Resetting Shared CROMERR Services (SCS) Security Questions

How to reset your security questions on the EPA's SCS portal

Maricopa County Air Quality Department

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If you have received the error message below, but can still log into your Shared CROMERR Services (SCS) account, then follow the steps below to reset your security questions. Having correct security question answers is required when submitting through the AQD Online Portal.
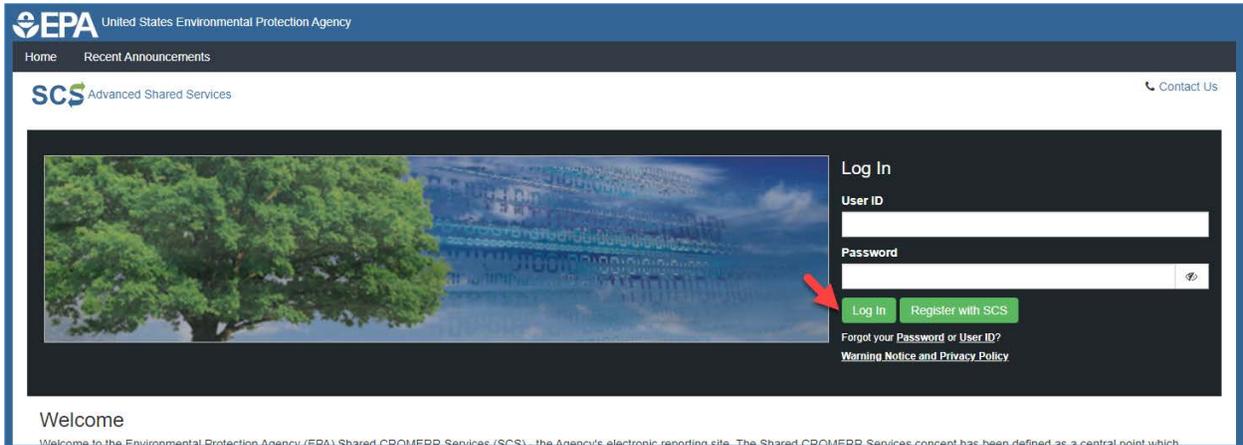

Step 1

Using Google Chrome as your internet browser, go to the EPA's SCS electronic reporting site, Encromerr.epa.gov. Please note other internet browsers will not support the SCS/AQD Online Portal system. You must also enable pop-ups on your internet browser.
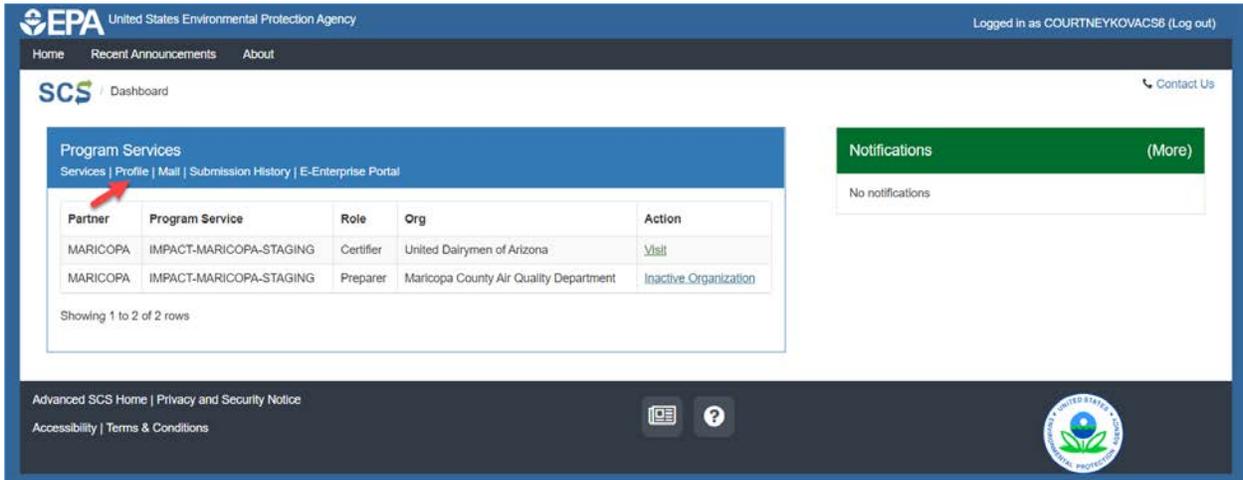
To enable pop-ups on Google Chrome:

