ADEM Web Portal User Guide

2022.10

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Introduction

The ADEM Web Portal (the Portal) is a centralized point of access for all the Department's externally accessible applications. These applications address specific needs in various areas of responsibility (Air, Land, and Water). The Portal's development was a result of the need to address issues such as users maintaining multiple sets of user credentials to access existing web applications, the need to more uniformly verify the identity of users requiring signature authority, and to centralize the storage of copies of record.

Access to existing ADEM web applications will eventually occur via the Portal. As each application moves to the Portal, its users will be notified of the changes.

Benefits

- One set of user credentials to access all approved ADEM applications
- A central location to manage user profile information (user information, password, challenge question answers)
  A central location to view all copies of record (i.e., submissions) you have signed spanning all your approved ADEM applications.
- One-time identity verification. For individuals requiring signatory authority, the successful completion of electronic identity verification will lead to the immediate ability to electronically sign documents for applications where you have been authorized to perform electronic signatures.

Minimum System Requirements

- Internet access
- Modern web browser.
- The ADEM Web Portal was developed using Microsoft Edge and Chrome. Other current browsers should support all Portal features.
- JavaScript must be enabled.

Getting Started

The ADEM Web Portal can be accessed a couple of different ways. For the sake of this document, we will focus on accessing the Portal via its homepage. The address for the Portal is:

https://prd.adem.alabama.gov/awp

Support

Support for the ADEM Web Portal is available Monday through Friday 7:00 AM Central through 5:00 PM Central, excluding holidays. For assistance with the Portal, please contact the Portal Help Desk using one of the options below. In addition to email and phone contact is a page in the Portal for users to contact the Help Desk. This will be discussed further in the ADEM Web Portal Navigation section below.

Email Address: ademwebportal@adem.alabama.gov

Telephone: (334) 274-4190

Portal Home Page

The Portal home page is comprised of three sections (see figure 1 below). An ePay section, a Sign In section, and an Announcements section.
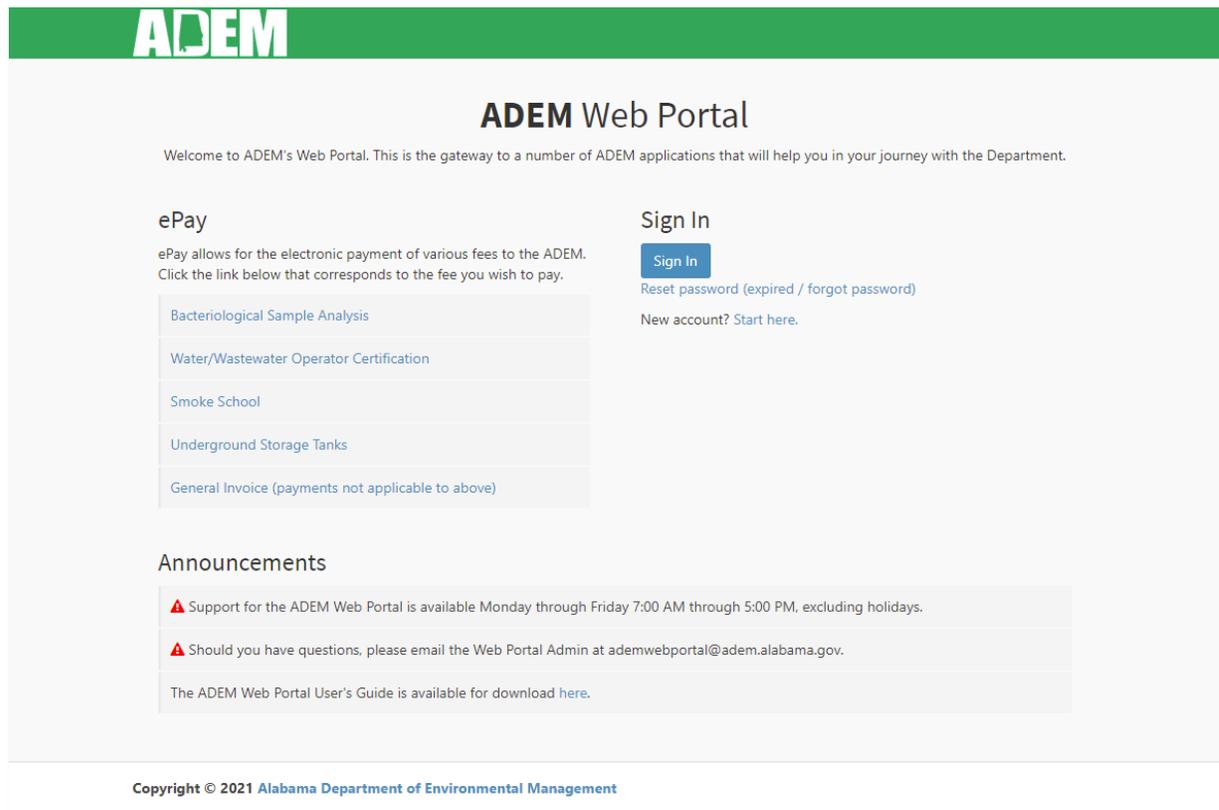

Figure 1 ADEM Web Portal Home Page

ePay

The ePay section of the Portal home page consists of links to electronically pay various fees to ADEM that cannot be paid via online applications.

Sign In

The Sign In section of the Portal home page will serve as the primary means of accessing the Portal and its connected applications. It is also the section that serves as the launching point to create your ADEM Web Portal account, and in cases where you have forgotten your password, make a request to reset your password. Each of the Sign In section details will be discussed more in depth later in this document.

Announcements

The announcements section will contain information related to the operations of the Portal and its connected applications (upcoming events, maintenance, etc.).

Create an Account

Creating an ADEM Web Portal account is a two-step process that first has you enter basic user information followed by confirming your email address and entering additional user information.

1. Open a browser.
2. Navigate to the Portal home page (https://prd.adem.alabama.gov/awp) and on the line "New Account? Start here", left click on Start here.
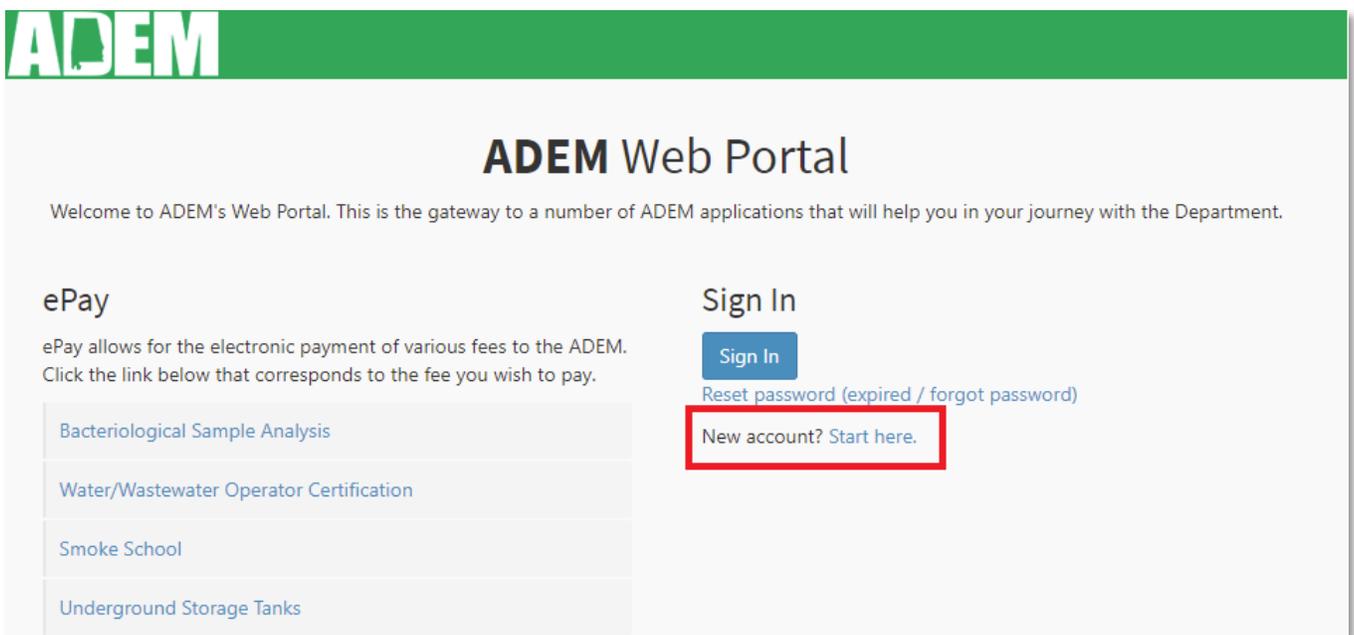

Figure 2 New Account link

3. On the registration page, please read the Terms & Conditions. It is important to be familiar with all the Terms & Conditions, especially the fact that Portal accounts are for individual use and not to be shared and ensuring that the ADEM domain (@adem.alabama.gov) is whitelisted in your email network to ensure that email correspondence from ADEM is properly delivered.

