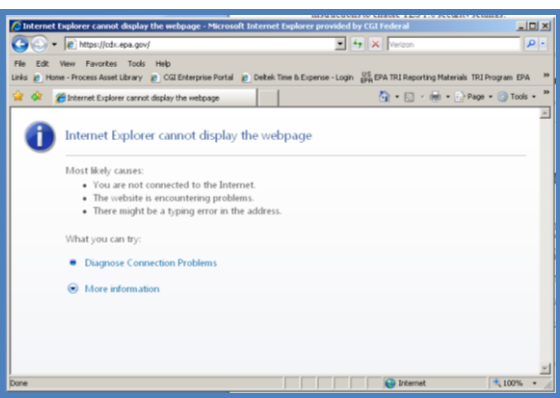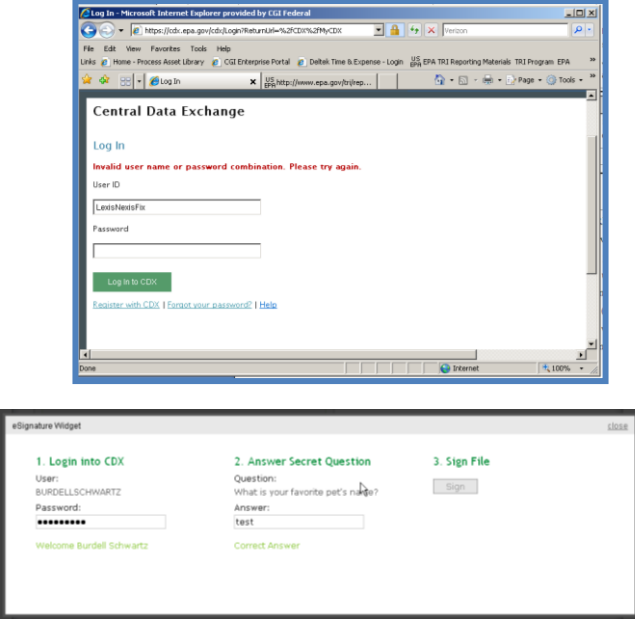## 1.1   Purpose

The purpose of this guidance document is to provide Toxics Release Inventory (TRI) reporters with useful instructions on how to resolve issues associated with gaining access to the Reporting Year (RY) 2016 version of the TRI-MEweb application. This document identifies the most common questions and answers associated with Internet browser settings, how to resolve issues with electronic signature agreement processing, and other tips that new and returning TRI-MEweb preparers and certifying officials will find useful when accessing TRI-MEweb via CDX. TRI reporting facilities may visit the TRI-MEweb Resources webpage to learn more about the general functionality associated with TRI-MEweb.

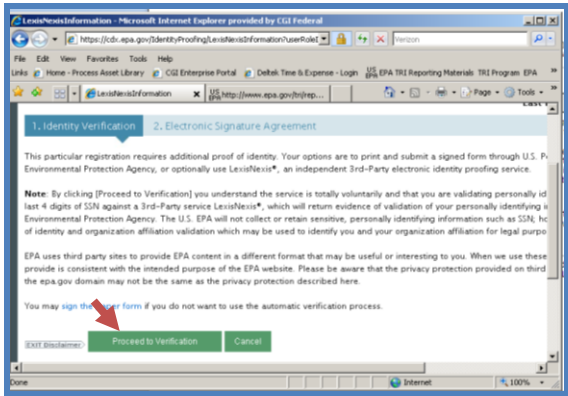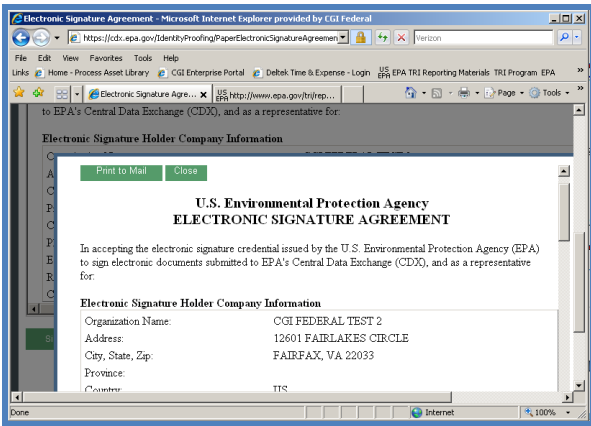# Troubleshooting Matrix

