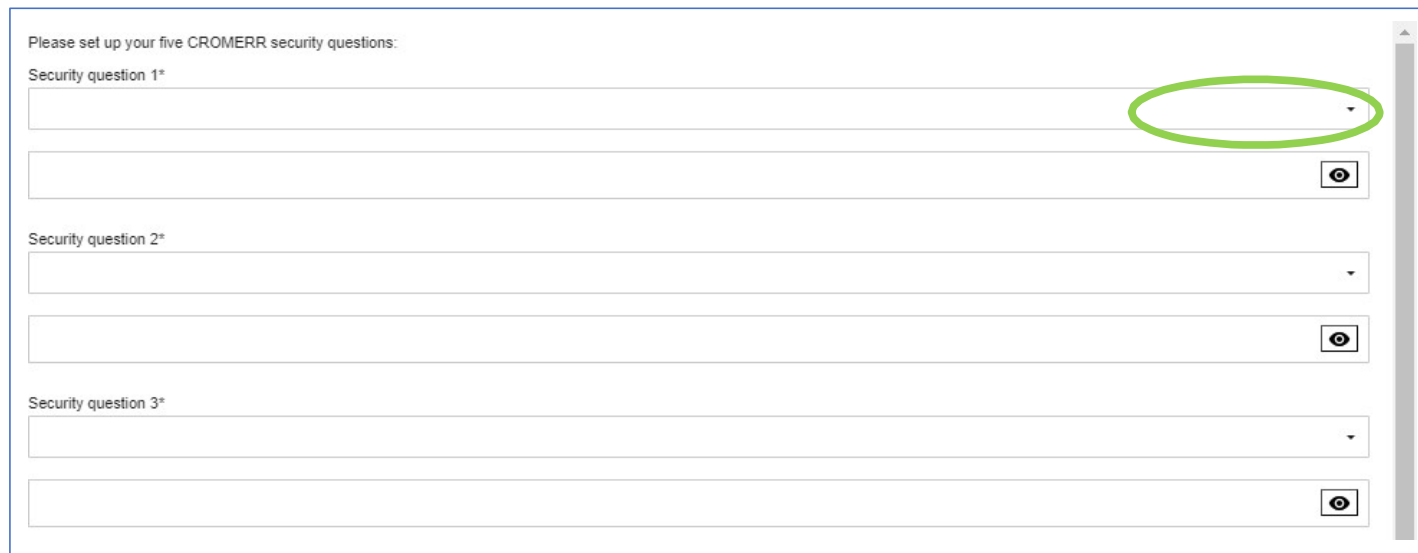
- CROMERR requires you to define five (5) security questions and answers.
 - When submitting an application requiring CROMERR signature authorization, you will be asked to confirm your account password, as well as provide the answer to one of your five chosen security questions to confirm your identity.
 - Select the “dropdown” icon and choose a question from the list of available questions and provide the answer in the field below it.

Please set up your five CROMERR security questions:

Security question 1*

Security question 2*

Security question 3*




Setup Your CROMERR Signature, Part 4

- You must now generate your Electronic Security Authorization (ESA) form; print it; sign it; and then upload that signed copy
- DNREC will review and once approved, you will be notified by email and then you can submit forms and applications requiring CROMERR.
 - Please note that DNREC review and approval may take several business days.

Please sign and upload a copy of the CROMERR Electronic Signature Agreement (ESA) [HERE](#)

Choose File



- The EPA requires a **SIGNED** hard-copy of the ESA form to be on file with DNREC.
- Your CROMERR application ***is not complete*** until you have mailed the original, signed ESA to DNREC to keep on file. Please mail to:

Division of Air Quality
State Street Commons
100 W Water Street, Suite 6A
Dover, DE 19904



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Setup Your CROMERR Signature, Part 5

- The ESA form must be signed by (1) the individual requesting authorization, as well as (2) their Immediate Supervisor or a Witnessing Official.

E-mail Address for DNREC ePermitting Portal correspondence: _____

Name of electronic signature holder: _____
(Print)

Signature of electronic signature holder: _____

Official Title: _____

Date: _____

Authorization by Immediate Supervisor or Witnessing Official:

I, _____ acknowledge that the individual named above works at/for
(Name)

_____ and is authorized to submit documents on the company's behalf.
(Business Name)

Signature of Immediate Supervisor or Witnessing Official Date _____

Official Title

NOTE: A hard-copy of this signed form **MUST** also be mailed to:

