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1 Overview of CEOS

CEOS is a CDPHE Portal that provides the one-stop interface the ability to allow the regulated community to submit information to CDPHE, and also to support the general public to query environmental data of their interests.

CEOS will serve as a central platform for the facility to manage permit applications, permits, reporting requirements, and compliance reports. The CEOS offers online options for a wide spectrum of submittals, including:

- Environmental Permitting
  - Apply new permits
  - Amend/Modify permits
  - Renew permits
  - Terminate permits

- Project
  - Submit project submittals
  - Complete submittal obligations through dashboard

CEOS offers the following functions for the regulated community:

- Establish a user account and manage all submittals online
- Apply environmental permits, certificates, licenses, and other environmental issuances online
- Submit environmental compliance reports
- Monitor the processing status of all online submittals and allows correspondence with CDPHE Staff
- Keep track of all submission history
- Manage past and current environmental issuances for record keeping, amendment, renewal, and termination

1.1 Definitions, Acronyms, and Abbreviations

This subsection provides the definitions of all terms, acronyms, and abbreviations required to properly interpret the System Design Document.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEOS</td>
<td>Colorado Environmental Online Services</td>
</tr>
<tr>
<td>WQCD</td>
<td>Water Quality Control Division</td>
</tr>
<tr>
<td>APCD</td>
<td>Air Pollution Control Division</td>
</tr>
<tr>
<td>FIS</td>
<td>Facility Identification System</td>
</tr>
<tr>
<td>CBR</td>
<td>Clean Water Benefits Reporting System</td>
</tr>
<tr>
<td>RO</td>
<td>Responsible Official</td>
</tr>
<tr>
<td>ESA</td>
<td>Electronic Signature Agreement</td>
</tr>
<tr>
<td>HAP</td>
<td>Hazardous Air Pollutants</td>
</tr>
</tbody>
</table>

1.2 Prerequisites

In order to use the CEOS system, the user will need the following:

- Internet connection
- IE 7.0 or higher
- PDF file Viewer (for viewing PDF files only)
2 Public Site Account Management

If you plan to submit data through CEOS, you will need to establish a user account. This section explains the types of users and details on how to create and manage an account.

If you do not plan to make any online submittal, you do not need an account. You could query data or submit an anonymous complaint without a user account.

2.1 Account Types in CEOS Public Portal

Currently, CEOS has three types of public accounts – Responsible Official, Preparer and Viewer. It is important for the user to identify their role because each account has different access privileges. The table below explains in detail the difference among the three account types.

<table>
<thead>
<tr>
<th>ID</th>
<th>Actor Name</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Responsible Officer (RO)</td>
<td>▪ Prepare and submit an application form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Apply, amend, renew, or withdraw permits</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Manage permit/grant applications and permit/grant information</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Manage User account and contact information</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Use the system on a regular basis for data entry/query, correspondence, tracking application review status</td>
</tr>
<tr>
<td>2</td>
<td>Consultant/Preparer (Prepare-only)</td>
<td>▪ Prepare an application form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Use the system on a regular basis for data entry/query, correspondence, tracking application review status</td>
</tr>
<tr>
<td>3</td>
<td>Viewer (View Only)</td>
<td>▪ View a submittal form</td>
</tr>
</tbody>
</table>

2.2 Account Creation Process

Anyone who has access to the CEOS Public Site will be able to create a Public User Account. Without an account, the user cannot access the CEOS system and have access to the features provided by CEOS. Follow these steps below to obtain a public user account.

Step 1: Click the “Create a New Account” link in the login page.
Step 2: The user will need to enter in their personal identification information (Business, Name, Username, Title, etc.) along with their contact information (address, e-mail, phone number).

Any field that contains an icon is required and must be filled in order to continue. If these fields are not filled, the system will display a validation error that fields are missing. Once complete, the user should click the ‘Next’ button.

By placing the mouse over the icon, a help box will be displayed to provide additional information.

Step 3a: The user will have to select their role associated to the facility. If the user is a ‘Preparer’/ ‘Viewer’, then the ‘Preparer’/ ‘Viewer’ account type should be selected.

Step 3b (for Responsible Official Only): If the user is a Responsible Official, then they will need to select which application type he/she is responsible for and for which facilities. The ‘Associate New’ button will allow the user to search through a list of facilities to add to their profile.
Step 4: Once the selections have been saved, the user should move to the next section. The next section will require the user to provide answers to a few security questions. These questions will be used later on to retrieve a lost password and used to submit applications.

Step 5: To finalize the application, a CAPTCHA needs to be verified.

