eBiz and eDRUMS
Getting Started for the 2017 Biennial Hazardous Waste Report Cycle

LEXIE ANDREWS
OHIO EPA DIVISION OF ENVIRONMENTAL RESPONSE AND REVITALIZATION

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Overview

- eBusiness Center (eBiz)
  - Set up Account
  - PIN
  - Role of the Responsible Official (RO)
- eDRUMS
  - Applying for the Service
  - Delegation of Privileges
  - Deactivate Account
- Accessing Help
eBiz Account Set Up

- Ohio EPA’s eBusiness Center (eBiz)
  ebiz.epa.ohio.gov/login.html
Create New Account

Create New User ID

After you click Continue:

- Enter Account (first & last name, company name, job title)
- Create password & security question and answer
Account Created

Your account was successfully created...

Lexie Andrews
50 W Town St Suite 700
Columbus, OH 43216
6147285332
An email notification has been sent to alexis.andrews@epa.ohio.gov.

Limited Privileges
This account has been created with limited privileges. If you wish to submit a report or application, you will need to request a Personal Identification Number (PIN) and then request access to a service. The PIN acts as your e-signature device to sign the electronic report or application before submission through the Ohio EPA eBusiness Center. Preparers and Reviewers may not need a PIN, but Signer/Submitters usually do.

Getting Help
If you need help at any time please feel free to contact us at (877) 372-2499 (1-877-EPA-BIZZ).

Log On
eBiz e-Mails

- Receive e-mail notifications for:
  - Account created or updated
  - PIN-related milestones
  - Service Request approval or disapproval
  - Delegation of access privileges
  - Submittal of a report
- Each e-mail contains eBiz Help Desk contact information
**PIN**

- **Personal Identification Number**
  - Only needed if you are certifying the report
  - Not needed for viewers or preparers
- Uniquely identifies you
- Represents your signature
PIN

- Should **NEVER** be shared
- Is tied to you, not to place of employment
- One PIN can be used for all eBiz services requiring a PIN, regardless of the service or regulatory program
Who Needs a PIN?

- Per OAC rule 3745-50-42, the person signing a report must be a Responsible Official (RO) or their duly Authorized Representative.

- RO examples:
  - Corporate president, secretary, treasurer, or VP
  - Facility manager
  - General partner or proprietor
  - For a public agency, a principal executive officer or ranking elected official
RO Determination

- The Facility Management must decide who will be the RO and agree to the attestations in the eBiz screens.

- Approval of a service request means that Ohio EPA accepts that attestation has occurred, it should not be construed as Ohio EPA's judgment on whether an individual is in fact properly designated as an RO.

- It is the facility's obligation to ensure compliance with signatory requirements.
Designation of Authorized Representative

- Authorization can be for a named individual or for any person occupying a named position of responsibility.

- Others terms for Authorized Representative:
  - Delegated Responsible Official (DRO)
  - Delegated Submitter
Two ways to delegate signatory privileges:

- **Electronically:** If both users have a PIN, in eBiz, the RO can delegate the certify/submit privilege to the Authorized Representative.

- **On Paper:** Authorized Rep with a PIN applies for the service and asks the RO to sign the Delegation of Authority form that eBiz creates.
Applying for a PIN

- Log In
- Click “My Account” → Request New PIN
Applying for a PIN

- Enter PIN Holder Information
  - PERSONAL INFORMATION
  - Home address, personal phone number
- Create and Answer Security Questions
  - Must be unique
  - Not case sensitive
Applying for a PIN cont.

- Identity Verification Options:
  - Electronic Verification uses LexisNexis
    - Looks for exact match of full/last name, DOB, and last four digits of SSN
    - Approval within minutes
  - Notarized paper copy sent to Ohio EPA
    - Takes 1-2 weeks
    - Ohio EPA will email instructions on how to access PIN
Electronic Identity Verification

Electronic Identity Verification ➔ Recommended as opposed to Hardcopy Notarized Identity Verification

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**STEP 1**

Online Identity Verification Safe & Secure (Recommended and Immediate Option)

You may verify your identity online AND receive your PIN immediately by entering your birth date and last 4 digits of your Social Security Number (SSN) below through a secure service, LexisNexis. Fill out the information and CLICK the "Verify Identity" button. If your identity is verified, you will receive your PIN automatically and it can be activated immediately.

