



west virginia department of environmental protection

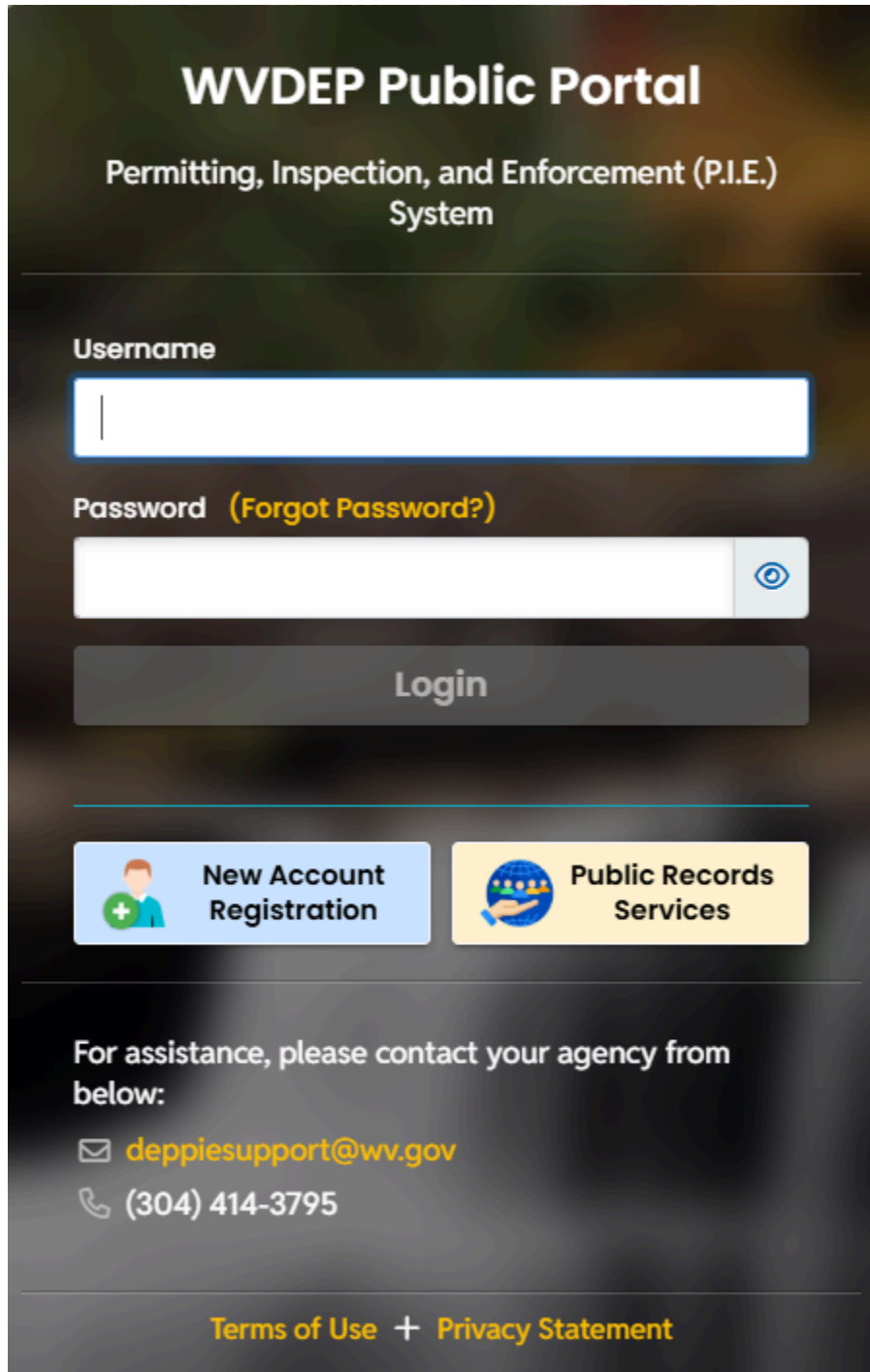
Last Updated Date: Jun 12, 2025

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".



