



ADEM Web Portal User's Guide

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2021.2

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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>

For assistance with the ADEM Web Portal, please contact the ADEM Web Portal Help Desk using one of the options below:

Email Address: ademwebportal@adem.alabama.gov

Telephone: (334) 274-4190

The Portal home page is comprised of three sections (see *Figure 1: ADEM Web Portal home page*). An ePay section, a Sign In section, and an Announcements sections.

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 Portal and its connected applications.

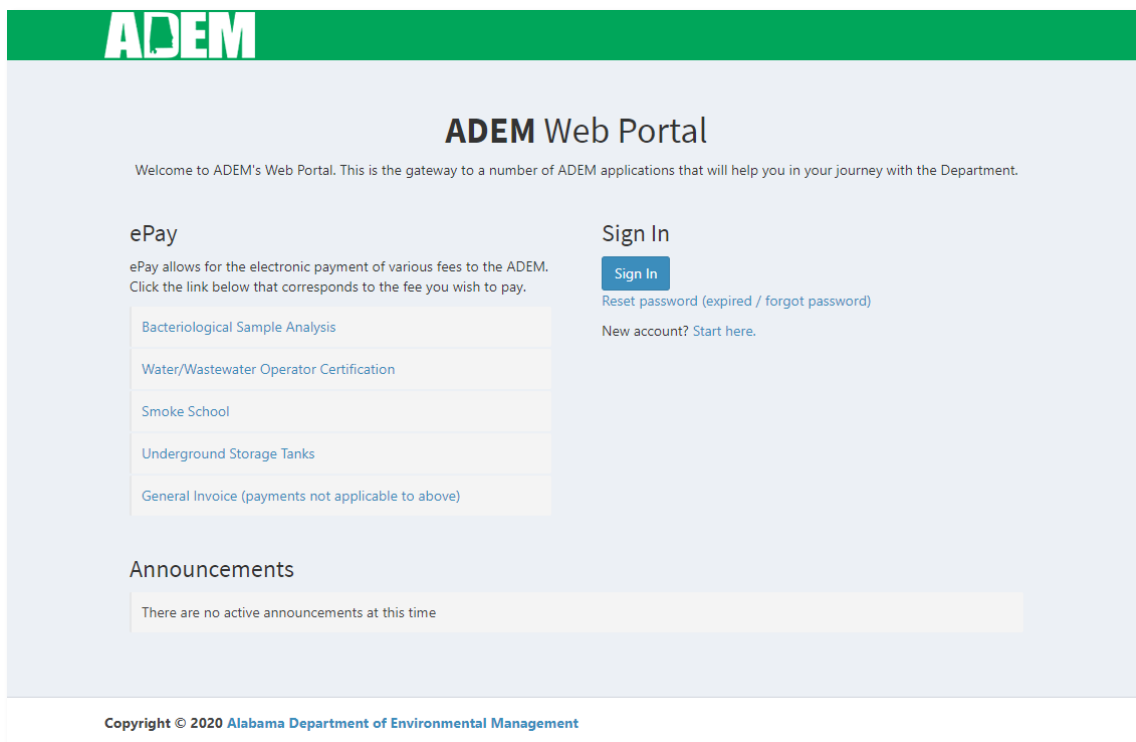


Figure 1: ADEM Web Portal home page

Web Portal Accounts

To gain access to the ADEM Web Portal and connected applications, an account is required. Accounts may not be shared and need to be created using your legal name. If it is suspected that a user account has been shared, per the terms and conditions agreed to upon creating the account, the account will be suspended. The account creation process is described below.

Create Portal Account

Registration

From the Portal home page Sign In section, use the “New Account? Start here” link.

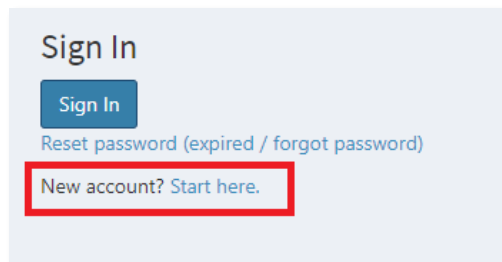


Figure 2: New account link

Please read the Terms and Conditions. If you do not agree with the Terms and Conditions, please press the Cancel button. Otherwise, press the Continue button.

Please enter your email address, legal name, organization name, and title.

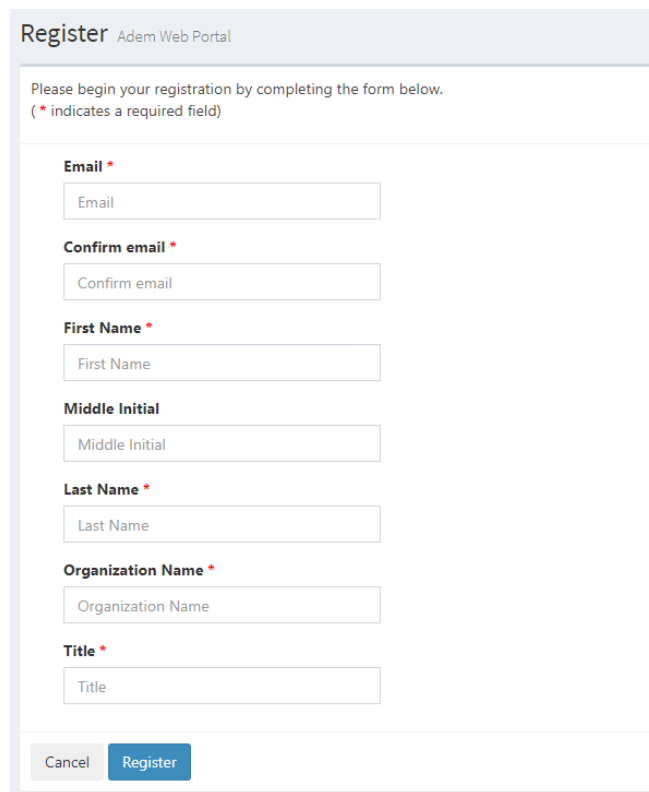
A screenshot of the 'Register' page in the ADEM Web Portal. The page title is 'Register Adem Web Portal'. Below the title, it says 'Please begin your registration by completing the form below. (* indicates a required field)'. The form contains several input fields: 'Email *', 'Confirm email *', 'First Name *', 'Middle Initial', 'Last Name *', 'Organization Name *', and 'Title *'. Each field has a placeholder text matching its label. At the bottom of the form, there are two buttons: 'Cancel' and 'Register'.