Step 5a (for Responsible Official Only): There will be two different security options presented at the bottom of the page, please choose which one you would like to proceed with.

If the Public User chooses E- online identity verification, he/she must provide full name, home address, date of birth, and last 4-digit of SSN, the system will send the information to CROMERR Service and display the verification results to the Public User.

If the user chooses ESA option or encounters a failed E-Verify option for identity proofing verification, after CDPHE receives the RO’s ink signature and validates the account, a CEOS Admin needs to turn on the RO’s “certify and submit” right to these facilities in CEOS “Security Setting”. Only after CDPHE’s authorization can the RO be able to certify and submit an application or compliance reports using the “PIN” assigned by the CEOS.
**Step 6:** The user will receive an e-mail notifying them of their account creation with their login name and randomly generated password. After receiving the login/password information, the user can now use this information to log into CEOS Public Portal.

![Create Account](image)

Dear Bill Smith:
Your new account has been created.
Your login name is: bsmith
Your password is: H8bpjxGk

Upon login, you can go to "My Account" -> "Password / PIN" to customize your password into something that will be easier for you to remember.

![Public Login](image)

**Step 6a (for Responsible Official Only):** At this point, the RO can log into CEOS using the password provided by CEOS to:

a. Manage its account info and change password.

b. Create and edit a permit application, but cannot certify or submit a permit application.

**Step 7 (Optional):** If the user forgot their password, he/she can simply click on the ‘Forgot Password’ link on the main login screen.

**Step 7a (Optional):** The user will need to enter a valid e-mail address to prompt a security question before their password will be sent to them via e-mail. After the system validates the account based on the email and security question response, the system will reset the user’s password and send the system generated password to the user’s registered email address.

![Request Password Information](image)

**Step 8:** To make sure the user account is secured, when the user first logs in, CEOS will inform the user that they will have to change their password to a new password with the described criteria.

**Step 8 (for Responsible Official Only):** In the future, if the RO wants to associate more facilities to its account, he needs to:

a. Go to “My Account” tab, “Basic Information” sub-tab in CEOS.

b. Click “Associate Facilities”

c. Facility Select Window will pop up: procedure is the same as step 4 to 7.

![Change Password](image)

![Facility Select Window](image)
The RO’s “certify & submit” right to newly associated facilities can only be turned on by CDPHE after CDPHE receives and validates the RO’s ink signature.

### 2.3 Managing Account Settings

After creating an account, the user has the option to go back and modify his/her information. Having the ability to edit the user account information is important because CEOSS contains several functions that rely on the information that was entered in the fields. For example, CEOSS will pull and auto-populate certain fields based on the user account information. If the user has an incorrect e-mail, e-mail notifications will not be received by the user. The user is able to manage his/her account security settings and his/her associations. Poor configuration in this section can lead to hinderance in creating and submitting applications in CEOSS. This is why it is imperative for the user to keep their information up to date and entered correctly.

The user can manage their account settings by clicking on ‘My Account’.

In the “My Account” module, the user can select from the following options:

1) In ‘Basic Information’, the user can change their name and contact information. This section provides tabs along the top so that the user can also change his/her address information.

2) The ‘Password’ and ‘Security Questions’ options allow the user to edit/change their password or security questions, which prevents unauthorized access to their account and prevents unauthorized users to submit applications.

3) The ‘Manage Consultants and Preparers’ section allows the user to manage his/her consultants/preparers.

#### 2.3.1 Manage Account General Information

This section details how the user can manage their account information. In ‘Basic Information’, the user will be able to see three tabs: ‘General Information’, ‘Address Information’, and ‘Attachments’.

In the ‘General Information’ tab, the user can specify a different contact information.

In the ‘Address Information’ tab, the user is able to change the mailing address, billing address, property location and block/lot.
In the ‘Associate Facility’ tab, the user can manage associated facility list. By clicking ‘Associate Facility’ button, the user can add system existing facility to the list using information of facility name, facility identifier or address. If the user passed the E-verify process when registered, the status of added facility will be active automatically. While if the user did not verify him/herself through E-verify, the status will be pending and actions needed from the Agency side. By clicking the red cross on the left, the user can delete any pending associated facility on this list. The user is also able to create new facility using the blue button.

If an associated facility already has a RO, the public user is able to replace existing RO. By click on the blue text ‘Click here to replace existing RO’, a pop-up window will show up and the public user can select an existing RO and type in his/her email to replace him/her.