The screenshot shows the WVDEP Public Portal interface. At the top, the title "WVDEP Public Portal" is displayed in large white letters, followed by the subtitle "Permitting, Inspection, and Enforcement (P.I.E.) System". Below this, there are input fields for "Username" and "Password". The password field includes a "Forgot Password?" link in yellow text and a toggle icon for visibility. A grey "Login" button is positioned below the password field. A horizontal line separates the login section from the registration and services section. This section contains two buttons: "New Account Registration" with a user icon and a "Public Records Services" button with a globe icon. At the bottom, a message states "For assistance, please contact your agency from below:" followed by an email address "deppiesupport@wv.gov" and a phone number "(304) 414-3795". A footer link for "Terms of Use + Privacy Statement" is also present.

WVDEP Public Portal

Permitting, Inspection, and Enforcement (P.I.E.)
System

Username

Password (Forgot Password?)

Login

New Account Registration

Public Records Services

For assistance, please contact your agency from below:

✉ deppiesupport@wv.gov

☎ (304) 414-3795

[Terms of Use](#) + [Privacy Statement](#)

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.

① Basic Information

② Account Type

③ Security Questions

④ Final Review

Personal Info

Title:

First Name

Required.

M.I.

Last Name

Required.

User Name

Required.

Email

Required.

Email will be used to send out the password. Please make sure it's valid.

Employer

Required.

Job Title

Mobile Phone Number

000-000-0000

Office Phone Number

000-000-0000x00000

Required.

A username will be suggested to you when you enter your first and last name.

You may change the suggested username in the Username field. Once your user account is created, your username cannot be changed.

Mailing Address

Address

Enter a location

Required.

Unit, Suite, or Floor #

City

Required.

State

WV (West Virginia)

Zip Code

00000-0000

Required.

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.

✓ Basic Information

2 Account Type

3 Security Questions

4 Review

Account Type

HELP ME CHOOSE

Please Note: Account Type cannot be changed once registered.

Account Type

☒ **RO**
A Responsible Officer (RO) is responsible for ensuring that information submitted to the Authority on behalf of an associated facility (or facilities) is accurate through the portal. The RO may permit a consultant to prepare a submittal in the system through an associated account, however, only the RO may certify and submit the submittal.
Help me choose

☐ **Consultant**
A Consultant may prepare a submittal form for a Responsible Official (RO). To prepare submittals for an RO, a Consultant account needs to be associated with an RO account (by the RO). Only an RO may certify and submit submittals.
Help me choose

☐ **General Public**
A Public account grants privileges to pay invoices and respond to the Authority's public notices. A Public account does not grant access to preparing or submitting a submittal in the portal.
Help me choose

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.

① Basic Information ② Account Type ③ Security Questions ④ Final Review

Security Questions

1 Q

Required.

A

Please select the question first.

2 Q

Required.

A

Please select the question first.

3 Q

Required.

A

Please select the question first.

4 Q

Required.

A

Please select the question first.

Final Review

Review all information for accuracy.

Select “I’m not a robot”

Select “Register” after verifying information.

WVDEP User Registration

① Basic Information ② Account Type ③ Security Questions ④ Final Review

Final Review

Joe Doe



I'm not a robot



Previous

Register

Registration Complete

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



Registration Successful

Congratulations! Your account has been created. To activate your account, please refer to the confirmation email for instructions.

If you do not receive the confirmation email within the next hour, please check your Junk Mail folder.

