

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.

	Veb Portal
Welcome to ADEM's Web Portal. This is the gateway to a number of a	ADEM applications that will help you in your journey with the Departmen
ePay	Sign In
ePay allows for the electronic payment of various fees to the ADEM. Click the link below that corresponds to the fee you wish to pay.	Sign In Reset password (expired / forgot password)
Bacteriological Sample Analysis	New account? Start here.
Water/Wastewater Operator Certification	
Smoke School	
Underground Storage Tanks	
General Invoice (payments not applicable to above)	
Announcements	
A Support for the ADEM Web Portal is available Monday through F	riday 7:00 AM through 5:00 PM, excluding holidays.
A Should you have questions, please email the Web Portal Admin a	it ademwebportal@adem.alabama.gov.
The ADEM Web Portal User's Guide is available for download here.	

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.
- Navigate to the Portal home page (<u>https://prd.adem.alabama.gov/awp</u>) and on the line "New Account? Start here", left click on <u>Start here</u>.

ADEM	
	Neb Portal ADEM applications that will help you in your journey with the Department.
ePay ePay allows for the electronic payment of various fees to the ADEM. Click the link below that corresponds to the fee you wish to pay.	Sign In Reset password (expired / forgot password)
Bacteriological Sample Analysis Water/Wastewater Operator Certification Smoke School	New account? Start here.
Underground Storage Tanks	



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.

Registration		User Guide
Step 1 of 2		
	account. Registration is a multistep process comprised of the following steps:	
<ul> <li>Step 1: Entry of basic user information</li> <li>Step 2: Confirm email address, entry of user information,</li> </ul>	n, and entry of account credentials	
Please begin by entering your basic user information below. Af will contain instructions for completing your registration (Step	fter pressing the Register button, please check your email for a confirmation email. The confirmation 2).	i email
Please Note:		
The ADEM Web Portal and related applications are re	ared ncy's security requirements, your password will expire 90 days from the time it is set. equired to send various email notifications to the email address entered. To ensure receipt of dem.alabama.gov) is white-listed in your email network and then verify messages are not goin	
Email *		
Email		
Confirm email *		
Confirm email		
First Name *		
First Name		
Middle Initial		
Middle Initial		
Last Name *		
Last Name		
Organization Name *		
Organization Name		
Title *		
Title		
Cancel Register		

Figure 4 Registration

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

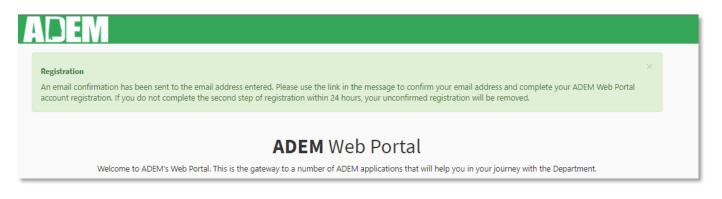


Figure 5 Registration completion

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.