4. To accept the Terms & Conditions, left click on the Continue button.

Terms & Conditions

The access and use of the Alabama Department of Environmental Management (ADEM) Web Portal for the electronic submittal of environmental information requires the creation of a user ID and password that I must maintain and keep confidential. I will review the following steps concerning the creation and maintenance of a user ID and password.

Warning Notice
The ADEM Web Portal Registration procedure is part of a State of Alabama computer system, which is for authorized use only. Unauthorized access or use of this computer system may subject violators to administrative action. All information on this computer system may be monitored, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including law enforcement. Access or use of this computer system by any person, whether authorized or unauthorized, constitutes consent to these terms. An authorized user is defined as any person that is an entity regulated by ADEM, any person that is an employee of an entity/facility regulated by ADEM, or any person that is contracted to represent an entity/facility regulated by ADEM to assist in compliance with the Department's regulations.

Privacy Statement
ADEM will use the personal identifying information which you provide for the expressed purpose of registration to the United States Environmental Protection Agency's Shared CROMERR Services site, validating user identity through the use of LexisNexis services, and for updating and correcting information in internal ADEM databases as necessary. ADEM will not make this information available for other purposes unless required by law. ADEM does not sell or otherwise transfer personal information to an outside third party.

Choosing an ADEM Web Portal Password
For ADEM Web Portal Registration purposes, I agree to select a password which will not be easily guessed (e.g. my name, my children's names, birthdays, etc.). Passwords must meet the following criteria:

- Be between 8-15 alpha-numeric characters (no spaces or special characters)
- Not contain your email address
- Not contain the word password
- Contain only letters and numbers
- Contain at least one lowercase and one uppercase letter
- Contain at least one number
- Begin with a letter

Protecting My ADEM Web Portal Login Credentials
I agree to protect my ADEM Web Portal password. I will not divulge my password to any other individual. I will not store it in an unprotected location, and I will not allow it to be written into computer scripts to achieve automated login. When I or ADEM administrative staff believes that the password has been lost, misused or compromised, the account shall be deactivated by ADEM Web Portal staff.

Maintaining My ADEM Web Portal Account Email Address
I agree to notify the ADEM Web Portal Help Desk immediately if my email address changes. I agree to make this notification via email to the ADEM Web Portal Help Desk at ademwebportal@adem.alabama.gov. This notification will allow ADEM to update the email address associated with my account and to ensure I continue to receive electronic notifications from the ADEM Web Portal or the system's utilizing the ADEM Web Portal. I also agree to ensure that the ADEM domain (@adem.alabama.gov) is white-listed in my email network to ensure that email correspondence from ADEM is properly delivered.

Terminating My ADEM Web Portal Account
I agree to notify the ADEM Web Portal Help Desk immediately if my duties change and I no longer need to interact with ADEM Web Portal on behalf of my organization. I agree to make this notification via email to my assigned ADEM Inspector or to the ADEM Web Portal Help Desk at ademwebportal@adem.alabama.gov. This notification will allow ADEM to deactivate my account and protect it from potential abuse by others.

By pressing the Continue button, I acknowledge and agree to the terms and conditions above.

Cancel   Continue

Figure 3 ADEM Web Portal Terms & Conditions

5. Enter your basic user information. This includes your email address, first and last name, organization name, and your title. Entry of a middle initial is optional.

Figure 4 Registration

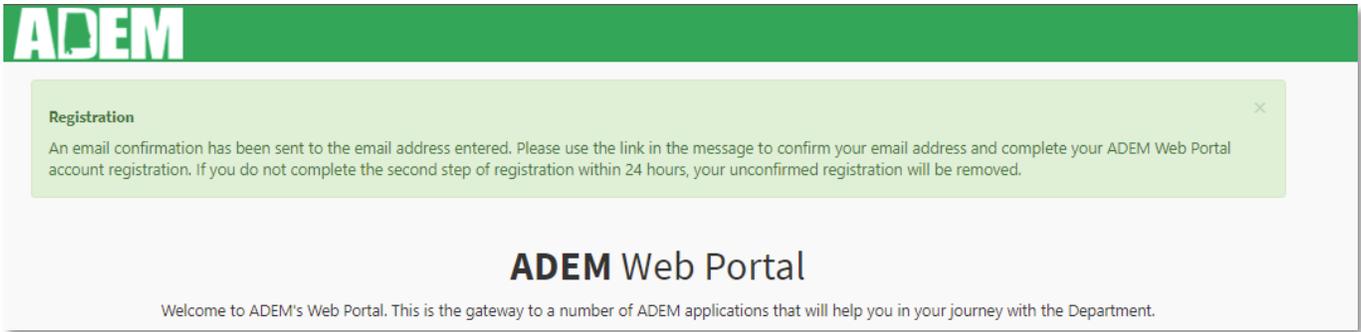**6.** After entering the required registration information, left click on the Register button.

Figure 5 Registration completion

7. The ADEM Web Portal will send a confirmation email to the email address entered on the Registration page. The confirmation email will include a link with the wording "clicking here" to confirm your email address. If the wording does not include a link, you may copy and paste the link from the lower part of the email into your browser address bar to confirm your email address.
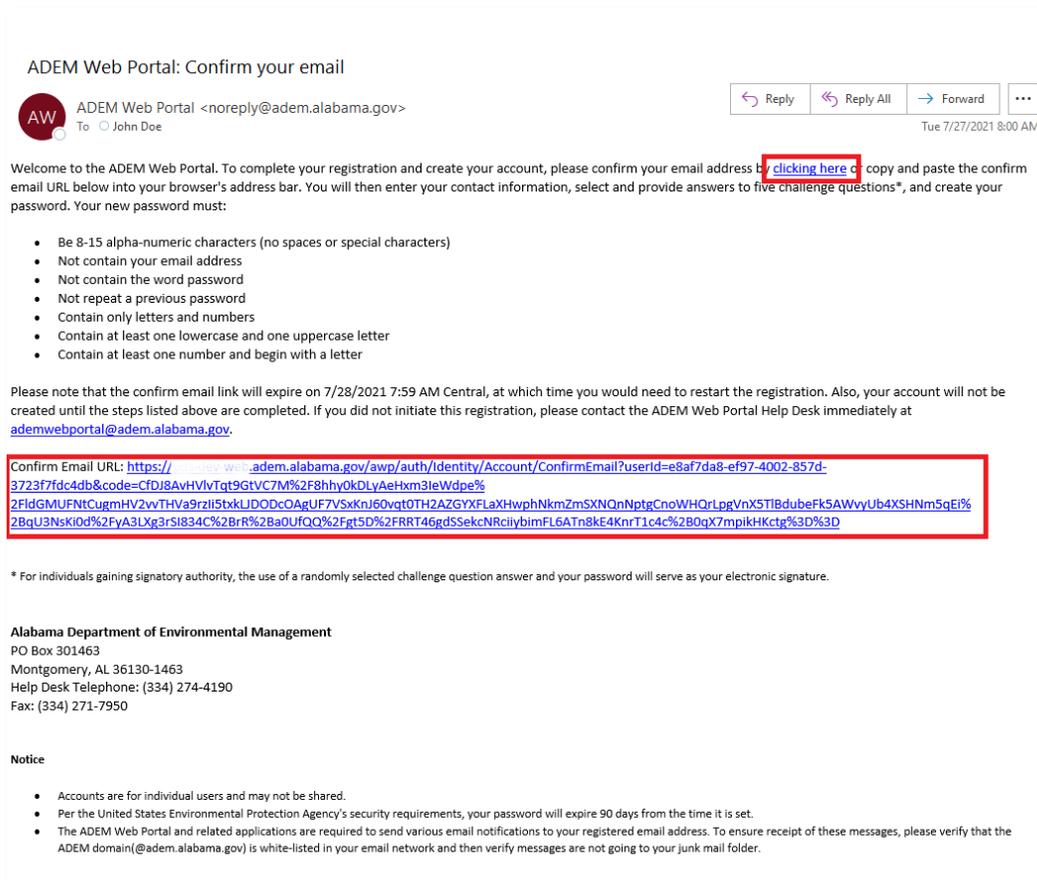
Figure 6 Confirm your email message

8. Once you left click on the "clicking here" link (or copy and paste the link from the lower part of the email into your browser address bar) to confirm your email address, the remainder of required user information may be entered. The Confirm Email page requires entry of the following information before an account is created:

   a. User business address and contact information (**section 1** of the image below)

   b. Selection of challenge questions and answers (**section 2** of the image below). For users seeking and gaining signatory authority, the use of a randomly selected challenge question answer and your password will serve as your electronic signature.

      - **Note**: Answers are not case sensitive.

   c. Password selection (**section 3** of the image below). Passwords must meet the following criteria:

      - Be 8-15 alpha-numeric characters (no spaces or special characters)
      - Not contain your email address
      - Not contain the word password
      - Not repeat a previous password
      - Contain only letters and numbers
      - Contain at least one lowercase and one uppercase letter
      - Contain at least one number and begin with a letter

Confirm Email

Step 2 of 2

Thank you for confirming your email.