If we are unable to verify your identity through the LexisNexis online service OR if you prefer NOT to enter your birth date and last 4 digits of your SSN, CHECK the box below AND CLICK the "Request Hardcopy PIN" button at the bottom of this screen and you will be guided how to proceed. Please note, this process will take 1-2 weeks and require a notarized hardcopy form to be mailed to Ohio EPA. Your PIN will be processed and you will receive email instructions on viewing and activating your PIN.

**STEP 2**

Date of Birth (mm/dd/yyyy):

Last Four Digits of Your Social Security Number:

**STEP 3**

I have reviewed the above information and would like to proceed with LexisNexis identity verification.

**STEP 4**

Check this box and click “Request Hardcopy PIN” if you fail electronic identity verification or want to submit the notarized paper form.
Notarized Paper Copy

- Download and print the Subscriber Agreement
- Sign in presence of notary
- Send the original signed copy to Ohio EPA
- Wait for email from Ohio EPA with instructions
PIN Request Approved

PIN Request

Your PIN Request has been approved.

Congratulations -
Your PIN request has been Approved and is ready for Activation.

To Activate your PIN, follow the instructions below:

Select the "Continue..." button below to return to the eBusiness Center home page and follow these instructions:

1. On the eBusiness Center Home Page, select the "My Account" menu.
2. Click on the "View PIN" link to access your PIN (you will need to answer a security question before viewing your PIN) and record the PIN in a safe location. Once you have the PIN, select the "Continue..." button to return to the eBusiness Center Home page.
3. Again, select the "My Account" menu and click on the "Activate PIN" link. You will be prompted to enter your case sensitive PIN and to provide the answer to one of the five PIN security questions you created when first requesting a PIN. Upon providing the correct answer, you will be informed that your PIN is activated. An email confirming that your PIN has been activated will be sent to the email account you specified in your PIN request.

Getting Help

If you do not receive the email notification with your PIN or are experiencing other problems, please contact us at (877) 372-2499 (1-877-EPA-BIZZ). Select Option 2 for Assistance.

Continue...
View & Activate PIN

- From the eBiz Home Screen Select “My Account”
- Answer Security Question
- Click “View PIN”
- Record PIN
- Select “My Account” AGAIN
- Click “Activate PIN”
- Enter PIN and Answer Security Question
Activate PIN

PIN Activation

PIN Activation for Account: aandrewstest2

Use this page to activate your eBusiness Center PIN. To complete your activation, enter your new PIN and answer the security question.

I understand and agree that the electronic signature device (PIN) I obtain from Ohio EPA shall serve as a legally enforceable signature to the same extent as an original handwritten signature on a paper document. I also agree to protect the security of my PIN from compromise and shall take all necessary steps to prevent its loss, disclosure, or use by any other person. In the event that I have any reason to believe that the PIN has or may have been compromised, I agree to promptly report the problem to the Ohio EPA at Information Technology Services front desk at 614-644-2990 or email at: EPA.eBizPINs@epa.ohio.gov.

I have read and agree with the above statement.

PIN: ********

Please answer this security question:

Favorite pet's name? ******

- Click Checkbox
- Enter PIN
- Answer Security Question

Ohio Environmental Protection Agency
PIN Activation Complete

PIN Activation

PIN Activation Complete

Your PIN was successfully activated. You will also receive an email notification.

• Next Step ➔ Request eDRUMS Service
eDRUMS Service

- Who should apply?
- How to Apply for the Service
- Submission Review (Ohio EPA)
- Delegate or deactivate Privileges
Who Should Apply?

- The Responsible Official (RO) or duly authorized representative as defined in 3745-50-42 needs to have an eBusiness Center (eBiz) account and an activated PIN.

- Verify that Job Title is stored with your eBiz account information. To view or revise, click on My Account ➔ Update Account.