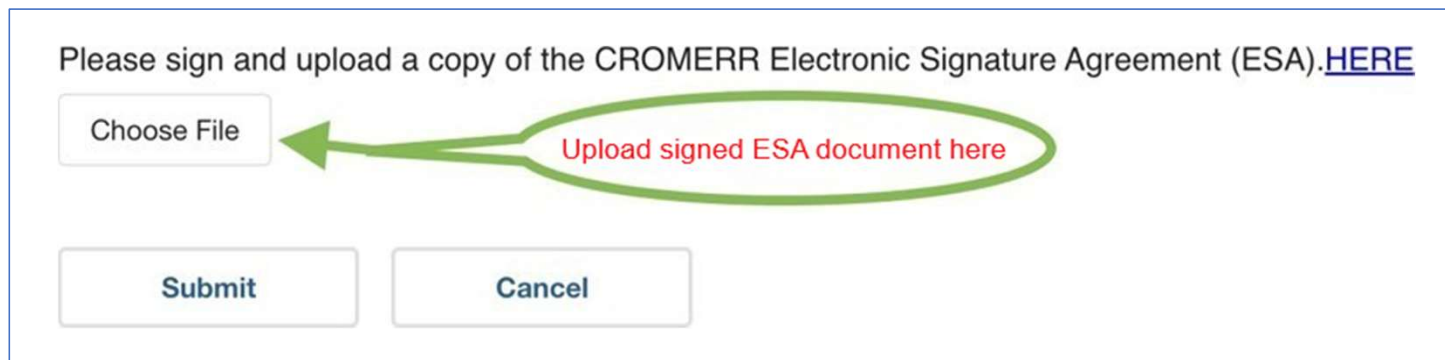
**Division of Air Quality
State Street Commons
100 W Water Street, Suite 6A
Dover, DE 19904**



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Setup Your CROMERR Signature, Part 6

- After you have signed the hard-copy of the ESA, you must upload the signed copy for DNREC review and approval.



Please sign and upload a copy of the CROMERR Electronic Signature Agreement (ESA). [HERE](#)

Choose File

Submit Cancel

Upload signed ESA document here

The screenshot shows a web form with a text instruction at the top, a 'Choose File' button, and 'Submit' and 'Cancel' buttons at the bottom. A green oval highlights the text 'Upload signed ESA document here' with a green arrow pointing to the 'Choose File' button.

- As indicated before, you must also mail the hard-copy signed ESA to:

**Division of Air Quality
State Street Commons
100 W Water Street, Suite 6A
Dover, DE 19904**


Setup Your CROMERR Signature, Part 7

- Upon successful completion of the process to request CROMERR signature authority, you will see the notification below that it is pending approval.
- DNREC review and a decision may take several business days.
- You will be notified by email regarding the outcome of your request.

CROMERR Account Management

For more information about the Environmental Protection Agency's Cross-Media Electronic Reporting Rule (CROMERR), [CLICK HERE](#).

CROMERR signature authority pending approval.

 dnrec_cromerrESAFfile_ELECTRONIC SIGNATURE AGREEMENT FOR SUBMITTING DATA_15.pdf

[Setup CROMERR](#)



Authorizing Users to CROMERR Sign

- Only the primary account user may permission additional users to CROMERR sign/submit on behalf of their organization's Digital DNREC Account.

Business Managers

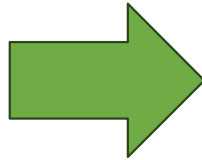
Click below to add your first manager

[+ Add Manager](#)

Business Associates

Click below to add your first associate

[+ Add Associate](#)



Add a Manager

FIRST NAME MIDDLE INITIAL (OPTIONAL)

LAST NAME SUFFIX (OPTIONAL)

EMAIL PHONE (###) ###-####

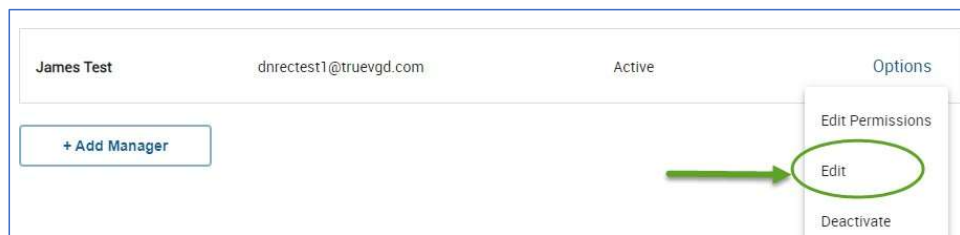
CROMERR SIGNATORY AUTHORITY
☒ Yes ☐ No

[+ Add facility permission](#)