The ‘Attachment’ tab will allow users to upload documents for identity proofing; such as the ‘Subscriber Agreement’ or other documents that they would like the agency to be able to view. This can range from the ‘Subscriber Agreement’ to ‘Testing Data’.

### 2.3.2 Protect Account Security

CEOS provides three layers of protection over the user’s account: password, PIN, and Security Question. The Password is the credential the user uses for login; whereas, PIN and security questions are the credential for certification and submission, which serves as an electronic signature of the Responsible Official. The ‘Password’ and ‘Security Questions’ options allow the user to prevent unauthorized access to their account. The ‘Security Questions’ and ‘PIN’ prevent unauthorized users to submit applications.
By clicking ‘Password’, the user can go to the ‘My Password Information’ tab to change their password by entering their old password and then entering their new password.

The second security layer CEOS has is the PIN number. By clicking on the ‘My PIN information’ tab, the user will be able to request a PIN number and then change it in the future. The PIN number will be required to submit an application.

Once a PIN number is requested, the user will receive an e-mail of a new PIN. The user will need to click ‘Save PIN’ to make sure the changes have been stored. As a part of security measurements, CEOS requires the Certifier to answer a security question challenge correctly before it will accept each online submittal. If the user is creating a RO account, they will also need to setup a pool of security Q/A so that CEOS can use their answers to authenticate their identity during the submission certification process. Clicking on the ‘Security Question’ tab, the user can change their security question(s) and response(s). The security questions will be needed when retrieving a lost password and when submitting an application.

Dear Bill Smith:

This is the notification regarding your recently reset PIN in the ePermit System.
Your new PIN is: vPGLCYCf

Upon login, you can go to "My Account" -> "Password / PIN" to customize your PIN into something that will be easier for you to remember.

2.3.3 Manage Consultants and Preparers

A RO user could manage a list of associates (consultants or preparers) to help the RO prepare draft applications. This option is useful in situations where an RO manages multiple facilities and requires additional assistance.

When a preparer creates an application for the RO, the RO can see the newly created application when he/she logs into their account. Once the application is reviewed by the RO, the RO can then submit the application. This Section describes features the RO can use to manage his/her associates within CEOS and only viewable by the RO. This section describes how an RO will associate and dissociate a preparer for his/her facility. By clicking the ‘Manage Consultants and Preparers’ section, a user can see a grid view of preparers that have been associated to their account. The grid view lists out who they have associated with them and for which facility and application.
type, as well as the effective dates of this association. If the user wants to dissociate the user, they can simply click on the icon to remove them. By clicking on the icon, the user can pull a detailed view of the associates setting.

To add a new preparer, the system first prompts for the preparer’s e-mail, which means the preparer is required to have an account in CEOS first. Next, CEOS asks for the effective date and expiration date of this association, if any.

As a third step, the user needs to ‘Add Authorizations’ to the preparer. ‘Authorized Submittal Types’ which defines the facility(s) and the submittal type(s) the preparer is allowed to prepare, as well as the permission access. Once the association is completed, the preparer can log in and begin working on applications.

3 Home Page (the “Dashboard”)
The home page of CEOS is also called the ‘Dashboard’, which gives the user visibility of key features that CEOS has to offer. The dashboard provides access to applications that have to be created, applications that need to be finished, and applications that have already been submitted while being organized by the applications latest activity.

The ‘Start a New Application’ allows the user to start a new application from the dashboard. It will only display four types of submittals that the user can submit from CEOS.
The ‘Upcoming Submittal Obligations’ is specifically prepared for site to submit obligation report. Under monitoring period, the site can see all obligation reports under this section. When the date passes the report start date, the “Edit” button will be enabled.

The ‘Message Center’ provides information that requires the user’s attention. Information includes link to any communication done via CEOS. This provides a shortcut for the user to see e-mails or correspondence messages that were sent to them.

Under the section of ‘Permit/Licenses’, the user can view all permit/licenses/issuance that have been issued to the user. Information of Permit number, related application, Issued date, effective date, and expiration data are also displayed in the grid view. The user can access related submittal form by clicking through the link of submission name.

4 Application Submission and Management

Once an account is established, the user could begin online submittals. Currently CEOS provides the ability to submit an APEN and Revolving Fund submittals. This Section provides generic features applicable to all online submittals.

4.1 Overview of Application Submission Process

To better understand how to use CEOS, it is important for the user to understand the submission process. The below diagram displays the flow for completing a submission.

Major steps of submitting an application in CEOS are listed in the following table.

