west virginia department of environmental protection

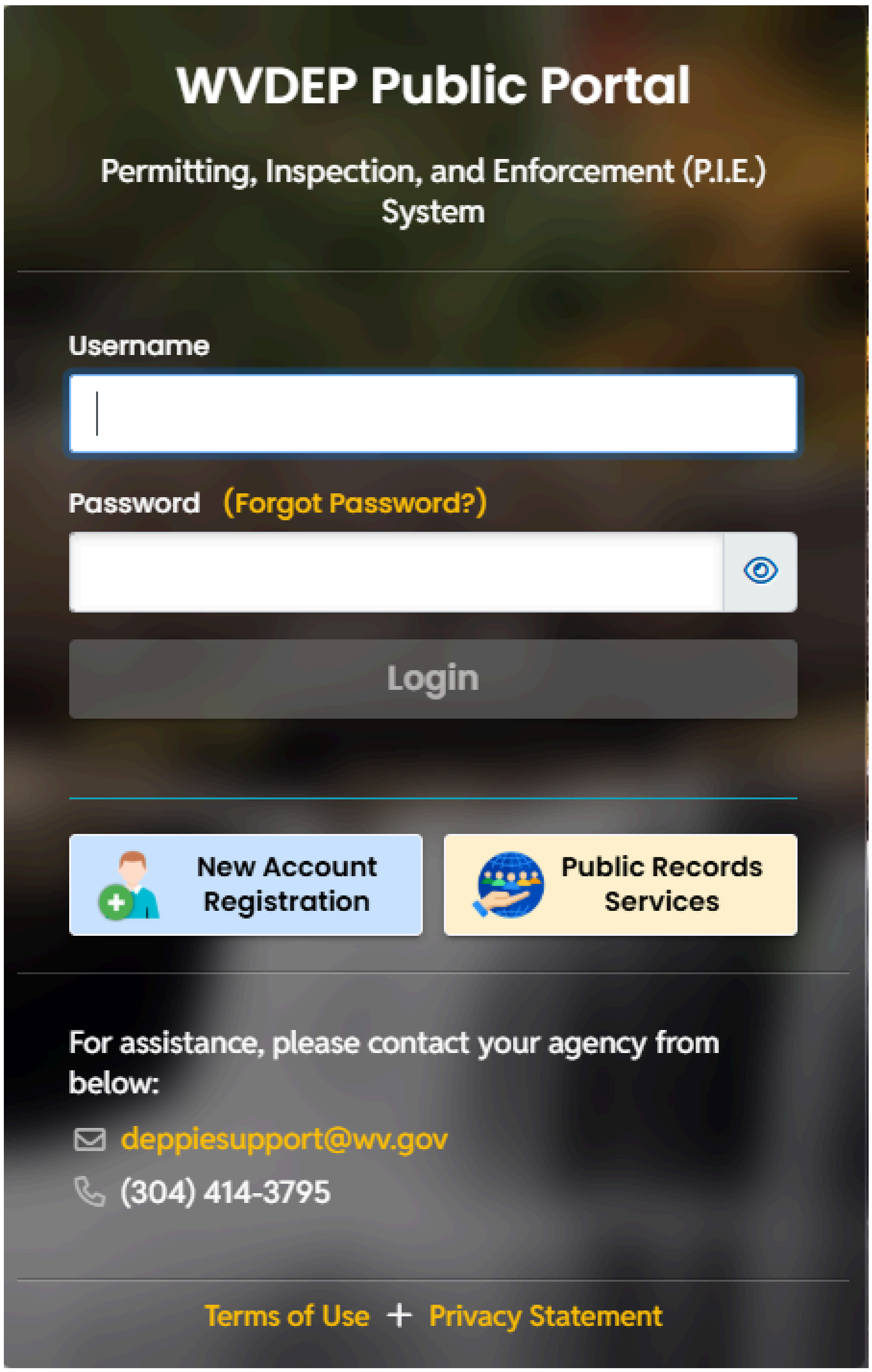
Last Updated Date: Jun 12, 2025

PIE_Registration-My Account_Public_User Guide

Register an Account with P.I.E. Online Portal

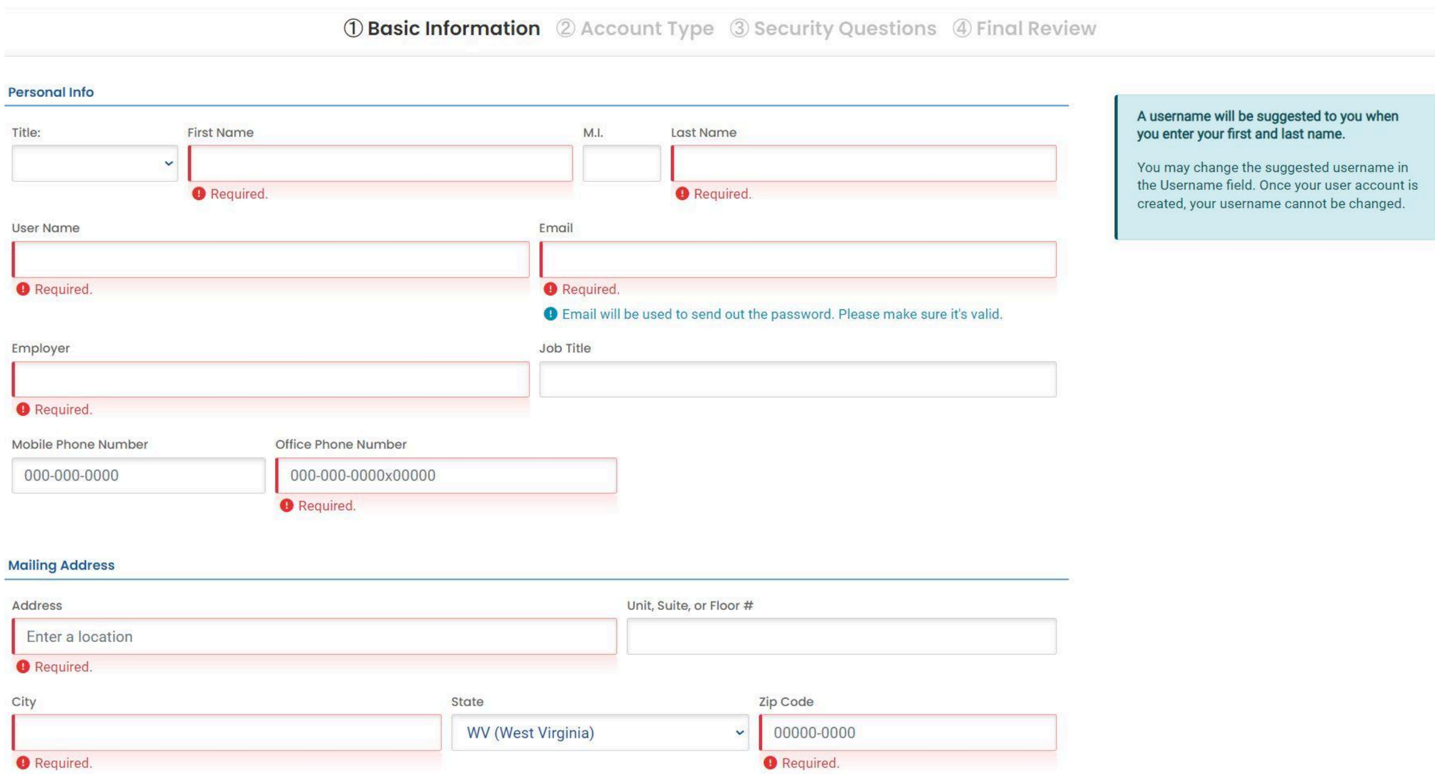
https://pie.dep.wv.gov/

Select “New Account Registration”.



