

OKEIS General Guidance

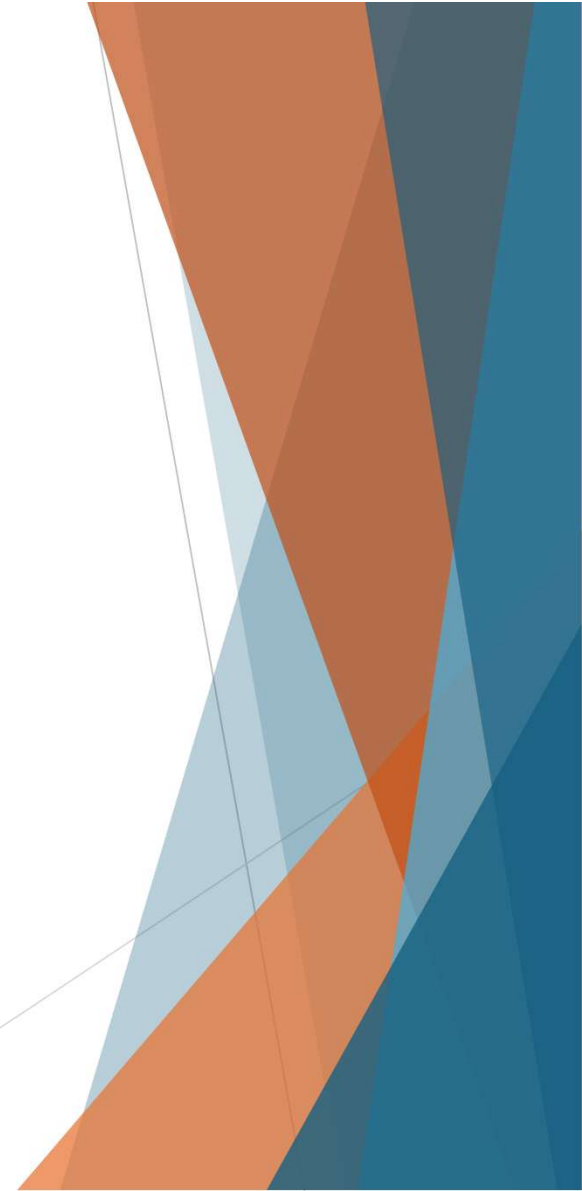
OKEIS Topics For External Users

August 19, 2026



Topics Covered

- ▶ Getting Started
- ▶ User Account Management
- ▶ User Roles
- ▶ Sites & Orgs.
- ▶ Common Tasks
- ▶ Troubleshooting
- ▶ Support



Getting Started

- ▶ Before accessing the application, ensure your environment meets the following requirements:
 - ▶ A supported web browser (Chrome, Edge, or Firefox recommended)
 - ▶ A valid email address (personal email not recommended)
 - ▶ A stable internet connection
- ▶ The application is accessed via a web portal
 - ▶ <https://okeis.deq.ok.gov/ext/ncore/external/home>
- ▶ Select “Create Account” (blue icon)
 - ▶ located on the top right or bottom of the landing page
 - ▶ Complete the required fields, reCAPTCHA (image verification test), and challenge questions

Public Services

Notice Search

Public notices
dated
comments



Site Map Explorer

Use our Explorer mapping tools and advanced-search capabilities to navigate all available information on environmental sites.