Figure 3: Registration page

Once you have entered your basic account information, press the Register button. At this point, you will be redirected to the Portal home page with a message indicating a confirmation email has been sent to your registered email address.

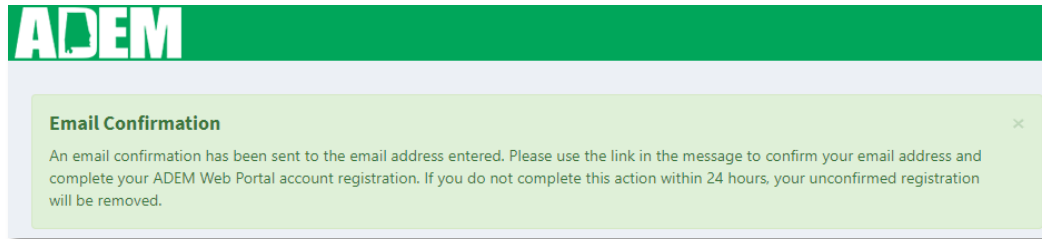


Figure 4: Email confirmation message

Potential Issues

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

Failure to include required information: In this case, please enter the missing required information

A screenshot of the "Register" page in the ADEM Web Portal. The page has a light blue header with the title "Register" and "Adem Web Portal". Below the header, it says "Please begin your registration by completing the form below. (* indicates a required field)". There is a section titled "Please correct the following errors" with a list of six items: "The Email field is required.", "The Confirm email field is required.", "The First Name field is required.", "The Last Name field is required.", "The Organization Name field is required.", and "The Title field is required.". Below this list, there is a form field labeled "Email *" with a red asterisk. The field contains the text "Email". Below the field, there is a red error message: "The Email field is required."

Figure 5: Registration validation error

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.

A screenshot of a "Pending Registration" message. It has a light blue header with the title "Pending Registration". Below the header, it says "An incomplete registration exists for the email address entered. To resend the email verification link in order to complete your registration, press the Send Email button." At the bottom right, there are two buttons: "Cancel" and "Re-Send Email".

Figure 6: 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.

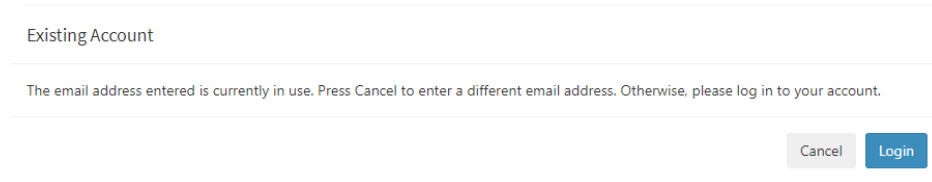
A white rectangular dialog box with a title bar that says "Existing Account". Below the title bar, there is a message: "The email address entered is currently in use. Press Cancel to enter a different email address. Otherwise, please log in to your account." At the bottom right of the dialog, there are two buttons: a grey "Cancel" button and a blue "Login" button.

Figure 7: Existing account

Confirm Email

After the Registration process has been completed, you will be required to confirm your email address. With the completion of the Registration process, an email will be sent to the registration email address. The email will contain a link for use in confirming your email address and completing the account creation. Please note that the link contained in the email for use in confirming your email address expires 24 hours after issuance.

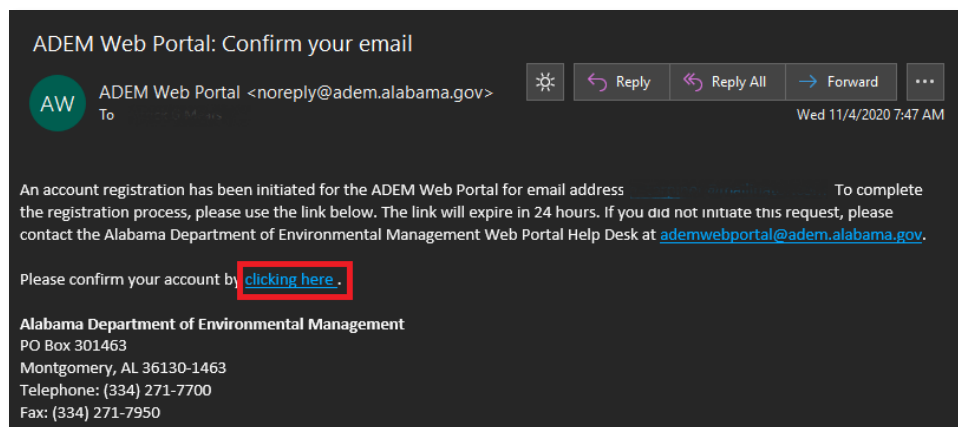
An email interface for "ADEM Web Portal: Confirm your email". The header shows the sender as "ADEM Web Portal <noreply@adem.alabama.gov>" and the date as "Wed 11/4/2020 7:47 AM". The body text states: "An account registration has been initiated for the ADEM Web Portal for email address [redacted]. To complete the registration process, please use the link below. The link will expire in 24 hours. If you did not initiate this request, please contact the Alabama Department of Environmental Management Web Portal Help Desk at ademwebportal@adem.alabama.gov." Below this, it says "Please confirm your account by [clicking here](#)." The footer contains contact information for the Alabama Department of Environmental Management: "PO Box 301463, Montgomery, AL 36130-1463, Telephone: (334) 271-7700, Fax: (334) 271-7950".

Figure 8: Confirmation email

After left-clicking on the “click here” link of the confirmation email, the Portal will open and require the entry of your organization information, the selection of five challenge questions and answers, and creation of an account password. All required fields are indicated with a red asterisk.

