Iowa EASY Air Frequently Asked Questions

USER ACCOUNT & FACILITY QUESTIONS

Q1. What is my user name?
A1. Your user name is generated by the system when you create your account to include the first letter of your first name, and your full last name (ex. Tom Johnson = TJohnson). However, this may be modified at the time of account creation. When searching for users, use their email address. User accounts migrated from SLEIS will use the email address associated with the SLEIS Account as the Iowa EASY Air user name.

Q2. How do I create a log-in if I've never had a permit before?
A2. Follow the link on the Facility/Public Login page for "Create a new account". There are Account Registration Guides on the eAirServices Instructions tab page, one for Preparers and one for Responsible Officials. Also, there are training videos for Preparers and Responsible Officials located on the eAirServices Training tab of the website. You will be able to complete all of your user information and select associated facilities (as a Responsible Official). System generated emails will confirm your account and provide you with options to update your account information.

Q3. What is my password?
A3. After registering, you will be sent a temporary password. Use that to log in to the system. You will be prompted to create a new password-one that is different from your password from SLEIS. The password must be at least 10 characters long and include one capital letter (A), one lower case letter (a), one number (1), and one special character (#, !, %, etc.).

If you've created one but can't remember your password, then click on the "**Forgot your login user name or password?**" link on the login page. Enter your email address and your password will be sent to you.

Q4. What account types are there in Iowa EASY Air? What access & permissions does each account type have?
A4. There are two types of accounts in Iowa EASY Air: Responsible Official and Preparer. The table below identifies the roles and their responsibilities.

User Type	Purpose	Account Privileges
Responsible Official (RO)	• Only the RO account can certify and submit applications in Iowa EASY Air. • For the RO to certify a submittal, the RO must get his/her account approved by Iowa DNR as the RO for that facility. • The RO user has only one account, but may have RO privileges for multiple facilities, and have the preparer rights for other facilities (authorized by a different RO).	• Issued a PIN once their account privileges are approved by Iowa DNR. • Certify and submit an electronic data entry form in Iowa EASY Air. • Manage preparers and consultants to work on permit applications. • View and prepare an electronic data entry form in Iowa EASY Air. • View submitted data in Iowa EASY Air. • Keep track of the status of submitted applications. • Keep track of issued permits.

User Type	Purpose	Account Privileges
Preparer	• A preparer is someone who is assigned by a RO to create and prepare applications for their facility. This may be a company employee or an external consultant. • The preparer has no rights to submit an application, but can prepare applications for a single or multiple ROs (companies) that he/she is associated with. • The types of applications, and the facilities that the preparer can complete applications for, are all defined by the RO. • An RO can be associated as a preparer for another facility.	• View and prepare an electronic data entry form in Iowa EASY Air. • View submitted data in Iowa EASY Air. • Notify a RO when an application is completed and ready for the RO to submit. • Keep track of the status of submitted applications. • Keep track of issued permits.

Q5. Do I need a PIN number, and where/how do I get one?
A5. Only Responsible Officials will need to set a PIN to submit an application.
After you create your account, you will receive an email generated by the system with a temporary password. Log in with your username (email address) then go to "**My Account**" **->** "**Password / PIN**" where you can set your password.

If you forget your PIN, go to "**My Account" -> "Password / PIN**", click on the "**My PIN Information**" tab and select "**Request New PIN**" which will be emailed to you. Upon login, you can go to "**My Account**" **->** "**Password / PIN**" to customize your PIN into something that will be easier for you to remember.

Q6. Does the RO have e-signature capability?
A6. The PIN and security questions serve as your e-signature. Digital signatures are not used within Iowa EASY Air.

Q7. Can the RO delegate their signature privileges to the preparer?
A7. No. The Responsible Official can only delegate preparation rights to the preparer. The RO will still have to e-sign and submit the application.

Q8. Can you have multiple ROs for one company? And can the RO also be the preparer?
A8. Yes, you can have multiple ROs for construction permits, however, there can only be one RO for Title V. The RO can also be the preparer for that company, or the RO can be the preparer for a different RO for a different facility. For example, two facilities (1, and 2) exist for the same parent company. Each facility will have a Responsible Official. The RO for facility 1 may be assigned by the RO of facility 2 as a preparer for facility 2. See more details in the "**Responsible Officials - Managing Associated Consultants and Preparers**" pdf and **short video** by visiting the **eAirServices** webpage.

Q9. What kind of information/credentials will you need from consultants?
A9. During the "**Create Account**" process, consultants should identify themselves in the Account Group as "**Preparer**". No further information is required at this time. To prepare an application, the consultant will need the Responsible Official (RO) to assign their facility to the consultant. During Application preparation, the preparer will need to include the P.E. number (this may be for a P.E. with oversight of the preparer's work).

Q10. How do you add a Consultant or Preparer to work on your facility's permit applications?

A10. Under the "**My Account**" tab for Responsible Officials, there is a link in the left-hand panel for "**Manage Consultants and Preparers**". Clicking on this link will ask the RO for the email address of the user that will be given access to the permit applications for the facility. As the process involves many steps, there is an **information sheet** and **short video** covering the steps necessary to add a Consultant or Preparer on the **eAirServices** web page.

Q11. I was an Editor under a RO in SLEIS. Does the RO have to use the Manage Consultants and Preparers process to add me to their account?

A11. No, the user accounts in SLEIS were migrated to Iowa EASY Air in November 2019. Your account under the Responsible Official's account was maintained. There is no need to add Consultants or Preparers IF your account in SLEIS was migrated. If it was not migrated in November, then you will need to work with RO to set up your association.

Q12. What if I have multiple email addresses?

A12. Your access to Iowa EASY Air is ultimately based on your email address. It is recommended that you only use one email address for accessing Iowa EASY Air. If you need to register a different account (changed email provider, company changes email address formats, begin working for a new company, etc.), you should create a new profile that must use your new or different email address. Previously used email addresses will be set to "**Inactive**" while your new email address will be "**Active**".

Q13. How do you get into the system if my application is for an entirely new facility?

A13. For a completely new facility, you will have to contact DNR and get a facility number. This can be done by filling out the **Iowa EASY Air Facility Number & Name Change Form** located on the **eAirServices Access Help** web page and emailing it to **easyair_fn@dnr.iowa.gov**. This will need to be done **before** starting an application in the system.