User Registration Information

Enter all Required information.
The “User Name” will be suggested after “First Name” and “Last Name” fields are entered.
Be sure to record the “User Name” for future submittals.
If there is no employer, indicate “ Self ” in the “Employer” field.



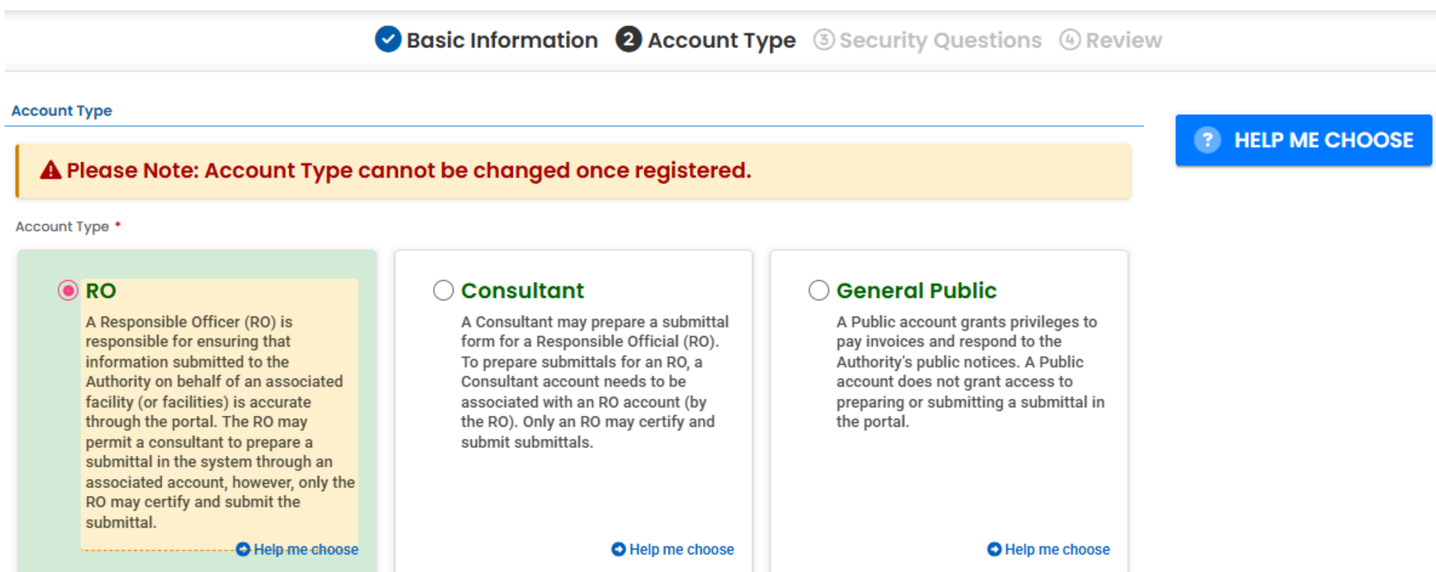
Account Type

There are three account types. Select the appropriate account for the individual registering.

The **RO** (Responsible Officer) is the responsible authority for any business submittal and payments. ROs are able to submit the submittals for any environmental interests.

The **Consultant** also has to register in the system with a valid email.
The RO can authorize a registered Consultant using the email to ONLY prepare the submittals. ROs must submit the final submittals.

Additional information and descriptions are provided for each account type on the Account Type screen.
**Note: "Account Type" cannot be changed once registered.



Select the "Help me Choose" icon if assistance is needed to decide which account type is appropriate. A document outlining the account types and privileges associated with each account type will provide guidance.

Your Online Privileges by Account Type

Who can register for a user account?

Members of the public, facility employees, consultants, and legally authorized representatives can set up the user accounts.

What are the different types of user accounts?

The Public Portal supports three types of public accounts: Responsible Official (RO), Consultant (Preparer), and General Public.

What can each type of user account do?

Each account type has a set of access privileges in the Public Portal. For example, the three account types used in the Public Portal have the following privileges:

- **Responsible Official (RO):**

  Users with RO accounts must go through an identity verification process. Once verified, users with RO accounts can link to associated facilities and submittals and extend those links to consultants. ROs can prepare, certify and submit applications and reports to agency; amend, renew or withdraw submittals; and manage submittal history.

- **Consultant (Preparer):**

  Users with Consultant account must be linked, by ROs, to facilities and submittals. Once linked, Consultants can prepare applications and reports on behalf of ROs and use the system for correspondence, data entry/query, and submittal tracking and review. However, consultants cannot certify and submit applications and reports to agency.

