MSRP Annual Report Frequently Asked Questions

1. **What do I do if the Stormwater Program Coordinator (SPC) leaves? How can I take over from where they left off?**
   A new SPC **CANNOT** take over the account of an old SPC. They must **CREATE A NEW ACCOUNT**.
   Please see the "**Step-by-Step Guide to Submitting Your Annual Stormwater Report for NEW USERS**" document for assistance creating a new account with NJDEP Online.

2. **Why can't I register for NJDEP Online using my web browser?**
   NJDEP Online suggests Microsoft Internet Explorer 11, Mozilla Firefox 34 or later or Google Chrome 33 or later to operate correctly. It may not work with any other web browsers such Apple Safari. Failure to use to the correct browser version may cause data to display incorrectly and may disable some features.

3. **I am having issues with my myNewJersey account, including not remembering my Logon ID or password. What should I do?**
   MyNewJersey accounts are managed by the NJ Office of Information Technology, not the NJDEP. At the bottom of the login screen for myNewJersey, please find the "Contact Us" link and contact the Office of Information Technology for assistance. If you cannot recall your logon ID or Password, you will need to use the "Forgot Your Password?" or "Help" link on the myNewJersey logon page and request that the password be reset.

4. **I just took over Stormwater Program Coordinator (SPC) responsibilities for an additional facility. How do I add a facility to "My Workspace"?**
   i. Once logged in to NJDEP Online, find the "My Facilities/Program Interests" section on the "My Workspace" page. Scroll down and click the "Add Facilities" button.
   ii. Select the third radio button that says "Retrieve NJPDES Permit Numbers (Need NJDEP Program and NJPDES permit # for search)."
   iii. Select "Water Quality" from the "Select NJDEP Program" dropdown menu.
   iv. Enter your permit # in the "Facility ID" box (this number will start with an NJ or NJG). Then click the "Search" button.
   v. When the search results appear, check the box next to the appropriate facility you would like the add. Click the "Add Selected Facilities" button.
   You will be taken back to the "My Workspace" page where you will now see the added facility under the "My Facilities" section.

5. **How do I certify an MSRP Annual Report?**
   The person certifying the report must be the person who started the report. This individual must be the **Stormwater Program Coordinator (SPC)** or a **duly authorized representative**, as specified in your MS4 NJPDES permit. After completing the Annual Report and verifying each page, you will be brought to the "Certification" screen, which is the last step of the Annual Report submittal process. Enter your Certification PIN. If you forgot your PIN, you may request to change it by clicking "Forgot Certification PIN," and following the instructions. Once your PIN is entered, click "Certify."

6. **Does the person who certifies the Annual Report need to be the Stormwater Program Coordinator (SPC)?**
   The **SPC** or a **duly authorized representative** must certify the Annual Report, as specified in your MS4 NJPDES permit. You should note that the person who certifies the **report must also be the person who started the report!**

7. **The Annual Report had been started by a previous SPC but was never completed or submitted. Can I complete this report using my NJDEP online account, or can this in-progress report be deleted and start a new one?**
Unfortunately, you will not have access to an account started by another person on their NJDEP Online account. There are three ways to address this issue:
   i. Contact the previous SPC and have them complete and submit the Annual Report.
   ii. Contact the previous SPC and have them delete the in-progress report. This will free up the report and allow it to be started over and completed by the new individual under their own NJDEP Online account.
   iii. If you are unable to get in contact with the previous SPC, contact your Case Manager. They can work with NJDEP staff to have the report freed up and it will then appear under your NJDEP Online account to be completed and submitted.

8. **I am in the process of completing my Annual Report. Can I make revisions to it once a section is saved or validated?**
Yes, at any point while completing the report, you can navigate back to a previous screen and make changes. If you do so, you must remember to re-save and re-validate that screen, otherwise you will not be able to certify and submit the Annual Report at the end. The only time you <u>cannot</u> make changes is after you submit the report. See question 9 for more details regarding this.

9. **I submitted my Annual Report but realized there was an error with some of the data on it. I would like to correct the error(s) and resubmit the report to the Department. How can this be done?**
If this happens, contact your Case Manager. They will have you copy the page(s) that need correcting, type up the corrections in a Word document, or type up the corrections in an email to them, which can then be loaded into the Department's system by the Case Manager.

10. **I am a Tier A permittee. I have already submitted my Annual Report but realized that I forgot to complete and attach my Supplemental Questionnaire. What should I do?**
You can access the Supplemental Questionnaire from the MSRP home page for your permit (https://www.nj.gov/dep/dwq/tier_a.htm or https://www.nj.gov/dep/dwq/pc.htm). Further instructions for completing and saving the questionnaire can be found in the PDF document. Once the questionnaire is completed, attach a PDF copy to an email to your Case Manager, who will manually be able to upload the document into the Department's system.

11. **How do I reset my Challenge Questions/Responses?**
If you forgot your challenge question answer while being prompted, click on the "Forgot Challenge Q/A" button. You will be asked to enter your Certification PIN. If you cannot remember that, click on the "Forgot PIN and Challenges" button. Otherwise, click on the "Reset Challenge Questions" button. Then, follow the instructions presented. You can also reset your challenge questions from the "User Profile" tab. Click the "Change Cert PIN" link, then click the "Forgot Challenge Q/A" button in the "Challenge/Response Question" section. From there, you can click the "Reset Challenge Questions" button to only reset your challenge questions or click the "Forgot Pin and Challenges" button to change your certification PIN and challenge questions.

12. **I forgot my Certification PIN. How can I create a new Certification PIN?**
Go to your "User Profile" tab in the DEP Online Workspace. Under the tabs, click the link for "Change Cert PIN." You will be required to answer one of your challenge questions before changing your PIN. If you forgot the answer to your challenge question, click the "Forgot Challenge Q/A" button and follow the instructions. Once the challenge question has been answered, you can enter a new PIN. Click the "Save" button to save the PIN change.

13. How do I update my email address?

Go to your "User Profile" tab in the DEP Online Workspace. Under the tabs, click the link for "Edit Personal Info." You can update various information here including your email address, organization name and type, and address. You can also edit or add a contact number in the "Contact Numbers" section of the page. After making any necessary changes, click the "Save" button to confirm and save these changes.

Still Have Questions?

The list of MS4 Case Managers can be found here
https://www.nj.gov/dep/dwq/msrp_managers.htm

For further questions or issues that may not be addressed by this guide, please email
stormwatermanager@dep.nj.gov