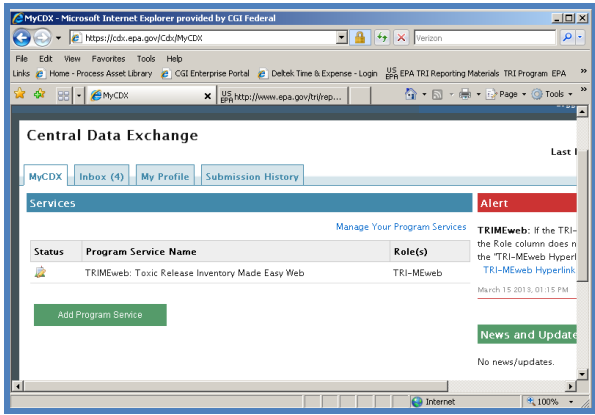| Section	Screenshot of Issue	Description of Issue	Possible Cause/Solution
Potential issues when user opens CDX login page for the first time in the current reporting year.			
1.2.1		• My browser cannot display or access the CDX login page at https://cdx.epa.gov/ • **Tip:** Go to the TRI website to verify if the disruption has been announced and when webiste should be back to normal operations (rare ocurrence).	The CDX Login page cannot be viewed (shown as a 404 error page) because your Internet browser does not have the security setting needed to process data through EPA systems. Your Internet browser's security transport layer must have TLS1.2 settings enabled. Follow these steps to enable TLS1.2 settings in Internet Explorer or Mozilla Firefox on your local machine. If a valid outage, the CDX Login Page will display a notice if experiencing a service disruption.

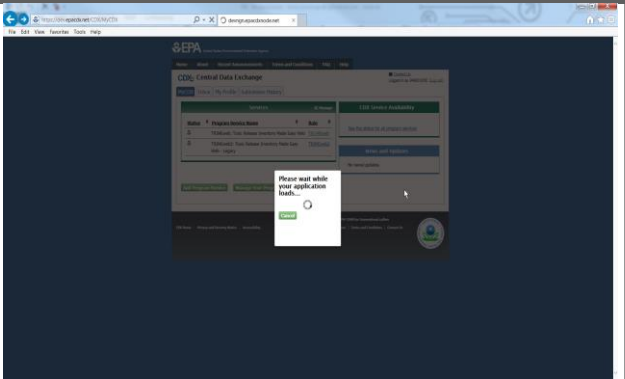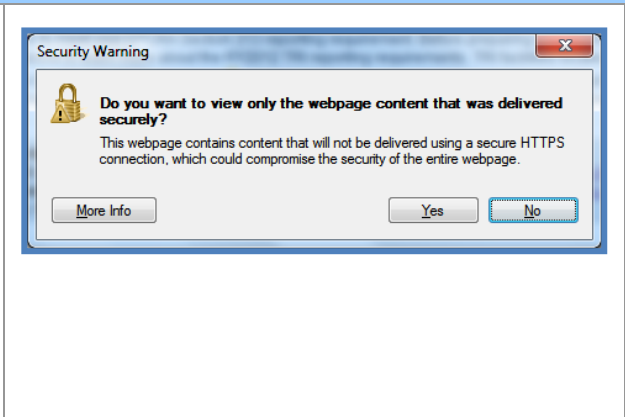| Section	Screenshot of Issue	Description of Issue	Possible Cause/Solution
1.2.2		• **All CDX account holders:** During CDX user account login, I forgot my CDX user account password. • **Only Certifying Officials:** During the new certification process, I forgot the answer to one of the five security questions (only 3 attempts allowed) used to verify my identity when I am required to provide an e-signature (as shown in second screenshot to the left).	• **All CDX account holders:** Resetting your CDX account password requires the user to answer randonly one of three security questions that is provided during the registration process or whenTRI-MEweb is accessed for the first time in RY 2015. Learn how to reset your own password. • **Only Certifying Officials:** In addition to the previous three password reset question and answer requirement, new e-signature functionality in TRI-MEweb requires Certifying Officials to provide one of five answers to 20 possible questions to verify user identity when e-signatures are required during the certification setup and approval processes. View screenshot for more details *EPA recommends that all passwords be recorded separately and safeguarded for future reporting.*

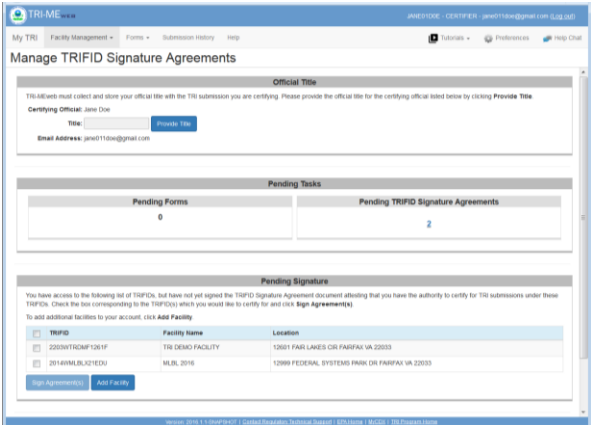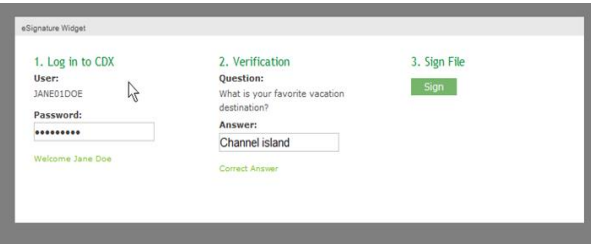| Section	Screenshot of Issue	Description of Issue	Possible Cause/Solution
Potential issues when I have logged into my CDX user account and I am filling out my new CDX registration requirements			
1.2.3		• **Only Certifying Officials:** During CDX account registration, I attempted to complete the electronic identity verification using the LexisNexis third-party service but when I click "***Proceed to Verification***" (see red arrow) button nothing happens. • **Only Certifying Offcials:** I cannot re-open the LexisNexis third-party identity verification window.	**Only Certifying Officials:** LexisNexis verification service requires that your Web broswer have the most recent version of Javascript downloaded and enabled. To verify which Java version you have or to download the current version of Java, please **view solution**. Alternatively, you may not be able to view the Lexis Nexis window because your browser's pop-up blocker is enabled,. To resolve this issue, click here to **view solution.**
1.2.4		• **Only Certifying Officials:** I am prompted to print, sign, and mail a paper CDX Electronic Signature Agreement (ESA) after attempting to electronically process a CDX ESA using LexisNexis for real-time approval. I print the form but, MyCDX page has a deactivated TRI-MEweb link. I can't open TRI-MEweb. What do I do?	**Only Certifying Officials:** You only have one-attempt at getting your identity verified and obtaining real-time approval of an ESA using the LexisNexis widget. There is no message from LexisNexis if you failed identity proofing either. If you have failed identitfy verification through LexisNexis, you may either submit a paper ESA form or request a re-attempt of the identity verification through LexisNexis again by **following these steps.** ***EPA does not collect any private personal information. This information is used only by LexisNexis to verify identity of user.***