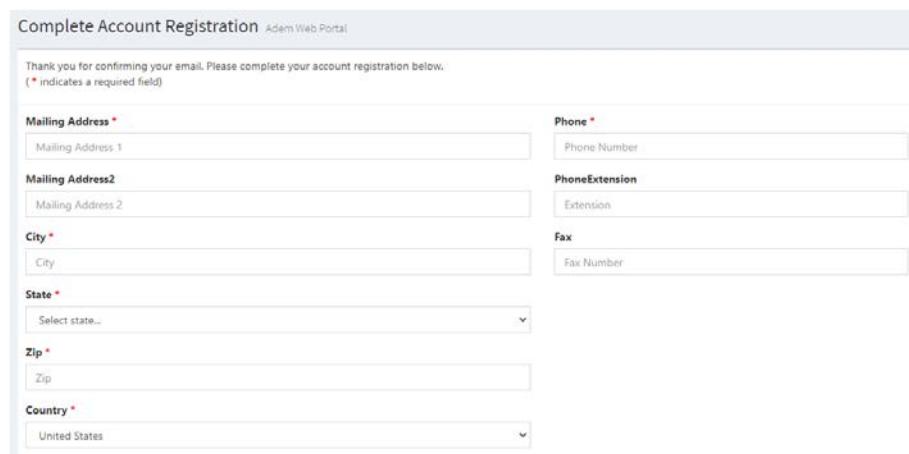
A web form titled "Complete Account Registration" from the "Adem Web Portal". It includes a thank-you message and a note that asterisks indicate required fields. The form is divided into two columns. The left column contains fields for "Mailing Address" (with sub-fields for Mailing Address 1 and 2), "City", "State" (a dropdown menu), "Zip", and "Country" (a dropdown menu). The right column contains fields for "Phone" (with sub-fields for Phone Number and Extension), and "Fax" (with a sub-field for Fax Number). All fields are marked with a red asterisk to indicate they are required.

Figure 9: Complete account registration

Question 1 *
Select a question to answer...

Question 2 *
Select a question to answer...

Question 3 *
Select a question to answer...

Question 4 *
Select a question to answer...

Question 5 *
Select a question to answer...

Password

Confirm Password

Cancel Register

Answer 1 *
Answer 1

Answer 2 *
Answer 2

Answer 3 *
Answer 3

Answer 4 *
Answer 4

Answer 5 *
Answer 5

Figure 10: Complete account registration pt.2

Upon entry of the required information, pressing the Register button will complete the registration. You will be sent an email indicating the successful creation of your ADEM Web Portal account and can now log into the Portal.

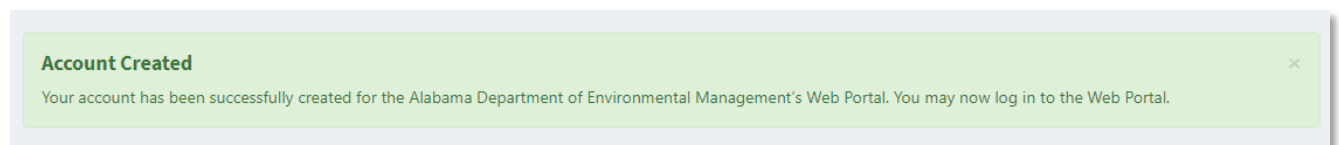


Figure 11: Successful account creation

Potential Issues

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.

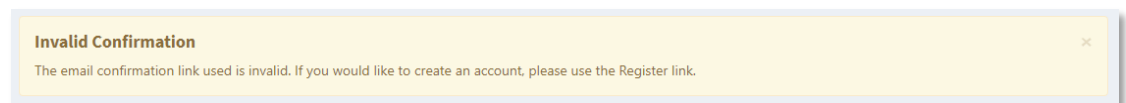


Figure 12: Invalid confirmation link

Failure to include required information: In this case, please enter the missing required information

Complete Account Registration Adem Web Portal

Thank you for confirming your email. Please complete your account registration below.
(* indicates a required field)

Please correct the following errors

- The Mailing Address field is required.
- The City field is required.
- The State field is required.
- The Zip field is required.
- The Phone field is required.
- Question 1 must be selected
- The Answer 1 field is required.
- The Password field is required.

Mailing Address *

Mailing Address 1

The Mailing Address field is required.

Figure 13: Complete account validation error

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.

Please correct the following errors

- The answer to question 1 and question 2 may not be the same

Figure 14: 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 15: 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

Log in to the Portal

To log into the ADEM Web Portal, please navigate to: <https://prd.adem.alabama.gov/awp>

On the ADEM Web Portal home page (see *Figure 1: ADEM Web Portal home page*), press the Sign In button. You will be directed to the page to enter your user credentials. Once you have entered your email address and password, press the Sign In button. If valid credentials are entered, you will be directed to the External user home page.

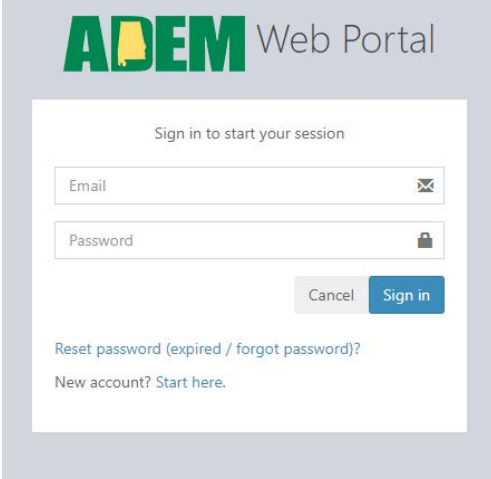
The image shows the ADEM Web Portal login interface. At the top, the ADEM logo (a green outline of Alabama) is next to the text "ADEM Web Portal". Below this is a white box with the heading "Sign in to start your session". Inside the box are two input fields: "Email" with an envelope icon and "Password" with a lock icon. Below the fields are two buttons: a grey "Cancel" button and a blue "Sign in" button. At the bottom of the box are two links: "Reset password (expired / forgot password)?" and "New account? Start here."

Figure 16: Login control

Potential Issues

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.