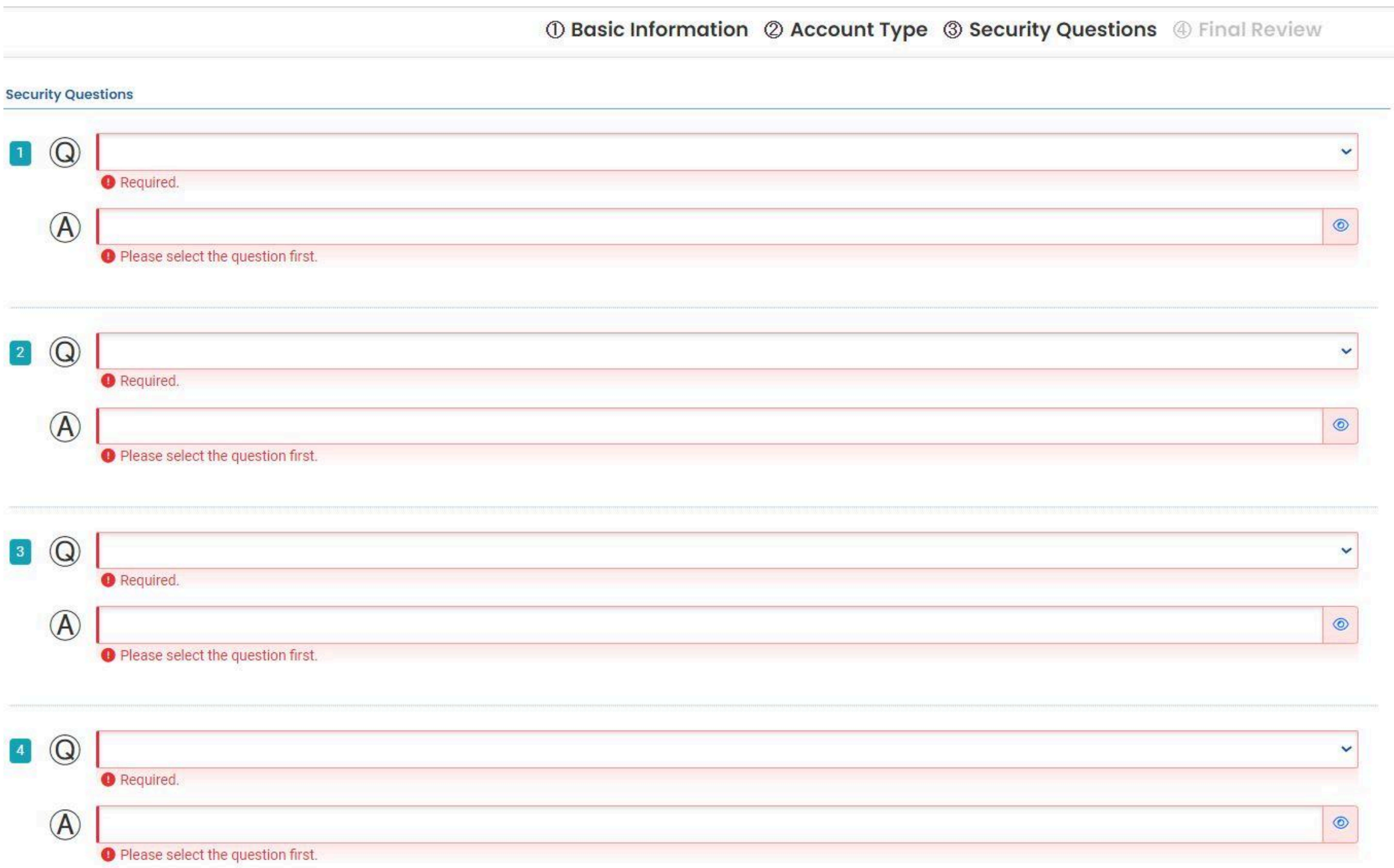
- **General Public:**

  Users with General Public accounts can pay invoices and respond to public notices. However, General Public users cannot create new or maintain existing applications and reports. General Public users also cannot prepare, certify, or submit applications and reports to agency.

Account Privilege	Responsible Official (RO)	Consultant (Preparer)	General Public
Link to associated facilities and submittals	✓		
Link consultants to facilities and submittals	✓		
Certify and submit applications and reports	✓		
Amend, renew, or withdraw submittals	✓		
Manage submittal history	✓		
Submit applications for permit coverage	✓		
Prepare applications and reports	✓	✓	
Correspond with staff and other users	✓	✓	
Enter data	✓	✓	
Perform queries	✓	✓	
Track and review submittals	✓	✓	
Pay invoices	✓	✓	✓
Respond to issued public notices	✓	✓	✓

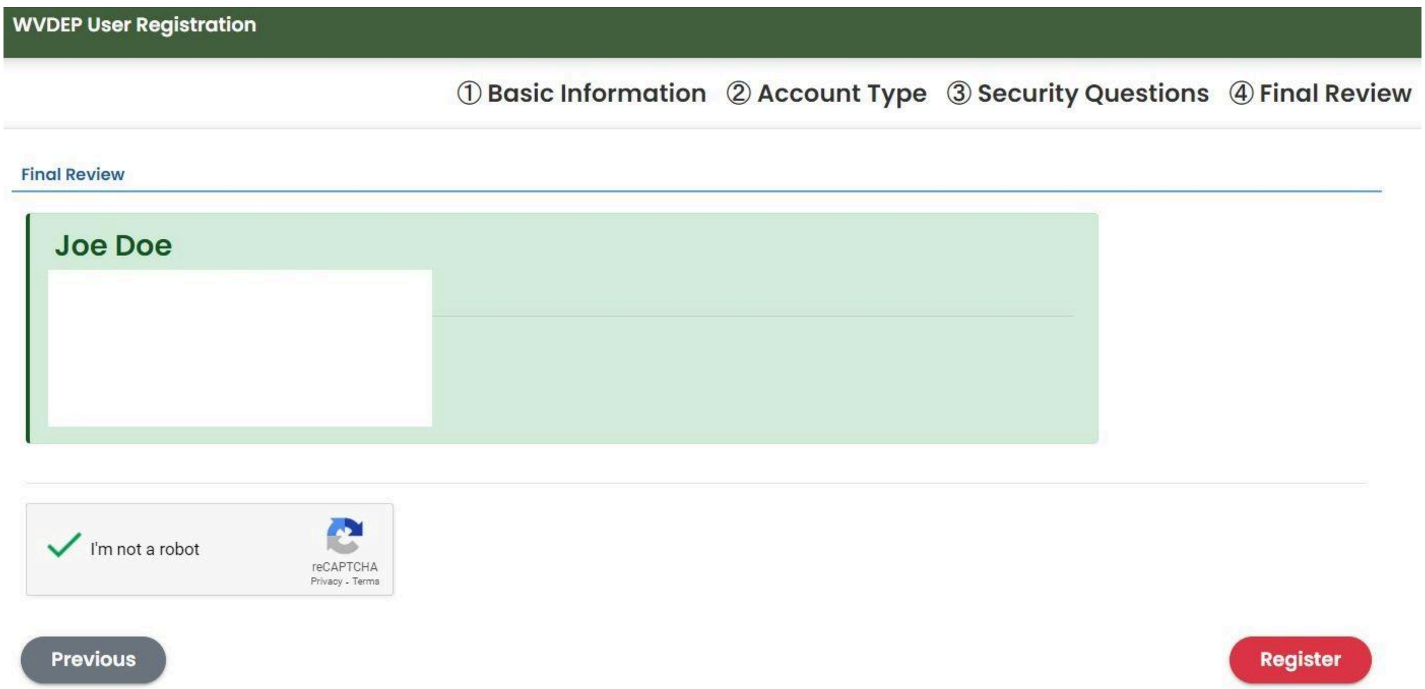
Security Questions

After selecting the “Account Type”, click **Next**.
The Security Questions section will provide prompts to select and answer.
Answers are CASE SENSITIVE.
Be sure to record/store the Security Question answers, as the information will be required for final submissions.



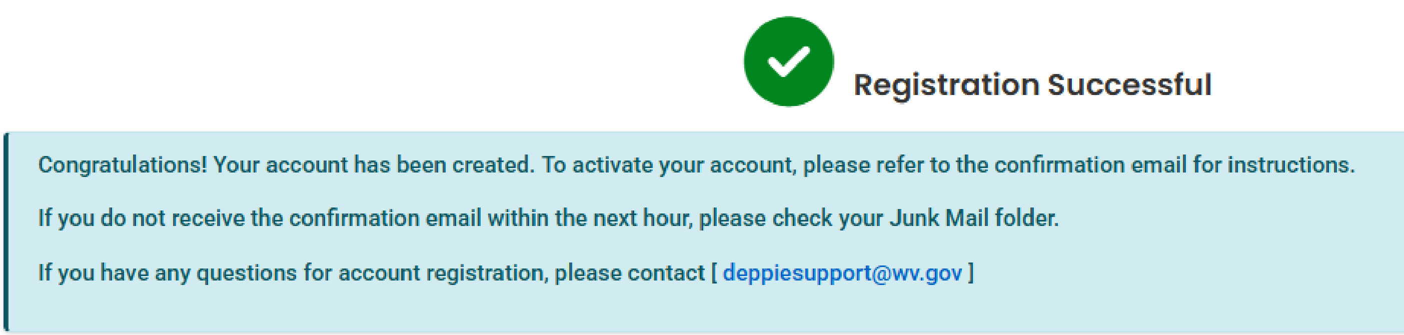
Final Review

Review all information for accuracy.
Select “I’m not a robot”
Select “Register” after verifying information.