- Step 1: Entry of basic user information
- **Step 2: Confirm email address, entry of user information, and entry of account credentials**

Please complete your registration by entering the information below. Required information includes address, challenge questions and answers, and password. After pressing the Register button, you will receive an email confirming the creation of your account and then be able to log in to the ADEM Web Portal and connected applications.

Please Note:

- Accounts are for individual users and may not be shared
- Per the United States Environmental Protection Agency's security requirements, your password will expire 90 days from the time it is set.
- The ADEM Web Portal and related applications are required to send various email notifications to the email address entered. To ensure receipt of these messages, please verify that the ADEM domain (@adem.alabama.gov) is white-listed in your email network and then verify messages are not going to your junk mail folder.
- * indicates a required field

Mailing Address *

Mailing Address 1

Mailing Address2

Mailing Address 2

City *

City

1

State *

Select state...

Zip *

Zip

Country *

United States

Phone *

Phone Number

PhoneExtension

Extension

Fax

Fax Number

Question 1 *

Select a question to answer...

Question 2 *

Select a question to answer...

Question 3 *

Select a question to answer...

Question 4 *

Select a question to answer...

Question 5 *

Select a question to answer...

Answer 1 *

Answer 1

Answer 2 *

Answer 2

2 **Answer 3 ***

Answer 3

Answer 4 *

Answer 4

Answer 5 *

Answer 5

Password *

3

Confirm Password *

Cancel   Register

Figure 7 Confirm email and create account

9. Once the required information has been entered on the Confirm Email page, left click the Register button to create your account. An email confirmation will be sent to the email address previously entered. You may now log in to the ADEM Web Portal and connected applications.
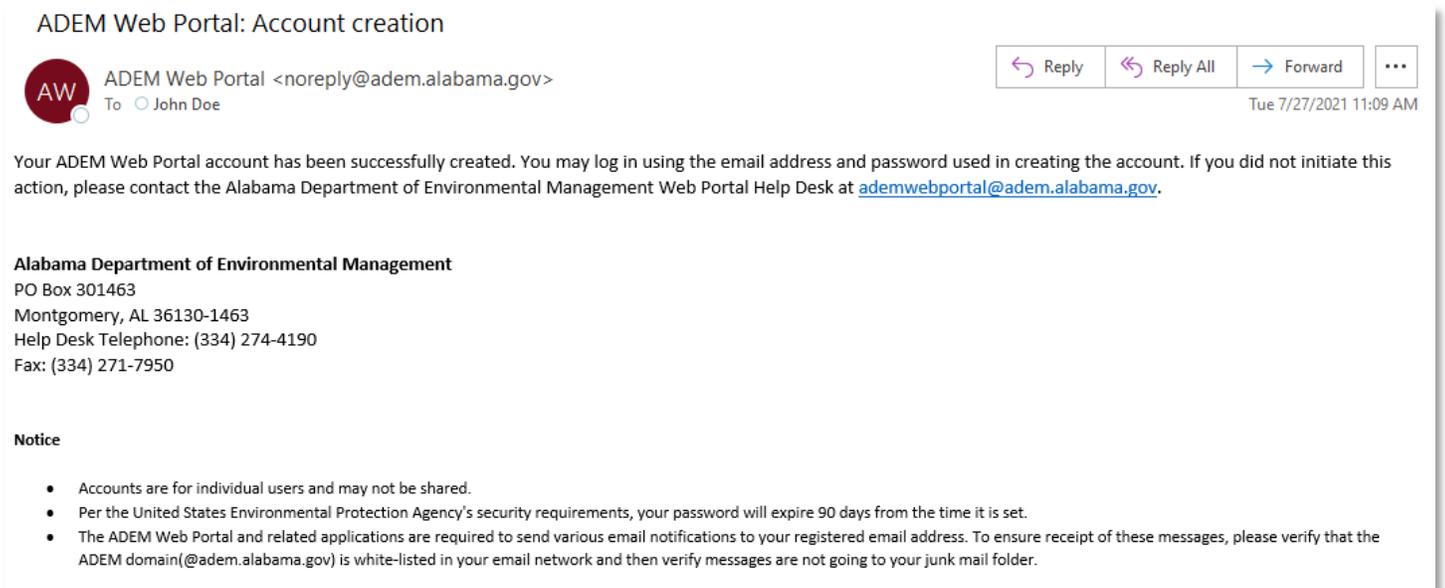

ADEM Web Portal: Account creation

AW ADEM Web Portal <noreply@adem.alabama.gov>
To ○ John Doe

↩ Reply ↩ Reply All → Forward ···
Tue 7/27/2021 11:09 AM

Your ADEM Web Portal account has been successfully created. You may log in using the email address and password used in creating the account. If you did not initiate this action, please contact the Alabama Department of Environmental Management Web Portal Help Desk at ademwebportal@adem.alabama.gov.

Alabama Department of Environmental Management
PO Box 301463
Montgomery, AL 36130-1463
Help Desk Telephone: (334) 274-4190
Fax: (334) 271-7950

Notice

- Accounts are for individual users and may not be shared.
- Per the United States Environmental Protection Agency's security requirements, your password will expire 90 days from the time it is set.
- The ADEM Web Portal and related applications are required to send various email notifications to your registered email address. To ensure receipt of these messages, please verify that the ADEM domain(@adem.alabama.gov) is white-listed in your email network and then verify messages are not going to your junk mail folder.

Figure 8 Account creation confirmation

Please Note:

- Entry of required information is denoted with the use of a red asterisk.
- Registrations not confirmed within 24 hours of initiating the registration will be deleted. If this occurs, you will be required to restart the registration.
- Per the United States Environmental Protection Agency's security requirements, ADEM Web Portal account passwords expire 90 days from the time of being set.

Log in to the ADEM Web Portal

To access the ADEM Web Portal and connected applications, you must first log in to the system using valid credentials.

1. Open a browser

2. Navigate to the Portal home page (https://prd.adem.alabama.gov/awp).

   - In the **Email** textbox, enter the email address used when creating your account

   - In the **Password** textbox, enter the current password for the account.

3. Left click on the login button.

Figure 9 Log in control

Reset Password

In case you have forgotten your password or when attempting to log into the ADEM Web Portal you receive the message "Your password has expired", you can reset your password by using the reset password link on the Portal home page or login page. Please note that this process differs from changing your password when you are logged into the Portal, which is discussed later in this document.

1. Open a browser.
2. Navigate to the Portal home page (https://prd.adem.alabama.gov/awp). Left click on the link "Reset password (expired / forgot password)".
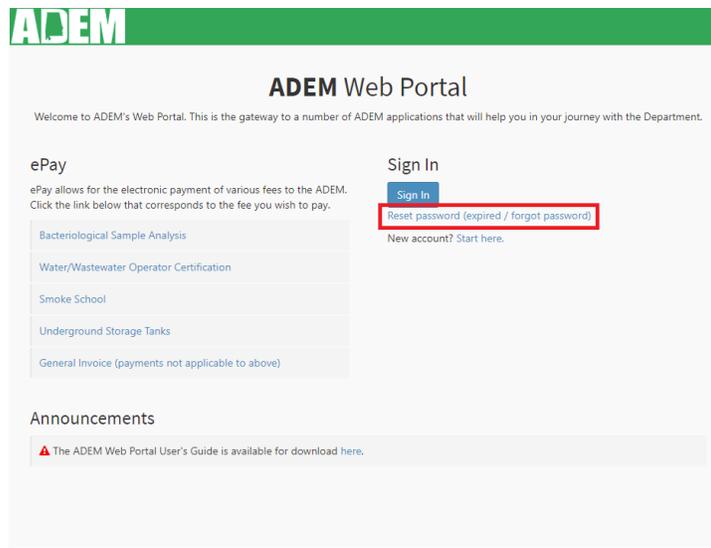
Figure 10 Reset password link

3. In the **Email** textbox, enter the email address used for your account. Left click on the submit button.

Figure 11 Reset password textbox

10. If the email address entered is valid and the account is not currently locked, an email containing a reset link will be sent to the address entered. The password reset email will include a link with the wording "clicking here" to reset your password. If the wording does not include a link, you may copy and paste the link from the lower part of the email into your browser address bar to reset your password.
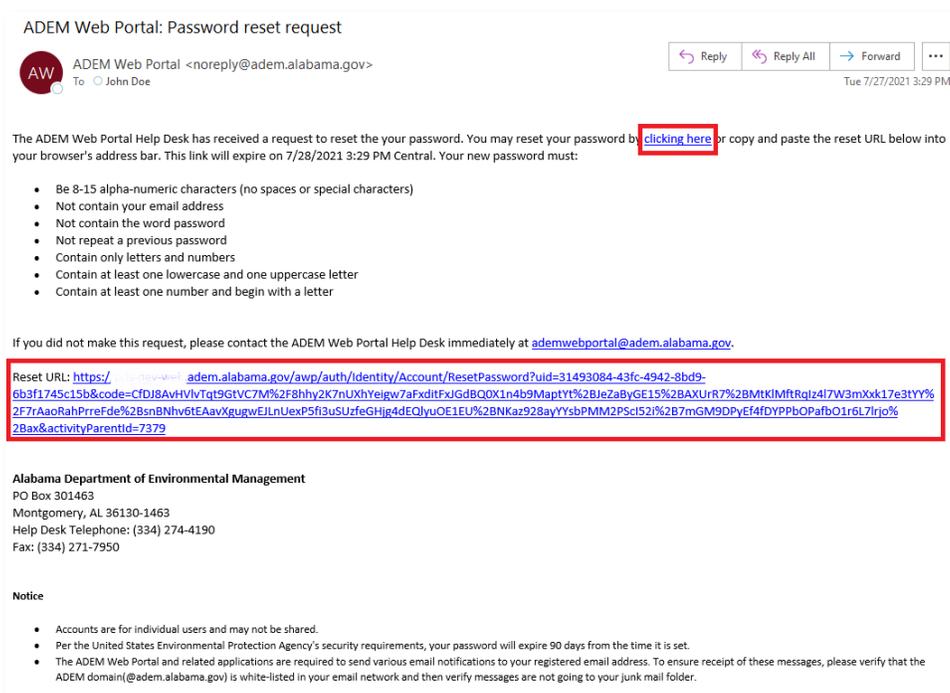
Figure 12 Password reset email containing reset link

4. After using the link, the Reset Password page will open.
- In the **Email** textbox, enter your account email address.
- In the **New Password** textbox, enter your new password.
- In the **Confirm New Password** textbox, reenter your new password.

