Oklahoma Environmental Information System (OKEIS) – Air

Registered User General Guide

The Oklahoma Department of Environmental Quality

Air Quality Division

Infrastructure Management and Program Services

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If you experience errors or blockers not outlined in this document. Reach out to DEQ OKEIS Support, or call (405) 702-4100.

System Requirements & Recommendations

Before accessing the application, ensure your device meets the following requirements:

- A supported web browser (Chrome, Edge, or Firefox). *Internet Explorer and Safari are not supported*.
- A valid work email address associated with your organization
- A stable internet connection

Frequent network interruption or slow speeds may result in a degraded user experience. If you suspect network issues are showing errors in the system, please consult your organization's IT department or reach out to DEQ OKEIS Support.

Create your account

1. Go to the OKEIS-Air home page, or use the **OKEIS-Air** button on DEQ's OKEIS-Air web page, and choose **Create Account**.
2. Enter your name, email address and password, and complete the security check. The password needs at least **eight** total characters including:
    - **one** uppercase letter
    - **one** lowercase letter
    - **one** number
    - **one** special character
3. A confirmation email is sent to the email associated with the new account. Follow the instructions sent. If an email does not appear, first check your spam.
4. Set your five security questions. Write the answers down exactly as typed, because certifier signatures ask for one of them.

Each person needs their own account. Do not share an account between a consultant and a client, or between a preparer and the Responsible Official, because each signature is attributed to the account holder.

Account Access Troubleshooting

Password Expiration and Lockout Policies

- **Password Expiration:** Passwords expire by default after 90 days.

- **Account Lockout:** Accounts are automatically locked after **nine** failed login attempts, or **five** attempts when signing specific forms in the system. To unlock your account contact DEQ OKEIS Support, or call (405) 702-4100.
- **Reset and Recovery:** Users can reset passwords via the "Forgot Password?" link on the sign-in page, or within the system at **Profile Icon > Reset Password**.

Managing Your Profile

Once logged in, you can update your account profile information at any time:

- Click your name or avatar in the top-right corner and select Profile & Settings.
- Update fields as necessary.
- Profile changes are saved immediately upon submission.

Can I sign-in using a linked account to my organization or company?

No. OKEIS is not currently configured to support login authorization through OAuth 2.0 or Single Sign-On for external users.

We recommend using a password manager, like those included in your browser, to auto-populate and sync password changes. This can simplify password management for most users.

If you have any additional questions on this topic, reach out to your organization's IT department for your specific password management needs.

Connect Your Organizations & Sites

From the **Home page**, choose **Add a Site**.

- **If DEQ AQD already has the facility** (it holds or held a permit, or appears in the Site Map Explorer), choose **It has been registered with OKEIS-Air**, search for it, open the record and use the **Claim Site** tab.
    - Choose the Account Role you need and explain your connection to the facility in Request Reason.
    - If the site already has an active administrator, that administrator can approve your claim without DEQ AQD processing it.
- **If the facility is new to DEQ AQD**, choose **It has never been registered with OKEIS-Air** and file the new site registration. Register the owning organization first if DEQ AQD does not already have it, using **Air - Organization Administrative Notification: New Organization Registration**.

Managing Sites & Organizations

What do the access roles mean?

A site administrator can invite people under **Authorized Users > Invite User to Join** and choose one of four roles:

Role	What it allows
Viewer	Can view site information but cannot make any changes.
Editor	Can fill out forms and reports. May require certifier permissions to submit, depending on the form.
Limited Editor	Can fill out forms and reports but cannot edit drafts initiated by others. May require certifier permissions to submit, depending on the form.
Administrator	Can edit site information, invite other users to join the site, inactivate users and request certifier permissions for users.

What does DEQ Recommend?

Your organization's administrator or OKEIS support staff assign roles. If you need a different role, ask your administrator first. We anticipate users and roles to be assigned as follows:

Person	Suggested role	Also needs
Environmental manager who runs the account	Administrator	Approved certifier status if they sign
Staff who prepare forms	Editor	Nothing more, unless they sign
Outside consultant	Editor, or Limited Editor if they should not edit drafts that others started	Their own account; one site invitation per client site
Responsible Official (RO) or Duly-Authorized	Administrator or Editor	Approved certifier status for the site

Representative (DAR) who signs		
Read-only stakeholders	Viewer	None

Certifier status is per site. Check it under **Profile & Settings > Sites**. To sign forms that need a certifier, request certifier access under **Profile & Settings > Signing Authority** and complete DEQ's Electronic Signatory Agreement.