1. On your computer, open Chrome.
2. At the top right, select the three dots ⋮ then select **Settings**.
3. At the bottom, select **Advanced**.
4. Under "Privacy and Security," select **Site Settings**.
5. Select **Pop-ups and Redirects**.
6. At the top, turn the setting to **Allowed** to disable the pop-up blocker altogether.

Once you have accessed the EPA's SCS electronic reporting site, enter your log in information and select **Log In.**
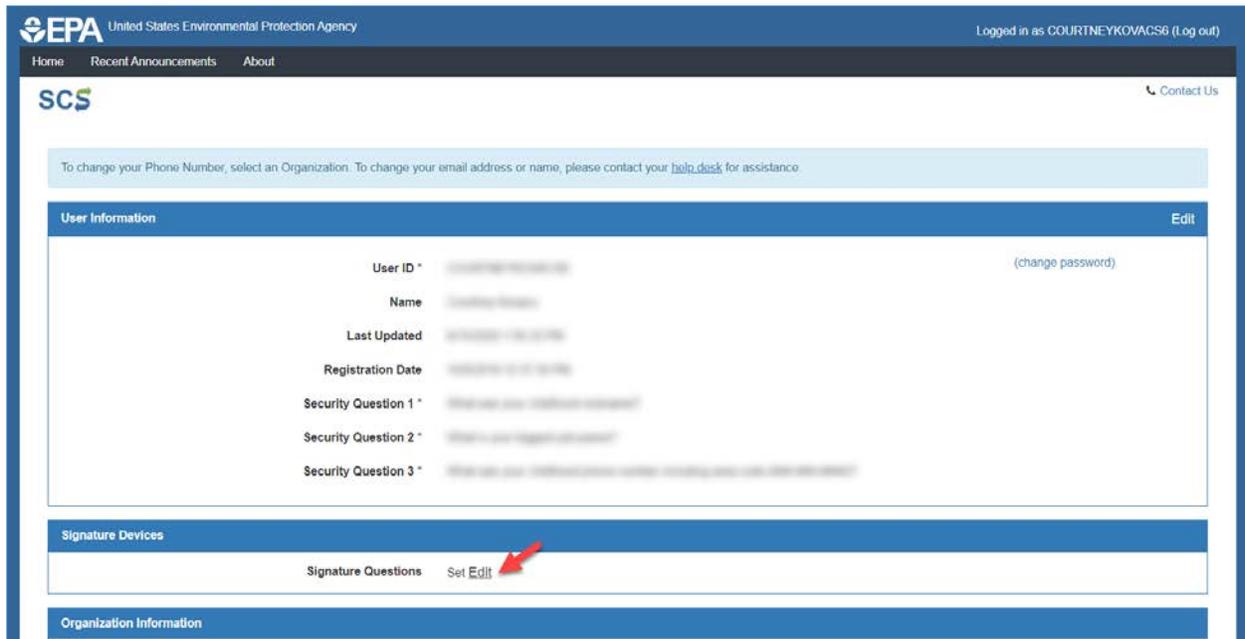