Figure 13 Reset password control

11. When finished entering the new password, left click on the Submit button. You will be logged in to the Portal and a confirmation of the change of password will be sent to the email address registered for your account.
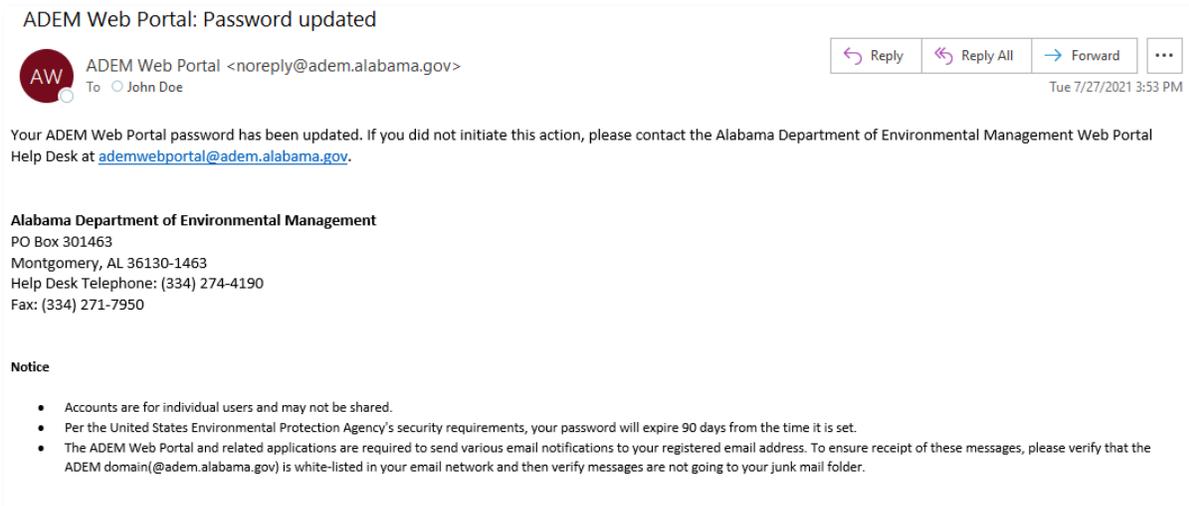
Figure 14 Password change confirmation

Please note:

- Entry of required information is denoted with the use of a red asterisk.
- A user with a locked account must contact the ADEM Web Portal Help desk at ademwebportal@adem.alabama.gov to request the account be unlocked.

- The reset password link expires after 24 hours (noted in the email message sent to user), at which time you will be required to use the Reset Password process again.

- Password criteria of:

  - Be 8-15 alpha-numeric characters (no spaces or special characters)
  - Not contain your email address
  - Not contain the word password
  - Not repeat a previous password
  - Contain only letters and numbers
  - Contain at least one lowercase and one uppercase letter
  - Contain at least one number and begin with a letter

- Per the United States Environmental Protection Agency's security requirements, ADEM Web Portal account passwords expire 90 days from the time of being set.

- Once a Reset Password request has been made, the account will be inaccessible until the password is reset.

ADEM Web Portal Navigation

Navigation within the ADEM Web Portal is performed using the left-hand menu bar. The menu items are described below. Please note that all functionality described from this point forward requires the user be logged in.
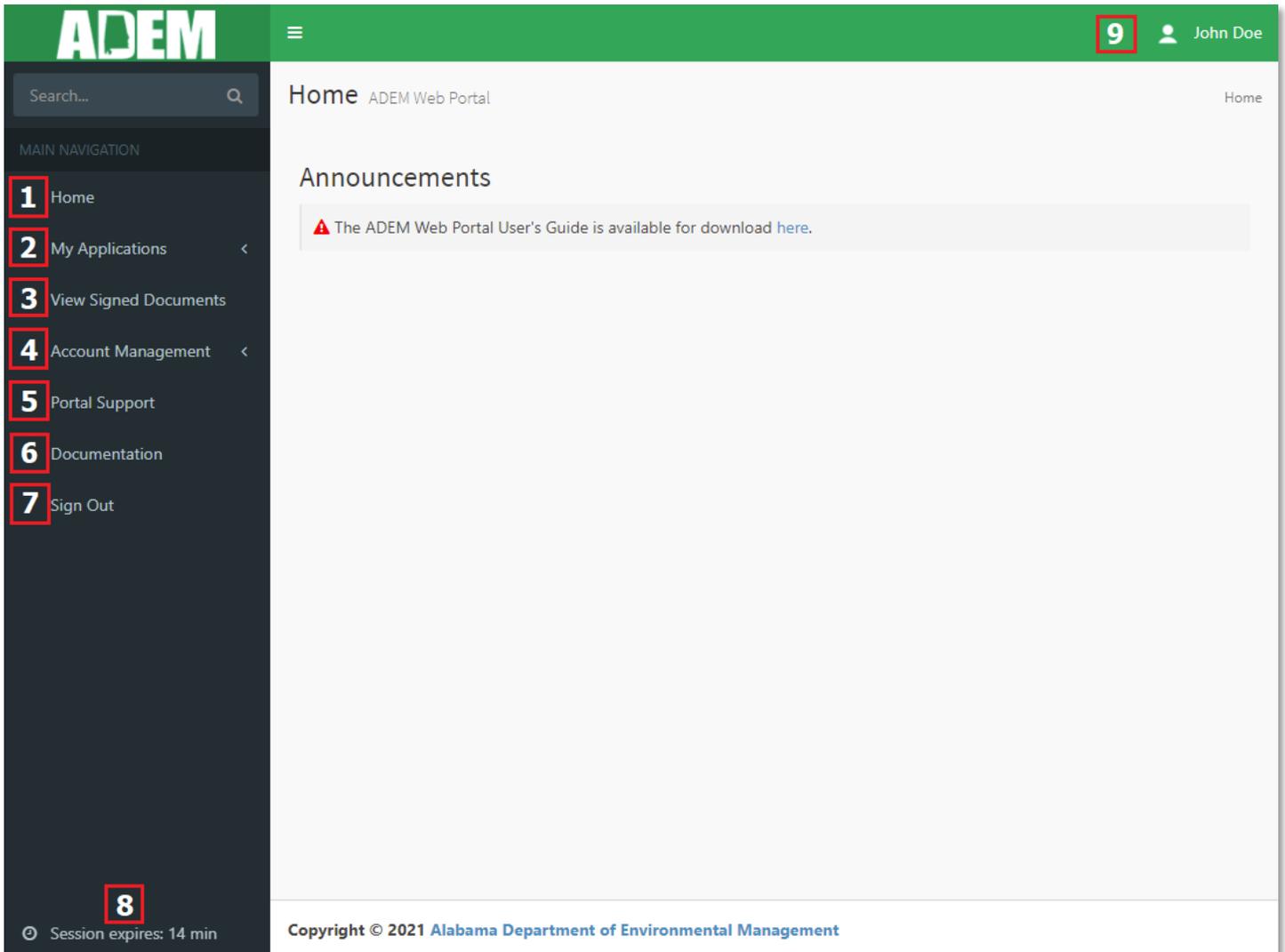
Figure 15 ADEM Web Portal landing page (logged in user)

Home

The default landing page when a user logs into the ADEM Web Portal. Left clicking the "Home" link (number 1 in the ADEM Web Portal Navigation image above) allows the user to return to the Portal home page.

My Applications

The My Applications link (number 2 in the ADEM Web Portal Navigation image above) provides quick access to each ADEM web application a user has previously been approved for. After left clicking the My Applications link, each ADEM web application will appear underneath it. Clicking on the application names will open the application in a separate tab. Currently, the AEPACS application is the only entry.

