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 *e*FACTS 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.

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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 https://www.depgreenport.state.pa.us.
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.
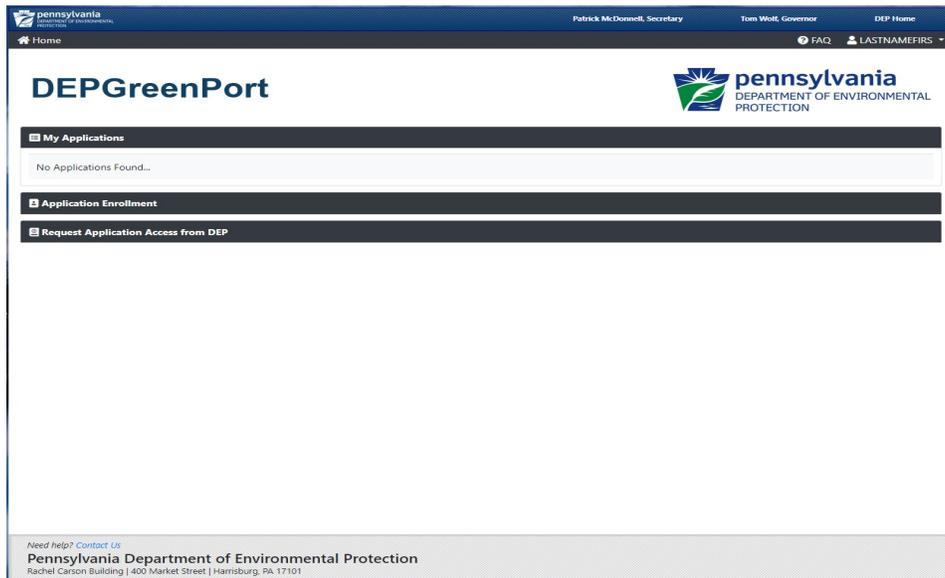
5. Click on the account name dropdown on the top right corner of the screen.

6. Click on
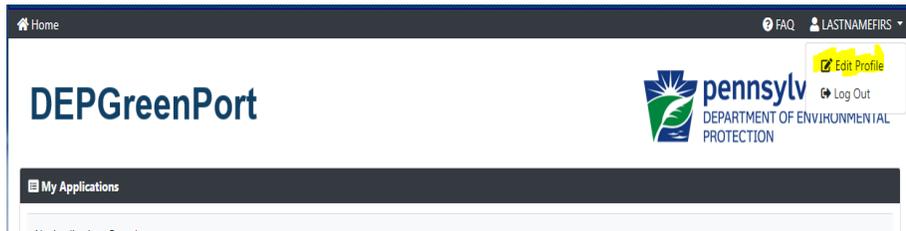
7. User Profile screen is displayed.
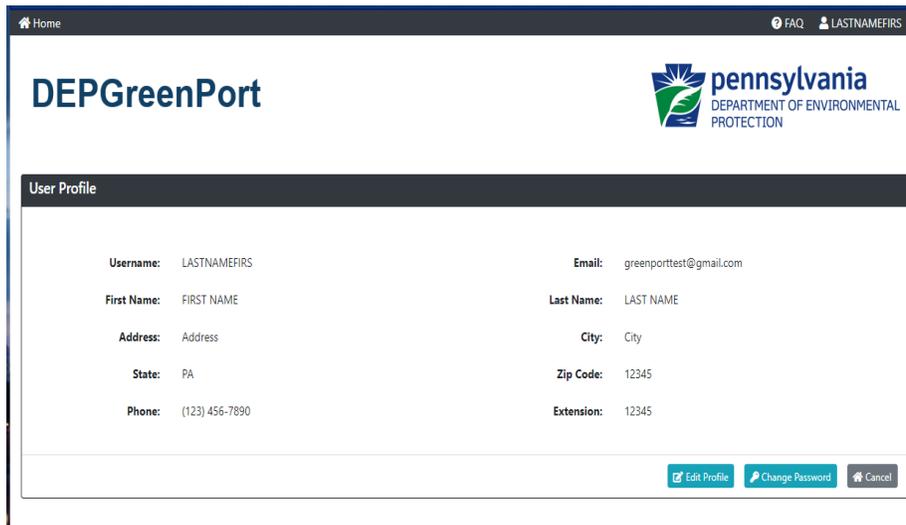
8. Click on **Edit Profile** to continue or click **Cancel** to exit.
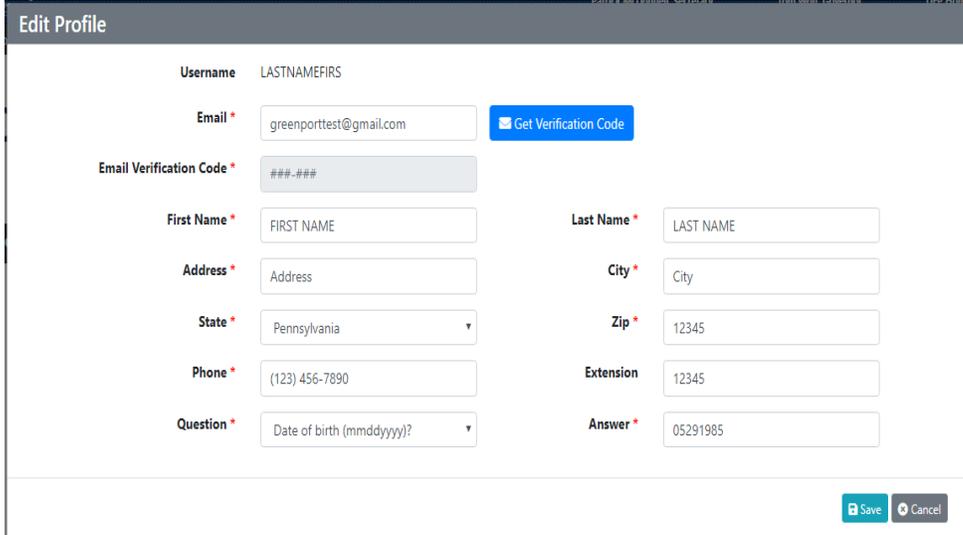
Update new email address