Step 2
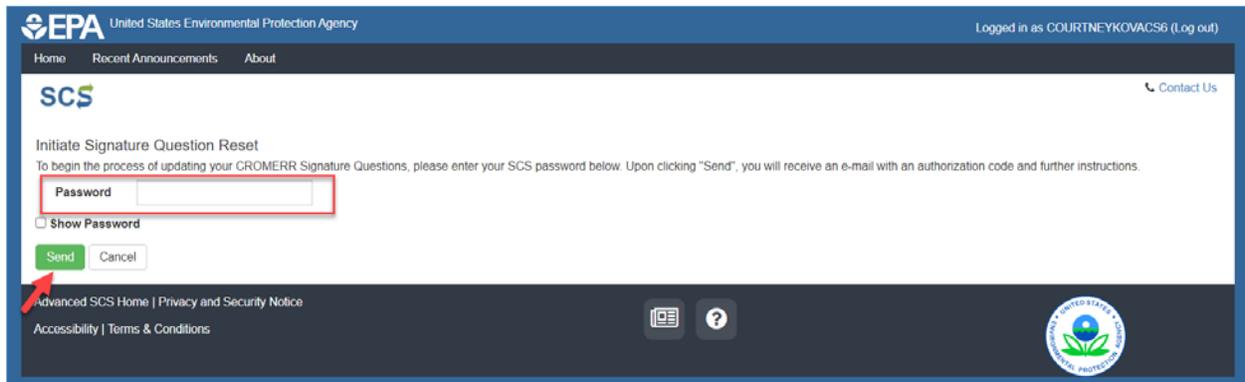
From the SCS Dashboard, select **Profile**.

Under Signature Devices, select **Edit**.

Enter your SCS account password and select **Send**.

Step 3

You will receive two automated emails to your primary organization's email address. The first email is to confirm that a reset authorization code was generated. The second email will contain your reset authorization code (a long sequence of symbols, numbers and letters).
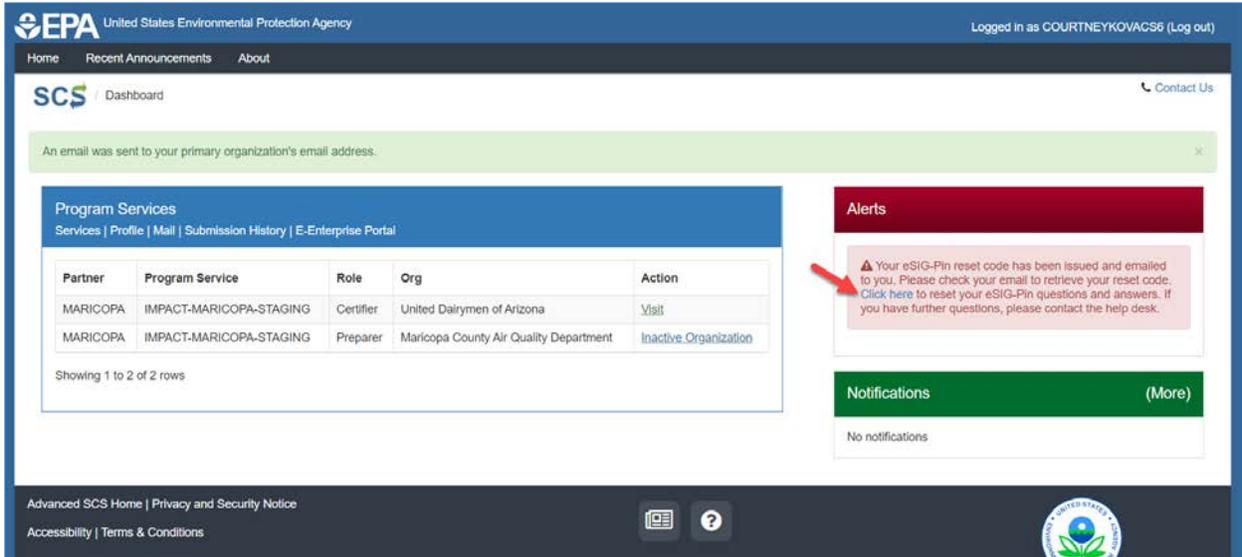
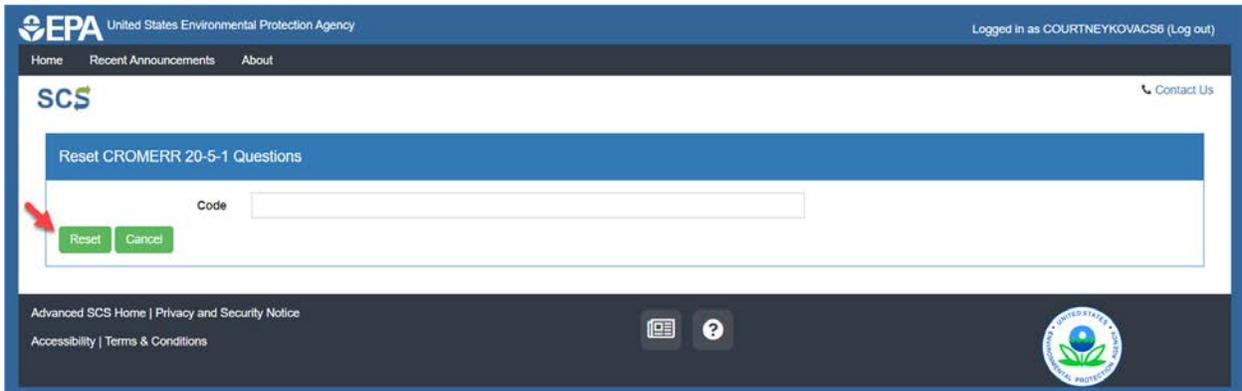Reset Authorization Code Sent Email Sample:
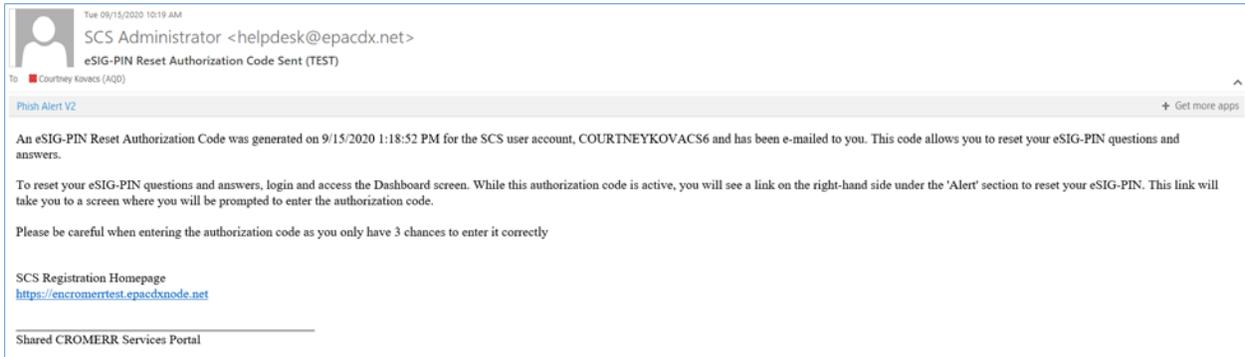
Copy the code as shown below.

