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Maricopa.gov/AQ

Resetting Shared CROMERR Services (SCS) Security Questions

How to reset your security questions on the EPA's SCS
portal

Maricopa County Air Quality Department

September 2020

If you have received the error message below, but can still log into your Shared CROMERR Services (SCS) account, then follow the steps below to reset your security questions. Having correct security question answers is required when submitting through the AQD Online Portal (aka IMPACT).

The screenshot shows a Google Chrome browser window titled "Asbestos Notification - Google Chrome". The address bar displays the URL: `airimpact.stage.maricopa.gov/_ADFv__jsf?_afPfm=8.1&t=fred&_vir=/util/submitTaskPin.jsp&loc=en&_minWidth=1024&_minHeight=512&_rtrnld=0`. An error message box is highlighted with a red border, containing the following text:

- 1. User reached max number of answer attempts.
- 2. Please contact the Help Desk if you need assistance.


Below the error message, the page content includes:

- Submission may take several minutes depending on the amount of data being processed.
- Username: courtneykovacs6
- * Password:
- Security Question: What street was your high school located on?
- * Answer:
- Buttons: Submit, Cancel
- Form options: O&M, Ordered Demolition

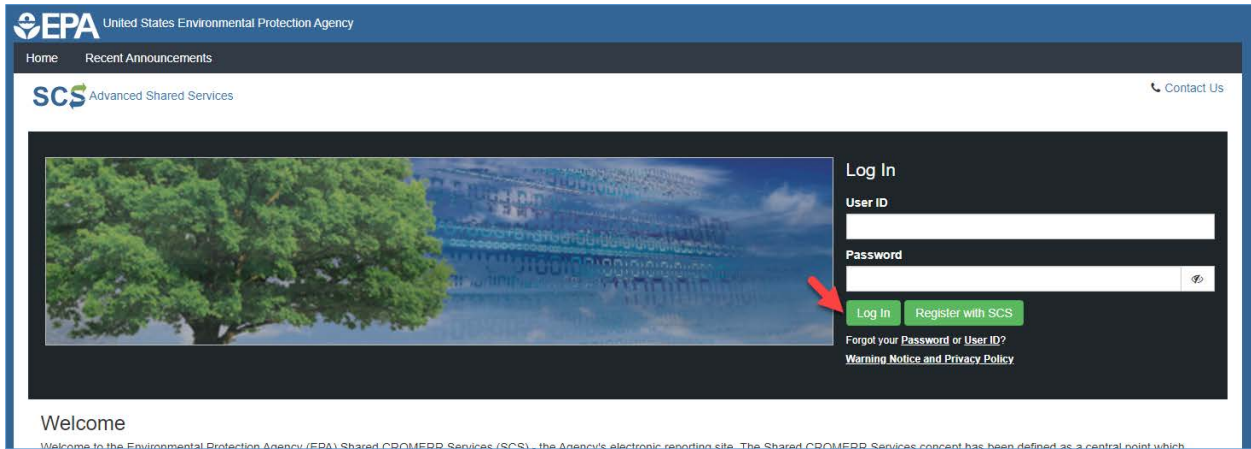
Step 1

Using Google Chrome as your internet browser, go to the EPA's SCS electronic reporting site, Encromerr.epa.gov. Please note other internet browsers will not support the SCS/AQD Online Portal system. You must also enable pop-ups on your internet browser.