<table>
<thead>
<tr>
<th>Step #</th>
<th>Name</th>
<th>Highlights of System Functions &amp; Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Select a submittal type</td>
<td>Based on the selection of submittal category, department (Air/Land/Water), Environmental Interest and submittal type name, the user can search the type of submittal to prepare.</td>
</tr>
<tr>
<td>2.</td>
<td>Select a facility</td>
<td>At the start of each submittal (i.e., application or report), the user needs to specify a facility by selecting from a drop-down list. The list is based on:</td>
</tr>
<tr>
<td>Step #</td>
<td>Name</td>
<td>Highlights of System Functions &amp; Description</td>
</tr>
<tr>
<td>-------</td>
<td>-------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
|       |                               | • For RO: the facilities identified on the Electronic Signature Agreement and approved by CDPHE;  
|       |                               | • For Preparer: the facilities authorized by the associated RO.  
|       |                               | Once a facility is selected, the general information and FIS ID of that facility will be populated from the FIS database into the submittal form automatically. Please note that if an RO user cannot find a facility from the drop-down list, he/she needs to:  
|       |                               | • Go to ‘My Account’ → ‘Manage Account Type’ → To associate new facility  
|       |                               | • If he/she cannot find the facility from the search, he/she needs to contact CDPHE.  
|       |                               | If a preparer cannot find a facility from the drop-down list, he/she needs to contact their associated RO for authorization.                                                                                                                                       |
| 3.    | Enter necessary information  | CEOS will conduct data validation along with the preparation of an application form, and display warning/error messages to the user if the data validation fails.                                                                                                               |
|       | on the application form       |                                                                                                                                                                                                                                                                |
| 4.    | Insert attachment(s)         | CEOS supports uploading of required and optional attachments. The file format of the attachments include: WORD (doc, docx), EXCEL (xls, xlsx, and csv), PDF, image (JPEG, PNG, GIF, etc.)                                                                                                    |
| 5.    | Data validation and completeness check | At the end of preparation, CEOS will present a tree view summary of the data validation result of each section with a hyperlink to the corresponding section to ease the correction process.                                                                  |
| 6.    | Certification and submission | For all submissions, the user will need to certify that they are a qualified individual, answer a security question, and then enter their PIN before a submission can be submitted. Currently, only ‘Responsible Official’ can submit submittals. The user can refer to section 2.3.2 for more information on how to receive a PIN or reset security question. |
| 7.    | Acknowledgement Receipt and confirmation email | For each successful submission, CEOS will present an acknowledgement receipt on screen. The receipt can then be printed by the user if they wish. The receipt contains the following information:  
|       |                               | • Unique Submission ID  
|       |                               | • Date and Time of submission  
|       |                               | • IP address from which submission was made  
|       |                               | • Name, Address, and contact information of RO  
|       |                               | • Facility Name and (if applicable) Permit Number of submission  
|       |                               | • Indication of (and details for) any attachments provided along with the submission  
|       |                               | CEOS will also send a confirmation email to the user with similar information as the receipt.                                                                                                                                                                 |

### 4.2 Applying and Submitting submissions
Currently, the CEOS system allows submittals:
- Water Quality Control Division
Construction Stormwater Permit
Construction Dewatering or Ground Water Remediation Permit
- Air Pollution Control Division
  - APEN - Condensate Storage Tanks
  - APEN - Reciprocating Internal Combustion Engines
- Grant and Loan Unit
  - Drinking Water Revolving Fund - Eligibility Survey
  - Drinking Water Revolving Fund - Pre-Qualification
  - Drinking Water Revolving Fund - Project Needs Assessment
  - Drinking Water Revolving Fund - Loan Application
  - Drinking Water Revolving Fund/ Water Pollution Control Revolving Fund - Construction Change Orders
  - Drinking Water Revolving Fund/ Water Pollution Control Revolving Fund - Construction Pay Request
  - Drinking Water Revolving Fund/ Water Pollution Control Revolving Fund - Contracting Documents
  - Drinking Water Revolving Fund/ Water Pollution Control Revolving Fund - Public Meeting Documents
  - Drinking Water Revolving Fund/ Water Pollution Control Revolving Fund - Pre-Bid Documents
  - Drinking Water Revolving Fund/ Water Pollution Control Revolving Fund - Final Closeout Documents
  - Water Pollution Control Revolving Fund - Eligibility Survey
  - Water Pollution Control Revolving Fund - Pre-Qualification
  - Water Pollution Control Revolving Fund - Project Needs Assessment
  - Water Pollution Control Revolving Fund - Loan Application

Being able to submit applications online provides a way for both public and agency users to electronically organize submissions, track, and share progress from anywhere and anytime as long as the user can access the internet. This section will describe the standard process of preparing submittals in CEOS system, different submittal type may have slight variations. To view the guide in completing these applications, please refer to appendix 6.