- If you will delegate access to other people, each of them must have their own eBiz account.
Submitter

- The RO/duly Authorized Representative = Submitter

- Authorized Representative is a Delegated Responsible Official, formally given this permission by the Responsible Official

- Several roles and responsibilities
Role of Submitter

- A report Submitter performs these tasks:
  - Requests the eDRUMS service
  - Delegates access rights for the report to other eBiz users, if not preparing the report themselves
  - Certifies the report when it’s ready to submit
  - Only person who can view the Copy of Record (official version of the submittal)
Responsibilities of a Submitter

- Attestation for eDRUMS Service
- Control the access to the data by others
- Ultimately responsible for the report contents
- Never share their PIN or the answers to security questions
Requesting Access to eDRUMS

- Submitter requests the eDRUMS service and selects a facility.
- Submitter enters credentials on attestation screen.
- Once Ohio EPA - DERR acts on the service request, submittter will receive an e-mail
  - 24-hour turn around time for RO request.
  - DRO requests within 24-hours of receiving the paper Delegation of Authority Form.
- When approved, the submittter can then delegate access rights to others or start creating a report.
Applying for the eDRUMS Service

Select the Service:

- “Service” describes an action in eBiz
  - report, application, or pay fees
- To get started the Submitter logs into eBiz
Next step → associating the Submitter with a specific facility
Select a Facility

- Click Add Facility

- Search for a facility
Search for a Facility

- Search by EPA ID Number
- Regulatory Program ID Field

The first step in activating a new service is to associate it with one or more facilities. Use this search to locate facilities for association. The search uses "contains" logic. For example, if the facility name is "Redbrick Enterprises Inc." you can enter "brick" in the "Name" field below. This will search for all facilities with "brick" in the name.

Searching by the Regulatory Program ID or Agency Core ID is the quickest and most accurate way to find a match. A search by street name and county is also an efficient way to find potential matches. Try less specific criteria if an initial search is not successful.

Please Note: For best results, enter only 1 or 2 criteria. See above text for best criteria to use for this service. Click HERE for additional help.
Successful Search

- Type EPA ID in “Regulatory Program ID”

- If search is exact match facility will be displayed

<table>
<thead>
<tr>
<th>Agency Core ID</th>
<th>Name</th>
<th>Address</th>
<th>Zip</th>
<th>Regulatory Program ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>293806</td>
<td>eDRUMS Test Facility</td>
<td>50 W Town St, Suite 700 Columbus OH</td>
<td>43215</td>
<td>- OHD123456789 (RCRA)</td>
</tr>
</tbody>
</table>
Unsuccessful Search

➢ Try again with different criteria
➢ Contact DERR to verify ID numbers or get help
➢ Click Create New Facility as a last resort
Facility Association

**Select and Manage Facilities Associated with Your Service**

Please select a facility from the list below. If you do not see the facility you want in the list, you may need to add a facility to your service profile by clicking “Add Facility” below. Repeat for each additional facility you wish to add. Once you have added one or more facilities, click ‘Next’ to submit your request.

**Note:** If you have been delegated access to a facility, but do not see an active link to the facility below, this is an indication that access to the facility for this service requires a PIN. You will be granted access to the listed facility once you have completed the PIN activation process.

**Service: Hazardous Waste Report (eDRUMS)**

Click Next to add the listed facility
Hazardous Waste Report Service Request

Facility Associations

<table>
<thead>
<tr>
<th>Facility ID</th>
<th>Facility</th>
<th>Certify/Submit</th>
<th>Delegated Submitter</th>
</tr>
</thead>
<tbody>
<tr>
<td>293806</td>
<td>eDRUMS Test Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>50 W Town St, Suite 700</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Columbus, OH 43215</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For the facility listed above, I certify that I am a Responsible Official as defined in Ohio Administrative Code rule 3745-50-42 (A): (1) For a corporation: By a responsible corporate officer. For the purpose of this rule, a 'responsible corporate officer' means: (a) A president, secretary, treasurer, or vice president of the corporation in charge of a principal business function, or any other person who performs similar policy-making or decision-making functions for the corporation, or (b) The manager of one or more manufacturing, production, or operating facilities employing more than two hundred fifty persons or having gross annual sales or expenditures exceeding twenty-five million dollars (in second quarter 1980 dollars), if authority to sign documents has been assigned or delegated to the manager in accordance with corporate procedures. (2) For a partnership or sole proprietorship: By a general partner or the proprietor, respectively; or (3) For a municipality, state, federal, or other public agency: By either a principal executive officer or ranking elected official. For purposes of this rule, a principal executive officer of a federal agency includes: (a) The chief executive officer of the agency, or (b) A senior executive officer having responsibility for the overall operations of a principal geographic unit of the agency (e.g., regional administrator of U.S. EPA); Or: I am a duly authorized representative as defined in 3745-50-42(B) and have been authorized to sign reports by a Responsible Official of my organization. I have submitted to the Director of the Ohio EPA the authorization in writing as required by 3745-50-42 (B)(1).