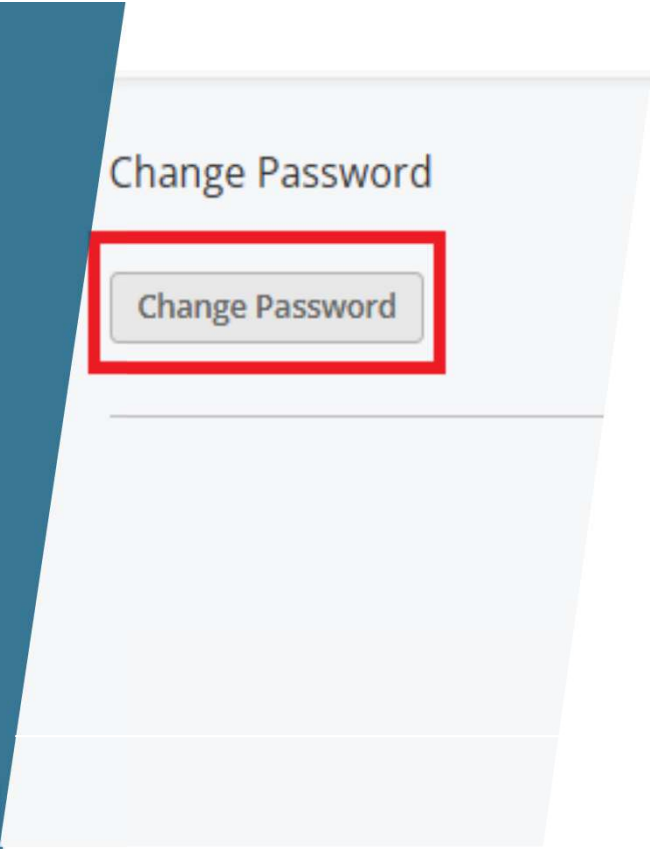
Sign Up Alerts

Sign up to receive
Permit applications
Permits are issued
Notices are posted

Permitting & Compliance

What can I do here?

- Apply for permits
- Manage your permits (pay fees, apply for renewals)
- Submit reports (required by your permit or certification)



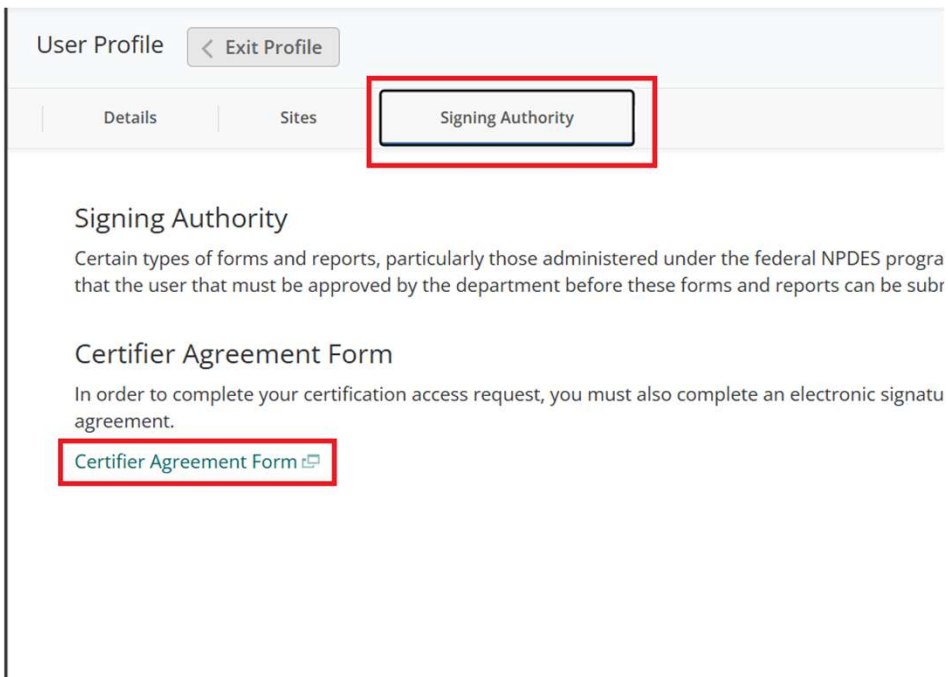
Change Password

Change Password

User Account Management: Passwords

- ▶ Passwords expire by default after 90 days.
- ▶ Accounts are locked after nine failed login attempts.
- ▶ Users can reset passwords via the “Forgot Password” link on the Sign In page.
- ▶ After login, passwords can be changed in the user Profile & Settings
- ▶ Password must meet the following criteria:
 - ▶ Minimum of 8 characters
 - ▶ Must include at least:
 - ▶ One uppercase
 - ▶ One lowercase
 - ▶ One number
 - ▶ One special character