ADEM Web Portal: Confirm your email				
ADEM Web Portal <noreply@adem.alabama.gov></noreply@adem.alabama.gov>	← Reply	Keply All	$\rightarrow$ Forward	
To O John Doe			Tue 7/27/2021	8:00 AN
<ul> <li>Welcome to the ADEM Web Portal. To complete your registration and create your account, please confirm your email URL below into your browser's address bar. You will then enter your contact information, select and prov password. Your new password must: <ul> <li>Be 8-15 alpha-numeric characters (no spaces or special characters)</li> <li>Not contain your email address</li> <li>Not contain the word password</li> </ul> </li> </ul>			•	
Contain only letters and numbers				
<ul> <li>Contain at least one lowercase and one uppercase letter</li> <li>Contain at least one number and begin with a letter</li> </ul>				
ademwebportal@adem.alabama.gov. Confirm Email URL: https:// 3723f7dc4db&code=CfDi8AvHVIVTqt9GtVC7M%2F8hhy0kDtyAeHxm3leVdpe% 2FIdGMUFNtCugmHV2vvTHV9rzli5bxkLJDODcOAgUF7V5xKnJ60vqt0TH2AZGYXFLaXHwphNkm2mSXNQnNptgCr 2BqU3Nskl0d%2FyA3Uxg4r5lB34C%2BFR%2Ba0UfQ0%2Fgt5D%2FRR145gdS5ekcNRciiybimFL6ATn8kE4Knr11c4r	noWHQrLpgVnX5TlBdube	Fk5AWvyUb4XS	HNm5qEi%	
<ul> <li>For individuals gaining signatory authority, the use of a randomly selected challenge question answer and your password will se</li> <li>Alabama Department of Environmental Management</li> <li>PO Box 301463</li> <li>Montgomery, AL 36130-1463</li> <li>Help Desk Telephone: (334) 274-4190</li> <li>Fax: (334) 271-7950</li> </ul>	erve as your electronic signat	ure.		
Notice				
<ul> <li>Accounts are for individual users and may not be shared.</li> <li>Per the United States Environmental Protection Agency's security requirements, your password will expire 90 days from</li> <li>The ADEM Web Portal and related applications are required to send various email notifications to your registered email ADEM domain(@adem.alabama.gov) is white-listed in your email network and then verify messages are not going to your</li> </ul>	l address. To ensure receipt o	f these messages,	please verify that	the

- 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.
- your junk mail folder.

   indicates a required field

Mailing Address *			Phone *	
Mailing Address 1		E	Phone Number	
Mailing Address2			PhoneExtension	
Mailing Address 2			Extension	
City *			Fax	
City	1		Fax Number	
State *				
Select state		~		
Zip *				
Zip				
Country *				
United States		~		
Question 1 *		Answer 1 *		
Select a question to answer	~	Answer 1		
Question 2 *		Answer 2 *		
Select a question to answer	~	Answer 2		
Question 3 *	2	Answer 3 *		
Select a question to answer	× 4	Answer 3		
Question 4 *		Answer 4 *		
Select a question to answer	~	Answer 4		
Question 5 *		Answer 5 *		
Select a question to answer	~	Answer 5		
Password *				
•				
Confirm Password *				
Ð				
Cancel Register				

User Guide

**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.

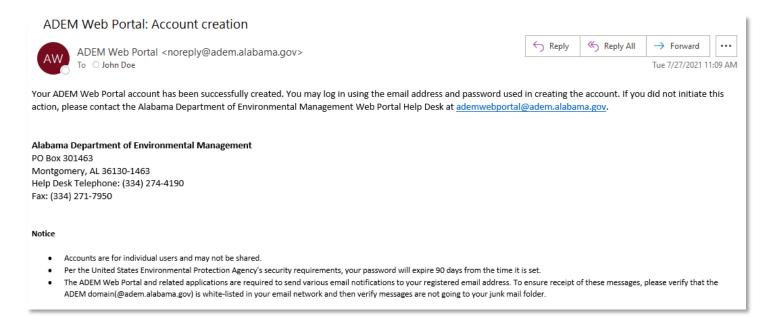


Figure 8 Account creation confirmation

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 (<u>https://prd.adem.alabama.gov/awp</u>).
  - 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.

	eb Portal
Sign in to start your	session
Email	
Email	
Password	
Password	
	Cancel Login
Reset password (expired / forgot pa	assword)?
New account? Start here.	

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.
- Navigate to the Portal home page (<u>https://prd.adem.alabama.gov/awp</u>). Left click on the link "<u>Reset</u> password (expired / forgot password)".

ADEM Web Portal Welcome to ADEM's Web Portal. This is the gateway to a number of ADEM applications that will help you in your journey with the Department.				
ePay	Sign In			
ePay allows for the electronic payment of various fees to the ADEM. Click the link below that corresponds to the fee you wish to pay.	Sign In Reset password (expired / forgot password)			
Bacteriological Sample Analysis	New account? Start here.			
Water/Wastewater Operator Certification				
Underground Storage Tanks				
General Invoice (payments not applicable to above)				
Announcements				
A The ADEM Web Portal User's Guide is available for download here.				

