

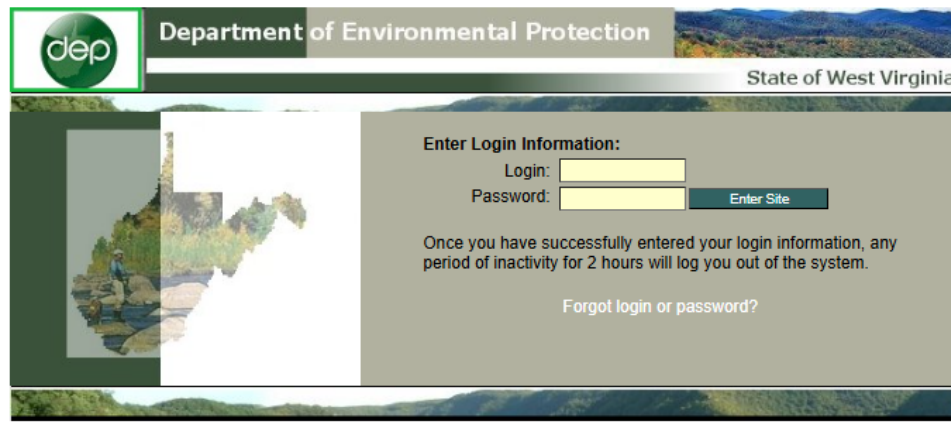
# Obtaining CROMERR Compliance for the West Virginia Underground Storage Tank Program

The Cross-Media Electronic Reporting Regulation (CROMERR) is an EPA standard that ensures electronic reports submitted to environmental regulatory agencies are as legally defensible as their paper counterparts. CROMERR compliance ensures that submissions are secure, authenticated, and legally binding.

Instructions for Obtaining CROMERR Compliance:

1. Log in to the System
  - Go to the ESS Login Web Page: <https://dep.wv.gov/ess/Pages/default.aspx>
  - Alternatively, access directly here: [Direct login](#)
  - Enter your credentials and click Log in.

Note: Please see instructions on obtaining ESS login credentials if necessary.



dep Department of Environmental Protection State of West Virginia

Enter Login Information:

Login:

Password:

Once you have successfully entered your login information, any period of inactivity for 2 hours will log you out of the system.

[Forgot login or password?](#)

2. Navigate to "My Account"
  - Click "My Account" at the top left



dep electronic selection process

Recent Work

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## 3. Start Identity Proofing

- From the account options, choose “5. Identity Proofing”.
- Review the information provided in each of the three introductory pop-ups, clicking “Next” to continue after each one.

The screenshot shows a user account menu on the left with options: Return Home, Log Out, and a list of account actions. A red box highlights '5. Identity Proofing' with a red arrow pointing to a pop-up window. The pop-up is titled 'Introduction to Identity proofing' and contains the following text:

According to EPA's CROMERR standard applicants of HPU-eDMR, all OMR and OAQ applications are required to prove their identity.

If you haven't done so, it is important that you read through these entire ID Proofing Introduction.

At the bottom of the pop-up are two buttons: 'next' (highlighted with a red box) and 'skip to id proofing'.

The screenshot shows the second pop-up window titled 'Introduction to Identity proofing'. It contains the following text:

In some cases LexisNexis might not have your most recent information if you have moved or had name change.

Therefore, if your try and failed - by using the message in failure reasons as guide it is good idea to try with your previous address and/or name( maiden/last).

At the bottom of the pop-up are two buttons: 'next' (highlighted with a red box) and 'skip to id proofing'.

The screenshot shows the third pop-up window titled 'Introduction to Identity proofing'. It contains the following text:

EPA uses a third party system, LexisNexis, to verify your identity.

The data LexisNexis have, has been collected from public record and publicly-available data sources such as DL, utility bill, paycheck stub, etc.

Therefore, you must provide your personal information (home address and phone number).

At the bottom of the pop-up are two buttons: 'next' (highlighted with a red box) and 'skip to id proofing'.

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## 4. Final Agreement

- Complete all required fields.
- Review Identity Proofing and the Electronic Signature Agreement (ESA).
- When prompted, select “Agree” to finalize your identity proofing and achieve CROMERR compliance.

\* Required Fields

### Authorized Representative

\*Please be sure to provide your personal information.  
Your personal home address and phone number

None of the information you provide in this form will be stored in our database.

User Id \*

Last Name \*

First Name \*

Middle Initial (optional)

SSN - Last 4 Digits \*

Street Address 1 \*

Street Address 2 (optional)

City \*

State \*

Zip \*

Phone \*

Date Of Birth (mm/dd/yyyy) \*

### Identity Proofing and the Electronic Signature Agreement (ESA)

I, the undersigned, am hereby submitting this Subscriber Agreement to the West Virginia Department of Environmental Protection (WVDEP) in application for a Personal Identity Number that shall, along with my username, password and additional personal security information, serve as the Electronic Signature Device and equivalent of my handwritten signature on all electronically submitted reports, documents, applications, files and forms to the WVDEP. I hereby:

1. Agree to protect my electronic signature device and security question/answer pairs from compromise and from use by any other party, including anyone who may be acting as my agent;
2. Promptly report (within 24 hours after discovery) to the WVDEP any evidence of the loss, theft, or other compromise of this electronic signature device and/or security question/answer pairs;
3. Review and, if necessary, repudiate, any electronic reports, documents, applications, files and forms that may have been submitted to the WVDEP after this loss, theft or compromise;
4. Promptly review (within 24 hours after discovery), the acknowledgements (email and onscreen) and copies of submitted documents using this electronic signature device, and;
5. Promptly report (within 24 hours after discovery) evidence of discrepancy between any electronically submitted information signed using this electronic signature device and what was received by the WVDEP's Electronic Submission System.

\* I have read and agree to the Electronic Signature Agreement