Iowa EASY Air Frequently Asked Questions

GENERAL QUESTIONS

Q. Will you be discontinuing the use of SLEIS?

A. No, we will not discontinue the SLEIS program. SLEIS will continue to accept annual and triennial (once every three years) Emissions Inventory submittals.

Q. What kind of help is available if I need it?

A. Iowa EASY Air is designed to be intuitive to use – just like many income tax packages. Check the air quality **eAirServices** webpage for Registration and User Guides. Online help is also available within the software. A System User Guide is available on the login page. Plus, we'll have two people on the Iowa EASY Air Helpdesk to answer your questions about the system process. Please call Kevin Connolly (515-725-9569) or Jason Dowie (515-725-9523), or send email to **easyair@dnr.iowa.gov**.

If you have specific questions about construction permit applications, you can contact the hotline at 1-877-AIR-IOWA (1-877-247-4692). As always, once the project has been assigned, an air quality engineer will help you with specific questions about your project.

If you have specific questions about Title V permit applications, call 515-725-9511 to speak with a Title V Senior Environmental Specialist.

Q. If my client or I sell the company to someone else, will I still be able to see the data for those facilities?

A. No, you will not be able to view previous data for the facility. When a facility changes ownership the previous user accounts associated with that facility are made "**Inactive**". The previous users become "**General Public**" with regard to that facility.

Q. How do I view issued permits or submitted applications? Do I have to send a Public Information request?

A. At the bottom of the Public login page for Iowa EASY Air there is a search function for public users and non-users to view applications and confidential-redacted applications in the Iowa EASY Air system as if they had sent a request for information to our Records center. The public user or non-user may also view issued permits for any selected application or facility as has been done on our Construction Permit Search.

Q. When will training be offered?

A. Check the air quality **eAirServices** for current training opportunities. A recorded training webinar from **Dec. 19, 2019**, is also available under the Iowa EASY Air tab on this page.

Q. How much of my facility information was migrated into EASY Air?

A. Data entered in SLEIS before November 8, 2019, was migrated into Iowa EASY Air. Data for approximately 90 facilities not in SLEIS was migrated from SPARS. All emission points and emission units through calendar year 2018 were migrated. However, some fields are not required in SLEIS, so there may be some missing data which will be needed in the permit application. This includes insignificant emission units, maximum rated capacities, permit limits, etc. While DNR will do its best to ensure the data is accurate, you are also responsible for checking the accuracy of your data.

Q. I know SLEIS will provide data to EASY Air. Will EASY Air provide data back to SLEIS?

A. We are working with the software vendor for SLEIS to ensure that will happen. When this feature is completed, a notice will be sent out from the Iowa DNR Listserv.

Q. How do I speed up getting a permit issued?

A. Submit the application and pay the fees electronically. There are three main reasons that online is faster.

1. Online submission ensures the application is complete and the data has been validated. While DNR staff are available to answer questions, accurate and complete applications reduce the back-and-forth communications between company and DNR, eliminating the need to send the application back because of something like a missing initial. Instead, cues are built in to let you know if you missed filling out a needed field.

2. Several people at a company can work on different applications at the same time, eliminating time-consuming waits for data, review or signatures from different departments. Online submissions can be done from virtually anywhere, meaning it's easier for the Responsible Officer who must sign the permit to have access to it from a remote location. For example, no waiting for a week or two while they are at a conference.

3. Online submission cuts several days of DNR's administrative tasks at each end of the application process. For example, a mailed application goes to the State of Iowa mail system for distribution to many state agencies. Once it reaches DNR's mail room, the check is handled by accounting and the application is sent to Air Quality. Data in the application must be entered into the database before the application is assigned to an engineer. This process can take several days.

USER ACCOUNT & FACILITY QUESTIONS

Q. What is my user name?

A. Your user name is generated by the system when you create your account to include the first letter of your first name, and your full last name (ex. Tom Johnson = TJohnson). However, this may be modified at the time of account creation. When searching for users, use their email address. User accounts migrated from SLEIS will use your email address as your Iowa EASY Air user name

Q. How do I create a log-in if I've never had a permit before?

A. Follow the link on the Facility/Public Login page for "**Create a new account**". There are Account Registration Guides on the **eAirServices** page, one for **Preparers** and one for **Responsible Officials**. You will be able to complete all of your user information and select associated facilities (as a Responsible Official). System generated emails will confirm your account and provide you options to update your account information.