4.2.1 Select a Submittal
The submittal type list is determined by the user’s account type, Responsible official for APCD allows user to access APEN submittals, Responsible official for State Revolving Fund allows user to State Revolving Fund application.
The list is defaulted to show submittals under permit/license. The user can see other submittal by change category filter:

<table>
<thead>
<tr>
<th>Category</th>
<th>Category description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report</td>
<td>Obligation reports</td>
</tr>
<tr>
<td>Permit/license</td>
<td>Application for permit/license/certification and any other kind of approval</td>
</tr>
<tr>
<td>Financing</td>
<td>Applications for Trust Fund Reimbursement Request</td>
</tr>
<tr>
<td>Other</td>
<td>Any other type of submittals to be implemented into CEOS</td>
</tr>
</tbody>
</table>

To quickly find desired submittal type, the user can also filter by
- Department
- Program (Environmental Interest)
- Submittal Types

### 4.2.2 Start a Submittal

By clicking “Start” of selected submittal’s icon, the user can start to fill the online form.

- icon provides extra information on selected submittal (e.g., submittal description/department etc.)
- icon allows user to add selected submittal to “My Favorite Submittals”. After marked, the user can go “My Favorite Submittals” to quickly access this type of submittal
- icon allows user to open an blank form in pdf version. The user can print our the form and submit it in paper.
- Some submittals have this icon, which allow user to download the specific instruction on how to prepare and submit this submittal.

### 4.2.3 Online Form Data Entry

“*” on online form indicates the field is required. The user needs to at least fill in all required fields to continue to next page.
4.2.4 Upload Attachment
Along with the online form, some submittals may require certain attachment to be submitted together.
If select to submit online, the user can upload file using button. If select to submit through mail, the system will provide mail-to-address. If selected other, the user will have to fill in reason/explanation to continue. Only optional attachments can be selected N/A.

4.2.5 Online form validation
CEOS will automatically validate the online form. Only after all pages’ required fields have been filled and all required attachments have been submitted, can the user submit this submittal.

4.2.6 Submit a submission
The user will be required to certify the statement and entry correct answer for security questions as well as pin number to certify/submit the submittal.
If more than one co-signers are required in a submittal, the public user is able to assign co-signers on the signer list. The assigned co-signers will then be able to see the submittal on the dashboard and will be able to certify the submittal and notify the RO who prepared the submittal to submit it. After all co-signers have certified the submittal, the RO who prepared the submittal will be able to submit it.

4.3 Tracking Submitted Applications

The ability to track submitted applications allows the user to effectively manage submissions. Users can track the applications they have submitted by navigating to the ‘Manage Submitted Case’ menu bar under “Submittal” tab. In this section the user is able to search applications using the search toolbar on top to filter their selection.

The user can also filter out submissions that they have withdrawn, amended, or terminated for those that require additional attention. CEOS provides an advanced search option, giving the user more search parameters to use.

CEOS provides the following features for the user to keep track of their submission:

- Ability to review submission detail
- Track CDPHE work status regarding the submission
- Viewing issuances related to the submission
- Communicating with the CDPHE regarding the submission
- E-mail tracking of notifications sent by the CDPHE
4.3.1 Review Submission Copy-of-Record
A public user may have several submissions for their facility(s) so it is important for them to be able to have a tool to review their submissions. By clicking on the ‘View’ tab from the grid view in ‘Track Submitted Applications’, the user will be brought to the screen below. The user can see the review status on this page and the most current review task. The user can also view his submission by clicking the icon.

The ‘Track Submitted Application’ tabs can be broken down into the following:

a. **Submittal**: user can view information related to the submission and status - CEOS displays: Submission ID, Application Type, Submission Date, Submitter details (Name, Address, Phone and Email), Most Recent Application Status, Application Status History with Comments and Most Recent Application Form.

b. **Attachments**: displays any attachments that have been uploaded to CEOS during submission process; if attachments were uploaded during submission process, the applicant can upload additional sets of attachments in this page.

c. **Work Activities**: display the review process for this application

d. **Issuance**: displays all permits that have been issued for the submission in question.

e. **Correspondence**: allows applicant to initiate correspondence with agency users, but is visible to third-party users as well.

f. **Email History**: displays a list of emails that have been manually sent by agency users, and are not system-automated.