Figure 10 Reset password link

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

1	orgot Password User Guide
	For existing ADEM Web Portal account holders, if you have forgotten your password or your password has expired, please enter the email address for your account in the box provided below. If a valid email address is entered, an email containing information on resetting your password will been sent to you.
	For accounts that are locked, you will need to contact the ADEM Web Portal Help Desk at ademwebportal@adem.alabama.gov to request that the account be unlocked.
	Please Note:
	<ul> <li>Accounts are for individual users and may not be shared</li> <li>Per the United States Environmental Protection Agency's security requirements, your password will expire 90 days from the time it is set.</li> <li>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.</li> <li>* indicates a required field</li> </ul>
	imail * Email
	Cancel Submit

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.

ADEM Web Portal: Password reset request			
AW ADEM Web Portal <noreply@adem.alabama.gov></noreply@adem.alabama.gov>	S Reply	Reply All	→ Forward
			TUE 1/21/2021 3:23 PW
The ADEM Web Portal Help Desk has received a request to reset the your password. You may reset your password by gour browser's address bar. This link will expire on 7/28/2021 3:29 PM Central. Your new password must:	<mark>cking here</mark> or copy a	ind paste the	reset URL below into
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			
If you did not make this request, please contact the ADEM Web Portal Help Desk immediately at ademwebportal@ader	n.alabama.gov.		
Reset URL: https://polentev-web_adem.alabama.gov/awp/auth/identity/Account/ResetPassword?uid=31493084-43fc-45			
6b3f1745c15b&code=CfDJ8AvHVIvTqt9GtVC7M%2F8hhy2K7nUXhYeigw7aFxditFxJGdBQ0X1n4b9MaptYt%2BJeZaByGE1 2F7rAaoRahPrreFde%2BsnBNhv6tEAavXgugwEJLnUexP5fi3uSUzfeGHig4dEQJyuOE1EU%2BNKaz928ayYYsbPMM2PScI52			
2Bax&activityParentId=7379			
Alabama Department of Environmental Management			
PO Box 301463 Montgomery, AL 36130-1463			
Help Desk Telephone: (334) 274-4190			
Fax: (334) 271-7950			
Notice			
<ul> <li>Accounts are for individual users and may not be shared.</li> </ul>			
Per the United States Environmental Protection Agency's security requirements, your password will expire 90 days from the time			
<ul> <li>The ADEM Web Portal and related applications are required to send various email notifications to your registered email address.</li> <li>ADEM domain(@adem.alabama.gov) is white-listed in your email network and then verify messages are not going to your junk m</li> </ul>		ese messages, j	blease verify that the

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.

Reset password	User Guide
Your account has been flagged for a password reset. This may have occurred if you used the "Reset password (expired / fo password)" link, or if your account was unlocked by the ADEM Web Portal Help Desk. To reset your password, please enter address, followed by entry of your new password and re-enter your new password. On completion of changing your passw receive an email confirmation of the change and will be logged in to the ADEM Web Portal. (* indicates a required field)	your email
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 • Eegin with a letter	
Email *	
© Confirm New Password * (2)	
Cancel Submit	

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.

ADEM Web Portal: Password updated			
ADEM Web Portal <noreply@adem.alabama.gov></noreply@adem.alabama.gov>	S Reply	所 Reply All	$\rightarrow$ Forward $\cdots$
To O John Doe			Tue 7/27/2021 3:53 PM
Your ADEM Web Portal password has been updated. If you did not initiate this action, please contact the Alabama Depart Help Desk at <u>ademwebportal@adem.alabama.gov</u> .	ment of Enviro	onmental Manag	gement Web Portal
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.			
<ul> <li>Per the United States Environmental Protection Agency's security requirements, your password will expire 90 days from the time it</li> <li>The ADEM Web Portal and related applications are required to send various email notifications to your registered email address. To</li> </ul>		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		n enese messages,	prease vering clue the



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.