To enable pop-ups on Google Chrome:

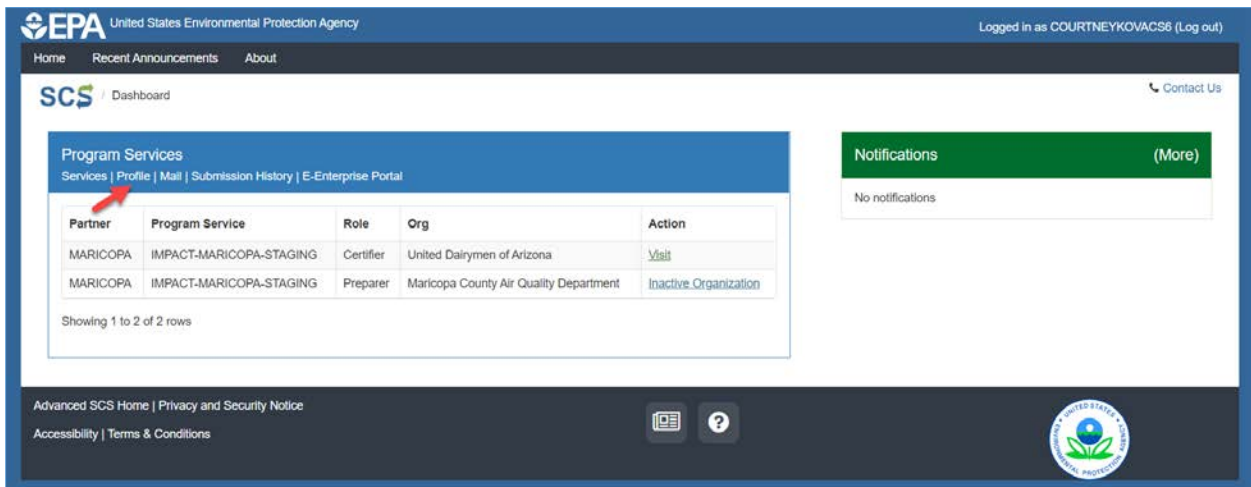
1. On your computer, open Chrome.
2. At the top right, select the three dots  then select **Settings**.
3. At the bottom, select **Advanced**.
4. Under "Privacy and Security," select **Site Settings**.
5. Select **Pop-ups and Redirects**.
6. At the top, turn the setting to **Allowed** to disable the pop-up blocker altogether.

Once you have accessed the EPA’s SCS electronic reporting site, enter your log in information and select **Log In**.

