

The ePayment process has timed out, what should I do now?

The connection problems you are experiencing with our ePayment system are most likely due to issues with your computer or network security settings. You have several options to correct or avoid these problems:

- 1. Use the ePayment system on a device that is not connected to your company's computer network.**

Your personal computer at home and your personal mobile device (smartphone, laptop) aren't on your company's network, so they aren't restricted by any of your network security settings that might be preventing them from connecting to our ePayment system. Using a device outside of your company's network, will likely allow you to connect to our system and submit ePayments.

- 2. Modify your computer network's security settings so that it will not block access to our ePayment system.**

To retrieve your permit information, our ePayment page uses port 7001, which is typically blocked on many network firewalls by default. Please instruct your IT staff (or your network provider) to change your network firewall to allow the ePayment page to connect to our system at bimsportal.ncdenr.org on **port 7001**. This should prevent the connection problem from occurring, and allow anyone on your network to make payments using our ePayment system.

- 3. Modify your PC's firewall or security settings so that it will not block access to our ePayment system.**

If you have a firewall on your personal computer, it may be preventing the ePayment page from connecting to our system to retrieve your permit information. Please instruct your IT staff (or your network provider) to change your PC's firewall or security settings to allow the ePayment page to connect to our system at bimsportal.ncdenr.org on **port 7001**. This should prevent the connection problem from occurring, and allow you to make payments using our ePayment system.

- 4. Make your payment through the mail.**

If you choose this option, please make your check payable to "NCDEQ" and put your permit number in the memo line. Please mail your check to:

Deborah Reese
Stormwater Billing
1612 Mail Service Center
Raleigh, NC 27699-1612

Thank you for your efforts to pay your permit fee!

If you, your network staff, or network provider has any questions, or requires additional assistance, please contact either [Laura Alexander](mailto:laura.alexander@ncdenr.org) at 919-807-6368 or [Deborah Reese](mailto:deborah.reese@ncdenr.org) at 919-707-9220.