User Account Management: Signing Authority



The screenshot shows a web interface for 'User Profile' management. At the top, there is a header with 'User Profile' and a button labeled '< Exit Profile'. Below this is a navigation bar with three tabs: 'Details', 'Sites', and 'Signing Authority'. The 'Signing Authority' tab is selected and highlighted with a red rectangular box. The main content area under the 'Signing Authority' tab contains two sections. The first section is titled 'Signing Authority' and has a paragraph of text: 'Certain types of forms and reports, particularly those administered under the federal NPDES progra that the user that must be approved by the department before these forms and reports can be subr'. The second section is titled 'Certifier Agreement Form' and has a paragraph: 'In order to complete your certification access request, you must also complete an electronic signatu agreement.'. Below this paragraph, there is a button labeled 'Certifier Agreement Form' with a document icon, which is also highlighted with a red rectangular box.

- ▶ For submissions of some forms to be fully processed, a user must be CROMERR-compliant.
- ▶ Navigate to your Profile & Settings, then to Signing Authority.
- ▶ Complete the Certifier Agreement Form.

User Roles

- ▶ Roles can be defined in two areas in OKEIS:
 - ▶ A role that is defined in contact information, like a contact card. (Site Details)
 - ▶ “How am I defined at the Site or Organization”
 - ▶ A role that governs levels of access and functionality in OKEIS (Authorized Users)
 - ▶ “What am I able to do at this Site or Organization”
- ▶ Roles for Authorized Users provide different capabilities:
 - ▶ **Viewer** - Can view site information but can't 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 the user **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

SPRING CREEK ENERGY CENTER

Dashboard

Site Details

Start a New Form

Submissions

Permits

Evaluations

EVERGY INC

Dashboard

Site Details

Start a New Form

Submissions

Permits

Sites & Orgs.

- ▶ In the OKEIS system, Sites & Orgs are managed similarly except for:
 - ▶ The types of forms available for submission (Org. Updates, Bulk Facility Transfers, etc)
 - ▶ The list of Authorized Users
- ▶ The navigation on the web pages are identical

Sites & Orgs: Claiming

Home

Finding and Submitting Applications and Requests

Begin by browsing the available application, service request and report forms. Once the desired form is located, you can fill it out, submit it, and track it here.

[Browse Forms](#)

Add a Site to your account

Your account currently only has access to one site, **Tyler UAT Test**. In order to perform work on any other site, project or facility you'll have to connect it to your user account.

[Add a Site](#)

Need Help?

Use the Help link icon in the top right corner of any page to view screen-specific help. If you still need assistance, Contact Us for additional support options.

- ▶ 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.

Sites & Orgs: Claiming

The screenshot shows the nVIRO web application interface. At the top, the title 'nVIRO' is visible. Below it, a search bar contains 'Spring Creek'. To the left, a list of sites is shown, with 'SPRING CREEK ENERGY CENTER COUNCIL AND SIMMONS RD CASHION OK 73016' highlighted with a red box. The main content area displays the 'Profile' tab for this site, with a 'Claim Site' button highlighted with a red box. Below the 'Claim Site' button, there is a table of contacts.

SPRING CREEK ENERGY CENTER
COUNCIL AND SIMMONS RD
CASHION OK 73016

Profile Environmental Interests Compliance **Claim Site** Site Map

SIC and NAICS

NAICS Codes Fossil Fuel Electric Power Generation (221112)

SIC Codes Electric Services (4911)