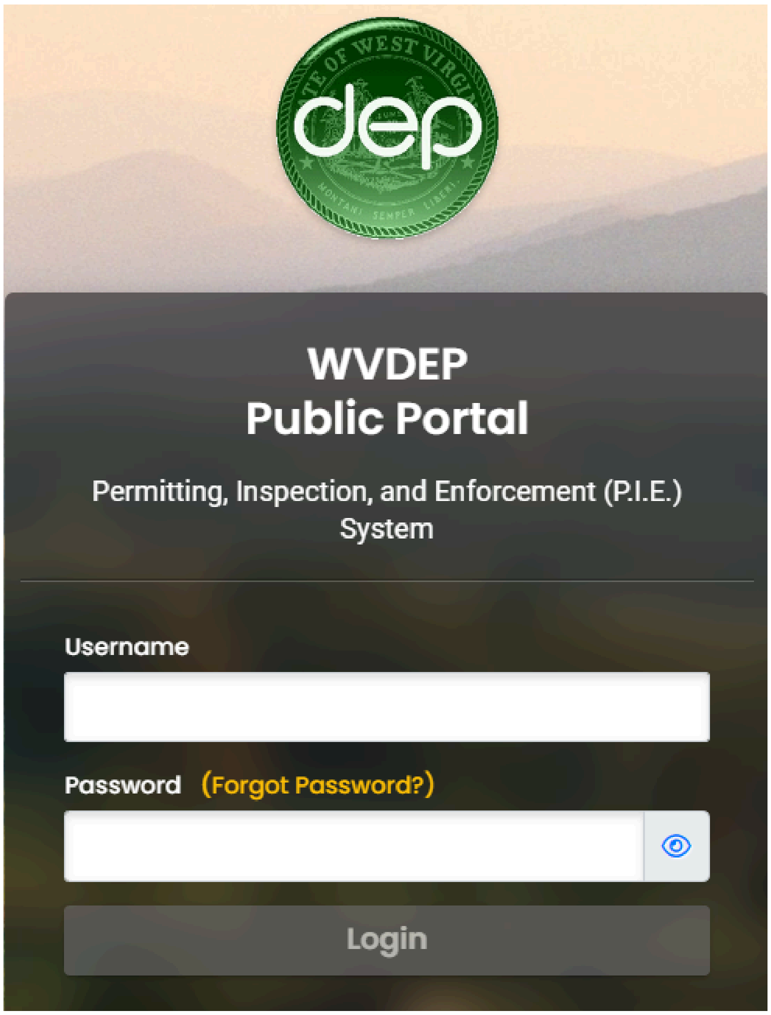
Registration Complete

A “Registration Successful” screen will appear after registration is complete.



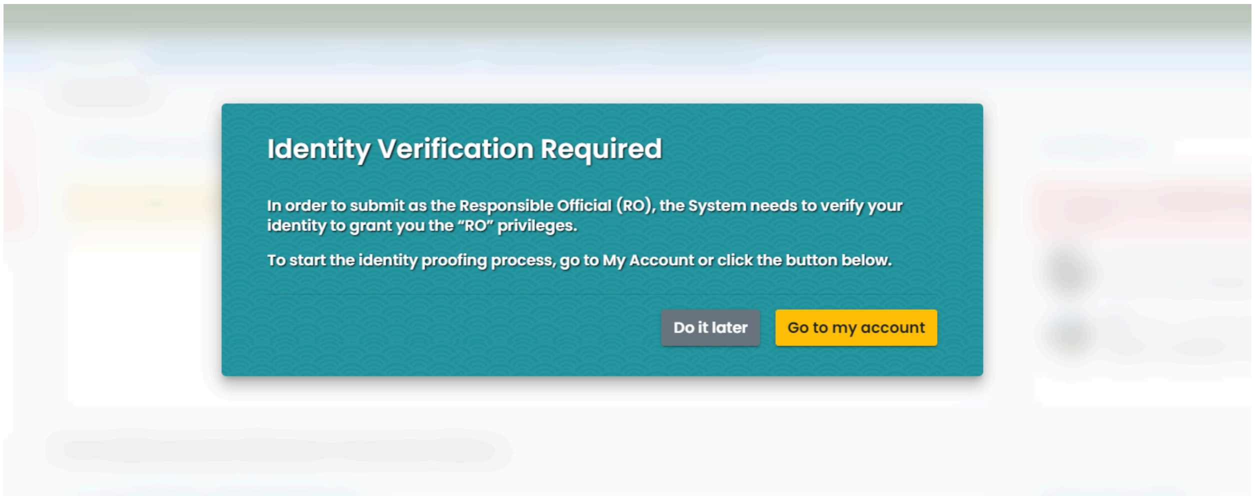
Account Activation

An account confirmation will be emailed with instructions from dep.online@wv.gov (check Junk/Spam folder).
Return to the P.I.E. Login Screen (link in confirmation email).
Username and Temporary Password will be in the confirmation email.
Login.
The system will request a password update (be sure to record updated password for future login).



Update the Password and the PIN number when prompted.
Ensure the Password and PIN number are recorded for reference, as the information will be required to submit applications.

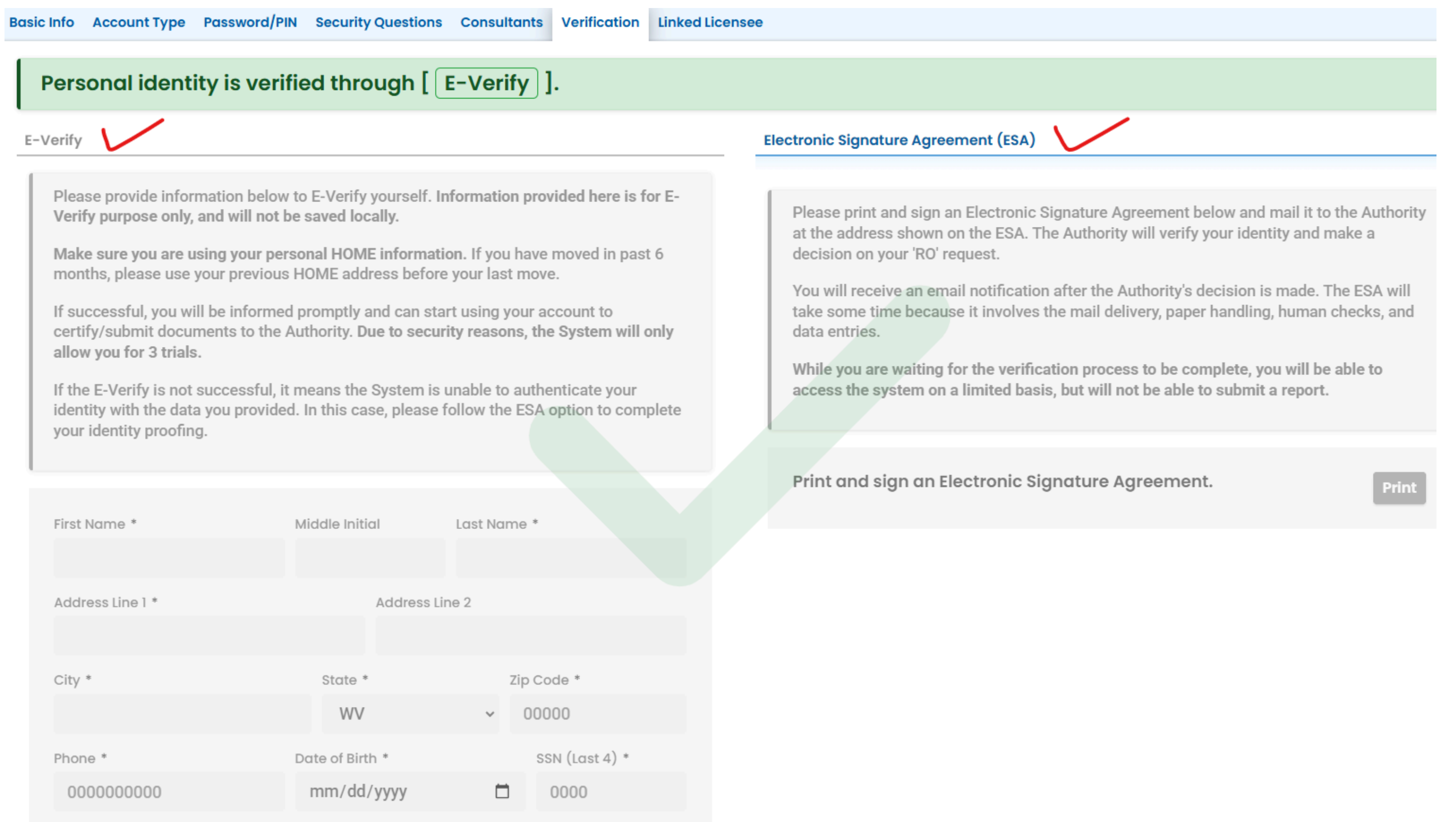
After the Password and PIN have been set, the following screen will appear:



Select either “Do it later” or “Go to my account”.
The verification process will be required before submission.
To verify now, select “Go to my account”.