Contacts are separate from access. Add each person in the right role (for example **Air - Responsible Official**, **Air - Technical Contact**, **Air - Billing Contact**, **Air - Consultant**) on the **Contacts** tab of each site and organization.

Tips for consultants with many clients:

- The site picker at the top of the page lists every site and organization you can reach. It searches by name only and is accent-sensitive. Set a nickname for each record under **Profile & Settings > Sites > Edit Nickname** (for example the client and facility) so the picker finds it.
- Work on one draft in one browser tab. Two tabs on the same draft can overwrite each other without warning.

How do I change my facility's name, address or contact information?

Site and organization details are read-only on screen. To change a name, address, SIC or NAICS code, file **Air - Administrative Notification: Site Update** (for a site) or **Air - Organization Administrative Notification: Organization Update** (for an organization). Contacts are different: add, edit or delete them directly on the Contacts tab of the site or organization. Contacts are kept per record, so a person who is the contact for three sites has to be added to each one.

We sold the facility. How do we notify DEQ AQD?

File **Air - Administrative Notification: Transfer Request** from the site. It invites the Responsible Official of the current owner and of the new owner to sign. To transfer several facilities at once, use **Air - Organization Administrative Notification: Transfer Request**, which accepts a list of facilities.

I am unable to submit organization or site admin forms. What do I need to do?

Specific forms in the system require the account that is submitting to be verified through the certifier agreement. This will be a blocker for scenarios where brand new organizations are filed in the system with few to no associated accounts that have not met this requirement.

Please follow the steps outlined in **How do I become an approved certifier?** Then attempt to submit the form.

Choosing & Submitting Forms

The following section assumes roles and access are configured appropriately based on your organization's needs.

Submissions track the full life cycle of an application, complaint, schedule, permit change or service request. *Submissions can be revised once submitted*. If you need to correct a submitted form, complete the revision process.

Forms appear in OKEIS-Air based on the site or organization selected in the sidebar dropdown list.

How do I find the form I need?

Choose **Start a New Form**. OKEIS-Air asks what you want to do:

Choice	**Use it for**
I want to start a new application.	A new air permit, general permit authorization, permit by rule registration, relocation, Part 70 (Title V) or Acid Rain permit.
I want to renew, modify or terminate an existing permit, license or registration.	Changes to a permit you already hold. Pick the facility and the permit and OKEIS-Air offers the matching change form.
I want to make a service request.	Requests and notices that are not tied to a permit schedule, such as an applicability determination, an asbestos notification or survey report, a site or organization update, or a transfer.
I have a reporting obligation to fulfill.	Reports and notices your permit requires, such as excess emission notices, test notifications

	and results, NSPS and NESHAP reports, and Title V reports.

I hold a permit and something at the facility is changing. Which form do I use?

Do not start a new application. Choose **Start a New Form**, then **I want to renew, modify or terminate an existing permit, license or registration**, pick the facility and then the permit. The quickest route is from **Permits**: open the permit and choose **View Permit Change Forms**.

My permitted site cannot submit a report from the service request list. Why?

Once a site holds a permit that is in effect, reports that are also permit obligations must be filed from the site's reporting forms, not from the service request list. This applies to NESHAP reporting, NSPS reporting, other state requirement reporting, test notifications, stack test results, RATA results, visible emissions evaluation results and voluntary disclosures. The service request version shows a message on its first section and cannot be signed. Go to the site and file from **Reporting Forms** (or **Start a New Form > I have a reporting obligation to fulfill**) instead.

My permit is in effect, but my reporting forms list is empty.

DEQ AQD attaches reporting forms to a permit after the permit is issued. If a permit is in effect and the list is still empty, or a form you need is missing, contact the Air Quality Division rather than filing through another route.

Why are there several identical "Begin" buttons on my reporting forms list?

Each permit carries its own set of reporting forms, so a site with two permits shows two sets. Check the permit number on the row before you press **Begin**.