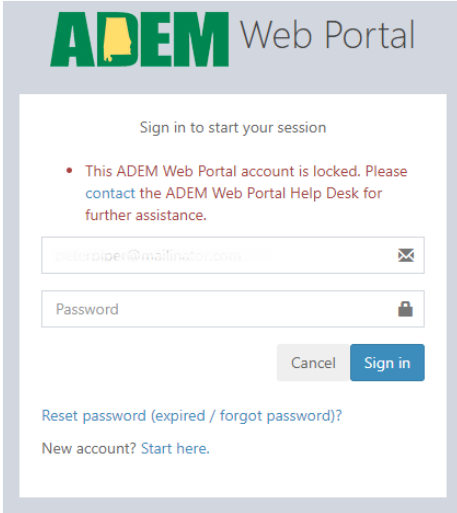
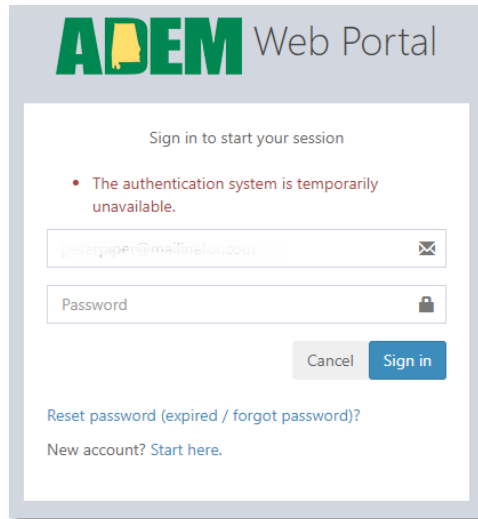
The image shows the ADEM Web Portal login interface with an error message. The layout is identical to Figure 16, but with an additional red error message displayed above the input fields: "• This ADEM Web Portal account is locked. Please contact the ADEM Web Portal Help Desk for further assistance." The "Email" field contains the text "waterpiper@mailinator.com". The "Password" field is empty. The "Cancel" and "Sign in" buttons are still present at the bottom of the form, along with the links for password reset and new account creation.

Figure 17: Portal account is locked

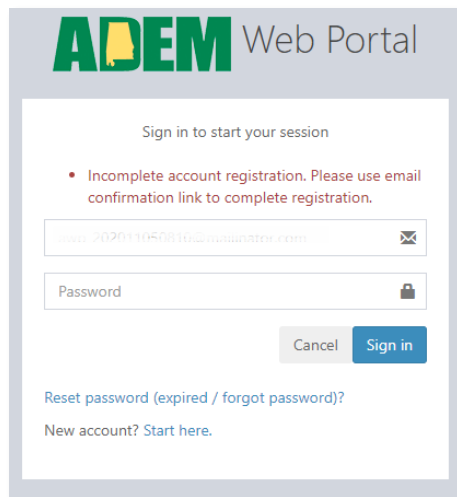
The authentication system is temporarily unavailable: Communications with the authentication service are temporarily unavailable.



The image shows the ADEM Web Portal login interface. At the top, the ADEM logo (a green outline of the state of Alabama) is followed by the text "ADEM Web Portal". Below this, the heading "Sign in to start your session" is centered. A red bullet point message states: "The authentication system is temporarily unavailable." Below the message are two input fields: the first is for an email address, containing "peterpiper@mailinator.com", and the second is for a password, labeled "Password". To the right of each field is a small icon (an envelope for email and a padlock for password). Below the input fields are two buttons: a grey "Cancel" button and a blue "Sign in" button. At the bottom, there are two links: "Reset password (expired / forgot password)?" and "New account? Start here."

Figure 18: Authentication system unavailable

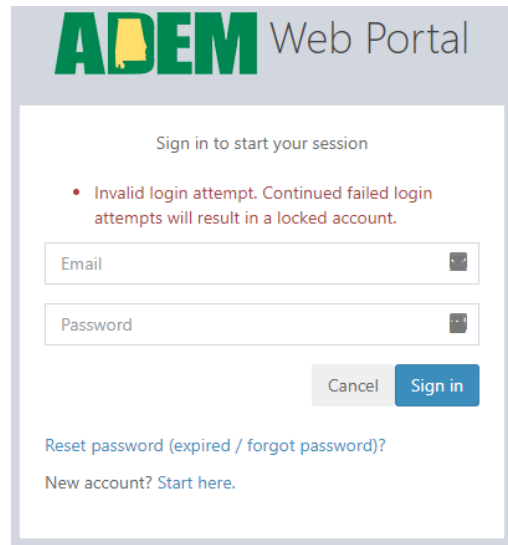
Incomplete account registration: The registration/account creation process has not been completed. Use the link (see Figure 7: Confirmation email) from the email confirmation message to complete your registration.



The image shows the ADEM Web Portal login interface, similar to Figure 18. At the top, the ADEM logo is followed by the text "ADEM Web Portal". Below this, the heading "Sign in to start your session" is centered. A red bullet point message states: "Incomplete account registration. Please use email confirmation link to complete registration." Below the message are two input fields: the first is for an email address, containing "john.20201105081002@mailinator.com", and the second is for a password, labeled "Password". To the right of each field is a small icon (an envelope for email and a padlock for password). Below the input fields are two buttons: a grey "Cancel" button and a blue "Sign in" button. At the bottom, there are two links: "Reset password (expired / forgot password)?" and "New account? Start here."

Figure 19: Incomplete account registration

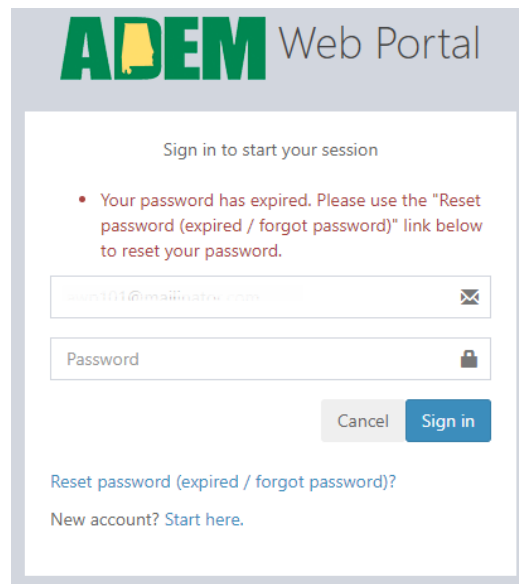
Invalid login attempt. Continued failed login attempts will result in a locked account: Verify the spelling of your email address and verify the password was entered correctly. Please note: if there are three consecutive failed authentication attempts, your account will be locked.