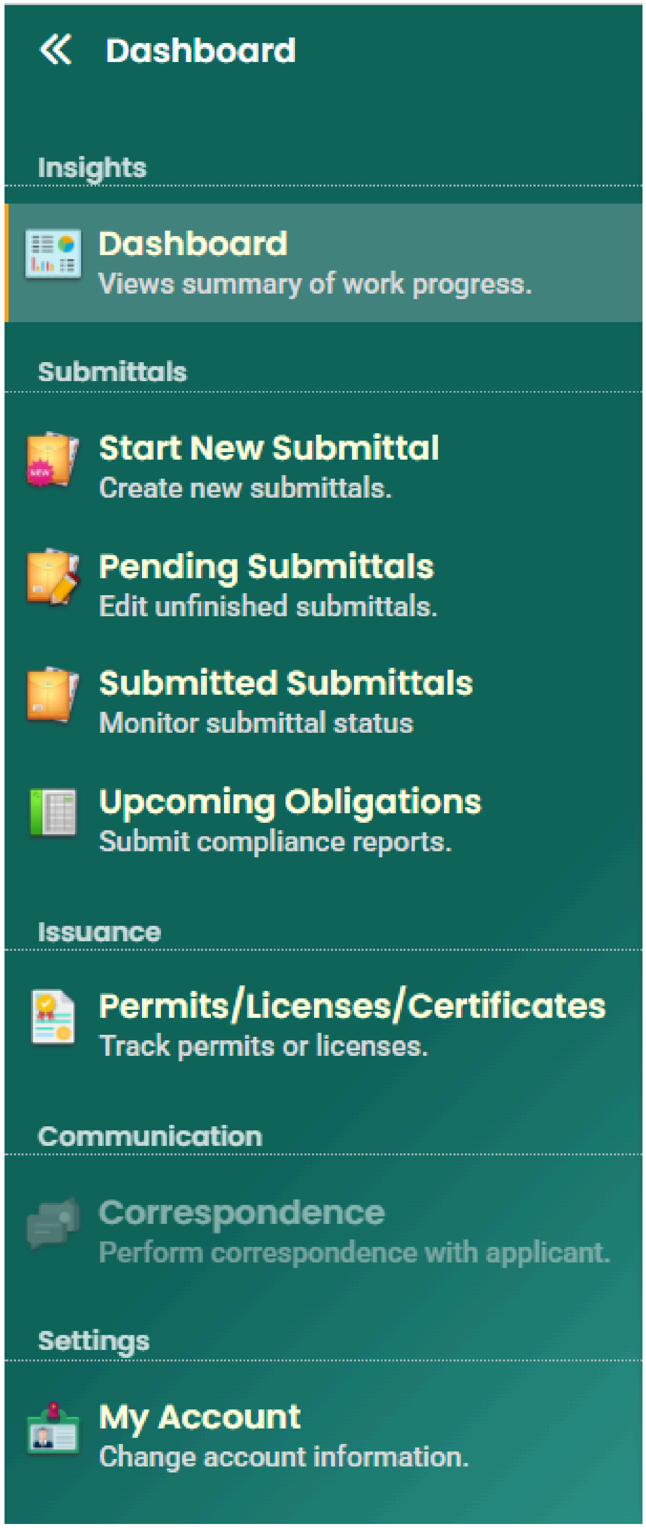
My Account - Verification

E-Verification is required.
Read through and understand the E-Verify statement to verify personal identity.
There will be only three (3) opportunities to E-Verify.
If ALL required information for E-Verify is not available, follow the ESA option to complete the registration. One of the methods is mandatory to finish the registration. After the E-Verify or ESA option for verification is completed, access the dashboard for any submittals.



Dashboard

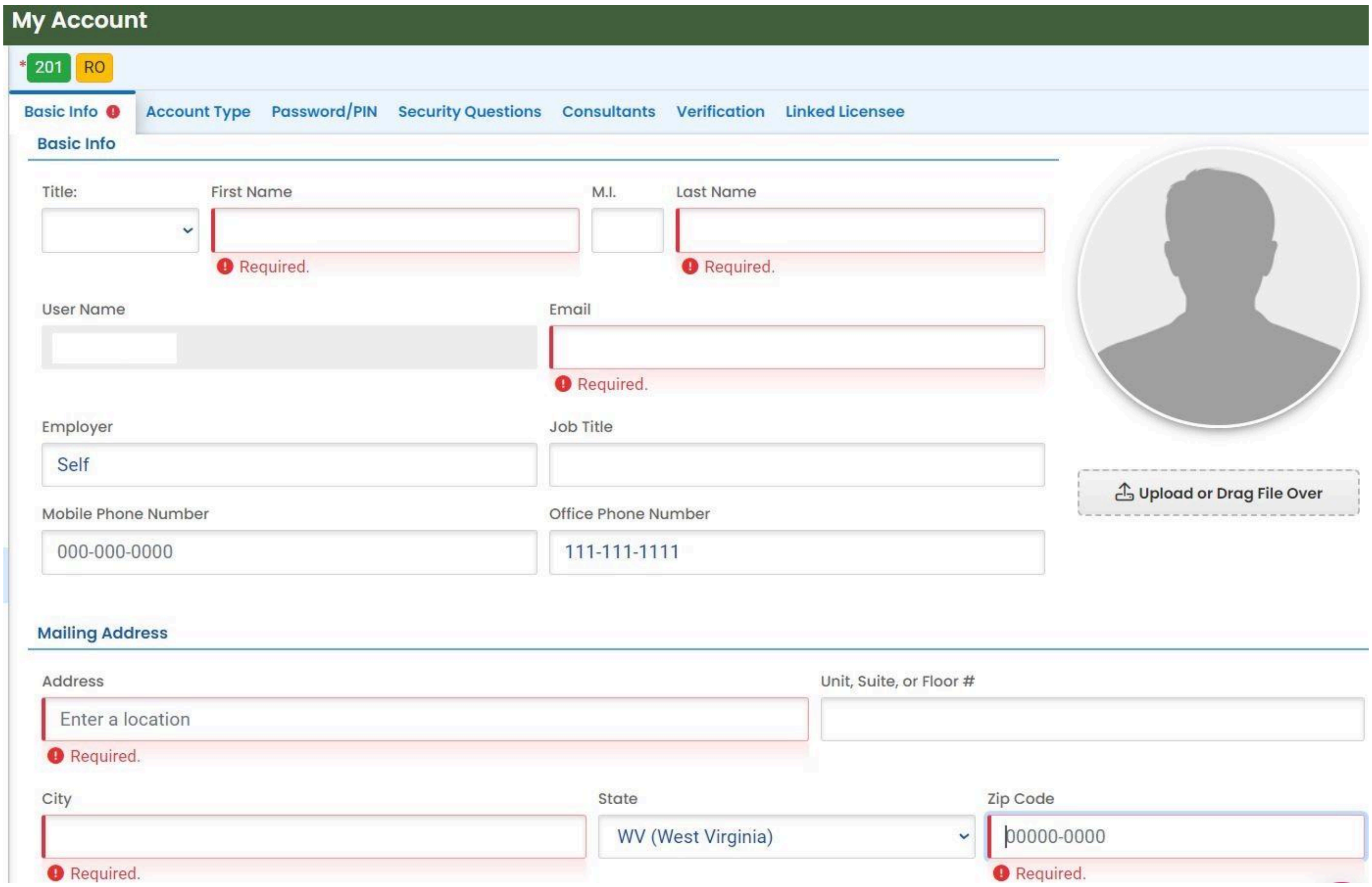
Open the Dashboard by selecting the three white lines on the upper left of the screen (beside “Dashboard”). Select “My Account” at the bottom of the dashboard list.