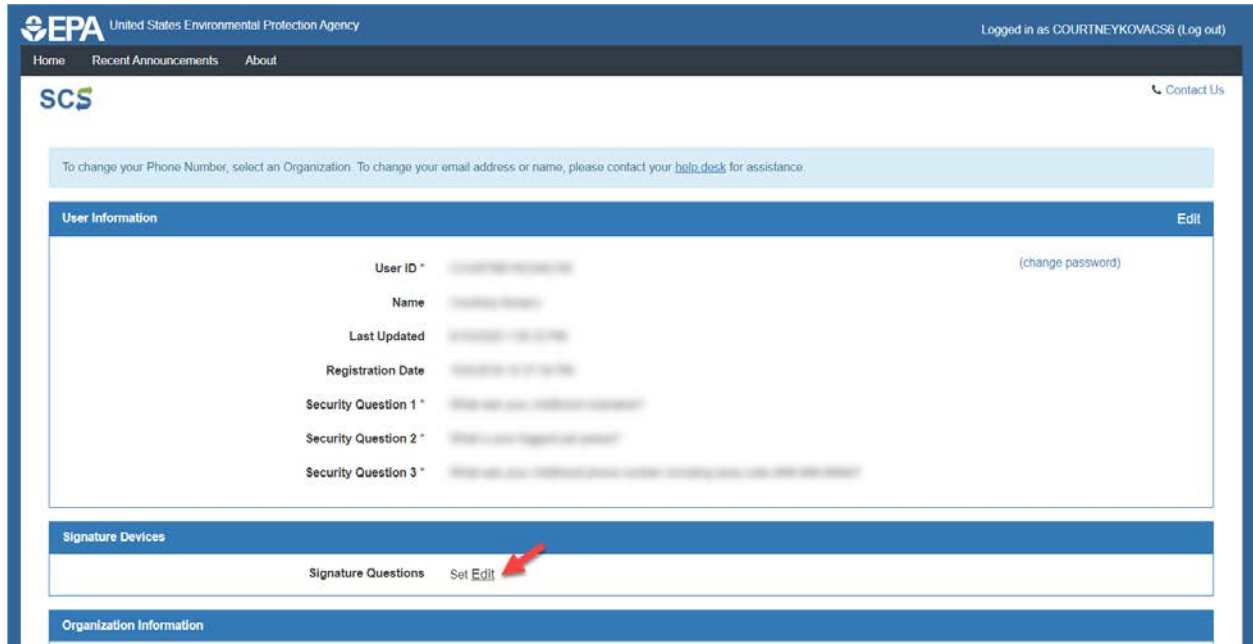


Step 2

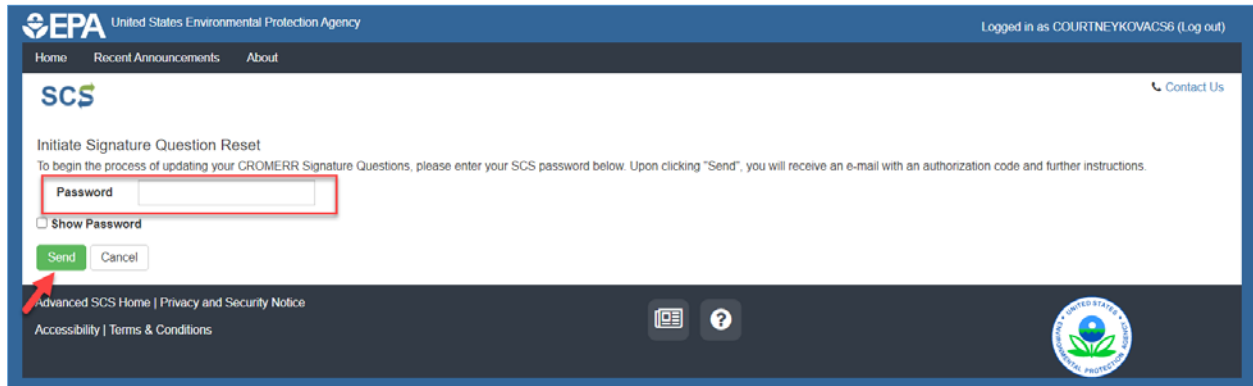
From the SCS Dashboard, select **Profile**.



Under Signature Devices, select **Edit**.



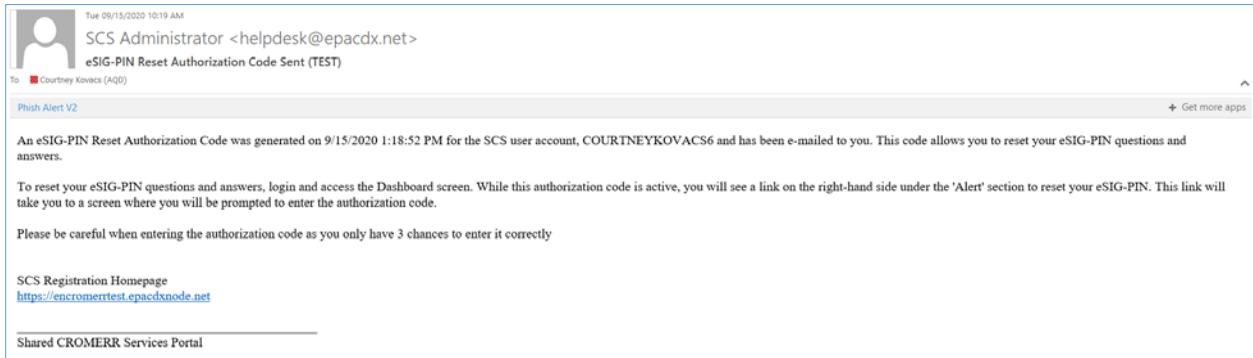
Enter your SCS account password and select **Send**.