Reset Authorization Code Email Sample:
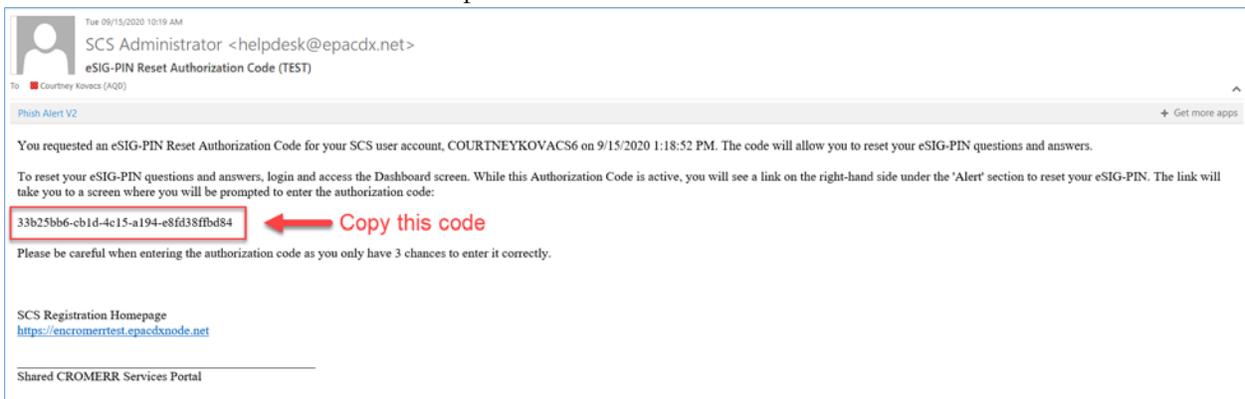
Back on the SCS Dashboard, under the Alerts, select **Click here**.