If you have any questions for account registration, please contact [deppiesupport@wv.gov]

Account Activation

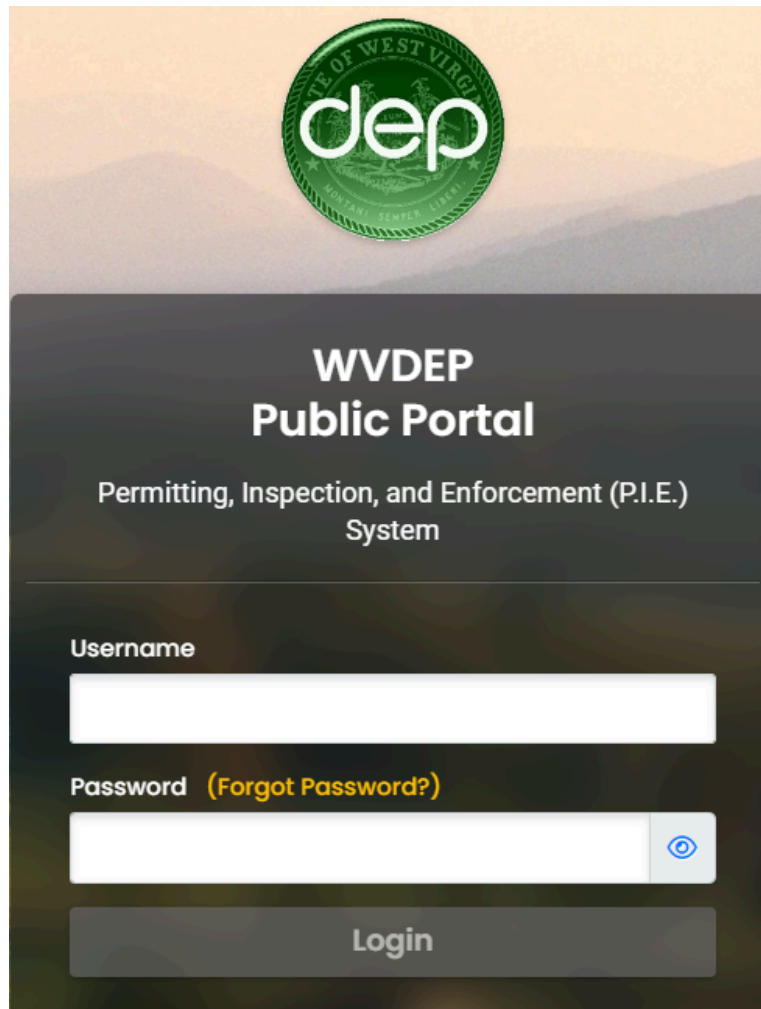
An account confirmation will be emailed with instructions from dep.online@wv.gov (check Junk/Spam folder).

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).




The image shows the login interface for the WVDEP Public Portal. At the top, there is a green circular seal with the text 'DEPARTMENT OF WEST VIRGINIA' and 'dep' in the center. Below the seal, the text 'WVDEP Public Portal' is displayed in white on a dark background. Underneath, it says 'Permitting, Inspection, and Enforcement (P.I.E.) System'. The login form consists of two input fields: 'Username' and 'Password'. The 'Password' field has a 'Forgot Password?' link in yellow text next to it. A blue eye icon is visible to the right of the password field, indicating a toggle for password visibility. A 'Login' button is located at the bottom of the form.