The image shows the ADEM Web Portal login interface. At the top is the ADEM logo (a green outline of the state of Alabama) followed by the text "ADEM Web Portal". Below this is a white box with a light gray border. Inside the box, the text "Sign in to start your session" is centered. Below this is a red bullet point message: "Invalid login attempt. Continued failed login attempts will result in a locked account." Below the message are two input fields: "Email" and "Password", each with a small icon on the right. Below the input fields are two buttons: "Cancel" (gray) and "Sign in" (blue). At the bottom of the box, there are two links: "Reset password (expired / forgot password)?" and "New account? Start here."

Figure 20: 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.



The image shows the ADEM Web Portal login interface. At the top is the ADEM logo (a green outline of the state of Alabama) followed by the text "ADEM Web Portal". Below this is a white box with a light gray border. Inside the box, the text "Sign in to start your session" is centered. Below this is a red bullet point message: "Your password has expired. Please use the 'Reset password (expired / forgot password)' link below to reset your password." Below the message are two input fields: "Email" (containing the text "user101@mail@adem.com") and "Password", each with a small icon on the right. Below the input fields are two buttons: "Cancel" (gray) and "Sign in" (blue). At the bottom of the box, there are two links: "Reset password (expired / forgot password)?" and "New account? Start here."

Figure 21: Password expired

Manage User Profile

To make changes to your account, first log in to the Portal (see Log in to the Portal). From the External user home page, left-click on the left-hand menu bar entry for “Account Management”. Doing so will expose the menu items for modifying your profile, changing your password, and changing your challenge question answers. Please note that changes to your password, challenge question answers, and profile information will all include an email notification indicating that action has occurred.

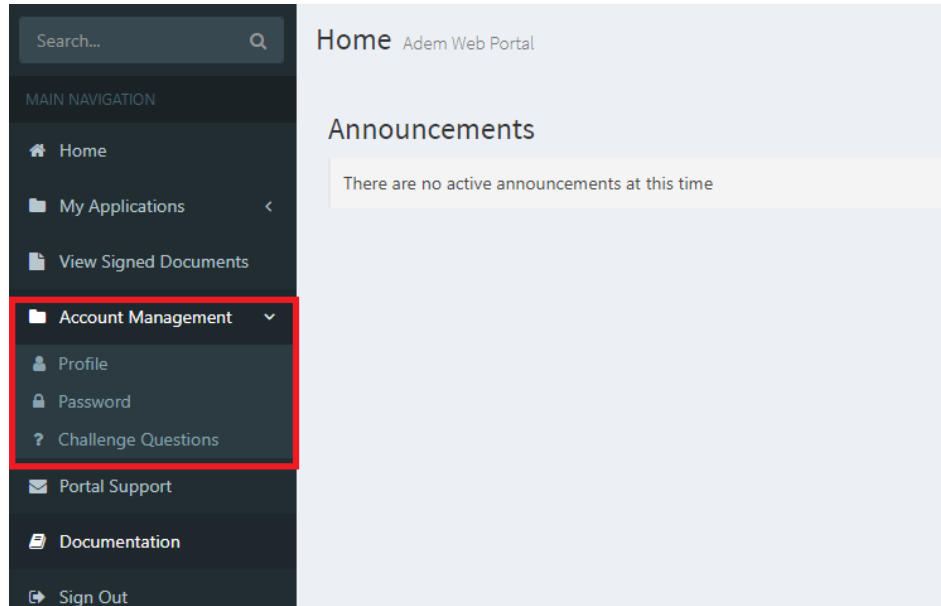


Figure 22: Account management menu

Change Password

Left-click on the “Password” menu item under the “Account Management” heading. On the Change Password page, enter your current password, followed by entering your new password, confirming your new password. On successfully changing your password, you will be returned to the External user home page and be sent an email confirmation indicating that the password for your account has been changed.

A screenshot of the 'Change Password' page in the ADEM Web Portal. The page title is 'Change Password Adem Web Portal'. Below the title, a message states: 'To change your password, please enter your current password followed by your new password. Your new password must meet the following requirements:'. A bulleted list of requirements follows: 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, and Contain at least one number and begin with a letter. Below the list are three input fields labeled 'Current Password', 'New Password', and 'Confirm New Password'. At the bottom are 'Cancel' and 'Reset' buttons.

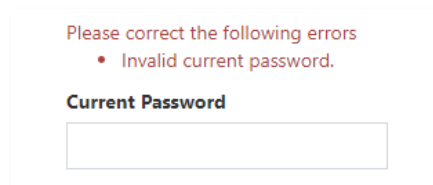
Figure 23: Change password page

Your new password must meet the 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

Potential Issues

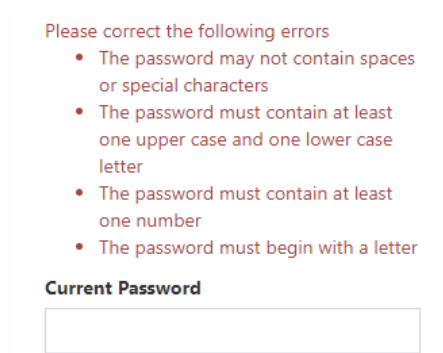
Invalid current password: You have entered an incorrect Current Password. If you know your password, please enter it correctly here. Please note that the current password is used to authenticate your account before changing the password. Multiple failed authentication attempts will result in a locked account. If you are logged in and do not immediately recall your password, please log out and use the Forgot Password link located on the ADEM Web Portal home page.



A screenshot of a web form showing an error message. The message is in red text: "Please correct the following errors" followed by a bulleted list containing "Invalid current password." Below the list, the label "Current Password" is shown in bold, followed by an empty text input field.

Figure 24: Invalid current password message

Password Criteria: You have not met the criteria for the new password. Please refer to the password criteria above.



A screenshot of a web form showing a password validation error message. The message is in red text: "Please correct the following errors" followed by a bulleted list with four items: "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", and "The password must begin with a letter". Below the list, the label "Current Password" is shown in bold, followed by an empty text input field.

Figure 25: Password validation error

Change Challenge Question Answers

Left click on the “Challenge Questions” menu item (see Figure 17: Account management menu) under the “Account Management” heading. On the Change Challenge Questions page, make a selection for each of the five challenge questions and provide an answer known only to you. Each answer must be unique.