To request access to an application connected to the Portal, left click on the Request New link.
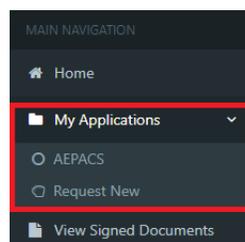
Figure 16 My Applications menu

Request New

After left clicking on the Request New link, a list of each application connected to the Portal will appear. Please select only applications relevant to your work requirements. Once an application(s) has been selected, left click the Next button. An application administrator for each selected application will receive notification of the request, and based on the requirements of each application, make the determination to accept or reject the request. Visiting the Request New page will show the status of your request(s).
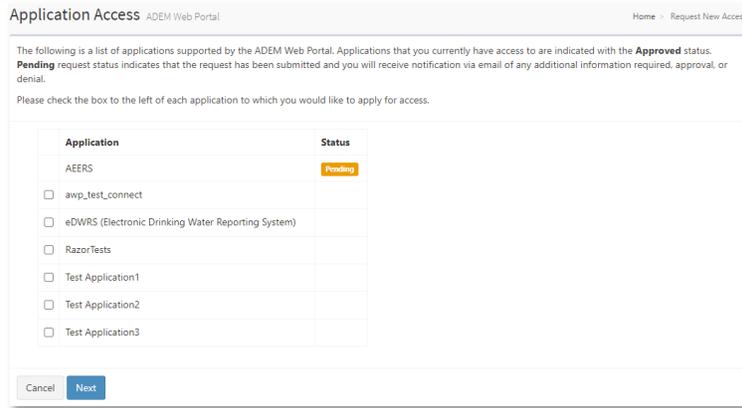
Figure 17 Application Access

View Signed Documents

Provides a user with a centralized listing of electronically signed documents/submissions (number 3 in the ADEM Web Portal Navigation image above). These documents and submissions are from all ADEM Web Portal connected applications. The document/submission files and details are accessible by clicking on the document name in the documents table.
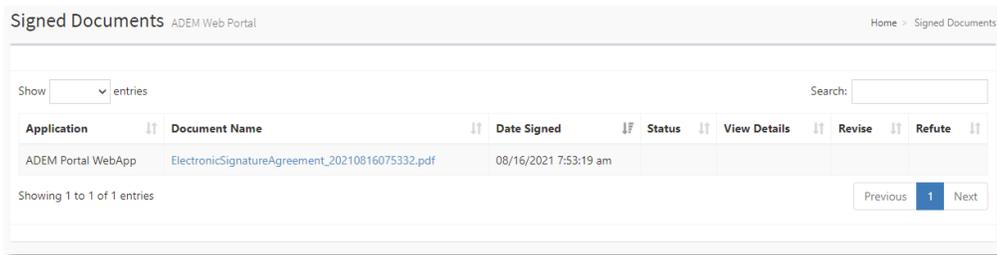
Figure 18 View Signed Documents
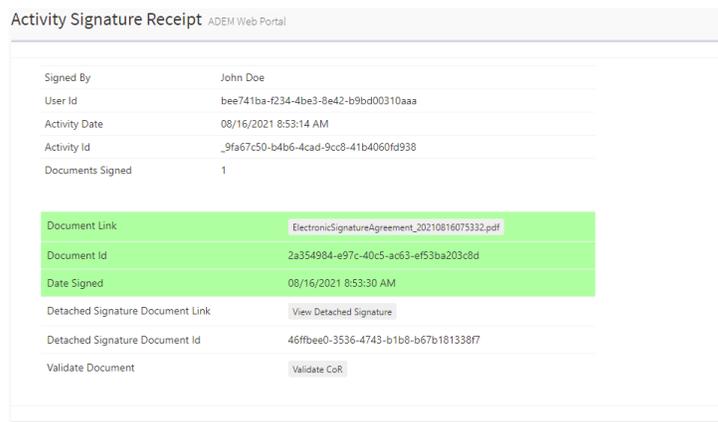
Figure 19 Signed documents detail

- Signed By: name of the user that signed document/submission

- User Id: an id that uniquely identifies the Portal user that signed the document/submission

- Activity Date: the date/time the signature process was initiated.

- Activity Id: an id that uniquely identifies the signature process for the single or multiple documents signed in this process

- Document Link: a link to view or download the document/submission file.

- Document Id: an id that uniquely identifies the document in the Portal

- Date Signed: the date/time the document/submission was signed.

- Detached Signature Document Link: a link to view or download the detached signature file.

- Detached Signature Document Id:

- Validate Document: a process to verify the user signed the document and the document has not been altered since signing.

Account Management

Access to all items for managing your account (number 4 in the ADEM Web Portal Navigation image above).

View/edit your profile, change your password, and change your challenge question answers.
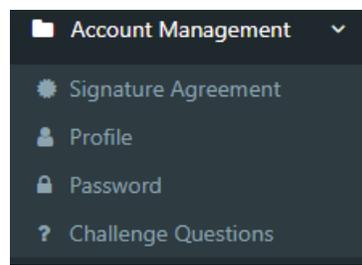
Figure 20 Account management menu

Profile

You may view, or edit, the profile information used when your account was created. This may be necessary if a name, address, or telephone number changes.

1. Please click on Account Management (item 4 in the ADEM Web Portal Navigation image above). Next, click on Profile (see image above). Alternatively, you can also access your Profile information by left clicking on your name in the upper right corner of the page (item 9 in the ADEM Web Portal Navigation image above) and then left click on Profile.
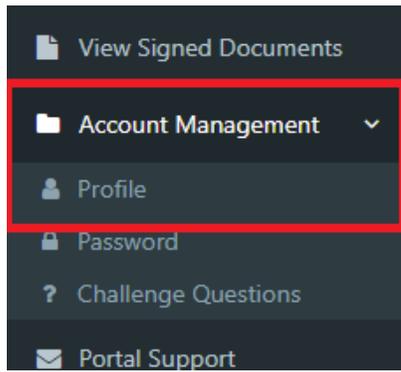
Or
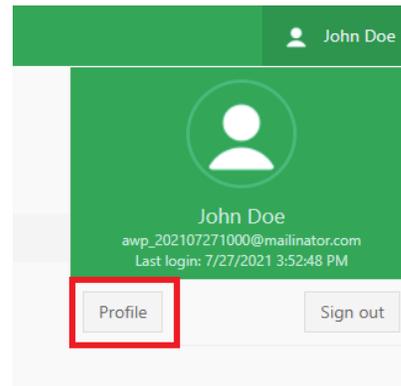
2. Your current user profile is displayed. You may left click on the Cancel button to return to the previous page.

3. If you would like to modify your profile information, left click on the Modify button.

4. Change the necessary profile information and when finished, left click the Update button.

5. An email confirmation will be sent to the email address of record indicating the update to your profile information.

Figure 21 User profile

Please Note:

- A user with a pending signature agreement will not be able to modify profile information until the signature agreement has been accepted/completed.
- Changes to the account email address must be performed by the ADEM Web Portal Help Desk.
- **For users with signatory authority**:
  - o Changes to first name, middle initial, and/or last name will result in the account holder having to re-verify identity.
  - o Changes to any information other than first name, middle initial, and/or last name will result in the account holder having to re-sign an updated electronic signature agreement.

Change Password

To change your account password, left click the Password link in the menu. This allows a user currently logged in to the Portal the ability to change the account password.
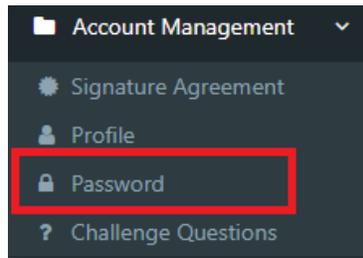
1. Enter your current password.

2. Next, enter your New Password.

3. Next, re-enter your New Password.

4. Left click on the Reset button.

5. An email confirmation will be sent to the email address of record indicating your password has been changed.

Figure 22 Password update

Please Note:

- Multiple entries of an incorrect Current Password will lead to a locked account. If you have forgotten your password, please logout and use the [Reset Password](#) link on the home page.

Change Challenge Questions

To change your challenge question answers, left click the Challenge Questions link in the menu. This allows a user currently logged in to the Portal the ability to change the account challenge question answers.
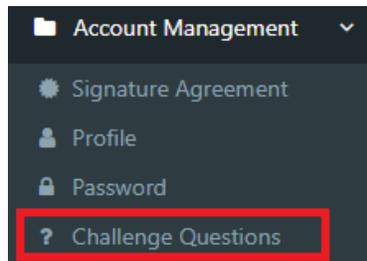
1. For each of the five question boxes, select a challenge question.
2. For each of the selected five questions, enter an answer in the corresponding Answer textbox.
3. Enter your current password.
4. Left click the Save button.
5. An email confirmation will be sent to the email address of record indicating the update to your challenge question answers.

Figure 23 Question answer update

Please Note:

- Multiple entries of an incorrect Current Password will lead to a locked account. If you have forgotten your password, please logout and use the Reset Password link on the home page.

Portal Support

ADEM Web Portal support is available Monday through Friday 7:00 AM Central through 5:00 PM Central, excluding holidays. For assistance with the Portal, email and telephone support is available (see information here). Another form of email support is available in the Portal application (item 5 in the ADEM Web Portal Navigation image above) and allows sending a message to the Help Desk from the Portal.