Complete, Sign, & Submit

Complete

Follow the instructions on the form's landing page and complete the form. Facility and owner details on a form come from DEQ AQD's record and cannot be changed in the form. If they are wrong, delete the draft and file **Air - Administrative Notification: Site Update** first.

Uploading Documents

- Maximum file size per upload: 500 MB
- File names should not include special characters

- Uploaded documents are linked directly to the associated site and submission

Will I lose my work if I stop partway through?

OKEIS-Air saves a section when you leave it, and the header shows when it last saved. Use **SAVE PROGRESS** or **NEXT SECTION** before you stop, step away, or close the browser. Your draft is listed under **Draft** on the dashboard and in **Submissions**, where **Continue Draft** reopens it.

Entries in the section you are working in are not saved until you leave that section, even though the "Last saved" time keeps updating. A page reload, an ended session or a dropped connection can lose them. Press NEXT SECTION often, and work on one draft in only one browser tab.

The form signed me out while I was working.

A dialog titled **Reset Authentication Timer?** warns you before your session expires and gives you about 25 seconds to choose **Yes**. If you miss it, sign back in and continue the draft. Anything in sections you had already left is kept.

My organization or a contact is outside the United States. How do I enter addresses, phone numbers, dates and numbers?

OKEIS-Air uses United States formats. Where a value does not fit, give it in a comment or an attached document so DEQ AQD has the full information.

- Phone numbers: ten-digit US numbers only, with or without dashes, dots or spaces (405-555-0147). There is no field for a non-US number; put it in a comment or attachment.
- Addresses: state and ZIP code fields expect a US address. If a non-US address cannot be entered, enter what the form allows, give the full address in a comment or attachment, and email okeissupport@deq.ok.gov.
- Dates: month first, as MM/DD/YYYY. Other orders, such as DD/MM/YYYY or YYYY-MM-DD, are misread.
- Times: 12-hour clock. Type four digits (0220 becomes 02:20), then check the a.m./p.m. setting.
- Numbers: use a period as the decimal point (12.5, not 12,5) and leave out thousands separators.

The form says something is incomplete and I cannot see what.

- Open every section, including read-only ones and **Review**, by pressing **NEXT SECTION** through the form in order. OKEIS-Air requires each section to be opened before you can sign and unopened sections are not marked.
- Hover over a red-outlined field to read its message.
- Some questions appear only after an earlier answer. Scroll to the bottom of each section.
- For a table, open it in full screen and check every column.

Are there limits on text and attachments?

Many text boxes have a character limit that OKEIS-Air checks only when you exceed it. Common limits are 1,000 characters for descriptions and 50 characters for short notes in test-results tables. Put long explanations in an attached PDF. Each upload can be up to 500 MB. Certain file types, including executable program files, are restricted. Name each file so a reviewer can tell what it is. Leave special characters out of file names.

Is what I submit a public record?

Generally, yes. Forms carry notice that the information may be disclosed under the Oklahoma Open Records Act. Contact names, titles, business phone numbers, email and mailing addresses in a processed registration can be viewed and downloaded by anyone from the Site Map Explorer. Use business contact details rather than personal ones.

Sign

Some forms in OKEIS-Air require one or multiple signatures to complete the submission. To sign it, your account needs signature authority and you need certifier rights for that site or organization.

How do I become an approved certifier?

In OKEIS-Air specific administrative forms and permit applications require the submitters account to be verified as an approved certifier. This allows DEQ to ensure the account submitting the request has the authority to do so for the associated organization and meet signatory requirements. To become certified follow these steps below:

1. Navigate to **Profile & Settings > Signing Authority**
2. Download and complete the Certifier Agreement Form, which is DEQ's Electronic Signatory Agreement. This form serves to verify the user's identity and affiliation with the claimed organization with a notary.
3. After completion, email or mail the document to DEQ

Methods of Submission

Email

Attach your completed ESA form to the email.

- Please include this in the subject line:

  Electronic Signature Agreement: [FIRST NAME] [LAST NAME] - [COMPANY]

- Please include this in the body of the message:

  I hereby submit this form as an approved signatory for [COMPANY] as [TITLE]. These permissions apply to the following:

  [INSERT FACILITY LIST]

If no facility permissions are applicable, then the sentence including [INSERT FACILITY LIST] is **not** required. Email your submission to DEQ OKEIS Support.