Change challenge question answers Adem Web Portal

Reset your challenge question answers.

Question 1
Select a question to answer... ▼

Answer 1

Question 2
Select a question to answer... ▼

Answer 2

Question 3
Select a question to answer... ▼

Answer 3

Question 4
Select a question to answer... ▼

Answer 4

Question 5
Select a question to answer... ▼

Answer 5

Password

Cancel Save

Figure 26: Change challenge question answers page

Potential Issues

Invalid password: You have entered an incorrect Password. If you know your password, please enter it correctly here. Please note that the current password is used to authenticate your account before changing the challenge question answers. Multiple failed authentication attempts will result in a locked account. If you are logged in and do not immediately recall your password, please log out and use the Forgot Password link located on the ADEM Web Portal home page.

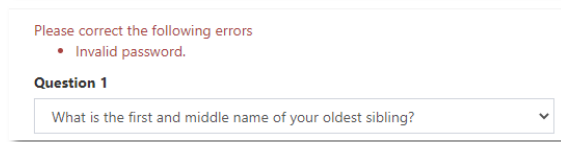


Figure 27: Invalid password

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.

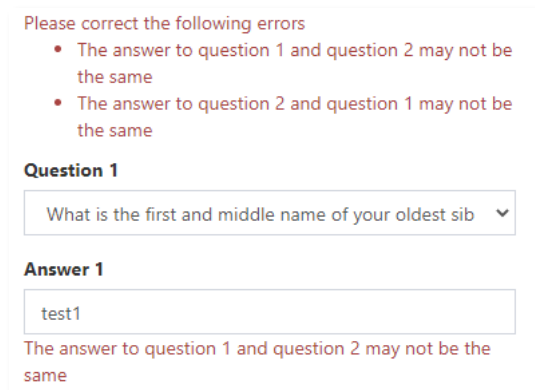


Figure 28: Challenge question reuse

View/Change Profile Information

Left click on the “Profile” menu item (see Figure 17: Account management menu) under the “Account Management” heading. When the user profile page opens, it is read-only. To enable edits, press the “Modify” button at the bottom of the page. For modifications to your account email address, please contact the ADEM Web Portal Help Desk. Please note that if you have a pending unsigned signature agreement, you cannot modify your user profile. Once the signature agreement has been accepted or rejected, you may then modify the profile information.

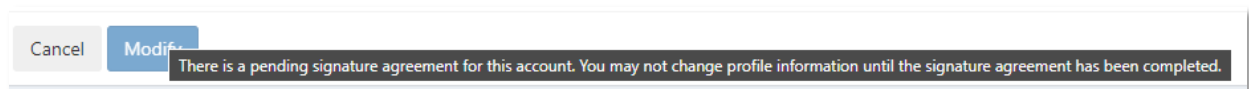


Figure 29: User profile pending signature agreement

Also, if there is a valid signed signature agreement for your account, modifying your user profile will require you to sign a new electronic signature agreement. The reason for this is that the signature agreement contains information from your profile and must be up to date.

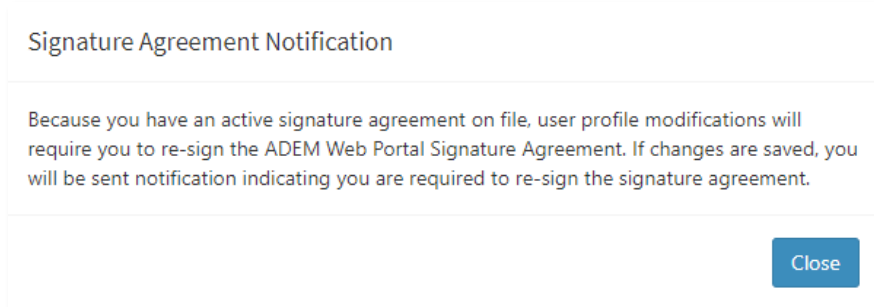
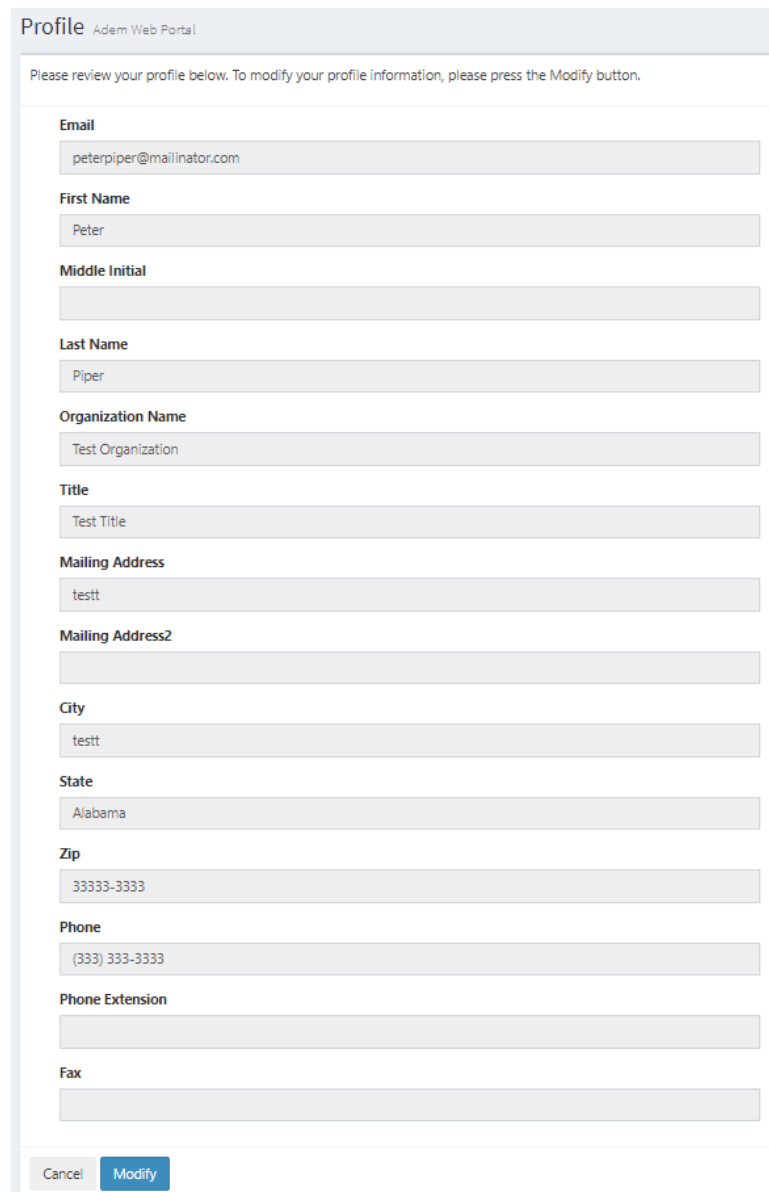


