

## **Air On-Line Services Troubleshooting and FAQs**

- **I can't log in to Air On-Line Services with myAlaska account id. The error message I get is "service not available."**

Although it is possible that the web pages are temporarily down, it is more likely that you did not sign the DEC privacy agreement. You must sign this agreement before you will be able to log into Air Online Services with your myAlaska account. You only need to sign the DEC privacy agreement once.

1. To sign the DEC privacy statement, go to the myAlaska webpage:  
<https://myalaska.state.ak.us/home/app>
2. Click on the 'DEC Online Services' link, located under "Services For: Businesses."
3. Sign in to your account using your myAlaska account login and password. If you did not already accept ("sign") the DEC privacy agreement, you will be directed to that page. Read and check off on the agreement. This subscribes you to DEC Online Services. You must sign this agreement before you will be able to log into Air Online Services with your myAlaska account.
4. Click on the "Continue" button to continue as a logged-in user to the DEC Online Services page.
5. Click the link to Air Online Services. You will be directed to the Air Online Services (AOS) website. Click "Enter Air On-Line Services".

Note: If you have been previously assigned a role by your Organization Administrator or Source Administrator on AOS you will be allowed to log in using your myAlaska account. (If you are your company's Organization Administrator you must have submitted the following form to DEC before you can log in. (<http://www.dec.state.ak.us/air/ap/docs/adrqst.pdf> ).

- **I misplaced the instructions that came with my notification that I am a valid Organization Web Administrator. What are my next steps to using Air On-Line Services?**

Your next task is to identify the person(s) authorized to access your company's on-line information and to be able to submit reports and applications. Each user

identified by you must be assigned a role, and will need to have their own myAlaska account.

You must first assign a Source Web Administrator. For smaller companies, the Source Web Administrator can be the same person as the Organization Web Administrator.

- The Source Web Administrator adds users and assigns either the Stationary Source Web E-Signer and/or Stationary Source Web Document Editor roles to themselves or others.
- If the Source Web Administrator wishes to have the ability to be an E-Signer or have the ability to edit documents on-line, they must assign those roles to themselves.
- To assign users and roles, the Source Web Administrator must select the stationary source for which they are an administrator for. This will bring them to the Stationary Source Home where they can now select the User Administration link located under the “Quick Links” and assign themselves the E-Sign and/or Editor roles.

There are additional requirements if you wish to have the ability to create, edit, and submit applications for portable oil and gas operation permits (MG1) or open burn permits.

To create an MG1 permit, the organization administrator must assign an organization web e-signer:

- The Organization Administrator selects ‘Organization Administration’ from the Quick Links menu on the Organization Home page.
- On the administration page select the ‘Online User Administration’ link.
- Select the Organization name (which will be followed by the suffix ‘- General’) from the ‘Stationary Source or Organization\*’ drop down box.
  - If you are the org admin and want to make yourself an organization e-signer (for MG1 permits), select yourself from the grid.
  - If you want to sign another person from your organization the role of organization e-signer, select the new user button and fill in the user information (including the user’s myAlaska username) and then add the Web E-Signer Role for that person. (the e-signer validation form will pop up for you to save and/or printout when you do this).

NOTE: An electronic signature validation form (<http://www.dec.state.ak.us/air/ap/docs/validate.pdf>) must be submitted to and processed by ADEC in order to be a valid E-signer.

➤ **Additional help, guidance and instructions for Organization Administrators, Source Web Administrators, or E Signers are available on-line:**

General Help:

<https://myalaska.state.ak.us/deca/air/airtoolsWeb/Help.aspx>

Air Online Services Organization Web Administrator User's Guide:

<http://www.dec.state.ak.us/air/ap/docs/OrgAdminHelp.pdf>

Air Online Services Stationary Source Web Administrator User's Guide:

<http://www.dec.state.ak.us/air/ap/docs/SourceAdminHelp.pdf>

Air Online Services E-Signer and Document Editor User's Guide:

<http://www.dec.state.ak.us/air/ap/docs/ESignerHelp.pdf>