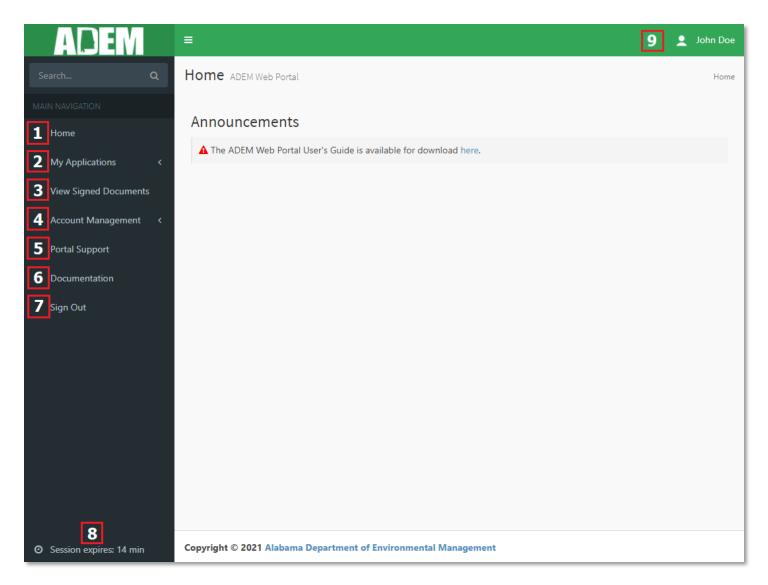


Figure 15 ADEM Web Portal landing page (logged in user)

#### 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.

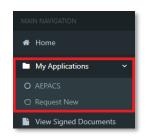


Figure 16 My Applications menu

#### 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).

ding r al.		ed and you v	ons that you currently have access to are indicated with the <b>Approved</b> status. receive notification via email of any additional information required, approval, or ly for access.
	Application	Status	
	AEERS	Pending	
	awp_test_connect		
	eDWRS (Electronic Drinking Water Reporting System)		
	RazorTests		
	Test Application1		
	Test Application2		
	Test Application3		

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.

ow v entries							Sea	rch:	
Application 11	Document Name	J↑	Date Signed	↓ <del>.</del>	Status 👘	View Details	Ĵ↑	Revise 🕼	Refute
ADEM Portal WebApp	ElectronicSignatureAgreement_20210816075332.pdf		08/16/2021 7:53:19 am						

#### Figure 18 View Signed Documents

ity Signature Receipt A	.DEM Web Porta	
Signed By	John Doe	
User Id	bee741ba-f23	4-4be3-8e42-b9bd00310aaa
Activity Date	08/16/2021 8	53:14 AM
Activity Id	_9fa67c50-b4	b6-4cad-9cc8-41b4060fd938
Documents Signed	1	
Document Link		ElectronicSignatureAgreement_20210816075332.pdf
Document Id		2a354984-e97c-40c5-ac63-ef53ba203c8d
Date Signed		08/16/2021 8:53:30 AM
Detached Signature Document Link		View Detached Signature
Detached Signature Document Id		46ffbee0-3536-4743-b1b8-b67b181338f7
Validate Document		Validate CoR



- 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.

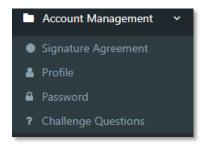


Figure 20 Account management menu

### 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.

 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.