If the user needed to copy his/her submission because of the similarities of a new submission, the ‘Copy Application’ function will create a new application and transpose all the data that was filled in on the previous application.

4.3.2 Tracking Submission Status – Work Activities
The current work activities can be seen by the user by clicking on the ‘Work Activities’ tab. This will show each task’s complete date and status. This allows the public user to keep track of the submission review process progress so that if a work task was overdue, that the applicant can address the reason why.

4.3.3 Tracking Issuances from CDPHE
The user can also keep track of documents that have been issued so that he/she can see if any additional steps still need to be taken. In some cases, the CDPHE will issue multiple draft permits that will be displayed in this section so that the applicant may see which draft permit should be used in moving on to the final permit. In issuance, the user will show the permit type, permit number, and the type of permit issued. The user can also view the document by clicking
on the 📧 icon. Please make sure that a PDF viewer is installed prior to viewing the document.

4.3.4 Tracking Correspondences with CDPHE

CEOS provides an additional feature for allowing the applicant to notify the CDPHE. Being able to contact the CDPHE is necessary to resolve any issues that require attention and effectively lessen the time needed to resolve any issues. The user can access this section if there is any new correspondence through the message center. The correspondence tab within the submission will only display correspondence regarding the selected submission.

By clicking on the 📧 icon, the user can open the correspondence history so that the applicant.

The correspondence history will contain time stamps of the conversations, the time the correspondence was created, and the subject.

If no correspondence exists, the user can select the new button to start a new correspondence.

4.3.5 Tracking Emails Sent by CEOS

CEOS maintains a history of all emails pertaining to each submittal. This provides an easy method of record keeping of when they were notified by the CEOS system and the details of the e-mail. Only e-mails generated by CEOS are stored in this section. This may prove to be useful in situations where the applicant did not receive an e-mail due to various reasons but can use this tool to check on e-mails regarding their submission.

By clicking on the 📧 icon, the user can see the message that was contained in the e-mail sent by the system.

4.4 Request for Application Withdrawal

In some cases, an applicant will want to withdraw his submission. CEOS currently only allows the user to request for a withdrawal. The request for withdrawal option is located in the 'Track Submitted Application ➔ Application tab. This allows the user to request a withdrawal of their current submission. By doing so, the
CDPHE will make a decision of whether or not to approve or deny the request. If the withdrawal was approved, the status will mark the submission as withdrawn and no further action can be taken.

### 4.5 Request for Application Revision

An applicant might notice an error in their submission and would like to revise their submissions. In such cases, the applicant would need to request for revision in order to notify the CDPHE first. The request for revision option is located in the ‘Track Submitted Application’ → Application tab. This allows the user to request a revision of their current submission. By doing so, the CDPHE will make a decision of whether or not to approve or deny the request.

If the submission is approved for revision, a new application will be created with the status set as ‘Revision’. This will let the user revise their past submission and the old submission will be marked as ‘Revised Archived’. No further action can be taken on the old submission.

### 5 Permit and Issuance Management

The permit and issuance management module offers the Applicant the following features:

- Track CDPHE review status for their permit submissions
- Manage permits issued by CDPHE
- Renew/Amend/Update/Transfer existing permits
- Submit permit termination request

Upon login into the CEOS, the System will present a list of active permits associated with the facilities which the user is associated with. At this time, CEOS will provide air and water permits and the list will grow as the System integrates with additional CDPHE data systems in the future. If the user applies a permit via CEOS, the permit record will contain submission data and final permit. Otherwise, the permit record will contain permit meta data only (no submission data). CEOS allows the user to amend, renew, and terminate their issuances. When renewing or amending a permit, please follow the CEOS screen Wizard to complete required forms and submit them for CDPHE’s review.

The following sections will provide more details on how to manage issuances. The ‘Manage Permit/Certification’ module under ‘Submittal’ allows the user to view all issuance associated to the facility that they are associated with. Similar to the ‘Issuance’ feature in the ‘Track Submitted Application’, the user can view the permit by clicking the icon. The user can filter the permits by the tool bar above the grid view and filter by ‘Application ID’, ‘Permit Number’, ‘Permit Stage’, ‘Site Address’, and/or ‘Facility Name’. The user can click on the submission hyperlink in ‘Issuance Info’ to navigate to the application submission to view the details if the permit is
associated to a CEOS submission.