Section	Screenshot of Issue	Description of Issue	Possible Cause/Solution
Potential issues when I can view MyCDX page			
1.2.5		• After I completed the CDX registration process and have added TRI-MEweb to my user account, I openned the My CDX page (view screenshot). The link to launch the TRI-MEweb application on MyCDX page is disabled. How do I open TRI-MEweb?	**Issue 1:** This issue may be due to the version of Java installed on your computer does not meet the requirements to run TRI-MEweb, **view the solution** to verify you have Java downloaded and enabled on your browser. **Issue 2:** This may also be due to a session timeout during your registration process, to resolve this issue, please **view the solution**. **Or Issue 3:** **Only applies to Certifying Officials:** Lastly, you may have failed LexisNexis identity verification, which requires the signing of a paper electronic signature agreement, **please view the solution.**

Section	Screenshot of Issue	Description of Issue	Possible Cause/Solution
1.2.3		• I clicked on the TRI-MEweb link on the My CDX page and the TRI-MEweb application does not seem to be opening or seems to be taking a long time.	This issue may be caused by the pop blocker being enabled. In Firefox, an alert window will appear indicating that a pop-up window is being prevented from opening. Click within the yellow window to always allow pop-up windows to open from the CDX website. The TRI-MEweb application will appear in a new browswer window on your computer screen.
	Potential issues within the TRI-MEweb application:		
1.2.7		• I clicked "*Yes*" when this prompt appears in TRI-MEweb after clicking on a link to the User Guide, or Waterbody map in Section 5.3, and nothing happens	Content in TRI-MEweb is provided over open https connections when a user has already securely accessed the TRI-MEweb application. There is no need to have secured connections. View more screenshots of issues this setting may be causing within the TRI-MEweb application. View the solution to get security warning pop-ups to reappear if links appear not to work.

Section	Screenshot of Issue	Description of Issue	Possible Cause/Solution
1.2.8		• **Only for New Certifying Officials:** I am a new certifying official that has processed the CDX ESA, upon opening TRI-MEweb, the certification status of TRI facilities listed as "**Pending TRIFID Signature Agreement**".	**Only for New Certifying Officials:** EPA integrated the certification module into TRI-MEweb. New certifying officials will need to complete a one time, electronic TRIFID Signature Agreement under the **Facility Management** tab's "**Manage TRIFIDs Signature Agreements**" option table for each individual facility account in TRI-MEweb. **Review the process** for completing this task.
1.2.9		• **Only Certifying Officials:** I cannot certify forms or sign my TRIFID Signature Agreement because I do not remember the answers to my "Secret Questions" (or 20-5-1 Challenge Questions).	**Only Certifying Officials:** EPA recommends printing and saving your secret challenge questions. To **learn more, click here.** Or contact the CDX Help Desk at (888) 890-1995 to reset your secret challenge questions.

1.2   Frequently Asked CDX Access Questions

All users reporting to TRI are required to have a CDX user account prior to being granted access to the TRI-MEweb application. The tutorials on the TRI Training webpage have details about the process for registering for a new CDX user account, or associating an existing account with the TRI-MEweb application as a TRI Form Preparer or Certifying Official.

The following questions and answer sections provide a more extensive explanation of the most common issues associated with registration and access to CDX user accounts, opening the TRI-MEweb application, effectively using all TRI-MEweb functionality, and using the new TRI-MEweb certification module:

1.2.1

When I try to access the CDX website, I receive a message stating my browser cannot display the webpage or it appears the CDX website is not working. Is my Internet browser required to have specific security settings enabled to access CDX?

An announcement of an outage should be posted on the main TRI web site and on the TRI-MEweb Resources Web page, if the CDX login website is not displayed on your browser or not available for a legitimate reason (i.e., due to scheduled maintenance, system software update).