Figure 24 Portal support

Documentation

The documentation section (item 6 in the ADEM Web Portal Navigation image above) currently contains a link to this document, and as additional user guidance is developed, it will be located here too.
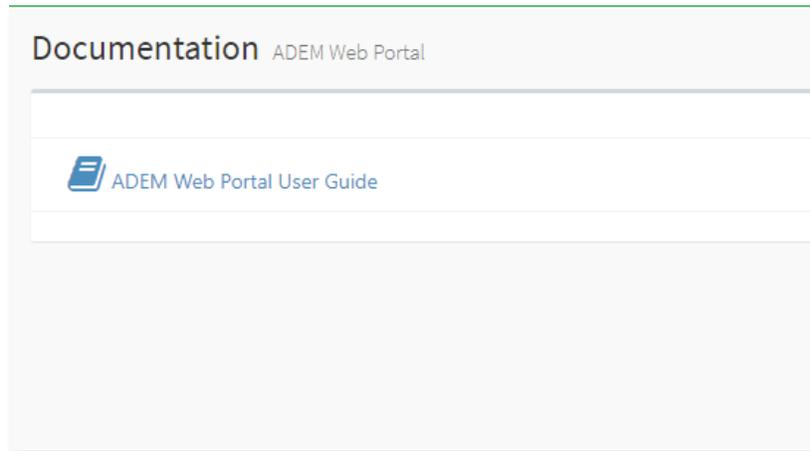
Figure 25 Portal documentation

Logout

1. Please click Sign Out (item 7 or item 9 in the ADEM Web Portal Navigation image above).
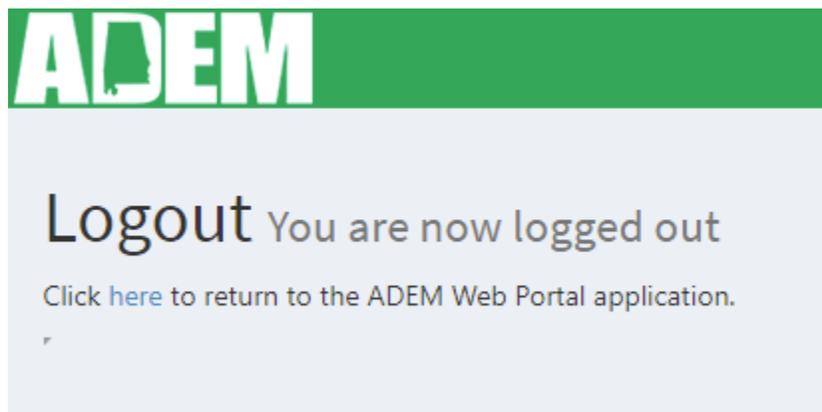
Figure 26 Logout

Session Timer

The ADEM Web Portal will terminate, or log off, a session if left inactive for 15 minutes. When the timer reaches less than a minute, a warning window will be displayed giving the user the option to Continue Working or Logoff. Navigating in the Portal will reset the timer to 15 minutes.
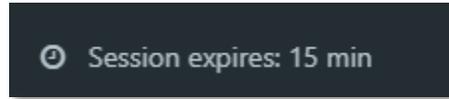
Figure 27 Session expiration

Identity Proofing

Each Portal connected application will offer a route to identity proofing for those users that require the authority to electronically sign and submit documents/submissions. Successful identity proofing is an EPA requirement that must be performed to grant electronic signature permissions. By default, ADEM Web Portal identity proofing is performed electronically within the Portal application utilizing services provided by LexisNexis. However, users that are unable or choose not to electronically identity proof have the option to print, wet-ink sign, and return a paper signature agreement to ADEM. Each of these options are described below.

- AEPACS
- eDWRS

Electronic Identity Proofing

1. On arriving at the Establish Proof of Identity page, please verify your legal name appears in the First Name, Middle Initial, and Last Name textboxes.

Figure 28 Identity proofing

2. Left click the box next to the line that states "I have reviewed the name presented above and would like to proceed with LexisNexis electronic identity proofing". This will expose textboxes for the remaining required information.

Figure 29 Identity proofing user details

3. Enter the last 4 digits of your Social Security number, your Home Address, City, State, and Zip Code. Enter your telephone number. Please note that many users no longer utilize a landline for a home telephone. Entry of a personal cell phone number is acceptable if the number is in your name.

4. Enter your date of birth by selecting the month, day, and year from the available drop-down menus.

5. With all the required information entered, press the Submit button.

6. The information is transmitted to LexisNexis to perform verification of your identity. Success and failure next steps are listed below.

Successful Electronic Identity Proofing

If Electronic Identity Proofing is successful, you will be redirected to a page that indicates the process was successful and require you to electronically sign a signature agreement agreeing to the terms for the use of electronic signatures. The electronic signature is comprised of your account password and the answer to a randomly selected challenge question of which you established when creating your account.
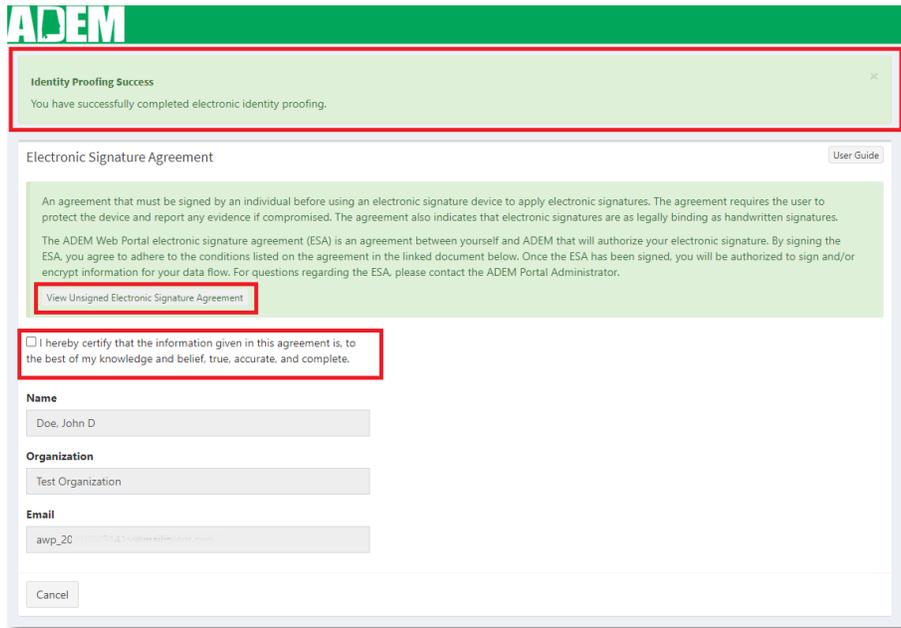
Figure 30 Successful identity proofing

1. If you would like to review the Electronic Signature Agreement prior to signing, please left click on the View Unsigned Electronic Signature Agreement button.

2. To sign the Electronic Signature Agreement, left click on the box next to the statement "I hereby certify that the information given in the agreement is, to the best of my knowledge and belief, true, accurate, and complete."

Figure 31 Electronic signature of signature agreement

3. Enter the answer to the randomly selected challenge question and enter your password. Left click on the Submit button.

4. If the answer and password were entered correctly, your signature agreement was signed successfully, and you will be redirected to the Signature Results page. The page provides you the opportunity to view/download your signed signature agreement. If you are done, left click on the Return button to go back to the application from which Identity Proofing was initiated.

Unsuccessful Electronic Identity Proofing

1. Click on the button titled "View/Print Signature Agreement" as seen in the image below.
2. Please print the document, sign on the signature line, and return to the address listed.
3. Once the document has been received and processed by ADEM, you will receive an email indicating that you may electronically sign documents/submissions.
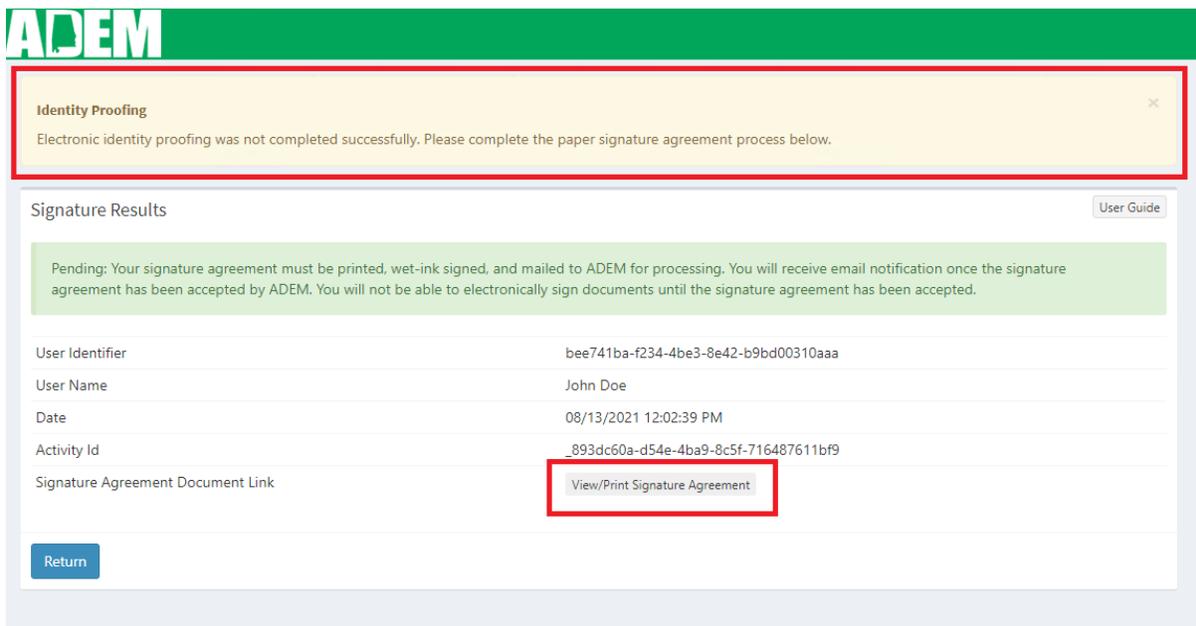

Identity Proofing
Electronic identity proofing was not completed successfully. Please complete the paper signature agreement process below.