**WVDEP
Public Portal**

Permitting, Inspection, and Enforcement (P.I.E.)
System

Username

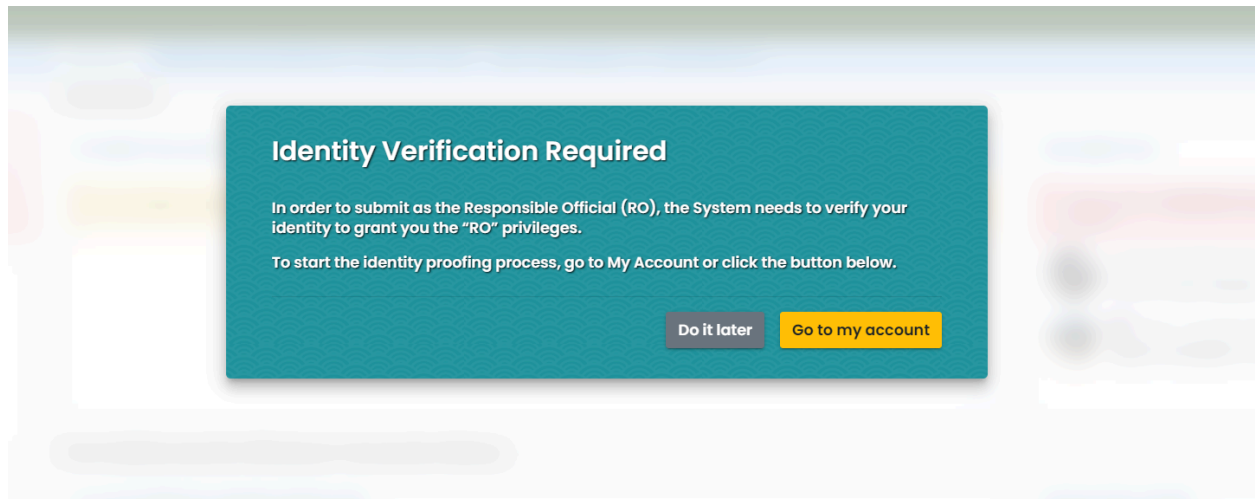
Password [\(Forgot Password?\)](#)
 

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.

[Basic Info](#) [Account Type](#) [Password/PIN](#) [Security Questions](#) [Consultants](#) [Verification](#) [Linked Licensee](#)

Personal identity is verified through [**E-Verify**].

E-Verify

Please provide information below to E-Verify yourself. Information provided here is for E-Verify purpose only, and will not be saved locally.

Make sure you are using your personal HOME information. If you have moved in past 6 months, please use your previous HOME address before your last move.

If successful, you will be informed promptly and can start using your account to certify/submit documents to the Authority. Due to security reasons, the System will only allow you for 3 trials.

If the E-Verify is not successful, it means the System is unable to authenticate your identity with the data you provided. In this case, please follow the ESA option to complete your identity proofing.

First Name *	Middle Initial	Last Name *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address Line 1 *		Address Line 2
<input type="text"/>		<input type="text"/>
City *	State *	Zip Code *
<input type="text"/>	WV	00000
Phone *	Date of Birth *	SSN (Last 4) *
0000000000	mm/dd/yyyy	0000

Electronic Signature Agreement (ESA)

Please print and sign an Electronic Signature Agreement below and mail it to the Authority at the address shown on the ESA. The Authority will verify your identity and make a decision on your 'RO' request.

You will receive an email notification after the Authority's decision is made. The ESA will take some time because it involves the mail delivery, paper handling, human checks, and data entries.