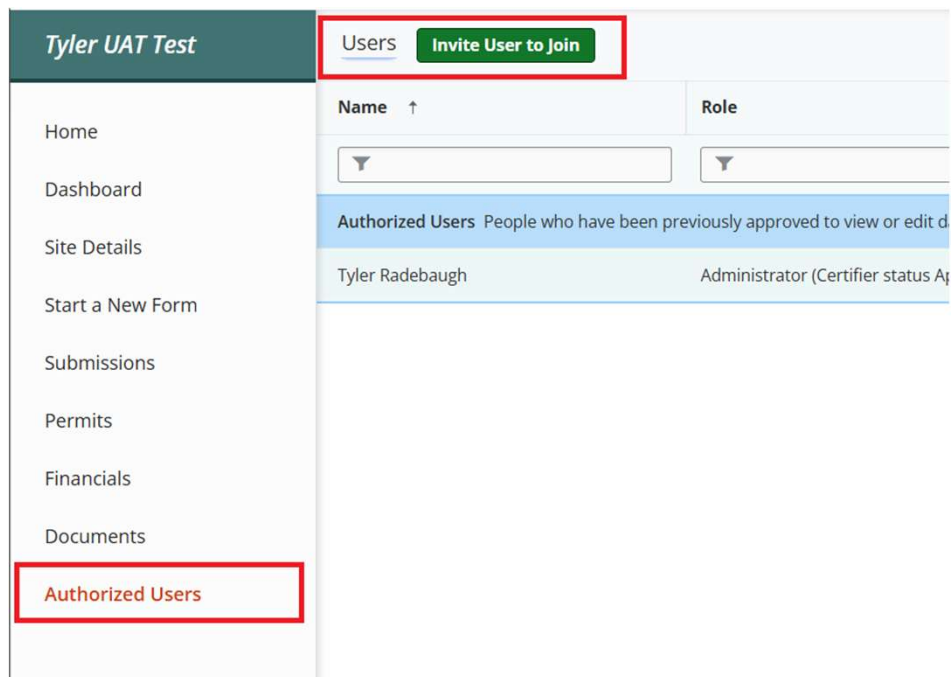
Contacts

Download As CSV

Name	Title	Company Name	email	Address	Phone Number	Phone Ext.
WILLIAM R DEWARE	VICE PRESIDENT ONEOK POWER MANAGEMEN	ONEOK INC	wdeware@oneok.com	100 W 5 ST, TULSA, OK, 74103-4298		
STEPHANIE HIRNER	SUPERINTENDENT AIR PERMITTING AND COMPLIANCE	EVERGY INC	Stephanie.Hirner@evergy.com	818 S KANSAS AVE, TOPEKA, KS, 66601-	(785) 508-2445	
RONALD CUMMINS	PLANT MANAGER	WESTAR ENRGY INC	ronald.cummins@WestarEnergy.com	13200 S COUNCIL RD, EDMOND, OK, 73025-	(405) 216-0700	
STEPHANIE HIRNER	SUPERINTENDENT AIR PERMITTING AND COMPLIANCE	EVERGY INC	Stephanie.Hirner@evergy.com	818 S KANSAS AVE, TOPEKA, KS, 66601-		
JOHN BRIDSON	EXE DIR	WESTAR ENRGY INC	john.bridson@evergy.com	PO BOX 889, TOPEKA, KS, 66601-0889	(785) 575-1515	
WILLIAM R DEWARE	VICE PRESIDENT ONEOK POWER	ONEOK INC	wdeware@oneok.com	100 W 5 ST, TULSA, OK, 74103-4298	(918) 591-5149	

- ▶ 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.

Sites & Orgs: Inviting Users



Tyler UAT Test

Users **Invite User to Join**

Name ↑ **Role**

Authorized Users People who have been previously approved to view or edit d

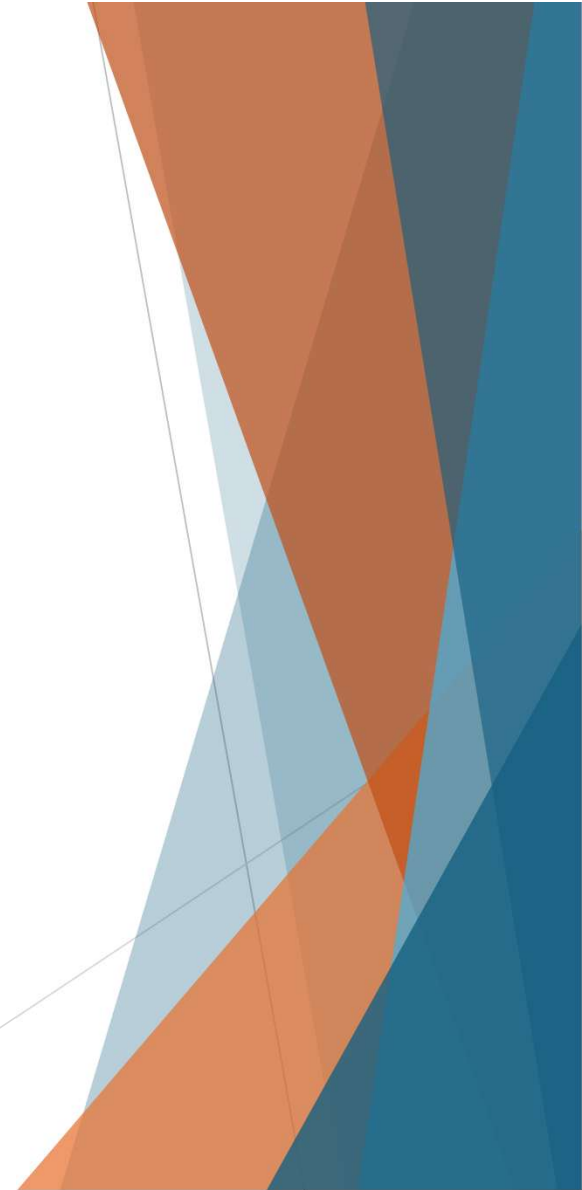
Tyler Radebaugh	Administrator (Certifier status A)
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Authorized Users