If CDX login webpage is functional, but is still not displaying on your browser, you may have to set your security setting in your browser to TLS 1.2 to view secured web site content. Depending on your browser, please follow these instructions to enable TLS 1.2 security settings:
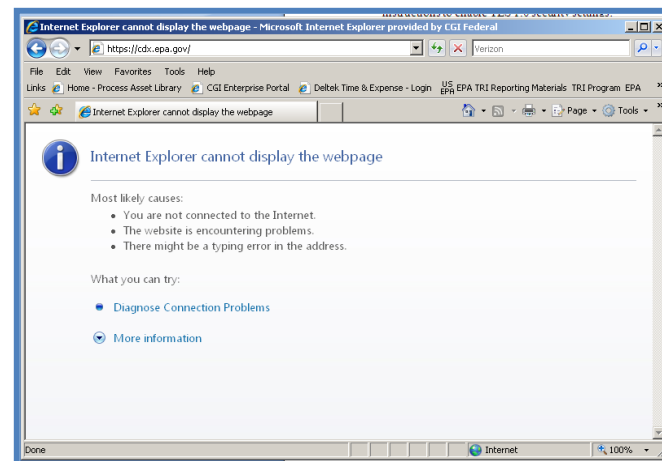

Figure 1: CDX login page appears not to be working.

Internet Explorer

1. Go to Tools → Internet Options.

2. Select the "Advanced" tab.

3. Scroll down to the "Security" group of checkboxes.

4. Ensure that "Use TLS 1.2" is checked.

5. Refresh the CDX login page by pressing F5 on your keyboard.

Firefox

1. In the address bar, type "about:config" and press the Enter key

2. Then click the "I'll be careful, I promise" button.

3. In the search bar type "tls" and find the property "security tls version max", right click on it and set it to 3.

4. Refresh the CDX login page by pressing F5 on your keyboard.

1.2.2

When attempting to log into CDX or when using the e-signature widget, I received an invalid user name and password message because I have forgotten my password, what should I do?
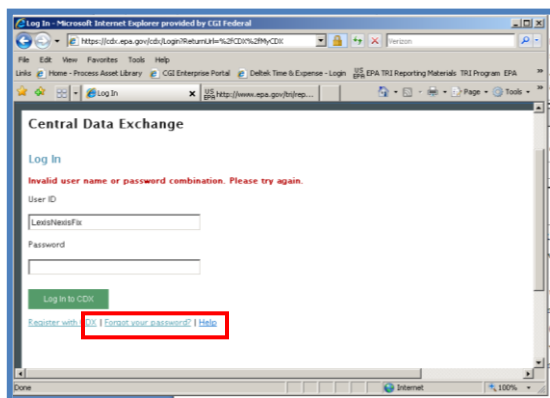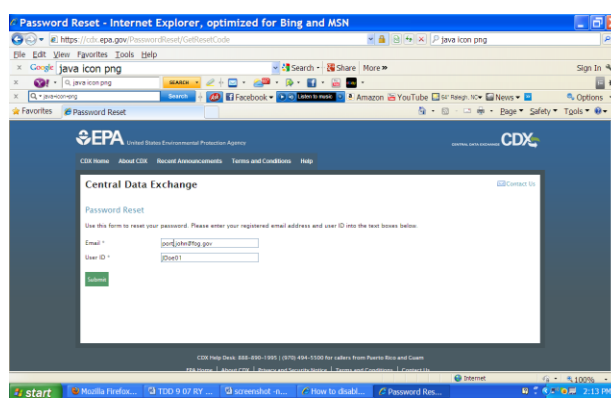

Figure 2: Forget your password?

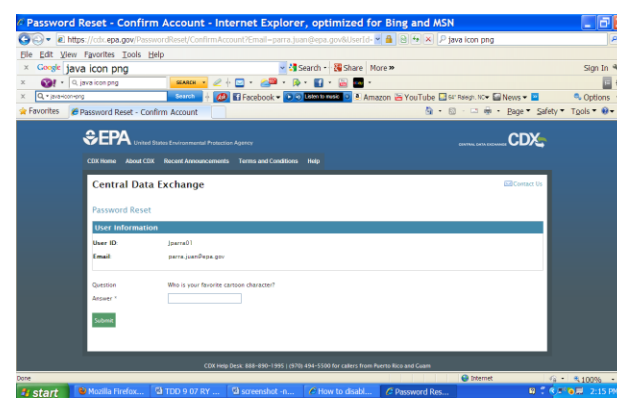Figure 3: Provide CDX login name and registered email address

Figure 4: Answer security question

Resetting your CDX user account password: If your receive an invalid username and password message when trying to log into your CDX user account, follow this procedure:

1. You can reset your password by clicking on the "***Forgot Your Password?"*** link located at the bottom of the CDX login page at: (https://cdx.epa.gov/CDX/Login). See red box in Figure 2.

2. You must provide email address and CDX login name as shown in Figure 3.

3. Answer one of the three security question to reset your CDX password. Enter new password if anwer is successful (only 3 attempts allowed).