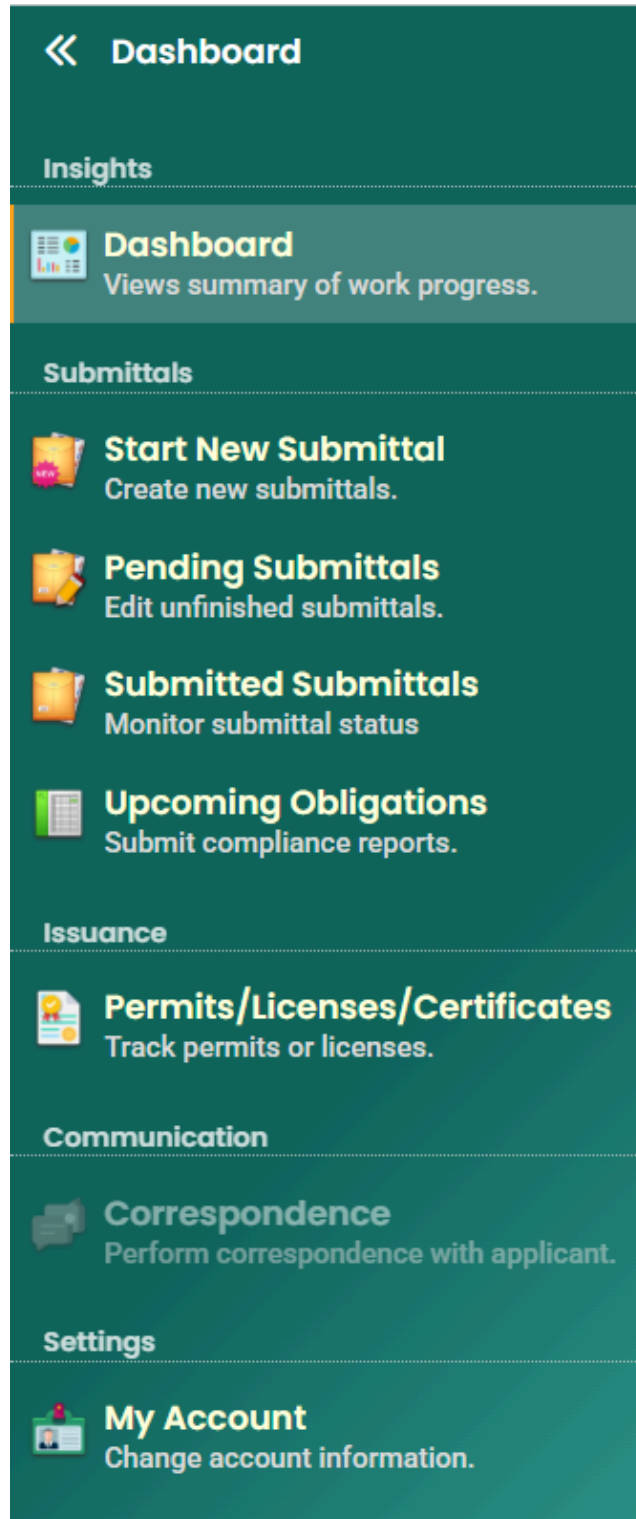
While you are waiting for the verification process to be complete, you will be able to access the system on a limited basis, but will not be able to submit a report.

Print and sign an Electronic Signature Agreement.

Print

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

201RO

Basic InfoAccount TypePassword/PINSecurity QuestionsConsultantsVerificationLinked Licensee

Basic Info

Title:

First Name

Required.

M.I.

Last Name

Required.

User Name

Email

Required.

Employer

Self


Job Title

Mobile Phone Number

000-000-0000

Office Phone Number

111-111-1111



Upload or Drag File Over

Mailing Address

Address

Enter a location

Required.

Unit, Suite, or Floor #

City

Required.

State

WV (West Virginia)

Zip Code

00000-0000

Required.

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

201

RO

Thangasamy Saminathan

Basic Info

Account Type

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Security Questions

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Account Type

Account type cannot be changed once assigned and saved.

☒ RO
A Responsible Officer (RO) is responsible for ensuring that information submitted to the Authority on behalf of an associated facility (or facilities) is accurate through the portal. The RO may permit a consultant to prepare a submittal in the system through an associated account, however, only the RO may certify and submit the submittal.

☐ Consultant
A Consultant may prepare a submittal form for a Responsible Official (RO). To prepare submittals for an RO, a Consultant account needs to be associated with an RO account (by the RO). Only an RO may certify and submit submittals.

☐ General Public
A Public account grants privileges to pay invoices and respond to the Authority's public notices. A Public account does not grant access to preparing or submitting a submittal in the portal.

Submittal Groups

Submittal group will affect your access right of submittals.

☒ 1 Dust Suppressant

☐ 1 Groundwater Quality Standards

☐ 3 Hazardous Waste

☐ 1 Solid Waste

☐ 3 Water Use

☐ 1 Groundwater Protection Funds

☐ 1 Groundwater Quality Variance

☒ 2 Monitoring Wells

☐ 1 UIC - Underground Injection Control

☒ 1 Groundwater Protection Plans

☐ 1 Groundwater Remediation

☐ 2 Monitoring Wells Driller Certification

☐ 8 Underground Injection Control



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

201 RO Thangasamy Saminathan

Basic Info Account Type Password/PIN Security Questions Consultants Verification Linked Licensee

Sam Industries LLC 3
4301 MacCorkle Ave SE, Charleston, WV 25304-2503 1105230 1 Groundwater Protection Plans

Add Permissions

Picked Sites (0):
Select sites from below.....