By transmitting this information using this Personal Identification Number (PIN), I certify that: (1) I have been authorized by Ohio EPA to use this PIN; (2) I am aware of and understand the requirements of my PIN Subscriber Agreement and it is my belief that I have complied with the terms of that agreement in all respects and am using this PIN in accordance with that Agreement; (3) I reviewed, or had the opportunity to review, the electronic version of the information, and I am transmitting the information knowingly; (4) I am without any reason to believe that the confidentiality of my PIN or security questions has or may have been compromised now or at any time prior to this submission; and (5) I understand that I may be subject to civil and criminal liability for falsely certifying.

I have read and agree with the above statement.

PIN:

Please answer this security question:
Dream Job as a child:

Submit Hazardous Waste Report Service Request  Cancel  Protection Agency
Which Boxes do I Check?

Certify/Submit ➔
- Person defined as the Responsible Official
- OAC 3745-50-42

Delegated Submitter ➔
- Delegated Responsible Official
- Authorized Representative
- Must submit Delegation of Authority form to Ohio EPA

If job title does not match criteria in 3745-50-42, service request will be denied
PIN and Security Question Answer

- Check the box next to “I have read and agree with the above statement”
- Enter in your PIN
- Answer security question
- Click Submit Hazardous Waste Report Service Request
Success!

- Click Continue to proceed
Create New Facility

- Complete fields with asterisks
- Click Submit when complete
Ohio EPA will process the request and contact the user with a resolution.

Submitter can then select the service, search for the facility, and complete the service request.
Submission Review

- Ohio EPA Division of Environmental Response and Revitalization (DERR) receives request
- User’s account info is compared against the signatory criteria of OAC rule 3745-50-42
- Email notification to RO of approval or denial
  - If approved, can begin report or delegate access to other users
  - If denied, instructions provided on how to apply for the correct permission level
Delegate Privileges

- A Role is an access privilege granted by the Submitter.
- Roles can be delegated by the Submitter after their eDRUMS service request has been approved.
- The eDRUMS roles that can be delegated are:
  - Read-Only
  - Preparer
  - Certify/Submit (i.e. Delegated Submitter)
RO Responsibility

- The RO is liable for any actions taken by delegated users
- The delegation attestation contains language stating this
- Read-Only and Preparer roles can be delegated to consultants as well as to facility employees
- Consultants should not be Submitters
If the RO delegates the signatory role, the person should meet the definition of “authorized representative” in OAC rule 3745-50-42.

Delegated authorized representative needs to have a PIN before they can submit a report.
Authorized Representative

Two ways to designate:

- **Electronic**: If both have a PIN, in eBiz the RO can delegate the certify/submit privilege to the authorized representative.

- **Paper**: Authorized Representative has to have a pin, applies for the service as a delegated submitter, RO signs the Delegation of Authority form that eBiz creates.
**Electronic Delegation**

- RO clicks view/edit in the Delegations column in eDRUMS
- Note: “Submitter” = approved RO/DRO

<table>
<thead>
<tr>
<th>Service</th>
<th>Action</th>
<th>Status</th>
<th>Facilities</th>
<th>Delegations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Services</td>
<td>Request</td>
<td>Inactive</td>
<td>view/edit</td>
<td></td>
</tr>
<tr>
<td>Conference and Events Registration</td>
<td>Request</td>
<td>Inactive</td>
<td>view/edit</td>
<td></td>
</tr>
<tr>
<td>Division of Surface Water Credible Data</td>
<td>Request</td>
<td>Inactive</td>
<td>view/edit</td>
<td></td>
</tr>
<tr>
<td>Division of Surface Water NPDES Permit Applications (STREAMS)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DMWM Compliance</td>
<td>Request</td>
<td>Inactive</td>
<td>view/edit</td>
<td></td>
</tr>
<tr>
<td>DMWM Compost/Scrap Tire Facility Registration</td>
<td>Request</td>
<td>Inactive</td>
<td>view/edit</td>
<td></td>
</tr>
<tr>
<td>DMWM Infectious Waste Generator Registration</td>
<td>Request</td>
<td>Inactive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DMWM Scrap Tire Transporter Registration</td>
<td>Request</td>
<td>Inactive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DMWM Solid Waste/C&amp;DD Disposal Fees (Submit Report)</td>
<td>Request</td>
<td>Inactive</td>
<td>view/edit</td>
<td></td>
</tr>
<tr>
<td>DMWM Solid Waste/C&amp;DD Facility Licensing</td>
<td>Request</td>
<td>Inactive</td>
<td>view/edit</td>
<td></td>
</tr>
<tr>
<td>DSW 401 Certification and Isolated Wetlands Permit</td>
<td>Request</td>
<td>Inactive</td>
<td>view/edit</td>
<td></td>
</tr>
<tr>
<td>e-DMR</td>
<td>Request</td>
<td>Inactive</td>
<td>view/edit</td>
<td></td>
</tr>
<tr>
<td>e-Drinking Water Reports</td>
<td>Request</td>
<td>Inactive</td>
<td>view/edit</td>
<td></td>
</tr>
<tr>
<td>Generic File Upload</td>
<td>Request</td>
<td>Inactive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hazardous Waste Report (eDRUMS)</td>
<td>Deactivate</td>
<td>Active</td>
<td>view/edit</td>
<td>view/edit</td>
</tr>
</tbody>
</table>
Privilege Delegation Management Screen