4. Otherwise, contact the CDX HelpDesk directly at (888) 890-1995 or at 970-494-5500 to have your password reset. Please note that the CDX HelpDesk cannot perform a password reset via an email request as the user must verify identity of caller.

5. CDX will send an email to registered email address to reset your CDX user account password. Open email and click on link to reset CDX password. Your CDX password reset questions and answers can only be changed by the CDX Helpdesk.

Only Certifying Offcials: Security questions and answers for using the e-signature widget (known as Challenge questions)

The certification procedure within the TRI-MEweb application uses an e-signature widget (view Figure 6) to verify user identity last year. The answers to five challenge questions (view five example answers in Figure 5) is provided by all users with the Certifying Official's role. After logging into CDX for the first time in RY 2016, all newly appointed Certifying Officials must select five different questions from a list of 20 and provides answers to each question*. **EPA recommends that all passwords be recorded separately and safeguarded for future reporting as users can not edit their answers after leaving the CDX registration process. Contact the CDX HelpDesk directly at (888) 890-1995 to reset your Challenge answers.**
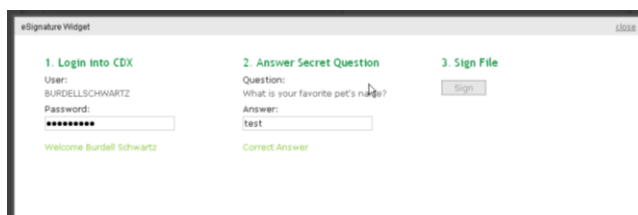

Figure 5: Five answers to five selected e-signature security questions. EPA recommends recording all answers by capturing and printing this page. CDX account users cannot edit answers.

Figure 6: e-signature widget

1.2.3

I am a certifying official and created my CDX user account. I have added the TRI-MEweb application. I am attempting to access the identification verification procedure (called LexisNexis) to obtain real-time approval of my ESA but the LexisNexis pop-up does not appear.

1. In Internet Explorer, click the "*Tools*" tab, and then click "**Pop-up Blocker**".
2. To turn off the Pop-up Blocker, click "**Turn off Pop-up Blocker**".
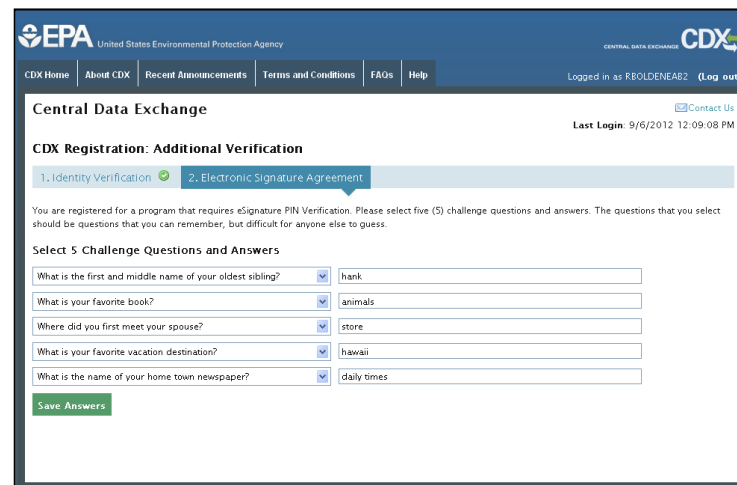3. Press F5 to reload the pop-up window to re-start the identity verification LexisNexis widget (view Figure 6).

1.2.4

I am a certifying official who has failed the third-party LexisNexis identification verification. What do I do now?

The most common reasons for LexisNexis verification failure:

- Entering incorrect or outdated personal information.

- Not entering home address or may have moved recently to home address

- Entering incorrect last name or date of birth (mm/dd/yyyy format)

- Closing browser before all fields are filled in

In the event of a verification failure, the user has two options:

Option 1: Print and sign the paper CDX ESA screen and mail it to EPA's Data Processing Center. This will take up to 5 business days to be approved by EPA. The Certifying Official will not be able to prepare or certify any forms until approval is granted, or

Option 2: Call the CDX Helpdesk at 888-890-1995 to request a reset of the LexisNexis identity verification pop-up. The Certifying Official can then reattempt to pass the verification. If successful, the Certifying Official will obtain real-time approval of their CDX Electronic Signature Agreement.

Figure 7: LexisNexis identity verification widget

1.2.5

I was unable to complete registration of my CDX user account and now the link to access TRI-MEweb on MyCDX Page is disabled. How do I complete registration and enable access to TRI-MEweb?

If the TRI-MEweb link in MyCDX is disabled (see Figure 8- red box), this indicates that you were unable to complete the CDX registration process. There are a few reasons this may have occurred:

- Browser has outdated or disabled Java - See how to determine your Java version (link does not depict the JAVA install when clicked)

- You experienced a session timeout. - view timeout screenshot

- You failed identity verification using LexisNexis. –view the two options to resolve

Session has timed-out:

Your session has timed out after 15 minutes of non-continual use. Log back into CDX at https://cdx.epa.gov/ to resume the registration process.