Q. What is my password?

A. After registering, you will be sent a temporary password. Use that to log in to the system. You will be prompted to create a new password—one that is different from your password from SLEIS. The password must be at least 10 characters long and include one capital letter (A), one lower case letter (a), one number (1) and one special character (#, !, %, etc.).

If you've created one but can't remember your password, then click on the "**Forgot your login user name or password?**" link on the login page. Enter your email address and your password will be sent to you.

Q. What account types are there in Iowa EASY Air?

A. There are two types of accounts in Iowa EASY Air; Responsible Official and Preparer. The Table below identifies the roles and their responsibilities.

User Type	Purpose	Account Privileges
Responsible Official (RO)	• Only the RO account can certify and submit applications in Iowa EASY Air. • In order for the RO to certify a submittal, the RO must get his/her account approved by Iowa DNR as the RO for that facility. • The RO user has only one account, but may have RO privileges for multiple facilities, and have the preparer rights for other facilities (authorized by a different RO).	• User will be issued a PIN once their account privileges are approved by Iowa DNR. • Certify and submit an electronic data entry form in Iowa EASY Air. • Manage preparers and consultants to work on applications. • View and prepare an electronic data entry form in Iowa EASY Air. • View submitted data in Iowa EASY Air. • Keep track of the status of submitted records. • Keep track of issuances.
Preparer	• A preparer is someone who is assigned by a RO to create and prepare applications for their facility. This may be a company employee or an external consultant. • The preparer has no rights to actually submit an application but can prepare applications for a single or multiple ROs (companies) that he/she is associated with. • The types of application and the facilities that the preparer can prepare applications for are all defined by the RO. • An RO can be associated as a preparer for another facility.	• View and prepare an electronic data entry form in Iowa EASY Air. • View submitted data in Iowa EASY Air. • Keep track of the status of submitted records. • Keep track of permit issuances.

Q. Do I need a PIN number, and where/how do I get one?
A. Only Responsible Officials will need to set a PIN in order to submit an application.
After you create your account, you will receive an email generated by the system with a temporary password. Login with your username (email address) then go to "**My Account**" **->** "**Password / PIN**" where you can set your own password.

If you forget your PIN, go to "**My Account" -> "Password / PIN**", click on the "**My PIN Information**" tab and select "**Request New PIN**" which will be emailed to you. Upon login, you can go to "**My Account**" **->** "**Password / PIN**" to customize your PIN into something that will be easier for you to remember.

Q. Does the RO have e-signature capability?
A. The PIN and security questions serve as your e-signature. Digital signatures are not used within Iowa EASY Air.

Q. Can the RO delegate their signature privileges to the preparer?
A. No. The Responsible Official can only delegate preparation rights to the preparer. The RO will still have to e-sign and submit the application.

Q. Can you have multiple ROs for one company? And can the RO also be the preparer?

A. Yes you can have multiple ROs for construction permits, however, there can only be one RO for Title V. The RO can also be the preparer for that company, or the RO can be the preparer for a different RO for a different facility. For example, two facilities (1, 2) exist for the same parent company. Each facility will have a Responsible Official. The RO for facility 1 may be assigned by the RO of facility 2 as a preparer for facility 2. See more details in the "**Responsible Officials - Managing Associated Consultants and Preparers**" pdf by visiting the **eAirServices** webpage.

Q. What kind of information/credentials will you need from consultants?

A. During the "**Create Account**" process, consultants should identify themselves in the Account Group as "**Preparer**". No further information is required at this time. To prepare an application, the consultant will need the Responsible Official (RO) to assign their facility to the consultant. During Application preparation, the preparer will need to include the P.E. number (this may be for a P.E. with oversight of the preparer's work).

Q. How do you add a Consultant or Preparer to work on your facility's permit applications?

A. Under the "**My Account**" tab for Responsible Officials there is a link in the left-hand panel for "**Manage Consultants and Preparers**". Clicking on this link will ask the RO for the email address of the user that will be given access to the permit applications for the facility. As the process involves many steps, there is an **information sheet** covering the steps necessary to add a Consultant or Preparer on the **eAirServices** webpage.

Q. What if I have multiple email addresses?

A. Your access to Iowa EASY Air is ultimately based on your email address. It is recommended that you only use one email address for accessing Iowa EASY Air. If you need to register a different account (changed email provider, company changes email address formats, begin working for a new company, etc.), you should create a new profile which must use your new or different email address. Previously used email addresses will be set to "**Inactive**" while your new email address will be "**Active**".

