

Users Support Contact Information:



❑ EPA (NPDES eReporting) Helpdesk

- ✓ Email: NPDESeReporting@epa.gov
- ✓ Phone: 1-877-227-8965
- ✓ Issues with CDX and NetDMR:
 - **Creating account in CDX**
 - **Changing email address/Organization only**
 - **Requesting access to permit (DAR/RO)**
 - **Submitting DMRs**

❑ CDX Help Desk

- ✓ Email: helpdesk@epacdx.net
- ✓ Phone: 888-890-1995
- ✓ If user's CDX account is locked
- ✓ **When first & last name changed**

i.e. If user's last name changed and requires name change, then user should call CDX help desk.

Note: CDX Help Desk cannot unlock a Login.gov account.

❑ EPA HQ (Nasrin)

- ✓ Technical issues after troubleshooting or 500 Errors
- ✓ Please provide the screenshot(s), user's email address, Permit ID, Limit Set (LS), Limit (L), Monitoring Period End Date (MPED)

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Login.gov Helpdesk



***IMPORTANT NOTE:

- Login.gov accounts are **NOT** managed by Environmental Protection Agency's (EPA) IT department.
- Login.gov accounts are managed by General Services Administration (GSA).***

For any Login.gov issues contact:

- Login.gov customer support portal can be reached by [clicking here](#).
- Login.gov call center: **(844)875-6446**.
- Hours of Operations are 8 AM EST to 8 PM EST, Monday – Friday except federal holidays.
- Login.gov Help Center can assist you with the following issues:
 - Help you create a Login.gov account.
 - Share information about authentication options.
 - Help you troubleshoot why you are unable to access your account.
 - Provide instructions to reset your password or delete your account.
 - Login.gov cannot reset your password, delete your account, or change your account information.
- How to change the email address associated with your account?
 - Please [click here](#) to follow the 8-step process to change the associated email address with your Login.gov account.