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

Profile		User Guide
<ul> <li>Please review your profile information below. To modify your profile information, please press the N</li> <li>Please Note: <ul> <li>If you have a valid signature agreement with ADEM, changes to your profile will require elect information.</li> <li>Changes to your email address require notifying the ADEM Web Portal Help Desk at ademwe</li> <li>* indicates a required field</li> </ul> </li> </ul>	ronically signing a new agreement with the updated profile	
Email	Phone	
awp_202108130915@mailinator.com	(333) 333-3333	
First Name	Phone Extension	
John		
Middle Initial	Fax	
Last Name		
Doe		
Organization Name		
Test Organization		
Title		
Test Title		
Mailing Address		
123 Test Drive		
Mailing Address2		
City		
Montgomery		
State		
Alabama		
Zip		
36110		
Country		
United States		
Cancel Modify		

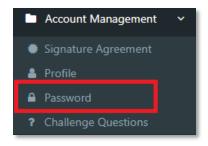


Please Note:

- 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:
  - Changes to first name, middle initial, and/or last name will result in the account holder having to re-verify identity.
  - 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.

Change Password	User Guide
To change your password, please enter your current password followed by your new password. Your new password must meet the following requirements:   Be 8-15 alpha-numeric characters (no spaces or special characters)  Not contain your email address  Not contain the word password  Contain the word 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  Please Note:  Incorrect entry of the current password multiple times can lead to the locking of your account.  * indicates a required field	
Current Password *	
New Password *	
Confirm New Password * Re-enter new password	
Cancel Reset	

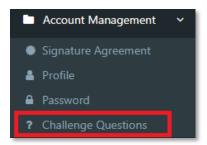
Figure 22 Password update

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 <u>Reset Password</u> 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.

Reset your challenge question answers		User Guid
Please reset your challenge question answers below by selecting five question Please Note: Incorrect entry of the current password multiple times can lead to the I You may select questions previously used. You may use answers previously used You may not use the same answer for more than one question Answers are not case sensitive Indicates a required field		n.
Question 1 *	Answer 1 *	
Select a question to answer	Answer 1	5
Question 2 *	Answer 2 *	
Select a question to answer 🗸	Answer 2	
Question 3 *	Answer 3 *	
Select a question to answer 🗸	Answer 3	
Question 4 *	Answer 4 *	
Select a question to answer	Answer 4	
Question 5 *	Answer 5 *	
Select a question to answer	Answer 5	
Current Password *		
Cancel Save		

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 <u>Reset Password</u> 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 (<u>see information</u> <u>here</u>). 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.

Portal Support ADEM Web Portal	Home > Portal Support
To request assistance from the ADEM Web Portal Help Desk, please select a subject and type your message belo press the Submit button to send the message. A copy will be sent to your email address.	ow. Once finished,
Email	
awp_202108130915@mailinator.cc	
Name	
John Doe	
Subject *	
Select subject 🗸	
Message	
Cancel Submit	

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.

Documentation ADEM Web Portal
ADEM Web Portal User Guide

Figure 25 Portal documentation

### Logout

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

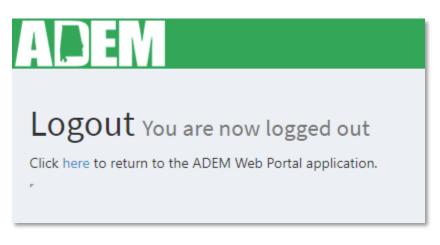


Figure 26 Logout

## 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.

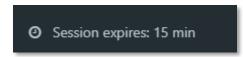


Figure 27 Session expiration

# **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.

- <u>AEPACS</u>
- <u>eDWRS</u>

### **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.

ADEM
Establish Proof of Identity User Guide
To obtain signatory authority (electronic signing of documents and submissions), you are required to establish proof of identity using LexisNexis® prior to the signing/submitting electronic reports through the ADEM Web Portal and associated applications. Electronic identity proofing via LexisNexis® will provide immediate results. If electronic identity proofing is successful, your ability to perform electronic signatures will be granted immediately. If it is not successful, you will be required to print, wet-ink sign, and return the paper signature agreement to ADEM via mail (instructions included on document).
Please Note:
<ul> <li>Please verify that the name listed below is your legal name before proceeding. If it is not, please press Cancel and update your profile. If you submit the information with any errors/typos, you will fail electronic identity proofing.</li> <li>In using the LexisNexis® electronic identity proofing services, ADEM will neither store nor have access to your personal information.</li> <li>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.</li> <li>* indicates a required field</li> </ul>
First Name
John
Middle Initial
Last Name
Doe
□ I have reviewed the name presented above and would like to proceed with LexisNexis® electronic identity proofing
Click here for paper-based option
Cancel

 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.