Submitter’s associated facilities listed

Click Add User
Add Account

- Click Add Account
- Search for eBiz user to be delegated privileges
Account Search

Search by:

- User ID (quickest)
- First & last name

To search for the eBusiness Center user account(s) you want to delegate the Hazardous Waste Report (eDRUMS) privileges, click ‘Add Account’ below and enter your account search criteria. You can delegate to multiple accounts from the search results page or by searching for each user one at a time. Once the user account(s) are displayed in the Selected Account List, click Delegate to go to the next step.

Only a Responsible Official as defined by OAC rule 3745-50-42 can delegate access privileges to other users. The Responsible Official is liable for any actions taken by users to whom privileges have been delegated.

STEP 1

STEP 2

STEP 3
Search Results

- Click the check box
- Click Next

STEP 1

- Click Delegate

STEP 2

STEP 3
eDRUMS Roles

- **Read-Only**: can view report, cannot change or submit, no PIN required

- **Preparer**: can view, add, change, or delete data, cannot submit, no PIN required

- **Certify/Submit**: can view, add, change, delete and submit data, PIN required, must be an authorized representative
Privilege Delegation

- Select Privilege
- Click Submit

### Privilege Delegation

I am a Responsible Official as defined by OAC rule 3745-50-42 and am aware that I am liable for any actions taken by users to whom I have delegated access privileges. If I have delegated the Certify/Submit privilege, the person to whom I have delegated this role qualifies as a duly authorized representative as defined in 3745-50-42 (B)(2): an individual or a position having responsibility for the overall operation of the regulated facility or activity, such as the position of plant manager, operator of a well or a well field, superintendent, or position of equivalent responsibility. (A duly authorized representative may thus be either a named individual or any individual occupying a named position.)

If in the future the authorization I am approving today is no longer accurate because a different individual or position has responsibility for the overall operation of a facility, I am aware that it is my responsibility to remove the delegation of this privilege from the formerly authorized representative’s account.

Select one of the roles to delegate: 1) Read Only - can view a report but can’t alter data or certify/submit; 2) Prepare - can add or update a report but cannot certify/submit; 3) Certify/Submit - has both of the other privileges and is a Responsible Official or their duly authorized representative. The Responsible Official is liable for any actions taken by users to whom privileges have been delegated.

<table>
<thead>
<tr>
<th>User</th>
<th>Service to Delegate</th>
<th>Entity</th>
<th>Privilege to Delegate</th>
</tr>
</thead>
<tbody>
<tr>
<td>aandrewstest</td>
<td>Hazardous Waste Report (eDRUMS)</td>
<td>FACILITY (293806)</td>
<td>Read Only Preparer Certify/Submit</td>
</tr>
<tr>
<td>Lexie Andrews</td>
<td>50 W Town St Suite 700</td>
<td>50 W Town St, Suite 700</td>
<td></td>
</tr>
<tr>
<td>Columbus, OH</td>
<td>43216</td>
<td>Columbus, OH 43215</td>
<td></td>
</tr>
</tbody>
</table>

[Submit] [Cancel]
PIN Validation

- Attestation ➔ Submitter is liable for delegated users’ actions and must remove privileges from users when their responsibilities change.