Failed real-time identity verification (LexisNexis) process:

Option 1: If you encountered this situation due to not passing the real-time identity verification process, you must complete a paper CDX Electronic Signature Agreement (ESA). While awaiting approval of your ESA, the TRI-MEweb link will remain disabled.

Or

Contact the CDX Helpdesk at 888-890-1995 to request reset of the LexisNexis attempts.

Figure 8: MyCDX page with disabled TRI-MEweb link

Resume registration process:

To continue the registration process and resolve this issue, follow the steps below:

1. Log back into your CDX user account.
2. Click the "***Manage Program Services***" hyperlink from the MyCDX page (see green arrow and box in Figure 8).
3. From the "Manage Program Services" page, select the "***Request New Role***" hyperlink associated with the corresponding organization.
4. From the "Request a New Role" page, select "***Certifying Official***" from the dropdown list and click the "***Add Selected Role***" button.
5. From here, you will be able to continue where you left off in the CDX registration process.

If you require additional assistance completing registration, please contact the CDX Help Desk at (888) 890-1995 or by email at helpdesk@epacdx.net.
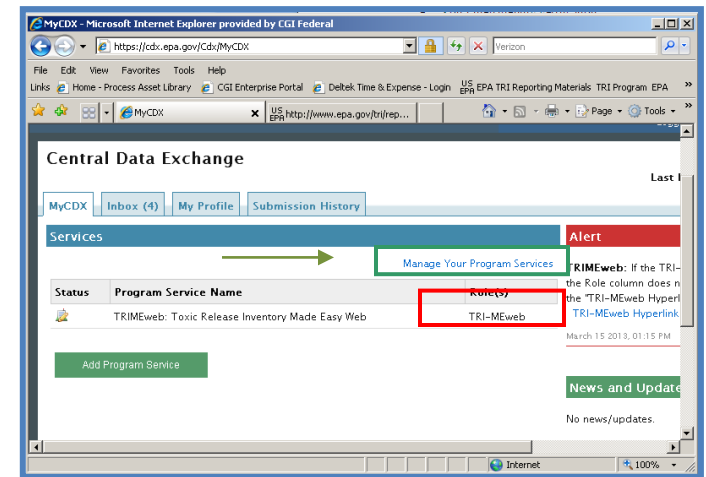
1.2.6

I am unable to open the LexisNexis indentity verification window. Do I need to have Java installed on my computer?

Figure 9: Java.com website to download most current version

Reporting EPA TRI data through CDX requires a minimum Java version of 6.11. The easiest way to determine the Java version in your browser is through the Java Control Panel.

1. Start by bringing up the Windows Control Panel (in Windows XP and Windows 7), choose Start, Control Panel; in Windows 8, right-click in the lower-left corner of the screen and choose Control Panel).

2. If you see a Java icon, click on it. Click the "***About***" button on the "***General***" tab to find out which version you have .

3. If you encountered this situation due to a Java compatibility issue, please go to the Java website, download and install software, reboot your computer and ensure Java is enabled by going back to Step 1, look for the JAVA icon, open JAVA, check to make sure Java is enabled by going to the "***General***" tab (See Figure 10) If Java is not enabled, you must enable Java within your Internet browser prior to logging back into CDX to resume the registration process above.

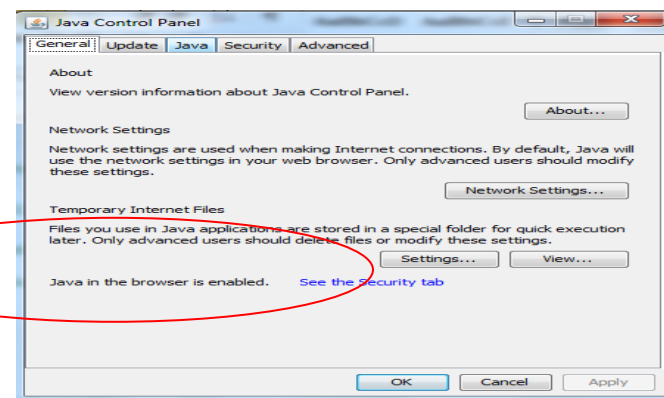For further assistance, please contact your network administrator.

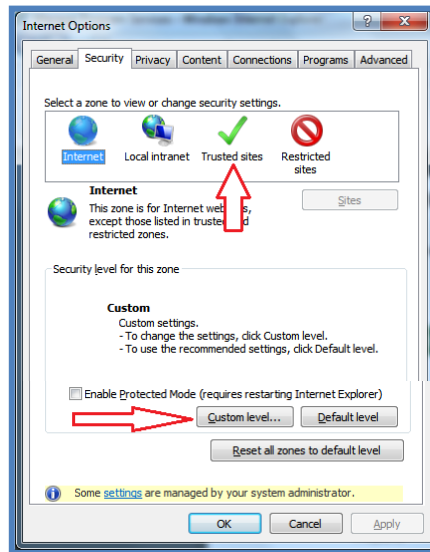Figure 10: Java is confirmed enabled in your browser