Last Name	
Doe	
SSN Last 4 *	
1234	
Home Address *	
123 Test Drive	
City *	
Montgomery	
State *	
Alabama 🗸 🗸	
Zip Code *	
36110	
Home Telephone *	
(333) 333-3333	
Date of Birth *	
December 🗸 19 🖌 2001 🗸	
Cancel Submit	

Figure 29 Identity proofing user details

- 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.

Identity Proofing Success You have successfully completed electronic identity proofing.	×
lectronic Signature Agreement	User Guide
protect the device and report any evidence if compromised. The agr The ADEM Web Portal electronic signature agreement (ESA) is a agreement ESA you agree to adhere to the conditions listed on the agreement encrypt information for your data flow. For questions regarding the View Unsigned Electronic Signature Agreement I hereby certify that the information given in this agreement is, to he best of my knowledge and belief, true, accurate, and complete.	electronic signature device to apply electronic signatures. The agreement requires the user to eement also indicates that electronic signatures are as legally binding as handwritten signatures. reement between yourself and ADEM that will authorize your electronic signature. By signing the in the linked document below. Once the ESA has been signed, you will be authorized to sign and/or ESA, please contact the ADEM Portal Administrator.
<b>lame</b> Doe, John D	
Organization	
Test Organization	
mail awp_20 0000143 Setter allest exercise	
Cancel	

Figure 30 Successful identity proofing

- 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."

Name	
Doe, John D	
Organization	
Test Organization	
Email	
awp_202107291415@mailinator.com	
What is the first and middle name of your oldest sibling? Challenge Question Answer	
Password	
Cancel Submit	1

*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 succ	cessfully. Please complete the paper signature agreement process below.	
Signature Results		User Guid
	ted, wet-ink signed, and mailed to ADEM for processing. You will receive email notification once the signature I 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	

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.

Establish Proof of Identity	User Guid
To obtain signatory authority (electronic signing of documents and submissions), you are required to establish proof of i signing/submitting electronic reports through the ADEM Web Portal and associated applications. Electronic identity pro- results. If electronic identity proofing is successful, your ability to perform electronic signatures will be granted immediat print. wet-ink sign, and return the paper signature agreement to ADEM via mail (instructions included on document).	ofing via LexisNexis® will provide immediate
Please Note:	
<ul> <li>Please verify that the name listed below is your legal name before proceeding. If it is not, please press Can information with any errors/typos, you will fail electronic identity proofing.</li> <li>In using the LexiANexis® electronic identity proofing services, ADEM will neither store nor have access to y</li> <li>The ADEM Web Portal and related applications are required to send various email notifications to the ema messages, please verify that the ADEM domain (@adem.alabama.gov) is white-listed in your email networl your junk mail folder.</li> <li>Indicates a required field</li> </ul>	your personal information. il address entered. To ensure receipt of these
rst Name	
Jim	
liddle Initial	
P	
ast Name	
Doe	
I have reviewed the name presented above and would like to proceed with LexisNexis® electronic identity proofing	
Click here for paper-based option	

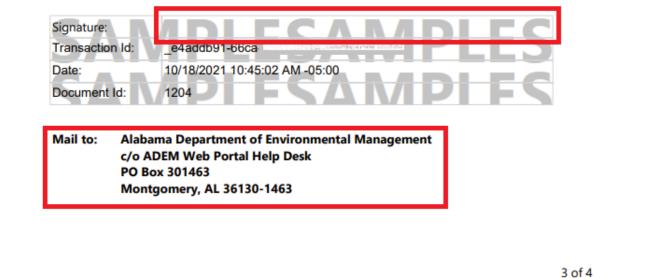
Figure 33 Identity Proofing (paper-based option)

