

OKEIS General Guide

Application Usage, Account Management & Support for DEQ Web

Oklahoma Department of Environmental Quality

Air Quality – Infrastructure Management and Program Services

1. Getting Started

This guide provides a topical overview of how to use the OKEIS application as an external user. Topics range from creating and managing your account to claiming site access and submitting support requests.

1.1 System Requirements

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

- A supported web browser (Chrome, Edge, or Firefox recommended)
- A valid work email address associated with your organization
- A stable internet connection

Note: *Internet Explorer is not supported. Please use a modern browser for the best experience.*

2. User Account Management

2.1 Creating a New Account

2.1.1 Self-Registration

New users can register directly through the application:

- Navigate to the login page and click Create Account
- Complete the required fields
- Verify your email address by clicking the confirmation link sent to your inbox
- Complete your profile by setting Challenge Questions.

2.1.2 Password Requirements

OKEIS enforces a password policy designed to enhance security. When creating or updating a password in OKEIS, users must meet the following complexity rules:

- Minimum of eight characters
- Must include at least:
 - One uppercase letter
 - One lowercase letter
 - One number
 - One special character

2.1.3 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. To unlock, users must reset their password.
- **Reset and Recovery:** Users can reset passwords via the "Forgot Password?" link, using security questions or a recovery email, if configured.

2.2 Logging In and Out

- Go to the application URL and enter your registered email and password
- If you forget your password, click [Forgot Password](#) on the login screen to receive a reset link

2.3 Managing Your Profile

Once logged in, you can update your 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

3. User Roles

OKEIS manages roles in two areas, as a contact role, and as an authorized user role.

3.1 Understanding Roles

Common roles [to manage content](#) in the application and their typical permissions include:

3.1.1 Viewer

Can view site information but can't make any changes

3.1.2 Editor

Can fill out forms and reports. May require certifier permissions to submit, depending on the form

3.1.3 Limited Editor

Can fill out forms and reports but the user **cannot edit drafts initiated by others**. May require certifier permissions to submit, depending on the form

3.1.4 Administrator

Can edit site information, invite other users to join the site, inactivate users, and request certifier permissions for users

Note: *Authorized User roles are assigned by your organization's administrator or by OKEIS support staff. Contact your internal administrator if you believe your role is incorrect.*

3.2 Requesting a Role Change

If you need additional access or a different role, follow these steps:

- Speak with your organization's internal administrator first — they may be able to grant access directly through invitations or manage your role within the OKEIS system
- If no administrator exists at the site or organization, and you are unable to claim a site as an administrator, submit a support request to okeissupport@deq.ok.gov

3.3 Signing Authority

3.3.1 Overview

A user must be authorized to electronically sign before they are allowed to do so. For specific forms, OKEIS's electronic signature functionality is designed to meet the [EPA Cross Media Electronic Reporting Rule \(CROMERR\)](https://www.epa.gov/cromerr/learn-about-cross-media-electronic-reporting-rule-cromerr) [https://www.epa.gov/cromerr/learn-about-cross-media-electronic-reporting-rule-cromerr] requirements.

3.3.2 Settings and Requirements

In order for a user to electronically sign a form in OKEIS, they must satisfy two requirements:

1. The user's account must be granted signature authority, and
2. The user must be granted certifier rights to sign forms for a specific facility or entity.

3.3.3 Accessing the Form

- The form can be found at <https://oklahoma.gov/content/dam/ok/en/deq/documents/deqmainresources/electronic-signatory-agreement-form.pdf>
- Submit a completed form to DEQ

4. Registering/Claiming Orgs & Sites - Accessing Company Data

Because the application is role-based, access to your organization's specific data is tied to sites. A "site" represents a physical or operational location that has been registered in the system. To view or work with data for a site, your account must be associated with it.

4.1 Adding a new Site or Org to your account

- Log in to the application
- Select "Add a Site" on your Home page.
- If you know the Site exists in our system, follow the relevant prompt
 - Locate the Site in the Site Explorer (using either name or address) and submit the claim
- If you know the site does not exist, follow the other relevant prompt
 - Select the proper form to register a site/org.

4.2 Claiming a Site or Org

Claiming a site or organization grants your account access to its data.

- Once your account has been created in the OKEIS system, users are able to claim access to a Site (Facility) or Organization (Company).
- Users can make this claim by navigating to the "Home" tab and clicking the "Add a Site" button. Users will be asked to follow the steps that are prompted.

- If the site is registered in the OKEIS system, users will be prompted to search for the name and proceed to submit a claim.
- If the site or organization already contains active administrators in the Authorized Users list, then the claim can be accepted without DEQ processing.

4.3 Managing Site Access for Your Team

If you are an Organization Administrator or Site Administrator, you can manage who has access:

- Authorized Users can invite others to the site or organization directly.
- The site administrator can define the name, email, and role for the invited user
- An email is then sent, inviting the new user to join.