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
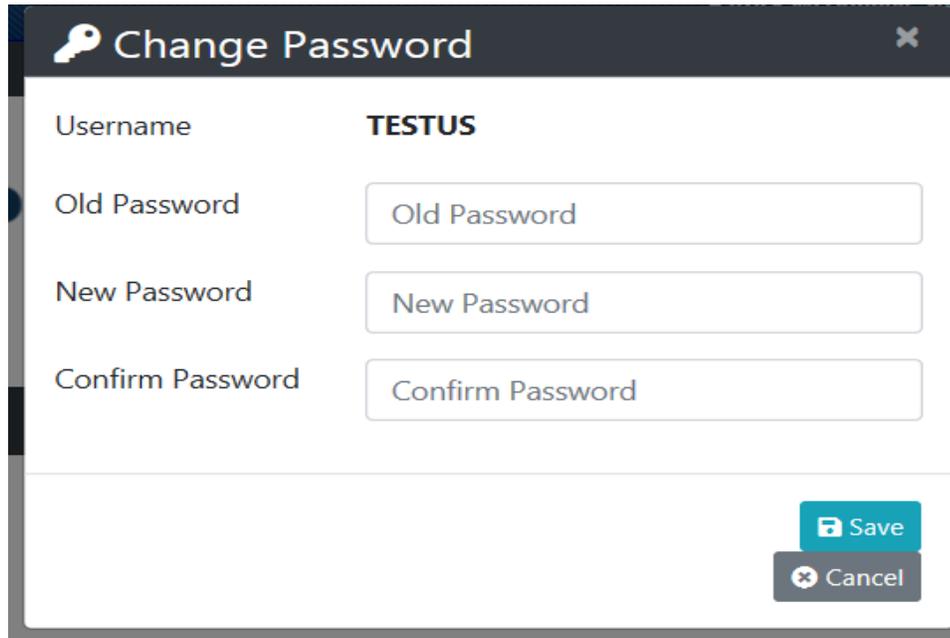
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3. Enter old password

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

Version History

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

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