My Account - Basic Info

Multiple tabs are available on the “My Account” screen.

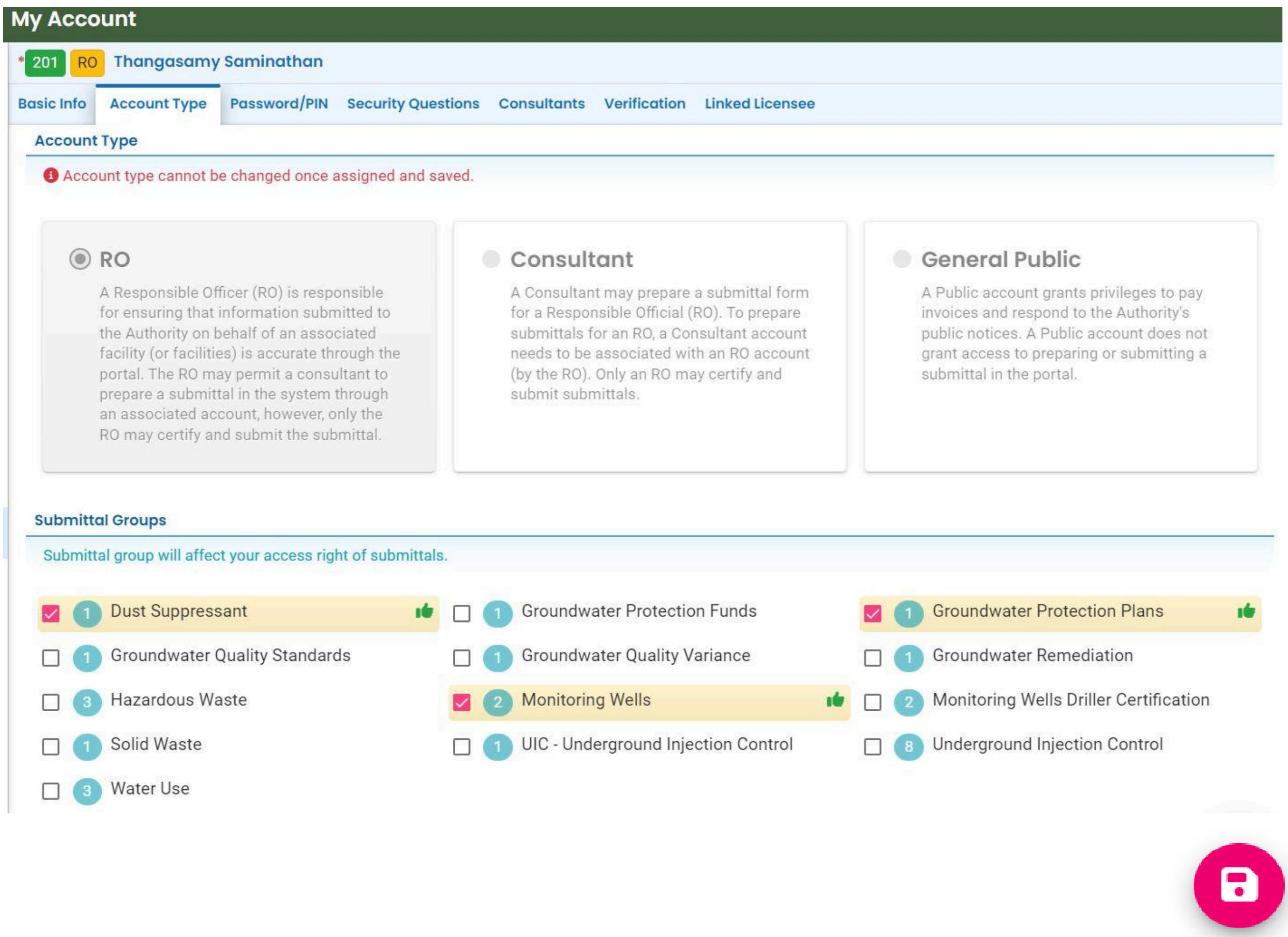
Basic information may be modified at any time.



My Account - Account Type

The "Account Type" (RO, Consultant, General Public) will have already been selected during registration.

RO
Under "Submittal Groups" select appropriate groups as needed by the account (which of the submittal groups will you submit?).
"Submittal Groups" may be updated at any time.
"Submittal Groups" must be selected **before** any submittals.
Save "Submittal Groups" by selecting the save disk in the pink circle at the bottom right of the screen.



