



February 2017

eBusiness Center Personal Identification Number

The security of Ohio EPA's eBusiness Center relies on the assignment of personal identification numbers (PINs) for users. PINs must be secured and used appropriately.

Why is a PIN necessary?

In today's business world, many transactions take place online. To protect account information, reduce fraud and ensure that these transactions are legitimate, the Ohio Environmental Protection Agency requires individuals to obtain a PIN to use as an e-signature in place of a traditional signature on paper.

To ensure that users can securely submit required documents electronically, there must be a way to verify that the information was intentionally submitted by the authenticated person who is authorized to submit the report. In traditional paper documents, this verification was provided by a legally binding authorized signature. An electronic signature with a PIN is as legally binding as a handwritten signature.

Ohio EPA's eBusiness Center is a secure portal for online business services and the entry point for the regulated community and consultants to electronically complete and file reports and permit applications. In addition to providing security for Ohio EPA's eBusiness Center portal, PINs and their related security questions and answers are necessary to satisfy U.S. EPA's Cross-Media Electronic Reporting Rule (CROMERR) e-signature requirements. To learn more about CROMERR, go to epa.gov/cromerr.

When is a PIN necessary?

Although all eBusiness Center users are eligible to apply for a PIN, only submissions requiring a signature by an authorized person require a user to obtain a PIN to electronically sign and submit information. PIN requirements will vary on the level of privileges or access of the individual and may depend on underlying requirements of the program.

How do I get a PIN and verify my identity?

Online identity verification can be accomplished quickly to acquire a PIN, typically within a few minutes of getting an account. However, if a user's identity cannot be verified online, a slower hardcopy process must be used. Therefore, we recommend allowing at least two weeks to complete the process. Additional guidance is available by logging into the eBusiness Center (<https://ebiz.epa.ohio.gov/>) and selecting *Request New PIN* under the My Account menu or by visiting Ohio EPA's Customer Support Center and searching for "PIN" (https://ohioepa.custhelp.com/app/search_for_answers).

Online Identity Verification (Secure, Immediate and Recommended)

This PIN application option uses LexisNexis, an independent company, for identity validation services which allows a PIN to be generated quickly online once verification is received from the service. To obtain an electronic PIN verification:

- 1) Log into the eBusiness Center (create an account if you don't have one), then select *Request New PIN* under the *My Account* menu.
- 2) Complete required steps to request a PIN electronically. User must provide personal information: full name; home address; phone number; date of birth; and the last four digits of his/her social security number.
- 3) Agree to the terms and initiate the identity verification service provided by LexisNexis.
- 4) If LexisNexis can confirm your identity, a PIN will be generated immediately. NOTE: If the service is unable to verify identity after three attempts, the hardcopy application process must be used.
- 5) When you receive the PIN assignment email, log into the eBusiness Center to view and activate the PIN. If necessary, you can print a hardcopy of your PIN while viewing it online using your browser's print function.
- 6) If printed, store the PIN and your PIN security questions and answers (created during the account and PIN creation) in a secure location.

PIN questions?

Information Technology Services
(614) 644-2990
EPA.eBizPINs@epa.ohio.gov

eBusiness Center questions?

eBusiness Center Helpdesk
1-877-EPA-BIZZ
(1-877-372-2499)
ebizhelpdesk@epa.ohio.gov

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[Hardcopy Notarized Identify Verification \(secure with one to two week processing\)](#)

This PIN application option requires mailing, use of a courier or in person delivery of a notarized form to Ohio EPA. To obtain PIN verification via hardcopy:

- 1) Log into the eBusiness Center (create an account if you don't have one), then select *Request New PIN* under the *My Account* menu.
- 2) Complete required steps to request a PIN and print the PIN Request/Subscriber Agreement form.
- 3) Sign the Subscriber Agreement in the presence of a notary and have it notarized.
- 4) Send the original notarized form to Ohio EPA to the address provided in the Subscriber Agreement instructions.
- 5) When you receive the PIN assignment email, log into the eBusiness Center to view and activate the PIN. If necessary, you can print a hardcopy of your PIN while viewing it online using your browser's print function.
- 6) If printed, store the PIN and your PIN security questions and answers (created during the account and PIN creation) in a secure location.

How do I keep my PIN secure?

All eBusiness Center account information, including your PIN, should be kept in a secure place such as a locked drawer. To further protect your PIN, it is a good idea to keep the account and PIN information in separate secure places to make it more difficult for someone to gain access to both.

May I share my PIN?

NO. The PIN serves as your electronic signature and must not be shared with anyone. The PIN uniquely identifies you and serves as your legally binding signature. Your PIN, like your signature and social security number, must not be shared. A PIN must be kept confidential. Your business may opt to allow multiple users to submit reports, but each individual will need to acquire a personal unique PIN that must be safe-guarded from compromise. It is a violation of both state and federal regulations to allow others to use your PIN.

What if I forget my PIN?

If you have forgotten your PIN, but do not believe it has been compromised, you may log into the eBusiness Center and view it once you have answered a security question you established when requesting it. To view a PIN, log on to the eBusiness Center and select the *PIN Management* option under the *My Account* menu and select *View PIN*.

What if my PIN is compromised?

You are legally obligated to notify Ohio EPA if your PIN is compromised. If you lose your PIN or suspect someone has or may have gained access to it, you should deactivate it immediately. To deactivate a PIN, log into the eBusiness Center and select the *PIN Management* option under the *My Account* menu and click *Deactivate PIN*. You will need to apply for a new PIN by using the *Request New PIN* menu option after deactivation.

What if I change jobs or companies?

The PIN uniquely identifies YOU and is not assigned to a given company. However, you should update the account and PIN holder information (i.e., address, phone, etc.) whenever changes occur. Once you are no longer authorized the new signatory official is responsible for removing your authorization to submit signed reports on behalf of the company.

Do I need a PIN for each regulatory program?

No. The PIN is assigned to the individual and is recognized as a valid electronic signature device by all of Ohio EPA's regulatory programs. As each regulatory program integrates their business services into the eBusiness Center, they will adopt the use of the Agency-wide PIN.