Step 3

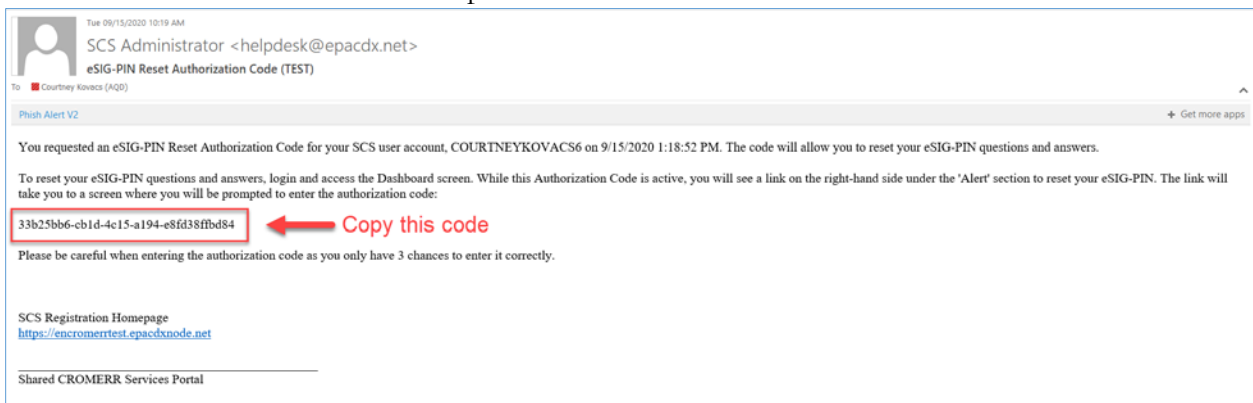
You will receive two automated emails to your primary organization's email address. The first email is to confirm that a reset authorization code was generated. The second email will contain your reset authorization code (a long sequence of symbols, numbers and letters).

Reset Authorization Code Sent Email Sample:



Copy the code as shown below.

Reset Authorization Code Email Sample:



Back on the SCS Dashboard, under the Alerts, select **Click here**.

The screenshot shows the EPA SCS Dashboard. At the top, it says "EPA United States Environmental Protection Agency" and "Logged in as COURTNEYKOVACS6 (Log out)". Below the navigation bar, there's a "Dashboard" header. A green notification bar states "An email was sent to your primary organization's email address." The main content area is divided into two sections. On the left, under "Program Services", there is a table with columns: Partner, Program Service, Role, Org, and Action. On the right, under "Alerts", there is a red box with a warning icon and the text: "Your eSIG-Pin reset code has been issued and emailed to you. Please check your email to retrieve your reset code. Click here to reset your eSIG-Pin questions and answers. If you have further questions, please contact the help desk." A red arrow points to the "Click here" link. Below the alerts is a "Notifications" section with a "(More)" link and "No notifications" listed.

Partner	Program Service	Role	Org	Action
MARICOPA	IMPACT-MARICOPA-STAGING	Certifier	United Dairymen of Arizona	Visit
MARICOPA	IMPACT-MARICOPA-STAGING	Preparer	Maricopa County Air Quality Department	Inactive Organization

Showing 1 to 2 of 2 rows

Enter the reset authorization code you received and select **Reset**.

The screenshot shows the "Reset CROMERR 20-5-1 Questions" form. It features a text input field labeled "Code" and two buttons: "Reset" and "Cancel". A red arrow points to the "Reset" button. The page layout is consistent with the previous screenshot, showing the EPA logo and user information at the top.

Step 4

Select five challenge questions from the left hand side and answer each question. Be sure to write your answers down, as these questions will be asked frequently when utilizing the AQD Online Portal. Select **Save Answers** when finished.

SCS Registration: Additional Verification

You are registered for a program that requires eSignature PIN Verification. Please select five (5) challenge questions and answers. The questions that you select should be questions that you can remember, but difficult for anyone else to guess.