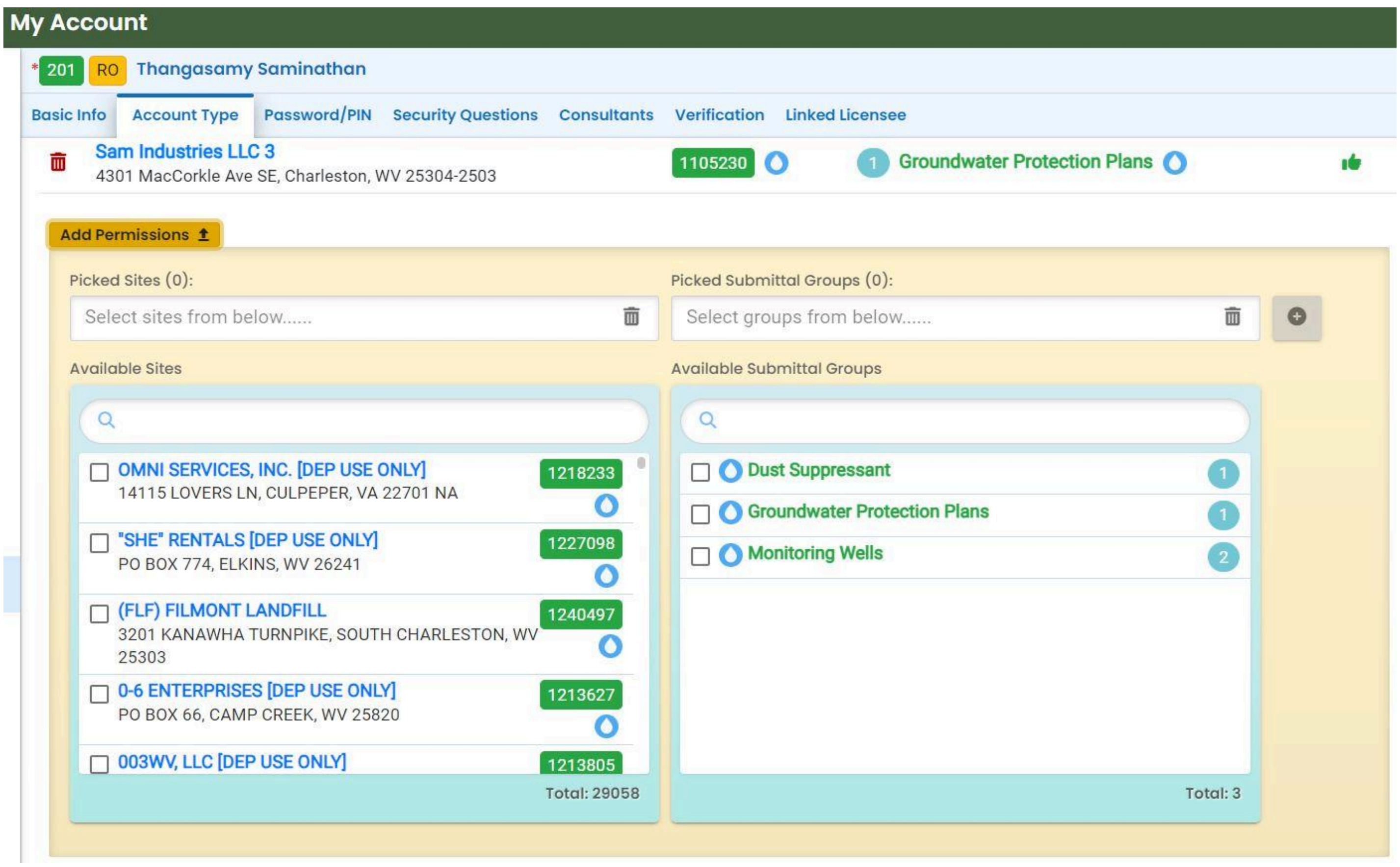
My Account - Account Type

RO account holders are able to add permissions to existing facilities. However, the users have to wait for the agency approval after adding the site and submittal group. If the submittal is for a new facility, the RO will be able to create a new facility with the registered Responsible Party.

Under “Facility-Submittal Group Permissions” search for the sites/facility you are authorized to submit (search or scroll). Then, pick the submittal groups for the sites/facilities and click the orange “ + ” icon to add.

For most of the submittal groups, the agency has to provide an authorization.
After authorized, a GREEN thumbs up will be shown in the upper right (shown in image below).

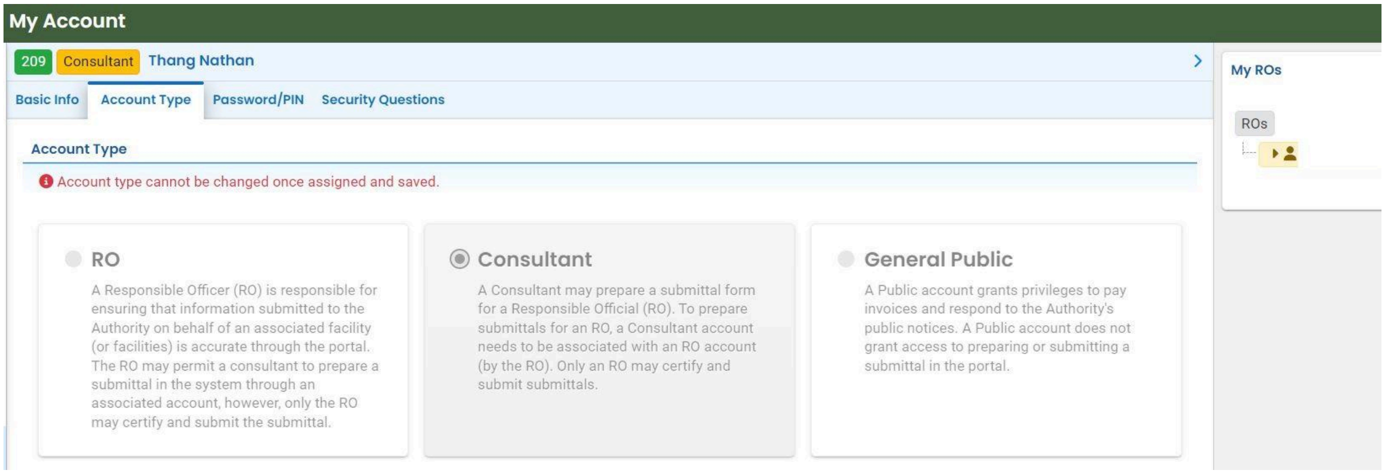
However, agency authorization is not required for the Monitoring Well Reporting submission.



My Account - Account Type

Consultant Registration:

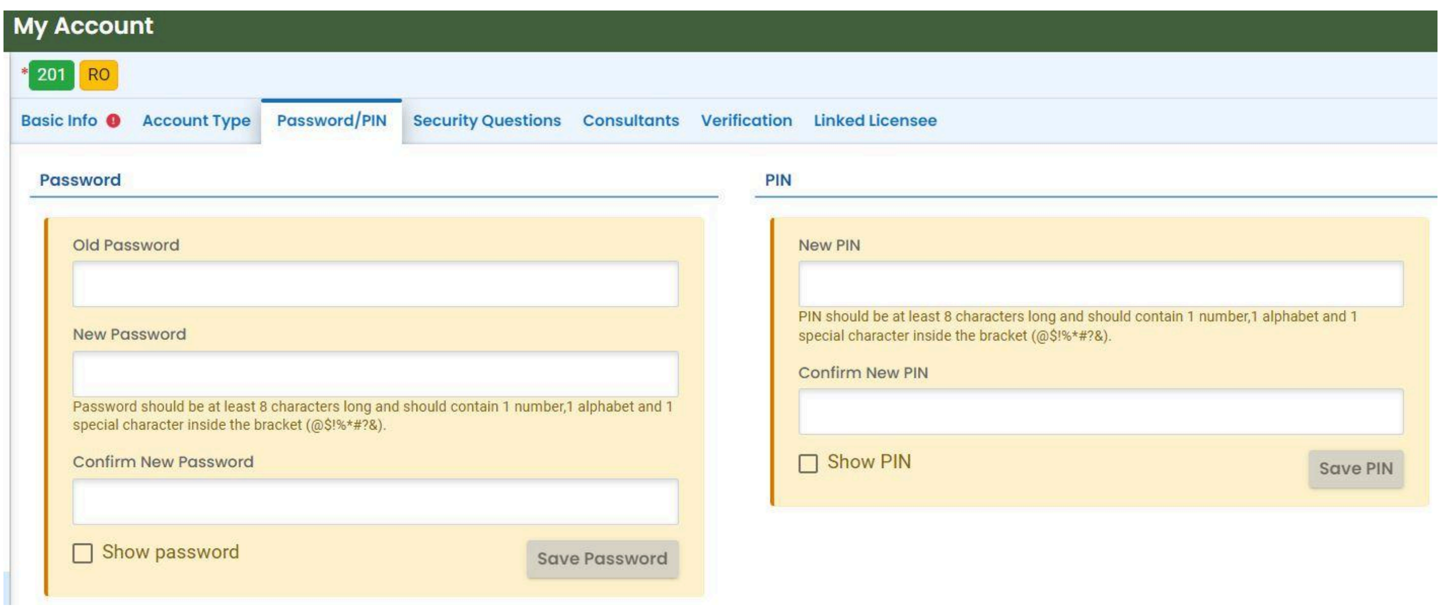
The Consultant needs to register with an email in the system.