Figure 30: Requirement to re-sign signature agreement

A screenshot of the "Profile" page in the ADEM Web Portal. The page title is "Profile" with a subtitle "Adem Web Portal". Below the title is a message: "Please review your profile below. To modify your profile information, please press the Modify button." The form contains several fields with labels and input boxes:

- Email**: peterpiper@mailinator.com
- First Name**: Peter
- Middle Initial**: (empty)
- Last Name**: Piper
- Organization Name**: Test Organization
- Title**: Test Title
- Mailing Address**: testt
- Mailing Address2**: (empty)
- City**: testt
- State**: Alabama
- Zip**: 33333-3333
- Phone**: (333) 333-3333
- Phone Extension**: (empty)
- Fax**: (empty)

At the bottom of the form are two buttons: "Cancel" and "Modify".

Figure 31: User profile

Potential Issues

Failure to include required information: In this case, please enter the missing required information

Please correct the following errors

- The First Name field is required.

Email

First Name *

The First Name field is required.

Figure 32: User profile validation error

Identity Proofing

Identity proofing is a means of verifying that an individual is who they say they are. Because the Portal and its connected applications rely on electronic signatures for signing and submitting environmental reporting, EPA requires that those seeking signatory authority must first have their identities verified. This is done via identity proofing. If the Portal or its connected applications require identity proofing, the application will direct you to the necessary location.

There are two forms of identity proofing, electronic and paper. Electronic identity proofing is a real-time form of identity verification performed in the Portal. Paper identity proofing involves the printing of a paper signature agreement from within the Portal, signing and returning the document to ADEM via mail service. Paper based identity proofing is a significantly slower process of identity verification.

Both forms of identity proofing result in the user having to sign a signature agreement agreeing to the terms for accepting the electronic signature credential issued by ADEM to sign electronic documents.

The two forms of identity proofing are further explained below:

Electronic Identity Proofing

With electronic identity proofing, a user is directed to a Portal webpage where personally identifiable information is entered for the purpose of verifying identity. This information includes the user's legal name, home address, telephone number, date of birth, and the last 4 digits of the user's Social Security number. Please see the steps below.

Establish Proof of Identity ADEM Web Portal

To obtain signatory authority, you are required to establish proof of identity using LexisNexis® prior to signing/submitted electronic reports through the ADEM Web Portal and associated applications.

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.
(* indicates a required field)

Note: In using the LexisNexis® electronic identity proofing services, ADEM will neither store nor have access to your personal information.

First Name
Bill

Middle Initial

Last Name
Smith

☐ I have reviewed the name presented above and would like to proceed with LexisNexis® electronic identity proofing

[Click here for paper-based option](#)

Cancel

Figure 33 Establish Proof of Identity

1. On the “Establish Proof of Identity” page, acknowledge you have reviewed your name as it appears and that it is your legal name.
2. Enter your home address, telephone number, date of birth, and last 4 digits of your Social Security number. When finished entering your information, press the Submit button.

Successful Electronic Identity Proofing

If identity proofing is successful, you will be directed to the “Electronic Signature Agreement” page. This page provides you with an opportunity to review the electronic signature agreement prior to signing the document (use “View Unsigned Electronic Signature Agreement”). To complete the electronic identity proofing process, you will electronically sign the signature agreement by entering the answer to one of your randomly selected challenge questions and entry of your password.

Note: If you do not recall the answers to your challenge questions, please press Cancel and return to the ADEM Web Portal to reset the question/answer set. For information on changing your challenge questions, please [click here](#). On completion of updating your challenge questions, please go back through your original application to start the identity proofing process again. You will be returned to this page.

Electronic Signature Agreement ADEM Web Portal

Identity Proofing Success
You have successfully completed electronic identity proofing.

An agreement that must be signed by an individual before using an electronic signature device to apply electronic signatures. The agreement requires the user to protect the device and report any evidence if compromised. The agreement also indicates that electronic signatures are as legally binding as handwritten signatures.

The ADEM Web Portal electronic signature agreement (ESA) is an agreement between yourself and ADEM that will authorize your electronic signature. By signing the ESA, you agree to adhere to the conditions listed on the agreement in the linked document below. Once the ESA has been signed, you will be authorized to sign and/or encrypt information for your data flow. For questions regarding the ESA, please contact the ADEM Portal Administrator.

[View Unsigned Electronic Signature Agreement](#)

Name
Smith, Bill

Organization
Test

Email
user_a@ademportal.com

Challenge Question What year and model (yyyy-name) was your first car?

Challenge Question Answer

Password

[Cancel](#) [Submit](#)

Figure 34

Upon successfully signing the electronic signature agreement, you will be directed to a page that contains information related to the signed document and a link to view/retrieve the signed document. That completes a successful electronic identity proofing. Pressing the Return button will return the user to the application that directed them to identity proofing.

Signature Results ADEM Web Portal

Electronic Signature Agreement complete.

Signed By	Bill Smith
User Identifier	f6d2bd00-7378-4bff-9bff-77e7e52b832f
Date Signed	03/03/2021 4:05:35 PM
Activity Id	_f2d45e06-b507-4af3-8ec8-ab2163422ca7
ESA Document Link	View Signed Electronic Signature Agreement
ESA Document Id	76a70090-ad39-4f3d-b665-20a795e0d213
Detached Signature Document Link	View Detached Signature
Detached Signature Document Id	3fbab65f-04c8-4502-ad3a-020f03dc4fb9

[Return](#)

Figure 35

Unsuccessful Electronic Identity Proofing

If your identity cannot be electronically verified, you will be directed to the “Paper Signature Agreement” page. This page provides you with an opportunity to review the signature agreement **prior** to printing and signing the official document (use “View Unsigned Signature Agreement” as seen in figure 36). Please do not print and return this document. It lacks the code that uniquely ties the document to your account. To retrieve the document with the code, please continue.