5. Common Application Tasks

5.1 Navigating the Main Page

After logging in, the main landing page provides a summary of activity associated with the site or organization selected. Main navigation is controlled through the left sidebar containing:

- Site or Organization Name (dropdown select)
- “Home” Tab
 - To view general functions
- “Dashboard” Tab
 - To view priority items and total outstanding balances
- “Site Details” Tab
 - To manage the site details, contacts, relations, and access to the “Site Plan”
- “Start a New Form” Tab
 - Access to all relate forms that can be submitted at this site or organization
- “Submissions” Tab
 - To view, filter, and sort all related submissions
- “Permits” Tab
 - To view, filter, and sort all related permits
- “Financials” Tab
 - To view and sort all related invoices and fee details
- “Documents” Tab
 - To view and sort all related documents.
- “Authorized Users” Tab

- To view and manage the list of users and roles that can access or control site or organization content.

5.2 Submissions

Submissions track the full life cycle of an application, complaint, schedule, permit change, or service request. To start a new submission, navigate to the “Start a New Form” page on the left panel. The form submission applies to the organization or site indicated in the top left. Proceed to complete the following:

- Ensure required fields, marked with an asterisk (*), are filled.
- Attach any required supporting documents using the file upload section
- Review your submission before submitting
- Click Submit — you will receive a notification of your submission.
- Specific submissions require signatures from authorized users, potentially including multiple parties, in order to complete the submission. (e.g. Air – Organization Administrative Notification: Transfer Request. See section 3.3 – Signing Authority).

Note: *Submissions can be revised once submitted. If you need to correct a submitted form, complete the revision process.*

5.3 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

6. Account Troubleshooting

6.1 Cannot Log In

- Verify you are using the correct email address and password
- Check that Caps Lock is not enabled
- Use the Forgot Password link to reset your password
- Clear your browser cache and cookies, then try again
- If the problem persists after a password reset, contact support

6.2 Account Locked

Accounts are automatically locked after 9 consecutive failed login attempts. To unlock your account:

- Contact okeissupport@deq.ok.gov and provide your registered email address to request an immediate unlock

6.3 Cannot See Your Organization's Data

If you are logged in but cannot access data you expect to see, check the following:

- Confirm that your account has been approved and activated
- Verify that your organization's site has been claimed (see section 4)
- Confirm your assigned role has the appropriate level of access (see section 3)
- Contact your organization's administrator to verify your site and role assignments

6.4 Email Confirmation Not Received

- Check your spam or junk mail folder
- Ensure your email provider is not blocking messages from deq.ok.gov
- Wait up to 10 minutes before requesting a resend
- Use the Resend Confirmation Email option on the login page, or contact support

7. Submitting a Bug Report or Support Request

If you encounter an issue with the application or need assistance, the OKEIS support team is here to help.

7.1 When to Submit a Bug Report

Submit a bug report when you experience any of the following:

- The application displays an error message or unexpected behavior
- A page fails to load or becomes unresponsive
- Data appears to be missing, incorrect, or out of date
- A form or submission fails unexpectedly
- A feature does not work as described in this guide

7.2 Before You Submit

To help us resolve your issue quickly, please try the following steps first:

- Refresh the page and attempt the action again
- Clear your browser cache and cookies (Ctrl+Shift+Delete in most browsers)
- Try a different supported browser
- Verify you have the correct permissions for the action (see section 3)

If the issue persists after these steps, proceed with submitting a report.

7.3 How to Submit a Bug Report

Send an email to okeissupport@deq.ok.gov with the following information:

Required Information

- Your full name and registered email address

- The site name or org related to the issue
- A clear description of what you were trying to do
- A description of what actually happened (including any error messages)
- The date and approximate time (including timezone) the issue occurred
- *Optional:* The ZIP code where you and your device are accessing the website (for identifying spatial latency)
- *Optional:* The browser and operating system you were using (e.g., Chrome on Windows 11)

Helpful Additional Information

- Screenshots or screen recordings showing the issue (*Recommend:* Windows Snipping Tool for screenshots and screen recording)
- The steps you took leading up to the error (step-by-step if possible)
- Whether the issue is consistent or intermittent
- Whether other users in your organization are experiencing the same issue

7.4 What to Expect After Submitting

- You will be notified via email once the issue has been resolved or if additional information is needed

Note: *Response times vary based on issue severity. Critical issues that prevent system access are prioritized. Standard requests are typically acknowledged within one business day.*

7.5 Support Request vs. Bug Report

Not every issue is a bug. Use the list below to help determine the right type of request to send:

Bug Report — Use when the application is not working correctly or producing errors.

Support/Feature Request — Use when you need help understanding a feature, need access changes, or have a general question.