Enter the reset authorization code you received and select **Reset**.

Step 4

Select five challenge questions from the left hand side and answer each question. Be sure to write your answers down, as these questions will be asked frequently when utilizing the AQD Online Portal. Select **Save Answers** when finished.

Once finished, you will see a notification indicating that your questions and answers have been saved.

You will receive additional emails as you go through the steps above. These emails can be disregarded and are used to ensure that your account has not been breached. See examples below.

Questions/Answers Reset Email Sample:
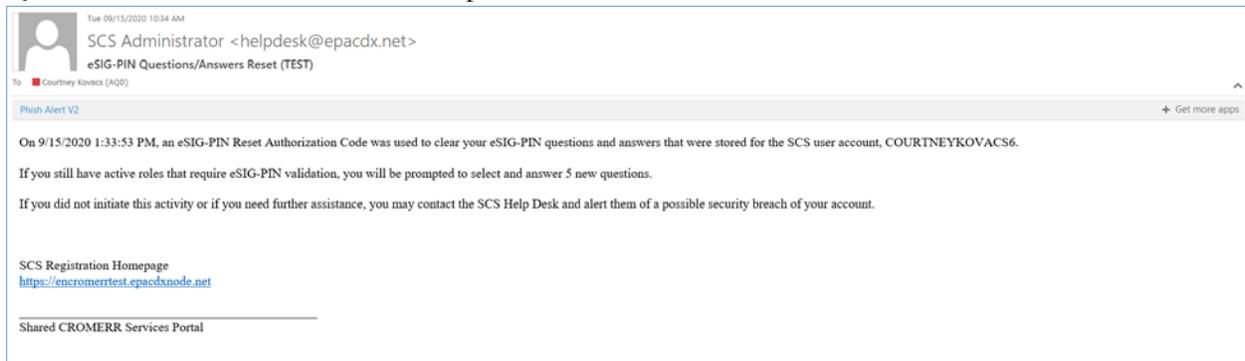
Questions Answered Email Sample:
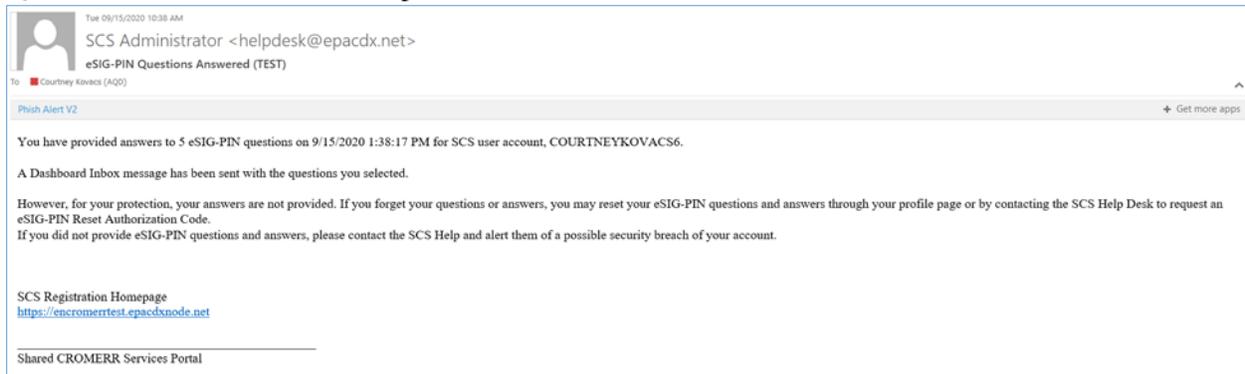
Your security questions have now been reset and you may resume work through the AQD Online Portal. If you have any further questions, contact the department at 602-506-7833 or email AQDImpact@maricopa.gov.