To retrieve the document that must be signed and returned to ADEM, select the “acknowledge that you will not be able to electronically sign documents until the signature agreement has been received and processed by ADEM” checkbox. After that acknowledgement, provide the answer to one of your randomly selected challenge questions and enter your password (figure 37). If the credentials entered are correct, you will be directed to

print, sign, and return the signature agreement to ADEM via mail or delivery service. To retrieve and print the document, press the “View/Print Signature Agreement” button (figure 38). The document contains the necessary unique identifier and address information.

Please sign and mail the document to the address included on the document. The user account will not be able to electronically sign reports or submissions until this document has been received and processed by ADEM.

Paper Signature Agreement ADEM Web Portal

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

Wet ink signed document. This option requires that you print a signature agreement, sign and return via mail to the Alabama Department of Environmental Management (ADEM). The document will contain a unique code that links the document to your account. Signatory authority in the ADEM Web Portal and associated applications is not granted until the signed document has been received and processed by ADEM.

View Unsigned Signature Agreement

☐ By checking the box, I understand and acknowledge that I may not electronically sign documents until my subscriber agreement has been received and processed by ADEM.

Name
Smith, Bill

Organization
Test

Email
awp_202009291139@mailinator.com

Cancel

Figure 36

Paper Signature Agreement ADEM Web Portal

Identity Proofing
Electronic identity proofing was not completed successfully. Please print, sign, and return to ADEM the paper signature agreement below.

Wet ink signed document. This option requires that you print a signature agreement, sign and return via mail to the Alabama Department of Environmental Management (ADEM). The document will contain a unique code that links the document to your account. Signatory authority in the ADEM Web Portal and associated applications is not granted until the signed document has been received and processed by ADEM.

View Unsigned Signature Agreement

Name
Smith, Bill

Organization
Test

Email
awp_202009291139@mailinator.com

Challenge Question What is the first and middle name of your oldest sibling?

Challenge Question Answer

Password

Cancel Submit

Figure 37

Signature Results ADEM Web Portal

Pending: Your signature agreement must be printed, wet-ink signed, and mailed to ADEM for processing. You will receive email notification once this has been completed.

User Identifier	f6d2bd00-7378-4bff-9bff-77e7e52b832f
User Name	Bill Smith
Date	03/04/2021 12:13:47 PM
Activity Id	_73e05287-e40b-4fc4-9873-deb97ec52acf
Signature Agreement Document Link	View/Print Signature Agreement

[Return](#)

Figure 38

Paper Identity Proofing

Paper identity proofing can be selected by the user or as the result of failing electronic identity proofing. It should be noted that paper identity proofing is a much slower means of identity proofing and an attempt to electronically identity proof should first be pursued.

Paper identity proofing can be accessed by the user from the initial “Establish Proof of Identity” page. Above the Cancel button is a link to be paper identity proofing.

Establish Proof of Identity ADEM Web Portal

To obtain signatory authority, you are required to establish proof of identity using LexisNexis® prior to signing/submitting electronic reports through the ADEM Web Portal and associated applications.

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.
(* indicates a required field)

Note: In using the LexisNexis® electronic identity proofing services, ADEM will neither store nor have access to your personal information.

First Name
Bill

Middle Initial

Last Name
Smith

☐ I have reviewed the name presented above and would like to proceed with LexisNexis® electronic identity proofing

[Click here for paper-based option](#)

[Cancel](#)

Figure 39

The Paper Signature Agreement page provides you with an opportunity to review the signature agreement **prior** to printing and signing the official document (use “View Unsigned Signature Agreement” as seen in figure 40). Please do not print and return this document. It lacks the code that uniquely ties the document to your account. To retrieve the document with the code, please continue.

To retrieve the document that must be signed and returned to ADEM, select the “acknowledge that you will not be able to electronically sign documents until the signature agreement has been received and processed by ADEM” checkbox. After that acknowledgement, provide the answer to one of your randomly selected challenge questions and enter your password (figure 41). If the credentials entered are correct, you will be directed to print, sign, and return the signature agreement to ADEM via mail or delivery service. To retrieve and print the document, press the “View/Print Signature Agreement” button (figure 42). The document contains the necessary unique identifier and address information.

Please sign and mail the document to the address included on the document. The user account will not be able to electronically sign reports or submissions until this document has been received and processed by ADEM.

Paper Signature Agreement ADEM Web Portal

Wet ink signed document. This option requires that you print a signature agreement, sign and return via mail to the Alabama Department of Environmental Management (ADEM). The document will contain a unique code that links the document to your account. Signatory authority in the ADEM Web Portal and associated applications is not granted until the signed document has been received and processed by ADEM.

[View Unsigned Signature Agreement](#)

☐ By checking the box, I understand and acknowledge that I may not electronically sign documents until my subscriber agreement has been received and processed by ADEM.

Name
Smith, Bill

Organization
Test

Email
awp_202009291139@mailinator.com

[Cancel](#)

Figure 40

Paper Signature Agreement

ADEM Web Portal

Wet ink signed document. This option requires that you print a signature agreement, sign and return via mail to the Alabama Department of Environmental Management (ADEM). The document will contain a unique code that links the document to your account. Signatory authority in the ADEM Web Portal and associated applications is not granted until the signed document has been received and processed by ADEM.

[View Unsigned Signature Agreement](#)

Name

Organization

Email

Challenge Question What year and model
(yyyy-name) was your first car?

Challenge Question Answer

Password

Figure 41

Signature Results

ADEM Web Portal

Pending: Your signature agreement must be printed, wet-ink signed, and mailed to ADEM for processing. You will receive email notification once this has been completed.

User Identifier	f6d2bd00-7378-4bff-9bff-77e7e52b832f
User Name	Bill Smith
Date	03/04/2021 12:13:47 PM
Activity Id	_73e05287-e40b-4fc4-9873-deb97ec52acf
Signature Agreement Document Link	View/Print Signature Agreement

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