5.1 Amend/Modify/Update Permit
Since facilities can often times change in the way they operate, their existing permit will need to be amended to remain in compliance. User can amend a permit anytime when the permit is effective. The process of amending a permit is as follows:
1. Search and select a permit that needs to be amended.
2. Select “Amend/Modify” and click on “OK”.
3. The page will be directed to a new application form based on the permit type.
4. If submission history doesn’t exist in CEOS, the application form will not have any previous submission data pre-populated. But CEOS will pre-populate the facility data into the application form.
5. If submission history exists in CEOS, the application form will have all previous submission data pre-populated.
6. Applicant is able to revise the data in the application form. Details on how to fill out an online application form are in Section 4.2.
7. Applicant can save and exit the application form any time before submission.
8. After the new application form passes CEOS validation check, the application can be submitted.
9. RO needs to go through the same submission process as Section 4.2 to submit an amendment/modification application.
10. RO can withdraw the amendment submission before a permit revision is issued. For details, please refer to Section 4.4.
11. The submission status of the amendment submission can be tracked the same way as described in Section 4.2.3.

5.2 Renew Permit
To remain in compliance, applicants will need to renew their permits prior to permit expiration date. If the permit is near to expiration or expired, the user will see a ‘Renew’ button in addition to an ‘Amend’ button. The process of renewing a permit is as follows:
1. Search and select a permit that needs to be renewed.
2. Select “Renew” and click on “OK”.
3. The page will be directed to a new application form based on the permit type.
4. If submission history doesn’t exist in CEOS, the application form will not have any previous submission data pre-populated, but CEOS will pre-populate the facility data into the application form.

5. If submission history exists in CEOS, the application form will have all previous submission data pre-populated.

6. Applicant is able to revise the data in the application form. Details on how to fill out an online application form are in Section 4.2.

7. Applicant can save and exit the application form any time before submission.

8. After the new application form passes CEOS validation check, the application can be submitted.

9. RO needs to go through the same submission process as Section 4.2 to submit an amendment application.

10. RO can withdraw the amendment submission before a permit revision is issued. For details, please refer to Section 4.4.

11. The submission status of the amendment application can be tracked the same way as described in Section 4.2.3.

5.3 Terminate Permit

If a final permit has been issued by the CDPHE through a CEOS submission and the applicant decides that the permit is no longer needed, the applicant can request for termination of the permit. This allows the user to request to terminate of their current permit. By doing so, the CDPHE will make a decision of whether or not to approve or deny the request. If the agency approves of the termination, the submission will then be terminated and no longer be modified. The process of terminating a permit is as follows:

1. Search and select a permit that needs to be terminated.

2. Select “terminate” and click on “OK”.

3. The page will be directed to a new application form based on the permit type.

4. If submission history doesn’t exist in CEOS, the application form will not have any previous submission data pre-populated, but CEOS will pre-populate the facility data into the application form.

5. If submission history exists in CEOS, the application form will have all previous submission data pre-populated.

6. Applicant is able to revise the data in the application form. Details on how to fill out an online application form are in Section 4.2.

7. Applicant can save and exit the application form any time before submission.

8. After the new application form passes CEOS validation check, the application can be submitted.

9. RO needs to go through the same submission process as Section 4.2 to submit an amendment application.

10. RO can withdraw the termination submission before a permit revision is issued. For details, please refer to Section 4.4.

11. The submission status of the termination application can be tracked the same way as described in Section 4.2.3.
## 6 Appendix

### 6.1 RO Account Type and Associated Submittal Types

<table>
<thead>
<tr>
<th>RO Account Type</th>
<th>RO Account Type Description</th>
<th>Submittal Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>RO/Owner for Clean Water Construction Permits</td>
<td>RO/Owner for Clean Water Construction Permits</td>
<td>Construction Stormwater Permit</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Construction Dewatering or Ground Remediation Permit</td>
</tr>
<tr>
<td>RO/Owner for Air Emission Permits</td>
<td>RO/Owner for Air Emission Permits</td>
<td>APEN - Condensate Storage Tanks</td>
</tr>
<tr>
<td></td>
<td></td>
<td>APEN - Reciprocating Internal Combustion Engines</td>
</tr>
<tr>
<td>RO/Owner for State Revolving Fund</td>
<td>Responsible Official for State Revolving Fund</td>
<td>DWRF - Eligibility Survey</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DWRF - Pre-Qualification</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DWRF - Loan Application</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DWRF - Project Needs Assessment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DWRF/WPCRF - Construction Change Orders</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DWRF/WPCRF - Construction Pay Request</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DWRF/WPCRF - Contracting Documents</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DWRF/WPCRF - Pre-Bid Documents</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DWRF/WPCRF - Public Meeting Documents</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DWRF/WPCRF - Final Closeout Documents</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WPCRF - Eligibility Survey</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WPCRF - Pre-Qualification</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WPCRF - Loan Application</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WPCRF - Project Needs Assessment</td>
</tr>
</tbody>
</table>