Q. How do you get into the system if my application is for an entirely new facility?

A. For a completely new facility, you will have to contact DNR and get a facility number. This can be done by filling out the **Iowa EASY Air Facility Number & Name Change Form** located at the **eAirServices** webpage and emailing it to **easyair_fn@dnr.iowa.gov**. This will need to be done prior to starting an application in the system.

PERMIT APPLICATION QUESTIONS

Q. How do you begin a permit application?

A. There are several conditions that must be met before a user can start a permit application in Iowa EASY Air.

1. The facility must exist in the database. If this is a new facility, download and fill out the **Iowa EASY Air Facility Number & Name Change Form** located at the **eAirServices** web page. Email the form to **easyair_fn@dnr.iowa.gov**.

2. The Responsible Official must set up an RO user account with access to permit application types for submittal to the Air Quality Bureau. If the RO will be completing permit applications and submitting them, then the RO may begin to create permit applications in EASY Air.

3. A Consultant or Preparer must have an account created in EASY Air before a Responsible Official can grant you access to his/her facility.

   a. If you were a Preparer in SLEIS with the same RO that migrated to EASY Air, your user role was migrated as well as your account and you will have access to create and prepare permit applications.

   b. If you are new to the system the Responsible Official must grant access to you as a Consultant or Preparer to create an application for submittal. See more details in the "**Responsible Officials - Managing Associated Consultants and Preparers**" pdf, or by visiting the **eAirServices** web page.

Once all of the conditions are met, log in to your EASY Air account, select the "**Submittal**" Tab and then click on the "**Start a New Submittal**" link. Select the type of permit application that you will work on from the list of Title V and Construction submittal types and click the blue "**Start**" button. After selecting the "**Reason for Application**", use the dropdown list in "**Company/Facility Name**" to select the facility and the Responsible Official combination needed for this application.

The remainder of the application follows a clear progression of forms and data entry.

Q. What if I get halfway through the application and need more information to finish it?

A. Like many of the income tax software packages, you can save your work and then come back to complete it later. When you return to the program, select the "**Submittal**" tab and follow the link for "**Edit Pending Submittals**".

Q. Do you need to keep saving your work in the system or does it auto-save?

A. The system does not auto-save every entry. You will need to save your work. The save button at the bottom of the page will save the page and stay on that page. It will also provide you the current data validation on that page. If you use the next button at the bottom of the page it will both save, check data validation, and move you to the next section.

Q. Why do I get a Validation Error on Construction Permit Standard for Emission Units taking Operating Emission Limits? I filled out the dropdown with the information I need. But Validation says the Unit is not complete.

A. When you select the "**Are you requesting Operating Limits…**" checkbox, the system presents two fields: each with a dropdown list and red-highlighted ***Required Fields**. Unfortunately, the system makes each field active with units of measurement already selected. Since both are now active, both fields need values to validate. Enter the data you need for the Operating Limit you are requesting. In the other field, enter a zero (0) and the Emission Unit will validate correctly. We are working with our developer to change the way this part of the EU form works. The same is true for the Title V Operating Permit Application Form 3.0.

Q. Do you have to clear any data validation errors on each page before you move to the next?

A. No, you can continue to move through the application even if you have data validation errors. You may need to select the next form in the left-hand panel if clicking on the "**Next**" button gives you a Validation error. You will not be able to submit until all the validation errors are cleared. You may want to ensure certain data is entered before you move too far in the system since some data will auto-populate in later sections.

Q. If I select to submit the Construction Permit Application Emission Inventory as an attachment, how can I do that if the Section 2 Attachment link is grayed out?

A. Select the **Form AF** link on the left-hand panel. On the form, select "**Next**". This will open Section 2 and allow the attachment of documents.

Q. Could you have multiple preparers working on the same application at the same time?

A. This is not recommended since one person can overwrite the work of the other. It is recommended that only one person be logged in to a specific application at once.

Q. If you choose to submit missing information online later, can you do that?

A. Yes, if you selected the option to "**Mail**" attachments or additional information rather than including it in the application, you may send the information after submitting the application. Also, if Air Quality staff find the need for more information, the permit writer will return or "**Send Back**" the application to you for amendment.