Figure 11: Add to Trusted sites

1. Click "**Tools**" within your internet browser.

2. Click "Internet Options" from the dropdown menu.

3. Click the "**Security**" tab.

4. Click the "**Trusted sites**" icon (see Figure to left).

5. Click the "**Custom Level**" button (see Figure to left).

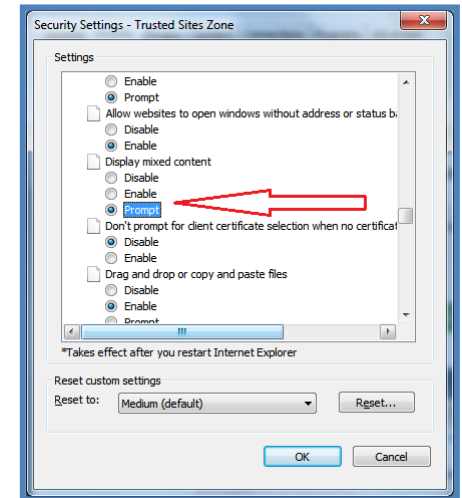6. Scroll down to the "**Miscellaneous**" category.

Figure 12: Setting to trigger pop-up of mixed content

7. Under "Display Mixed Content", select "Allow" or "Prompt" (see Figure to right).

8. Click "Ok" to close the window and proceed to access the TRI-MEweb page.

1.2.7

I am an existing certifying official but have not signed a TRIFID Signature Agreement for any of my TRI facility accounts. Do I need to submit a new Electronic Signature Agreement?
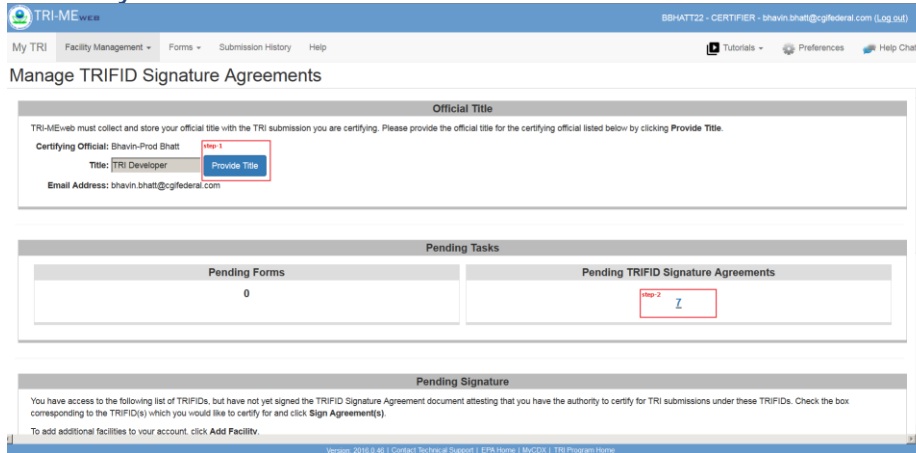

Figure 13: Action to provide Certifying official's title and association to pending TRIFID facility accounts
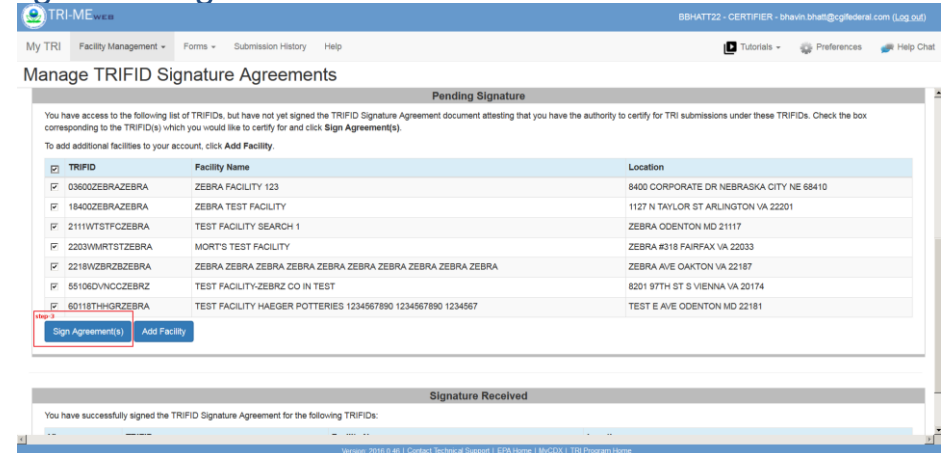

