Instructions for Accessing ECERT Application

To access and use Public Water Supply Section's ECERT web application, you will need to have an NCID, and we will need to confirm that you are an authorized water system representative. Please use the following procedure:

1. Do you already have a NCID? If YES, you can skip to Step 3. If NO, go to Step 2.

2. Apply for a NCID by accessing the following website: http://ncid.nc.gov/
   You should have your NCID in 5 minutes. Then go to Step 4.

3. Do you already use your NCID to electronically submit Surface Water or Ground Water eMORs?   If YES, you already have clearance to access the ECERT site on behalf of that water system(s).   If NO, go to Step 4.

4. Submit your email request to access the ECERT application to PWSS.CCR@ncdenr.gov which includes your:
   a. NCID username
   b. First Name
   c. Last Name
   d. Email
   e. Phone No.

   We will expeditiously process your request, confirm that you are an authorized water system representative, and then email you when access has been granted. **If you try to access ECERT prior to being set up as an authorized user, your NCID account may be locked.** So please wait until you are notified that you have approval to access the site.

5. Once you have been notified that you have access to ECERT, go to the below link and log in:
   https://pws.ncwater.org/ECERT/pages/default.aspx

Trouble-Shooting Tips
- You will need to enable 'pop ups' for the ECERT application to function properly.
- **If you log on to ECERT** and a message appears saying 'You do not have access to this application', contact the Public Water Supply Section at PWSS.CCR@ncdenr.gov.
- If you log on to ECERT and a message appears saying 'User authentication failed…', log into your NCID account (use link in Step 2 above) to see if you have been locked out. If you see a 'locked' message, follow the indicated steps to unlock your account or call the NCID Service Desk at (919) 754-6000 ext 1.
- If a locked message does not appear **in NCID**, log in and make sure that your security questions have been answered.