Q. If the facility level staff prepares an application, can the corporate staff review it prior to submission, even if they are not an RO?

A. Yes, there are two methods to do this. Staff at the corporate level may be added as an additional "**Preparer**" for the facility(s) in order to view those applications in the system. You also can print to PDF the application that is in the system and email to the corporate staff.

Q. If you have multiple ROs will they be able to see the submitted forms?

A. Yes. If they are associated with that facility and permit application type, they will be able to see the forms.

Q. Say you have a pending application and the manager says "no" to continuing work on it. If you delete the submission, can it be recovered?

A. No, if the pending (incomplete) application is deleted it cannot be recovered.

Q. Is there a way for the preparer to notify the RO that the application is ready for submission?

A. Yes. There is a button at the end of the application preparation for the preparer to click that notifies the RO.

Q. If I have multiple ROs, can I tell which one worked on or submitted an application?

A. Yes. That data is stored in the system.

Q. What happens in the system if I am working on an application and I select the "previous" button without saving my work first?

A. The system does not save your data on the page without selecting save first.

Q. Can the preparer complete all steps in the application process except submit?

A. Yes, the preparer has access to all data entry fields for the application types they have been associated with, but they can only notify the RO that the application is ready for submission.

Q. What is the difference between modifying an existing permit and applying for a completely new permit?

A. When modifying a permit, Iowa EASY Air will pull up existing data for you to modify. You will only need to enter updated data for the equipment in the existing permit. A completely new permit will require some additional work to select the emission points, units and control equipment and complete all of the required fields necessary to submit the application to the Air Quality Bureau.

Q. Will I get emailed reminders of where my permit is at, such as a notice that a draft permit is available for review?

A. The EASY Air system will send notifications of the following events to the responsible official:
1. Application has been received;
2. Notice of fees due;
3. Notice that a submittal has been returned for amendment;
4. Receipt of a request to withdraw a submittal;
5. Notification of approval of a withdrawal request;
6. Notification of the issuance of permit(s)

All other communications will come directly from the assigned engineer and will be directed to the application contact person.

Q. Will I still receive a printed copy of the permit once it is issued?

A. You will receive a final version of your permit from the Department either through email or paper.

Q. What if I want to review my application?

A. There are 2 ways to review sections of the application during preparation. Using the left-hand panel menu you may select to view a Form as if filling the form out online, or select Validation to view the application either as an online form or as a PDF for each section or form.

Q. Will you have an electronic copy of the permit available?

A. An electronic copy will be sent to the Responsible Official when the permit is issued. A signed version of the permit may be found on the DocDNA website by going through the Bureau's **Records Center**.

Information there will include:
Document DNA - Electronic Air Quality Files
- **Note:** To ensure that the full record is obtained for a facility it is recommended that the search be conducted by facility number. Please contact the Air Quality Records Center if you do not know the facility number for a given facility.
    - **DNR User's Guide**
    - **Direct Link to DocDNA**
      User ID: **airquality**
      Password: **iowadnr1**

Q. Can we submit Aggregate Templates equipment list updates through EASY?

A. No, since those are not considered applications. You will continue to just send the DNR this information outside the system.

FEE QUESTIONS

Q. How do I pay the fees for the permit application?

A. There are multiple choices for fee payment:
1. Credit Card
2. eCheck (ACH - NACHA)
3. Money Order
4. Check

After choosing a payment method (1, 2, 3 or 4), and submitting the application, the user will be redirected to the State's epayment system. Upon completion of fee payment, the user will again be redirected back into Iowa EASY Air.

Q. If I want to mail a check or money order in, what do I submit with my payment?

A. As you finish filling out the application, if you are using a Template or if you are a Minor Source, you will be asked to pay your fees when submitting the application. There's a link to the receipt for your submittal under "**Submittal -> Track Submissions -> View**". Print a copy of the submittal receipt and mail it in with the payment, or write the submittal ID number on the check or money order. Major sources (both Construction and Title V facilities) will be billed at the hourly rate following the review and approval process.

Q. How secure is the online payment system?

A. The DNR uses Elevon electronic payment system to process online payments made through Iowa EASY Air. This system meets all current industry standards for security of payments.

Q. If I'm a TV facility, what happens in the payment step when I'm completing my application?

A. There is no payment during the process of completing your Title V application. The Air Quality Bureau will invoice you each quarter for expenses associated with the review of your application during the previous calendar quarter.