Picked Submittal Groups (0):
Select groups from below.....

Available Sites

Site Name	Address	Site ID	Status
<input type="checkbox"/> OMNI SERVICES, INC. [DEP USE ONLY]	14115 LOVERS LN, CULPEPER, VA 22701 NA	1218233	Authorized
<input type="checkbox"/> "S&H" RENTALS [DEP USE ONLY]	PO BOX 774, ELKINS, WV 26241	1227098	Authorized
<input type="checkbox"/> (FLF) FILMONT LANDFILL	3201 KANAWHA TURNPIKE, SOUTH CHARLESTON, WV 25303	1240497	Authorized
<input type="checkbox"/> O-6 ENTERPRISES [DEP USE ONLY]	PO BOX 66, CAMP CREEK, WV 25820	1213627	Authorized
<input type="checkbox"/> 003WV, LLC [DEP USE ONLY]		1213805	Authorized

Total: 29058

Available Submittal Groups

Submittal Group	Count	Status
<input type="checkbox"/> Dust Suppressant	1	Authorized
<input type="checkbox"/> Groundwater Protection Plans	1	Authorized
<input type="checkbox"/> Monitoring Wells	2	Authorized

Total: 3

My Account - Account Type

Consultant Registration:

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

The screenshot shows the 'My Account' page with a dark green header. Below the header, a navigation bar displays '209 Consultant Thang Nathan' and a right arrow. The main navigation tabs are 'Basic Info', 'Account Type', 'Password/PIN', and 'Security Questions'. The 'Account Type' tab is active, showing a warning message: 'Account type cannot be changed once assigned and saved.' Below this, three account type options are presented: 'RO' (Responsible Officer), 'Consultant' (selected with a radio button), and 'General Public'. Each option includes a brief description of its role and permissions. A sidebar on the right shows 'My ROs' with a list of ROs and a person icon.

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.

The screenshot shows the 'My Account' page with a dark green header. Below the header, a navigation bar displays '201 RO' and a right arrow. The main navigation tabs are 'Basic Info', 'Account Type', 'Password/PIN', 'Security Questions', 'Consultants', 'Verification', and 'Linked Licensee'. The 'Password/PIN' tab is active, showing two sections: 'Password' and 'PIN'. The 'Password' section has fields for 'Old Password', 'New Password', and 'Confirm New Password', with a note: 'Password should be at least 8 characters long and should contain 1 number, 1 alphabet and 1 special character inside the bracket (@!%*#?&).' There is a 'Show password' checkbox and a 'Save Password' button. The 'PIN' section has fields for 'New PIN' and 'Confirm New PIN', with a note: 'PIN should be at least 8 characters long and should contain 1 number, 1 alphabet and 1 special character inside the bracket (@!%*#?&).' There is a 'Show PIN' checkbox and a 'Save PIN' button.

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

201 RO

[Basic Info](#) [Account Type](#) [Password/PIN](#) [Security Questions](#) [Consultants](#) [Verification](#) [Linked Licensee](#)

2

Q

where did you first meet your spouse?

A

3

Q

what is your favorite hobby?

A

4

Q

what is your best friend's last name?

A

5

Q

where did you graduate from high school?

A

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.

My Account

* 201 RO Thangasamy Saminathan

Basic Info Account Type Password/PIN Security Questions **Consultants** Verification Linked Licensee

Name Permissions

1 Thang Nathan

Connie's DS2 2 Sam Industries LLC 1

1 Results

Add Consultants

Search Consultant by Email:

Email i@wvstateu.edu Find Consultant

Thang Nathan Nathan Consultants

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.

Basic Info Account Type Password/PIN Security Questions Consultants Verification **Linked Licensee**

No Licensee associated yet.

Add Licensees