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

Signature Results		User Guide
Pending: Your signature agreement must be printed, wet-ink signed, and ma agreement has been accepted by ADEM. You will not be able to electronical	ailed to ADEM for processing. You will receive email notification once the signature ly sign documents until the signature agreement has been accepted.	
User Identifier	80cabe75-fcee-4ad1-b9b6-453756149e3b	
User Name	Jim P Doe	
Date	10/18/2021 11:44:55 AM	
Activity Id	_e4addb91-66ca-1001-a61a-9ec63cd0a4e0	
Signature Agreement Document Link	View	
Return		

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.



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

## **AEPACS 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.

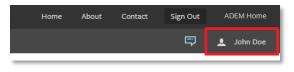


Figure 34 AEPACS user profile

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

User Profile	
Details Sites	Signing Authority
Contact Information	
First Name	

Figure 35 User Profile

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

User Profile
Details Sites Signing Authority
Signing Authority Certain types of forms and reports, particularly those administered under the federal NPDES program, require that the user that must be approved by the department before these forms and reports can be submitted. Verify Identity
In order to complete your certification access request, you must also verify your identity and complete an online signature agreement. Verify Identity

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

eDWRS Identity Proofing 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.

ADEM -		
	e2 User	
Identity Proofing Electronic identity proc	Your identity was previously verified in ADEM's e2 reporting system. Because of this, you are not required to undergo identity verification again. However, before being granted signatory permissions, you are required to electronically sign an electronic signature agreement.	×
Electronic Signatur	Close	User Guide
	he user to protect the device and report any evidence if compromised. The agreement also indic ally binding as handwritten signatures.	natures. The ates that electronic
electronic signature. Once the ESA has be	al electronic signature agreement (ESA) is an agreement between yourself and ADEM that will au By signing the ESA, you agree to adhere to the conditions listed on the agreement in the linked o en signed, you will be authorized to sign and/or encrypt information for your data flow. For ques act the ADEM Portal Administrator.	document below.
View Unsigned Electron	ir Signature Agreement	

Figure 36 e2 transition

3. Complete the steps for successful electronic identity proofing located <u>here</u>.

# 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 press the Send Email button.	o complete	your registration,
	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 accou	nt.
	Cancel	Login



## 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

Please	correct the following errors
•	The password may not contain spaces or special characters
•	The password must contain at least one upper case and one lower case letter
•	The password must contain at least one number
•	The password must begin with a letter

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.

ADEM Web Po	ortal
Sign in to start your session	
<ul> <li>This ADEM Web Portal account is locked contact the ADEM Web Portal Help Desi further assistance.</li> </ul>	
Password	
Cancel	Sign in
Reset password (expired / forgot password)?	
New account? Start here.	

Figure 42 Portal account is locked

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

ADEM Web Porta	
Sign in to start your session	
• The authentication system is temporarily unavailable.	
peterpiper@mailinator.com	~
Password	1
Cancel Sign in	n
Reset password (expired / forgot password)?	
New account? Start here.	
vew accountr start nere.	

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.

	eb Po	ortal
Sign in to start your	session	
<ul> <li>Incomplete account registra confirmation link to complete</li> </ul>		
		$\mathbf{\boxtimes}$
Password		
	Cancel	Sign in
Reset password (expired / forgot p	assword)?	
New account? Start here.		

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.

	eb Po	ortal
Sign in to start your	session	
<ul> <li>Invalid login attempt. Contir attempts will result in a lock</li> </ul>		-
Email		
Password		
	Cancel	Sign in
Reset password (expired / forgot p	assword)?	
New account? Start here.		

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.

<ul> <li>Sign in to start your session</li> <li>Your password has expired. Please use the password (expired / forgot password)" link to reset your password.</li> </ul>	
password (expired / forgot password)" link	
	M
Password	
Cancel	Sign in
Reset password (expired / forgot password)?	
New account? Start here.	

Figure 46: Password expired