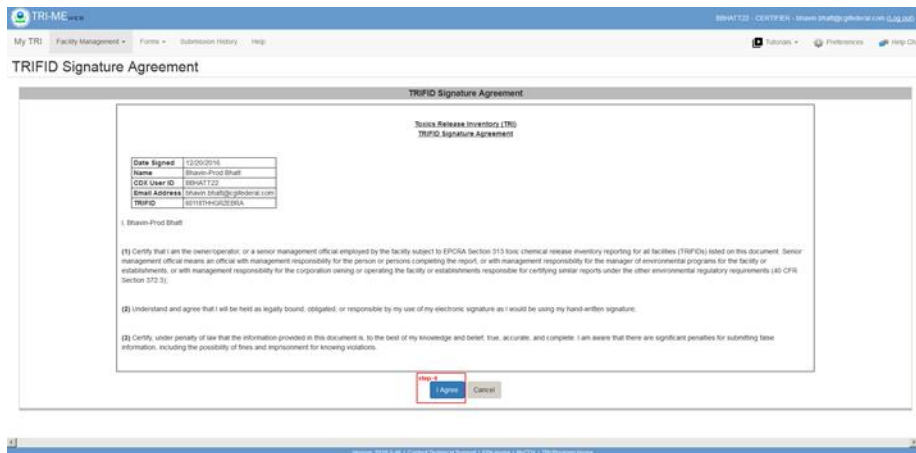Figure 14: TRIFID facility accounts successfully transferred under "*Signature Received*" heading

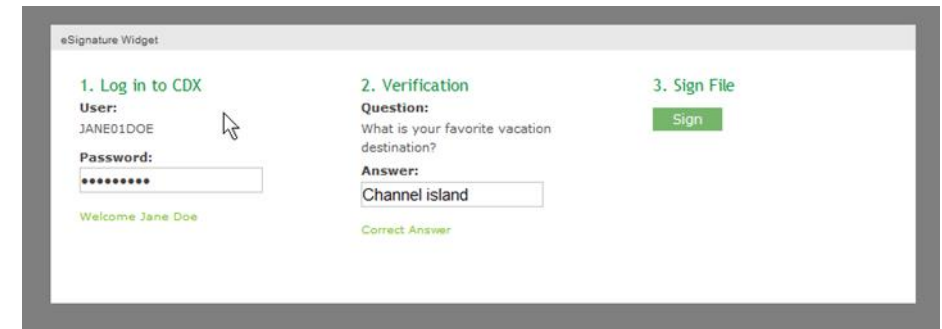Figure 15: TRIFID Signature Agreement that requires e-signature
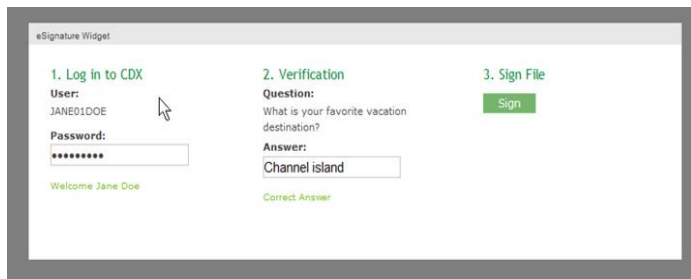

Figure16: e-signature to verify transfer of TRIFIDs

Applies to All Certifying Officials with approved CDX ESAs, but a ESA status of "⚫ Sign TRIFID Signature Agreement":

1. Once logged on TRIME-web Modernization (TMW-MOD), click the "**Facility Management**" dropdown and click *Manage TRIFID Signature Agreements* option.
2. If title is blank or needs to be changed, click the "**Provide Title**" button and follow the prompts (Figure 13).
3. Click the number in the section "*Pending TRIFID Signature Agreements*" on *Manage TRIFID Signature Agreements* page (Figure 13).
4. You can select one or more TRIFIDs/ Facilities from the "**Pending Signature**" table and then press "**Sign Agreement(s)**" button (Figure 14).
5. Press "**I Agree**" button on the *TRIFID Signature Agreement* page (Figure 15).
6. Provide password and answer to the verification question and press the "**Sign**" button (Figure 16).

All Certifying Officials: *How do I certify a pending form?* All prior year Certifying Officials will only need to login into their CDX user account, open TRI-MEweb, and navigate to the "*Forms*" tab to open the "*Pending Forms*" Page. Based upon your results from the validation report and form review, the Certifying Official may certify, cancel, or take no action on the form. If they identified errors on the submission, or need to cancel it. The Certifying Offical should select the "*Cancel and Return Form to TRI-MEweb*" radio button to correct any incorrect data on a TRI form that has been transmitted. Otherwise, the Certifying Official should select the "*Certify* " button to e-sign their form before submitting it to EPA.

1.2.8

I am a certifying official attempting to sign a TRIFID Signature Agreement or to certify a pending form submission but I do not remember the answers to my "Secret Questions" (or 20-5-1 Challenge Questions). What do I do?

Figure 18: e-Signature widget

Only Certifying Officials: Certifying Officials will not be able to complete the CDX ESA, TRIFID Signature Agreement, or certify any pending chemical form submission without the correct answers to your five Challenge Questions (view Figure 5 above). If you exceed your maximum number (3) of CDX e-signature attempts, your CDX account will be locked, and will need to be unlocked by the CDX Help Desk.

In the event that you forget the answers to the Challenge Questions previously answered during registration, please contact the CDX Help Desk at (888) 890-1995 or email helpdesk@epacdx.net for assistance to reset your answers. Certifying officials cannot edit their Challenge Answers within their CDX user account profile.

EPA recommends that all passwords be recorded separately and safeguarded for future reporting as users cannot edit their answers after leaving the CDX registration process.