To complete your privilege delegation please answer the questions below:

By transmitting this information using this Personal Identification Number (PIN), I certify that: (1) I have been authorized by Ohio EPA to use this PIN; (2) I am aware of and understand the requirements of my PIN Subscriber Agreement and it is my belief that I have complied with the terms of that agreement in all respects and am using this PIN in accordance with that Agreement; (3) I reviewed, or had the opportunity to review, the electronic version of the information, and I am transmitting the information knowingly; (4) I am without any reason to believe that the confidentiality of my PIN or security questions has or may have been compromised now or at any time prior to this submission; and (5) I understand that I may be subject to civil and criminal liability for falsely certifying.

I am a Responsible Official as defined by OAC rule 3745-50-42 and am aware that I am liable for any actions taken by users to whom I have delegated access privileges. If I have delegated the Certify/Submit privilege, the person to whom I have delegated this role qualifies as a duly authorized representative as defined in 3745-50-42(B)(2): an individual or a position having responsibility for the overall operation of the regulated facility or activity, such as the position of plant manager, operator of a well or a well field, superintendent, or position of equivalent responsibility. (A duly authorized representative may thus be either a named individual or any individual occupying a named position.)

If in the future the authorization I am approving today is no longer accurate because a different individual or position has responsibility for the overall operation of a facility, I am aware that it is my responsibility to remove the delegation of this privilege from the formerly authorized representative’s account.

1. ENTER PIN
2. Answer Security Question
3. SUBMIT
e-Mail Notifications

- Submitter and the users who were given privileges all receive an e-mail acknowledgement.

- e-mail includes facility name, name of the Submitter who delegated the privilege, and the user information for the person who was assigned a privilege.
Removing Privileges

- Go to Privilege Delegation Management Screen from eBiz Home by clicking view/edit.
- Submitter will click delete.
- e-mail sent to Submitter and to user whose privilege was removed.
- If you need to change privileges, delete the user and re-assign.
Deactivation

- Click **Deactivate** in the Action column for eDRUMS in Available Services.

- All services for all facilities the RO is associated with will be inactivated.

- Re-establish service ➔ start from beginning.
Submitter Change

What happens if my Submitter changes or leaves the company?

Current users DO NOT lose existing permissions

New Submitter Needs to:
- Get an eBiz Account
- Request and activate PIN
- Apply for the eDRUMS service once the PIN is assigned

Once approved, the New Submitter can remove the former Submitter’s access privileges
Update Account & PIN

- Update if any of your account info changes (your company, job title, address, phone, or e-mail)

- The Account and PIN info are maintained separately so you have to update both

- Click on My Account in eBiz Home. Select either “Update Account” or “PIN Management”.
Forgot your PIN?

- Log into the eBiz Center and select the PIN Management option under the My Account menu. Then select View PIN.

- Answer a security question and then the PIN is displayed.
PIN Deactivation

- Reasons to deactivate a PIN:
  - It’s no longer secure
  - Don’t need it

- Under My Account, click on PIN Management and then “Deactivate PIN”

- You will be contacted by Ohio EPA to verify your identity and your request to deactivate the PIN
LIVE DEMO

- eBusiness Center account set up
- Apply for the eDRUMS service
- Delegate Privileges
Questions about accounts and PINs should be directed to the eBiz Help Desk in Ohio EPA’s Office of Information Technology Services

1-877-372-2499 (1-877-EPA-BIZZ) This gets a quicker response than e-mail

ebizhelpdesk@epa.ohio.gov

8 am – 5 pm weekdays (except State holidays)
eDRUMS Training

► Register Now:

January 24 at 10:00 am “How to Create a Hazardous Waste Report Using eDRUMS”
eDRUMS Questions

- Division of Environmental Response and Revitalization (DERR → 614-644-2924)
- HWannualreport@epa.ohio.gov
- Lexie Andrews
  - Alexis.Andrews@epa.ohio.gov
  - (614) 728-5332
- Paula Canter
  - Paula.Canter@epa.ohio.gov
  - (614) 644-2923
Accessing Help

On Your Own:
- Update Account & PIN
- Forgotten PIN
- PIN Deactivation
- eBiz Center User Guide
- Answer Place

Other Resources:
- eBiz Help Desk
- eDRUMS Training materials
- eDRUMS FAQs
- DERR eDRUMS Support staff