- ▶ 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.

Common Tasks: Main Page

- ▶ 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.



Common Tasks: 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, to complete the submission.

Note: Submissions can be revised once submitted.

Account Troubleshooting

▶ 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

▶ Account Locked

- ▶ Accounts are automatically locked after nine consecutive failed login attempts. To unlock your account contact okeissupport@deq.ok.gov and request to unlock your account

Account Troubleshooting

▶ Cannot See Your Organization's Data

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

▶ Email Confirmation Not Received

- ▶ Check your spam or junk mail folder
- ▶ Ensure your email provider is not blocking messages from deq.ok.gov



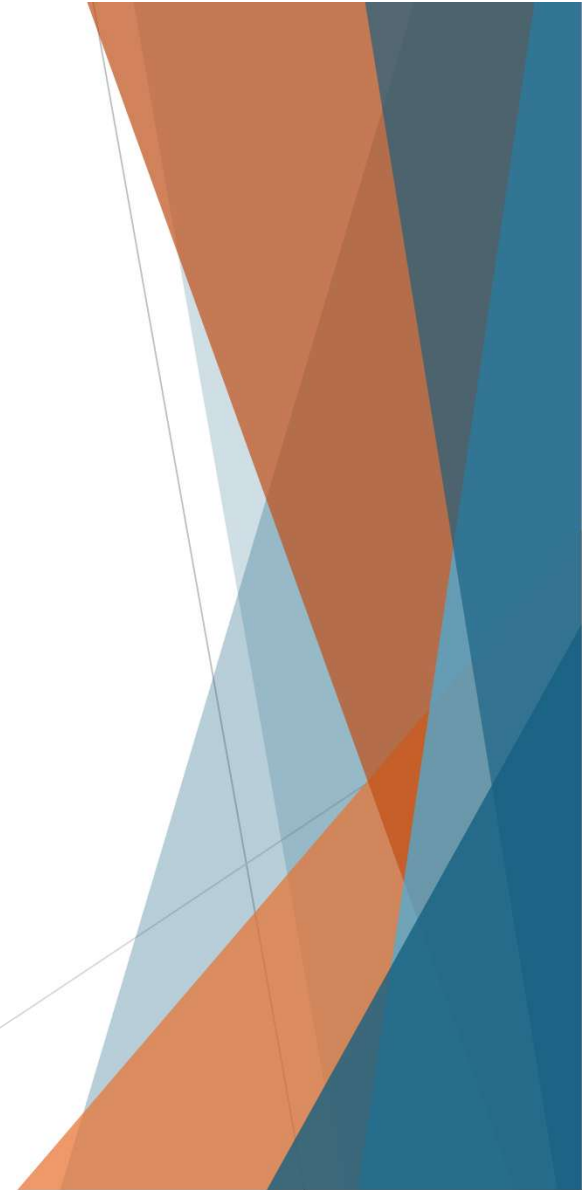
Support

► 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

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 User Roles)
 - If the issue persists after these steps, proceed with submitting a report.



Support

▶ 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 time zone) 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

Support

► What to Expect After Submitting

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

► 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.

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.*