Select 5 Challenge Questions and Answers

Show Answers

Save Answers

Once finished, you will see a notification indicating that your questions and answers have been saved.

The questions/answers have been saved.

Program Services
 Services | Profile | Mail | Submission History | E-Enterprise Portal

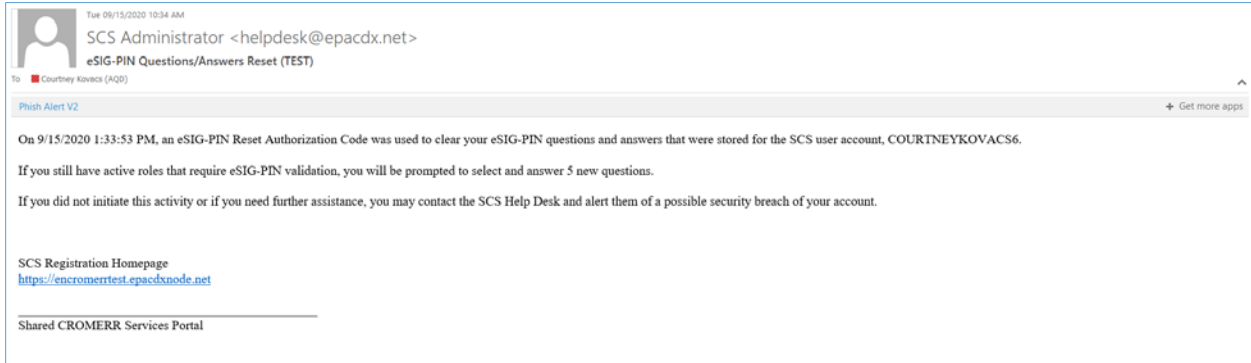
Partner	Program Service	Role	Org	Action
MARICOPA	IMPACT-MARICOPA-STAGING	Certifier	United Dairymen of Arizona	Visit
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Showing 1 to 2 of 2 rows

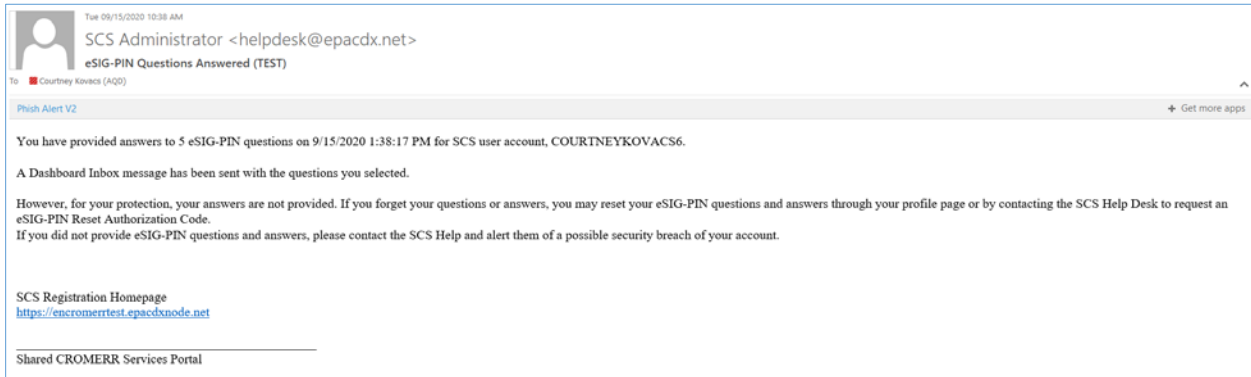
Notifications (More)
 No notifications

You will receive additional emails as you go through the steps above. These emails can be disregarded and are used to ensure that your account has not been breached. See examples below.

Questions/ Answers Reset Email Sample:



Questions Answered Email Sample:



Your security questions have now been reset and you may resume work through the AQD Online Portal. If you have any further questions, contact the department at 602-506-7833 or email AQDImpact@maricopa.gov.