### 6.2 Submittal Status

<table>
<thead>
<tr>
<th>Submittal Status</th>
<th>Status Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partial Submittal</td>
<td>System automatically updates submission to this status when user submits an application with missing attachments. Application form is yet to be reviewed by agency staff.</td>
</tr>
<tr>
<td>Complete Submittal</td>
<td>System automatically updates submission to this status when user submits an application with all attachments; application form is yet to be reviewed by agency staff.</td>
</tr>
<tr>
<td>Scheduled</td>
<td>The application has a task that has been scheduled but the work task has not been completed.</td>
</tr>
<tr>
<td>Admin Review Start</td>
<td>The application is ready for the agency to start the review process.</td>
</tr>
<tr>
<td>Submittal Status</td>
<td>Status Description</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Admin Review Completed</td>
<td>All attachments have been submitted, fee has been paid in full, and application form is complete; Submission ID remains the same when status is updated.</td>
</tr>
<tr>
<td>Tech Review Start</td>
<td>The application is ready for the agency to start the technical review process.</td>
</tr>
<tr>
<td>Tech Review Completed</td>
<td>The application has been technical reviewed.</td>
</tr>
<tr>
<td>Public Comment Period Open</td>
<td>The public notice stage has begun.</td>
</tr>
<tr>
<td>Public Comment Period Closed</td>
<td>The public notice stage is complete.</td>
</tr>
<tr>
<td>Approved</td>
<td>Application has been approved and permit can be issued to the user/facility.</td>
</tr>
<tr>
<td>Permit Issued</td>
<td>The permit has been issued to the applicant.</td>
</tr>
<tr>
<td>Withdraw</td>
<td>Application has been withdrawn by the Applicant; Submission ID remains the same when status is updated, but submission is closed and no further work can be performed on the submission.</td>
</tr>
<tr>
<td>Terminated</td>
<td>The application was requested and approved for termination. The application can no longer be altered and all work flow is halted.</td>
</tr>
<tr>
<td>Modification</td>
<td>The application was requested for modification/update.</td>
</tr>
<tr>
<td>Revised Archived</td>
<td>The application was requested and approved for revision/modification. The application can no longer be altered and all work flow is halted. A new application was created with the data from the revised application.</td>
</tr>
<tr>
<td>Denied</td>
<td>Permit has been denied due to various reasons; Submission ID remains the same when status is updated.</td>
</tr>
<tr>
<td>Closed</td>
<td>All material has not been submitted for agency user to issue a permit; application was previously in Incomplete status for a significant amount of time (manual determination by agency user); Submission ID remains the same when status is updated.</td>
</tr>
<tr>
<td>On Hold</td>
<td>Application is placed on hold due to various reasons (applicant cannot be reached, site cannot be accessed, etc.); time clock to process a submission stops and is resumed once application is taken off this status to another status (i.e. technical review complete).</td>
</tr>
<tr>
<td>Rejected</td>
<td>Application has been rejected for a permit (either because permit is not needed or work has already been completed); with this status, application has reached a terminal status and no further work can be performed against the same submission record; Submission ID remains the same when status is updated as such; applicant/agency user must make a new submission to request for a permit.</td>
</tr>
<tr>
<td>Renewal</td>
<td>When a new application is created for permit renewal, system automatically updates the new application to this status.</td>
</tr>
<tr>
<td>Renewal Archived</td>
<td>System automatically updates the original application to this status when a new application is created for permit renewal.</td>
</tr>
</tbody>
</table>

### 6.3 Permit Status

<table>
<thead>
<tr>
<th>Issuance Status</th>
<th>Status Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issued</td>
<td>Permit has been issued.</td>
</tr>
<tr>
<td>Issuance Status</td>
<td>Status Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Expired</td>
<td>Permit has expired; this occurs when the applicant fails to renew the permit before the permit expiration date; no further action can be performed against the submission.</td>
</tr>
<tr>
<td>Termination</td>
<td>Permit has terminated and is no longer valid.</td>
</tr>
<tr>
<td>Extension</td>
<td>The permit was given an extension and given a new expiration date.</td>
</tr>
<tr>
<td>Interim</td>
<td>Any inspection/site visit proceeding final inspection</td>
</tr>
<tr>
<td>Incomplete</td>
<td>Inspection conducted; agency awaiting submittal of closeout documents from entity or consultant</td>
</tr>
</tbody>
</table>