Authorizing Users to CROMERR Sign, Continued

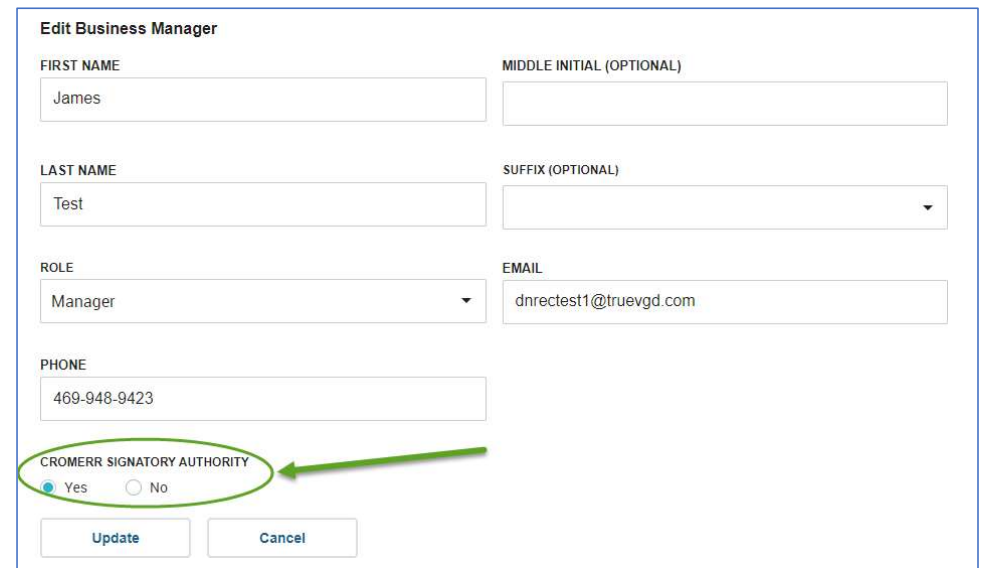
- CROMERR signature authority may be granted after account creation, or revoked by editing the Manager or Associate's account.



The screenshot shows a user management interface. At the top, there is a table with the following data:

| First Name | Email | Status | Options |
|------------|------------------------|--------|--------------------|
| James Test | dnrectest1@truevgd.com | Active | <div>Options</div> |

Below the table is a button labeled "+ Add Manager". The "Options" menu for the user "James Test" is open, showing three options: "Edit Permissions", "Edit", and "Deactivate". A green arrow points to the "Edit" option.



The screenshot shows the "Edit Business Manager" form. The fields are as follows:

- FIRST NAME:** James
- MIDDLE INITIAL (OPTIONAL):** (empty)
- LAST NAME:** Test
- SUFFIX (OPTIONAL):** (empty dropdown)
- ROLE:** Manager (dropdown)
- EMAIL:** dnrectest1@truevgd.com
- PHONE:** 469-948-9423
- CROMERR SIGNATORY AUTHORITY:** ☒ Yes ☐ No

At the bottom, there are two buttons: "Update" and "Cancel". A green arrow points to the "CROMERR SIGNATORY AUTHORITY" field, which is circled in green.



Manager and Associate Account Permissions

- When creating a Manager or Associate user account for individuals to act on behalf of your organization in Digital DNREC, you may set certain permissions to specific facilities associated with your organization.

CROWTHER SIGNATORY AUTHORITY

☒ Yes ☐ No

FACILITY

Please select a Facility

☐ Can SUBMIT applications

☐ Can EDIT ALL permits for this facility

☐ Can VIEW ALL permits for this facility

Remove

+ Add facility permission

Submit Cancel

Permission for James Test

☒ Can SUBMIT applications

☒ Can EDIT ALL permits for this facility

☒ Can VIEW ALL permits for this facility

Remove

☒ Can SUBMIT applications

☒ Can EDIT ALL permits for this facility

☒ Can VIEW ALL permits for this facility

Remove

☒ Can SUBMIT applications

☒ Can EDIT ALL permits for this facility

☒ Can VIEW ALL permits for this facility

Remove

+ Add facility permission

Submit Cancel



Additional Information

- The primary account should be established by the owner or highest-level administrator associated with DNREC matters at your organization.
- It is important that you **create a unique account for each separate Air Quality permitting facility ID associated with your company**. The Delaware Environmental Navigator considers each Air Quality facility with a unique facility ID number to be separate. <https://den.dnrec.delaware.gov/>
- The primary account cannot be deactivated but can be edited.
- Once set up in Digital DNREC, the “owner” role/user can create and manage other users within the organization’s Digital DNREC Enterprise account. The Manager and Associate role users, which you create, can access your organization’s Digital DNREC account on your behalf. **Please remember to set the permissions for each user.**
- Please remember to deactivate any users no longer employed or contracted with your organization as they will continue to be able to access your information within your Digital DNREC account.
 - This can be important if your organization has been granted confidentiality of information submitted within the system.



Help

- If you have trouble logging in after you have set up your credentials:
 - Check the Business ID you entered is the same as was provided to you in the “Welcome Email.”
 - Check the email you entered is the same address the “Welcome Email” was sent to.
 - Use the “eye” icon to check the password you entered is correct.
 - The *Forgot Password* link, located just under the password field, will send an email to the user with a link to reset the password.
- Digital DNREC is a project of the State of Delaware’s *Department of Natural Resources and Environmental Control* (DNREC).
 - For customer support related to your business account with DNREC, email: [DNREC Enterprise Account Support](#).
 - For all DNREC contact information, visit [the DNREC website's contacts page](#).

