The ACE Administration Team can be contacted at 518-402-8507 Monday – Friday, from 8:30 a.m. through 4:30 p.m. EST, except on NY State holidays. You can e-mail us any time at e-reporting.air@dec.ny.gov. You will receive a reply or phone call the next business day.

INTRODUCTION

Responsible Officials (RO) are the only individuals (note: there may be multiple ROs if facility management chooses) who are able to formally submit documents, reports, statements, and/or data, to NYSDEC through the ACE E-Reporting web interface.

An RO is the only established role that is required in order to use the ACE system. Other roles, Editors and Reviewers, are created to assist the RO in preparing and assuring the accuracy of the data.

An RO’s system access allows him or her to perform all the steps necessary for submittal to NYSDEC. For most facilities, however, Editors and Reviewers are designated to prepare the documents for the RO’s certification and submittal.

Important Notice - As Responsible Official you are required to affirm this statement before formally submitting any document to NYSDEC:

“I certify that I have not violated any term in my Electronic Signature Agreement and that I am otherwise without any reason to believe that the confidentiality of my userID and password have been compromised now or at any time prior to this submission.”

You cannot legally share your userID and password with any other individual.

NEW USERS

First time ACE account holders receive log in information by e-mail after the paper application is approved by NYSDEC. The letter attached to the message contains:

- the UserID,
- a temporary password,
- a web link to the ACE log in page; and
- instructions for the initial log in.

FIRST TIME LOG IN

Upon receiving the e-mail message from NYSDEC the new user can click on the web link in the letter, or copy and paste it into the Internet Explorer browser address line. (Note: if Internet Explorer is not an option, use Mozilla Firefox http://www.mozilla.org/en-US/ click on the Firefox Free Download button.)
At the ACE log in window, enter the User ID and temporary password provided by NYSDEC.

After clicking “Login” the system will return a “Change Password” message. Following the instructions on the screen, enter the temporary password and a new password of your choosing.

The system will then return a message that the password change was successful.

IMPORTANT: after successfully changing your password, close the internet browser completely, no tabs left open, then restart it and log in using the new password.

Once logged in with your changed password you will be on the ACE home page.

NOTE: your ACE password expires 90 days from the day it is changed. Please log on to ACE once a month to keep your password current.
YOUR ACE HOME PAGE: “MY FACILITIES”

NYSDEC assigns to your User ID the facility (or facilities) that was on the paper application submitted for new account approval. If you do not see your facility on the “Home Page” under “My Facilities,” call the ACE Administration Team for assistance.

The Editor of the reports to be submitted to NYSDEC must contact the RO to advise him or her that the reports have been flagged and are ready to be Certified and Submitted. We strongly recommend Editors use the “flag” link to assure the RO finds the correct report to submit.

A “flagged” report link is shown in the example below.

When “Initiate Submission” is clicked, a detail window drops down. Click “Open” to get to the next window.

Once the report is open, the RO can validate it (if it had not been done before this point), and “Initiate Submission.”

After clicking Initiate Submission, read the statements in the Submission Agreement and click the boxes to affirm. Then click Next.
In the next window, click the link “Request Signature Token.” An e-mail message with a signature code will be sent to the RO’s e-mail address on NYSDEC’s record.

Click this link to have a signature code sent to your e-mail address. A message will appear that the Token was Sent, "This may take a minute."
IMPORTANT: if your e-mail address in DEC’s database is not correct, you will not receive the signature token. Additionally, your facility’s internet security wall may stop and quarantine the token message. If the token does not arrive within a few minutes, check with your IT office, or call us to be sure the correct address is on file. The “from” name in the message is “NYS DEC SER Administrator.”

After clicking “Next,” the report is processed and sent to NYSDEC. In ACE you will see your confirmation and a message that a confirmation was also sent to your e-mail address.

EXAMPLE CONFIRMATION E-MAIL

We recommend you forward the e-mail to your report preparers (Editors, alternate ROs).

Once you have your confirmation in ACE, click “Finish,” then log out of ACE.

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