Mail

Mail your completed form to Department of Environmental Quality, P.O.Box 1677, Oklahoma City, OK, 73101-1677.

DEQ AQD will process your request and apply the verifications to your account. Once you are approved, you should see a green status bar in your **Profile & Settings > Signing Authority**.

Apply the Signature

In the signing section, follow the method the form uses: press submit, tick **I agree** and press **SIGN**, or complete the certifier signature with your password and security answer.

Authorization Policy when Signing

When signing, **five** failed attempts at authorization will result in a locked account. If you do not remember your password, then it is suggested to change your password in **Profile Icon > Change Password** to receive the reset link.

To reset your **security questions**, or to **unlock your account** contact DEQ OKEIS Support, or call (405) 702-4100.

The form needs two signatures. How does that work?

On a form with an **Invite Signers** step, enter each signer's email address, or tick the option to include yourself. Each signer receives an email invitation. The form is submitted when the last required signature is in. If one person holds both roles, the form offers **SIGN AS 2 ROLES.**

My consultant prepares our filings. Who signs?

Your consultant can be invited to the site as an Editor and prepare the form. The person who signs depends on the form:

- Some forms have an **Invite Signers** step, where the preparer enters the signer's email address. The Site Transfer Request (signatures from the current and new owner) and the open-burning fire training notice (signature from the fire chief) work this way.
- Most permit applications, test results reports, the excess emission 30-day report, voluntary disclosures and the Title V semiannual and annual compliance reports have no Invite Signers step. The Responsible Official signs from their own OKEIS-Air account, so they need access to the site and, where the form requires it, approved certifier status.

Submit

Submission status can be viewed and tracked in the application by navigating to the sidebar tab labeled **Submissions.** If you cannot find a submission record, ensure you have the appropriate Site or Organization selected.

After a submission is completed, DEQ receives the submission and begins review. OKEIS-Air sends email from noreply@deq.ok.gov. Replies to that address are not read. Expect:

- a **Submission Receipt Acknowledgement** when DEQ AQD receives a filing;
- a **Submission Status Change Notification** when the status changes to In Process and again when it changes to Completed;
- for reports, a compliance schedule receipt and a review notice;
- reminders seven days before and on the due date of a scheduled report; and
- other notices about your filings, such as an invitation to sign a form.

Notices go out in batches a few minutes after the event and can arrive out of order.

A Completed status means DEQ AQD has finished receiving and processing the submission. It is not a finding about the facility's compliance. The Completed notice does not say what DEQ AQD decided, so sign in and open the submission, **Permits** or **Site Details** to see the result. Some notices name the reviewer without contact details; the Submissions list shows the agency contact for each filing.

How do I get a copy of what I submitted?

Open the submission and use **Download / Export**. **Download Copy of Record** gives a zip file containing the submission as a PDF, the signature page and your attachments. Keep it as your record of what you filed and when.

Letters not normally used in English (such as ñ or å) print as a replacement symbol in the Copy of Record PDF, though they display correctly on screen.

Where are my attachments and DEQ AQD's documents?

Use **Documents** in the left menu. It lists every document associated with the site, including ones DEQ AQD has added. The **Source Name** column shows which filing each belongs to. Word files are delivered as PDF copies.

DEQ AQD sent my submission back. What do I do?

Open the submission from **Submissions** and read the reviewer's notes, which name the section and field. Press **Revise Submission**, correct the flagged items, then sign and submit again. The filing keeps its number and becomes a new revision. If DEQ AQD's note is unclear, write to the agency contact shown on the submission.

How do I delete a draft I started by mistake?

Use **Delete Draft** on the draft card on the site dashboard. Starting a form creates a draft as soon as you press **Begin Form Entry**, so delete drafts you do not intend to finish.

Fees & Payments

On the submission confirmation, choose **Pay Online** (card or electronic check through the State payment page, which adds a service fee it shows before you confirm), **Pay by Mail** (print the voucher and mail it with a check), or pay later. When paying later, navigate to **Financials > Financial Details**.