Signature Results   User Guide

Pending: Your signature agreement must be printed, wet-ink signed, and mailed to ADEM for processing. You will receive email notification once the signature agreement has been accepted by ADEM. You will not be able to electronically sign documents until the signature agreement has been accepted.

User Identifier	bee741ba-f234-4be3-8e42-b9bd00310aaa
User Name	John Doe
Date	08/13/2021 12:02:39 PM
Activity Id	_893dc60a-d54e-4ba9-8c5f-716487611bf9
Signature Agreement Document Link	View/Print Signature Agreement

Return

Figure 32 Unsuccessful identity proofing

Choosing Paper-based Identity Proof

Users have the option to identity proof by means of printing, wet-ink signing, and returning a signature agreement to ADEM. This option will not produce immediate results like that of electronic identity proofing. To proceed, please follow the steps below.

1. On arriving at the Establish Proof of Identity page, please verify your legal name appears in the First Name, Middle Initial, and Last Name textboxes.

2. Click on the button titled "Click here for paper-based option" as seen in the image below.

Figure 33 Identity Proofing (paper-based option)

3. Click on the button titled "View" to view signature agreement.

4. Please print the document, sign on the signature line, and return to the address listed.

and conditions of this electronic signature agreement. I certify under penalty of law that I have personally examined and am familiar with the information submitted in this agreement and I believe that the information is true, accurate and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment.

Signature:	
Transaction Id:	_e4addb91-66ca
Date:	10/18/2021 10:45:02 AM -05:00
Document Id:	1204

Mail to: **Alabama Department of Environmental Management c/o ADEM Web Portal Help Desk PO Box 301463 Montgomery, AL 36130-1463**

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5. Once the document has been received and processed by ADEM, you will receive an email indicating that you may electronically sign documents/submissions.

Note: At this time, identity proofing is only accessible through the Portal connected application AEPACS. The guidance below will use the AEPACS application.

Appendix A: Application Specific Routing to Electronic Identity Proofing

1. From the AEPACS welcome page, access your Profile & Settings by left clicking on your name in the upper right corner of the page.
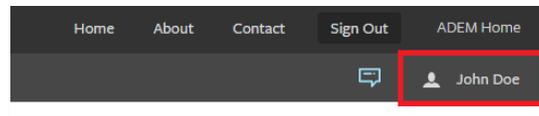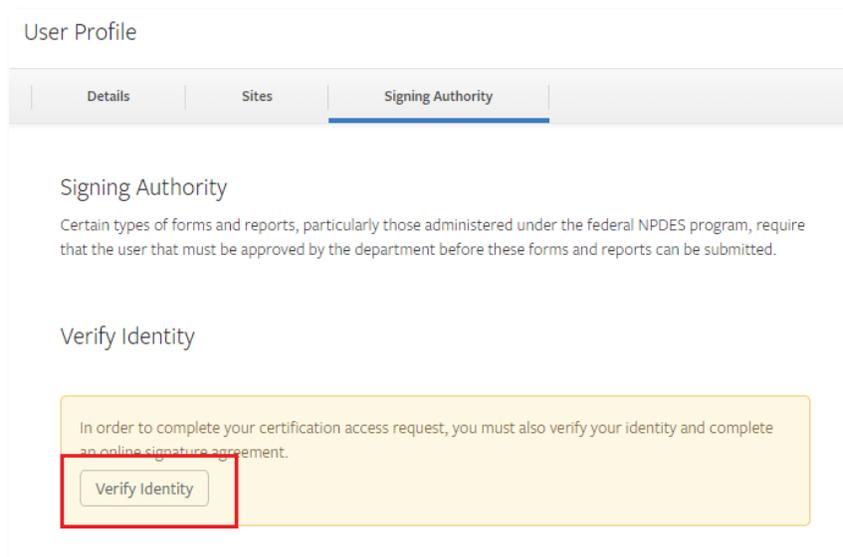

Figure 34 AEPACS user profile

2. On the User Profile page that appears, select the Signing Authority tab.

Figure 35 User Profile

3. In the section titled Verify Identity, left click on the Verify Identity button.

4. You will be redirected to the Identity Proofing page as discussed in the Identity Proofing section of this guide.

In progress

Appendix B: e2 Transition to AEPACS

ADEM will be transitioning from the E2 Reporting System to the Alabama Environmental Permitting and Compliance System (AEPACS) for the submittal of DMRs and SSO Reports in early November 2021. This will be Phase 2 of the NPDES program's transition to the AEPACS system and will include State Indirect Discharge (SID) and Underground Injection Control (UIC) facilities as well. AEPACS is an electronic system that allows facilities to apply for and maintain permits as well as submit other required applications, registrations, and certifications. In addition, the system allows facilities to submit required compliance reports or other information to the Department.

The Department will be using the E2 User account information to set up a similar User Profile in AEPACS based on the following criteria:

1. The user has logged in to E2 since October 1, 2019; and
2. The E2 user account is set up using a unique email address.

Once the transition to AEPACS occurs, E2 users that meet the above criteria will only need to establish an ADEM Web Portal account (https://prd.adem.alabama.gov/awp) under the same email address as their E2 account to have the same permissions in AEPACS as they did in E2. They will also automatically be linked to the same facilities they were in E2. (Note: If you make a web portal account and log into AEPACS prior to the transition, you will not be linked the any of the Phase 2 facilities)

Please review the "Basic Information" under "My Account" to ensure that all your information is correct and current. Please pay special attention to the email address. If the email address or other information is incorrect, please send an email to the E2 Administrator at e2admin@adem.alabama.gov to notify the Department of the corrections that are needed. Note: If your account is set up under a shared email address, you should obtain an email address specific to yourself and then notify the E2 Administrator of the new email address.

Identity Proofing

The identity proofing status of e2 user accounts will transition the new ADEM Web Portal accounts. For those accounts that are identity proofed, on the first log in to the account the user will be redirected to sign a new electronic signature agreement.

1. Upon completion of creating your ADEM Web Portal account, log in to the Portal.

2. A notification will appear indicating your identity proofing status is complete and direct you to electronically sign the signature agreement.
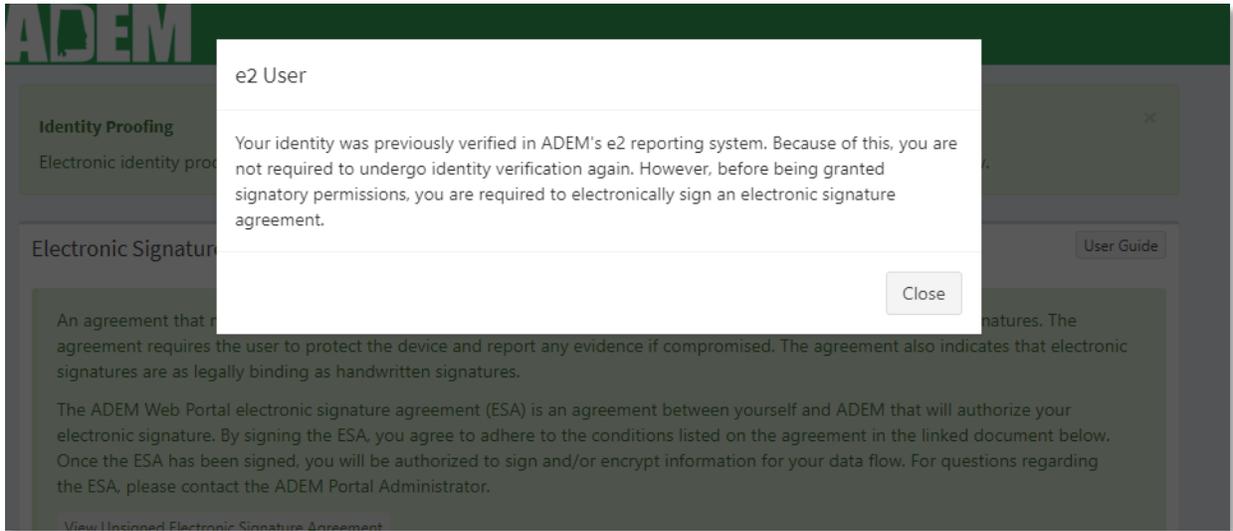

Figure 36 e2 transition

3. Complete the steps for successful electronic identity proofing located here.

Appendix C: Troubleshooting

Registration

The following issues may be encountered when registering for an ADEM Web Portal Account.

