

Office of Oil and Gas Management

User Account Administration Guide

April 8, 2020 Version 1.2

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Applications Support Help Desk Team

Help Desk Support Line:

Number:	(717) 705-3768
Hours:	Monday to Friday 8:00 am to 4:30 pm
Email:	ep-efactshelpdeskteam@pa.gov

The Applications Support Help Desk Team includes help desk specialists, trainers, web masters, on-line help developers, and testing engineers working together to provide complete end-user support for eFACTS and other applications.

Contacting the Office of Oil and Gas Management

If you have any questions regarding regulations, reporting requirements or how to complete or submit Oil and Gas electronic submissions please contact the Office of Oil and Gas Management.

Number:	(717) 772-2199
Hours:	Monday to Friday 8:00 am to 4:00 pm
Email:	RA-ep-BOGMOGRE@pa.gov

Purpose

Welcome to DEP GreenPort Account Admisistration. This guide provides information on how to successfully update your registered DEP Greenport username account.

Introduction

In March 2020 the Pennsylvania Department of Environmental Protection's (DEP) modernized the DEP's GreenPort application. This was done to provide operators with the ability to maintain their registered GreenPort account online. Operator's now have the ability to update their email address, change their current account password, and reset their password when a password is forgotton. The operator will also have the ability to update their security question, telephone number and current address. All of these updates are provided in the Account Administration screen in the DEP GreenPort Application.

Edit Account Information

After logging into Greenport, if you wish to update address, phone number, email, password or security question, follow the steps below.

- 1. Go to <u>https://www.depgreenport.state.pa.us</u>.
- 2. The DEP GreenPort login screen will display.
- 3. Enter username and password and click Log into DEPGreenPort
- 4. DEP GreenPort home page is displayed.



5. Click on the account name dropdown on the top right corner of the screen.

Dennsylvania more than the second s	Patrick McDonnell, Secretary	Tom Wolf, Governor	
DEPGreenPort			
III My Applications		PROTECTION	
No Applications Found			
B Application Enrollment			
Request Application Access from DEP			
Need help? Contact Us Pennsylvania Department of Environmental Protection			
Rachel Carson Building 400 Market Street Harrisburg, PA 17101			
Click on			
☆ Home		😯 FAQ 🔒 L	ASTNAMEFIRS 🔻
		6	Edit Profile
DEDCreamDart	X	pennsylv 🖟	Log Out
DEPGreenPort	Ĺ	DEPARTMENT OF ENVIR	ONMENTAL
		PROTECTION	
The And State			
E my Applications			
NAPE FOR			

7. User Profile screen is displayed.

倄 Home			😧 FAQ 🛛 💄 LASTNAMEFIRS 🕚
DEPGreenPort			DEPARTMENT OF ENVIRONMENTAL PROTECTION
User Profile			
Username:	LASTNAMEFIRS	Email:	greenporttest@gmail.com
First Name:	FIRST NAME	Last Name:	LAST NAME
Address:	Address	City:	City
State:	PA	Zip Code:	12345
Phone:	(123) 456-7890	Extension:	12345
			C Edit Profile PChange Password R Cancel

8. Click on ^{Cancel} to continue or click ^{Cancel} to exit.

Edit Profile				
Username	LASTNAMEFIRS			
Email *	greenporttest@gmail.com	Get Verification Code		
Email Verification Code *	###-###			
First Name *	FIRST NAME	Last Name *	LAST NAME	
Address *	Address	City *	City	
State *	Pennsylvania 🔻	Zip *	12345	
Phone *	(123) 456-7890	Extension	12345	
Question *	Date of birth (mmddyyyy)?	Answer *	05291985	
			Save	Cancel

Update new email address

- 1. To update email address, enter new email address in email field.
- 2. Click on Get Verification Code
- 3. Verification Code will be sent to the new email address.
- 4. This verification code is only active for 20 minutes.
- 5. Enter the code under Email Verification Code field
- 6. Click Save

Update Address, Phone Number or Security question

- 1. To update Address or Phone or Security question:
- 2. Update the field you want to change
- 3. Click Save

Update Password

- 1. Click Change Password to continue or click Cancel to exit.
- 2. Password screen will be displayed

P Change Password 🛛 🗙		
Username	TESTUS	
Old Password	Old Password	
New Password	New Password	
Confirm Password	Confirm Password	
	Cancel	

- 3. Enter old password
- 4. Enter New Password
 - Passwords must be at least 8 characters long.
 - Passwords must contain at least one character from any three of the following categories:
 - Uppercase letters
 - Lowercase letters
 - Numbers
 - Special characters.
- 5. Confirm your password by entering it again in the Confirm Password
- 6. Click Bave

Version History

Date	Version	Revision Reason
06/01/2016	1.1	Re-formatted old guide
04/02/2020	1.2	Updated new Greenport screens