My Account - Password/Pin

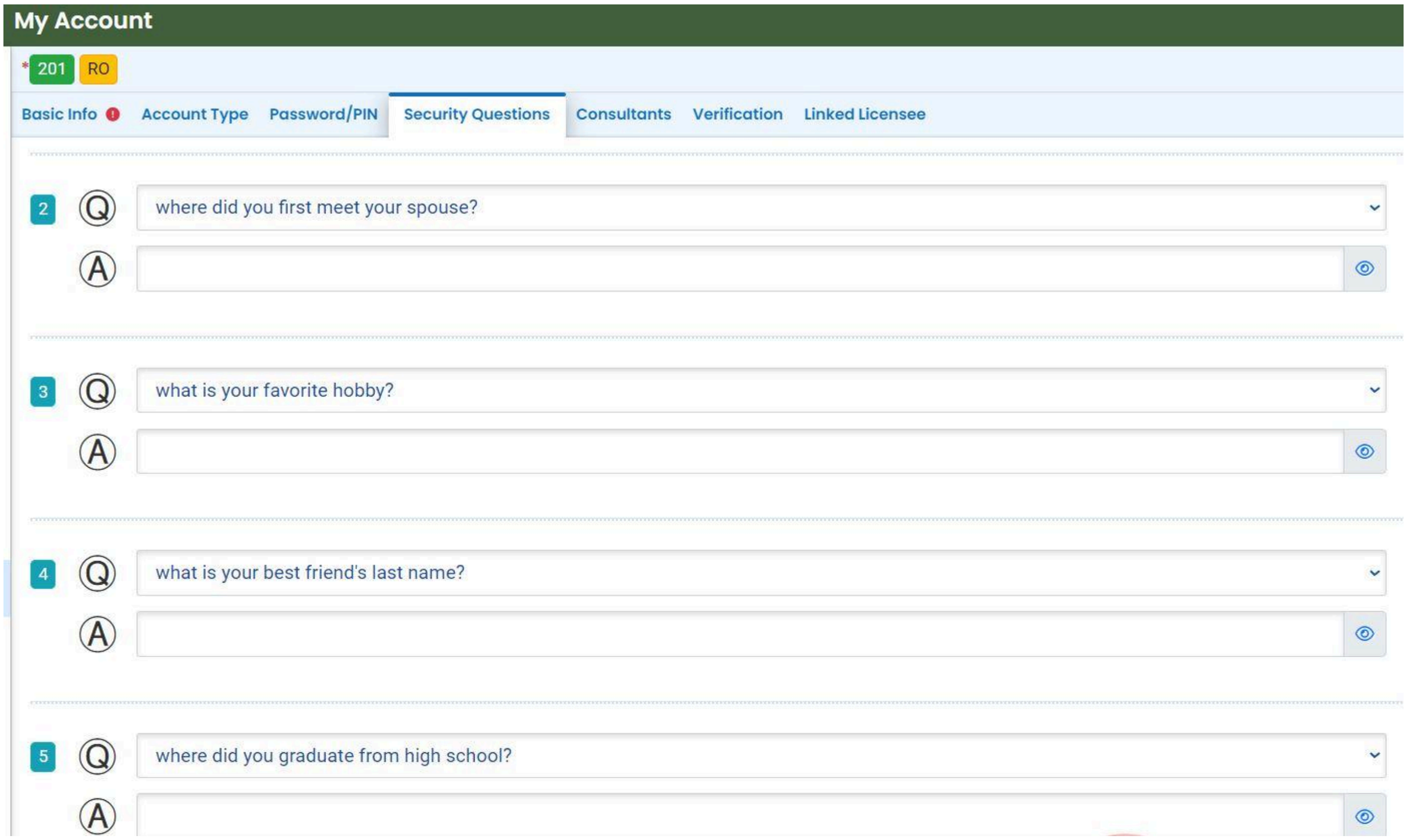
Password and PIN may be changed as needed, when logged in.

The agency strongly recommends keeping records of the User ID, Password, PIN, etc. for future login.



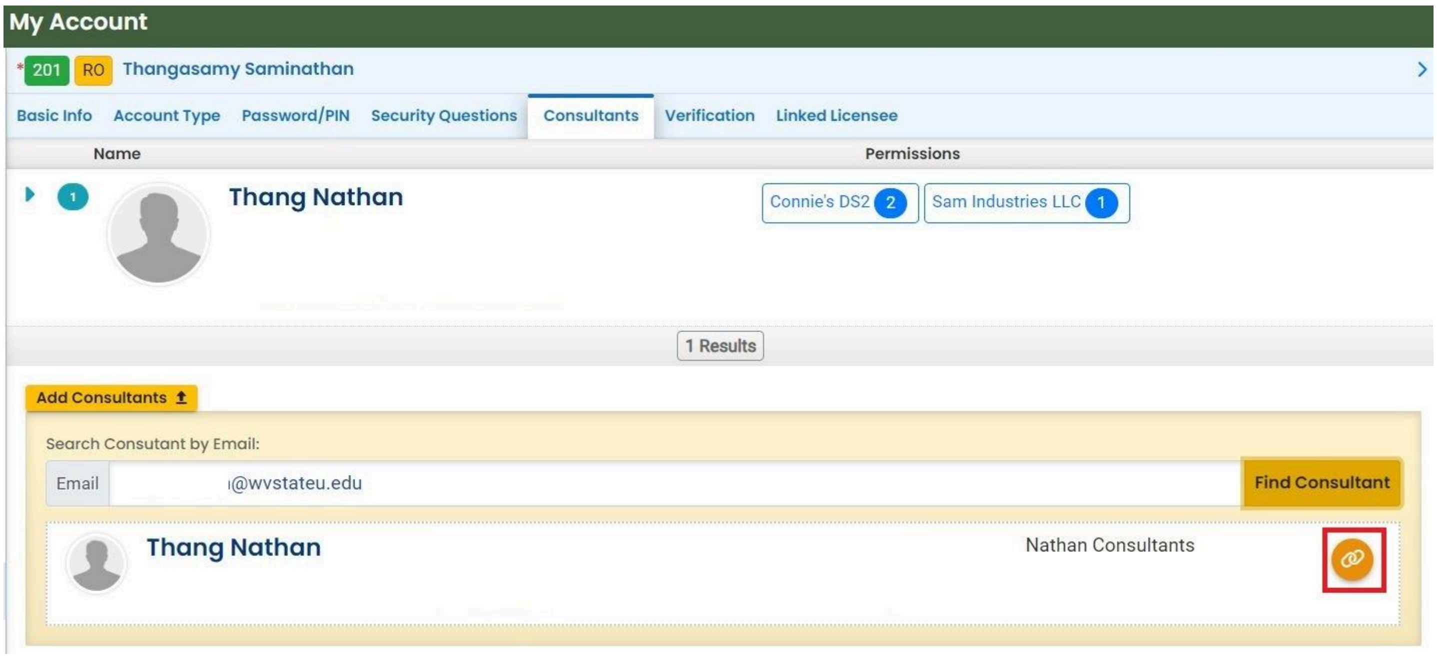
My Account - Security Questions

Security Questions were answered during registration.
The answers to these questions will be important for final submission of the application.



My Account - Adding Consultants

Consultants have to register using similar steps given for RO.
If an RO prefers consultants to prepare the submittals, the RO has to inform the consultant to register first in the PIE system.
The RO is then able to search for the approved consultants by email search and link (marked inside the red box). Consultants may be added at any time.



After linking the approved consultant, the RO can add permission for submittal types for the intended sites/facilities.
Select the consultant's name and select "Add Permissions".
Choose the submittal type and the site's name, select the " + " icon.

My Account - Linked Licensee

Approved licenses will appear in this section (for example, Monitoring Well Driller's License). Please link your license here.