> Pending registration: This indicates there was a previous attempt to register an account with the Portal, but the registration was not completed. In this case, please either use the confirmation email previously received to complete the registration process or using the pop-up notification on the Portal Registration page, select "Re-Send Email" to have the Portal resend a confirmation email.

Pending Registration

An incomplete registration exists for the email address entered. To resend the email verification link in order to complete your registration, press the Send Email button.

Cancel   Re-Send Email
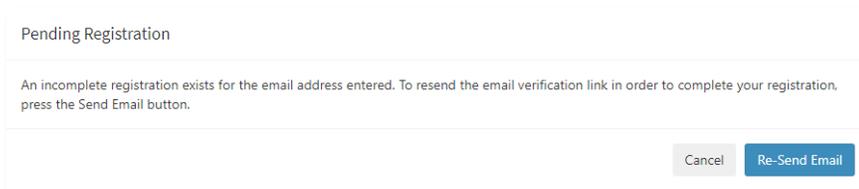
Figure 37: Pending registration

> Existing account: This indicates an attempt to register a new account using the email address of an existing account. In this case, you may cancel the registration for this email address, or Login.
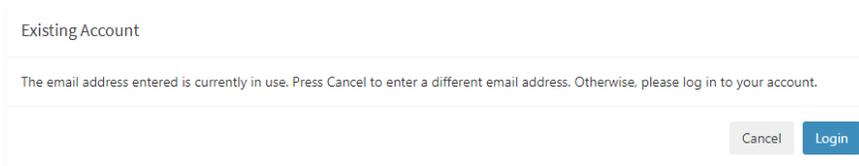

Existing Account

The email address entered is currently in use. Press Cancel to enter a different email address. Otherwise, please log in to your account.

Cancel   Login

Figure 38: Existing account

Confirm Email

The following issues may be encountered when confirming your email account for an ADEM Web Portal Account.

> Invalid email confirmation link: There are a couple of reasons you would encounter the message below.

- If you have completed creating your account for the Portal, use of the email confirmation link will fail because the email address was previously confirmed.
- The email confirmation link is valid for 24 hours. Use of the link after 24 hours will result in an invalid confirmation message.
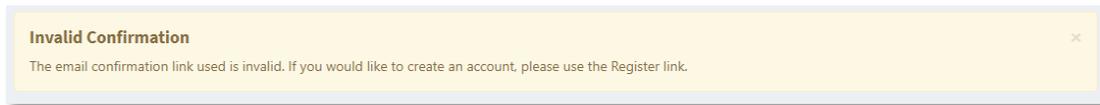- If the link has been modified in any way, it will be interpreted to be invalid.

Figure 39: Invalid confirmation link

Challenge question answer reuse: Answers to challenge questions may not be repeated in the current set of challenge question answers. Make sure each answer is different.
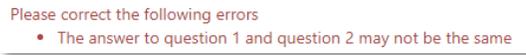

Figure 40: Challenge question answer validation error

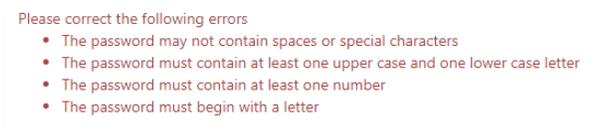**Password criteria:** In this case, please enter the missing required information

Figure 41: Password criteria validation error

Password criteria:
- Be between 8-15 alpha-numeric characters (no spaces or special characters)
- Not contain your email address
- Not contain the word password
- Contain only letters and numbers
- Contain at least one lowercase and one uppercase letter
- Contain at least one number
- Begin with a letter

Communication error: There may be times where communication issues occur. In these cases, the user will see the message "An error occurred and the account was not created. Please contact the ADEM Web Portal Help Desk at ademwebportal@adem.alabama.gov". In this case, it is highly recommended that you contact the ADEM Web Portal Help desk for further assistance.

Login

The following issues may be encountered when signing in to the ADEM Web Portal Account.

This ADEM Web Portal account Is locked: This could be the result of multiple failed authentication attempts, or an account could have been locked by the ADEM Web Portal Help Desk for suspicion of a user sharing credentials. For the account to be reviewed / unlocked, please contact the ADEM Web Portal Help Desk.
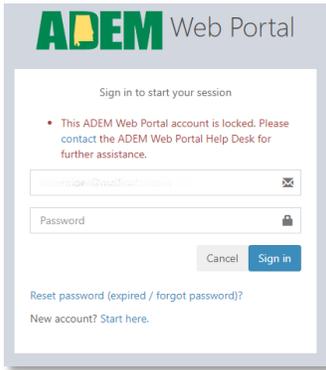
Figure 42 Portal account is locked

The authentication system is temporarily unavailable: Communications with the authentication service are temporarily unavailable.
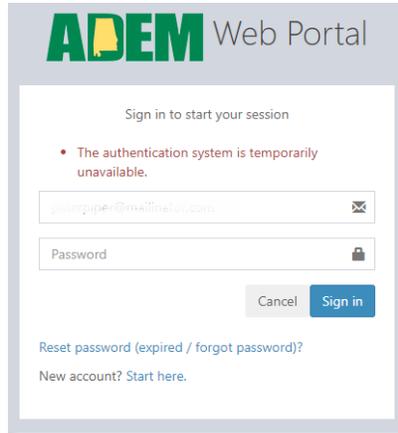

Figure 43: Authentication system unavailable

Incomplete account registration: The registration/account creation process has not been completed. Use the link from the email confirmation message to complete your registration.
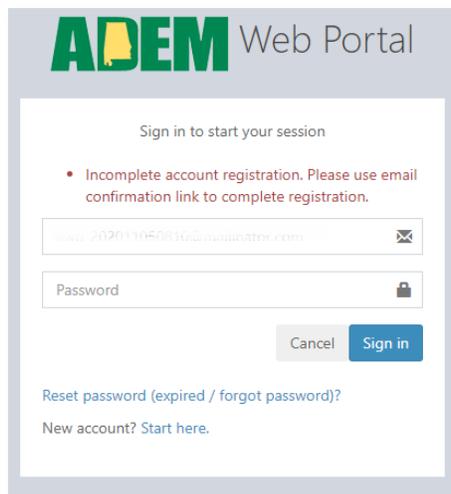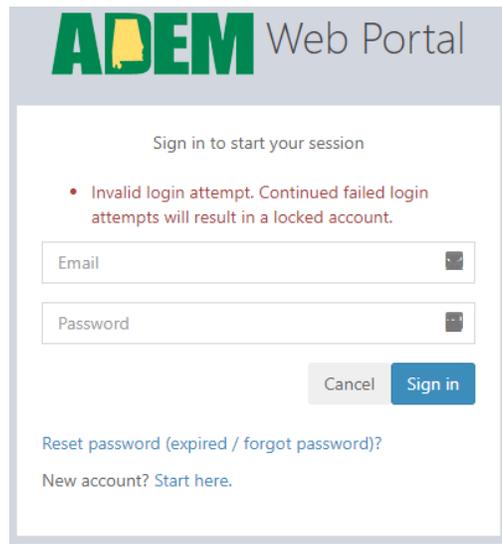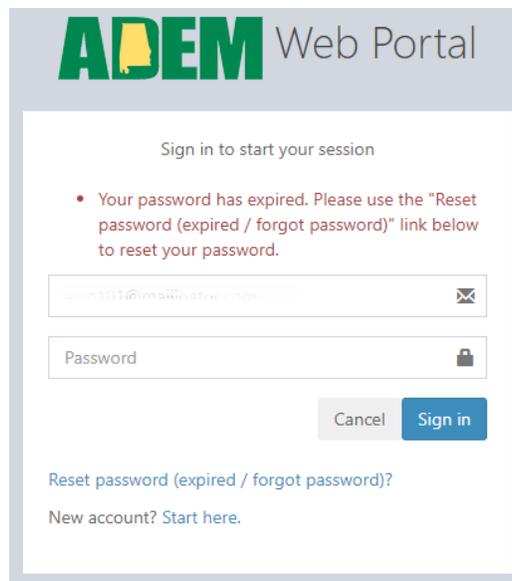

Figure 44: Incomplete account registration

Invalid login attempt. Continued failed login attempts will result in a locked account: Verify the spelling of your email address and verify the password was entered correctly. Please note: if there are three consecutive failed authentication attempts, your account will be locked.

Figure 45: Invalid login attempt

Your password has expired: ADEM Web Portal passwords expire after 90 days. If you encounter this message, please use the "Reset password (expired / forgot password)?" link at the bottom of the login control.

Figure 46: Password expired