

## How to Update Contact Information for Your NetDMR Account

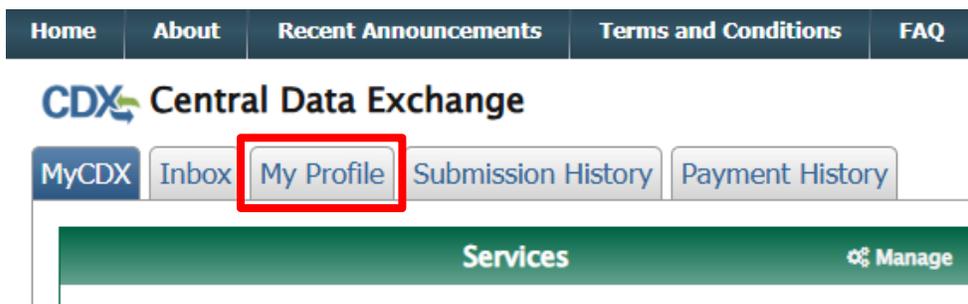
If a user needs to update the contact information for their NetDMR account, including organization name, organization address, email address, or phone number, they can follow the instructions below to update the organization information in their CDX profile. Users are also encouraged to notify TDEC staff about changes to contact information so that permit contact information can be updated in TDEC’s internal database.

If an inactive or secondary email address is associated with a user’s NetDMR account, users should update their CDX profile to include their primary email address, in order to receive official communications from NetDMR, as required by the NetDMR terms of use and NPDES permit requirements.

For assistance with NetDMR account registration or reporting in NetDMR, contact the Tennessee Department of Environment and Conservation’s NetDMR Regulatory Administrator Bri Begley at (423) 268-4770 or [Brianne.Begley@tn.gov](mailto:Brianne.Begley@tn.gov). For changes to a user’s first or last name, contact the CDX Help Desk at (888) 890-1995.

### Instructions for updating organization information in your CDX profile

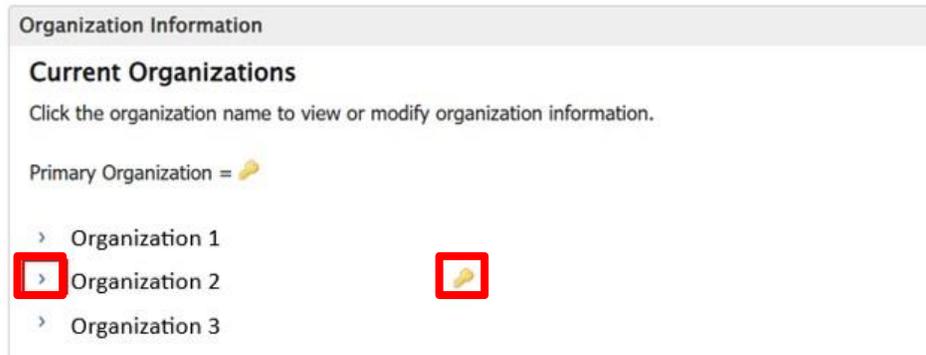
1. Go to [CDX.epa.gov](https://CDX.epa.gov), enter your User ID, and click Next.
2. Click Proceed to Login.gov, then sign in to your Login.gov with your two-factor authentication method. After successful sign in, you will be redirected back to the CDX homepage.
3. From the CDX homepage, click on the My Profile tab.



4. Scroll down to Organization Information and click on Modify Organization Information.

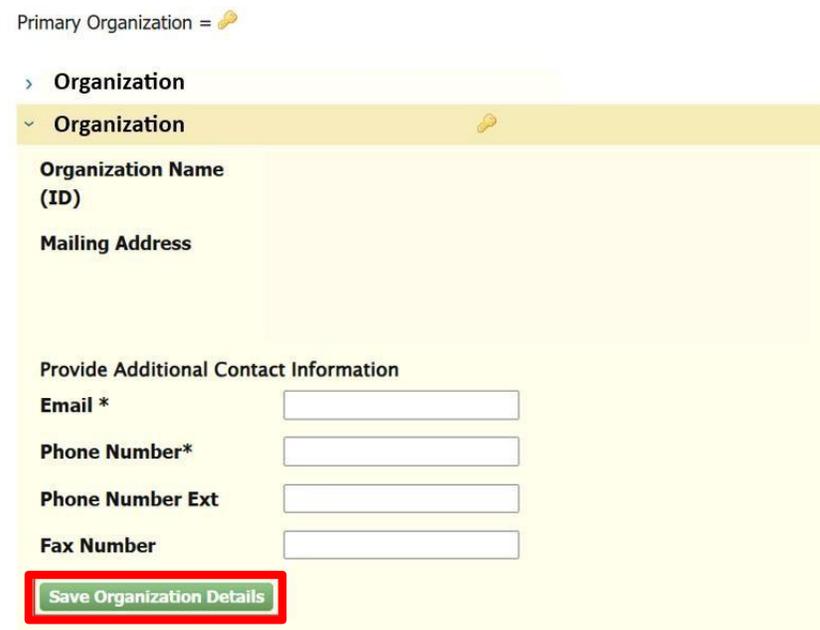


- From the Modify Organization Information tab, scroll down to Current Organizations.
- Expand the drop-down menu next to the left of your Primary Organization.\*



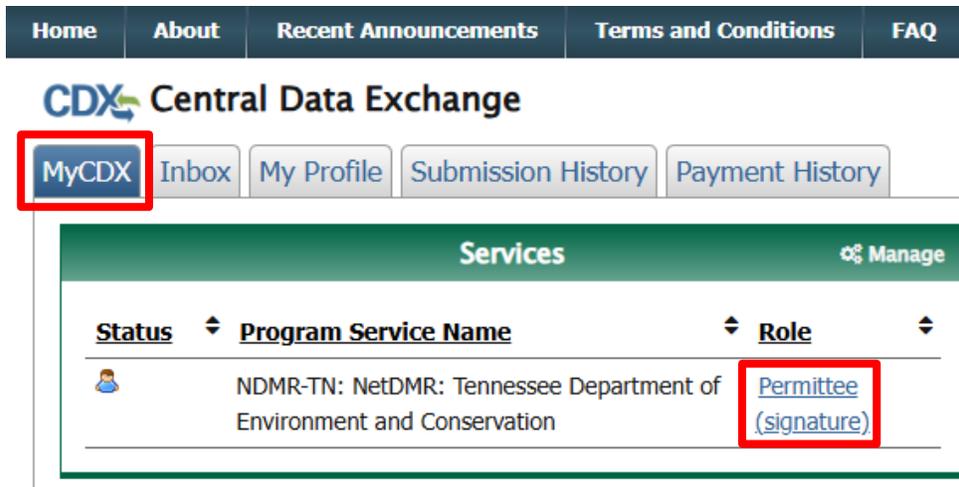
\* If a Primary Organization is not listed in your CDX profile, follow the steps to add a new organization starting on Page 4.

- Enter your **updated** Email address and Phone Number, then click [Save Organization Details](#).



- An email confirmation message will be sent to the email address entered in the organization details.
- To complete the change, click on the link in the email, which will direct you back to your profile in CDX with a notification that the organization information has been successfully updated.

10. To confirm that the information has been updated in your NetDMR account, click on the [My CDX](#) tab, then click on your NetDMR role.



11. Click [Continue to NetDMR](#) to continue to the NetDMR homepage.

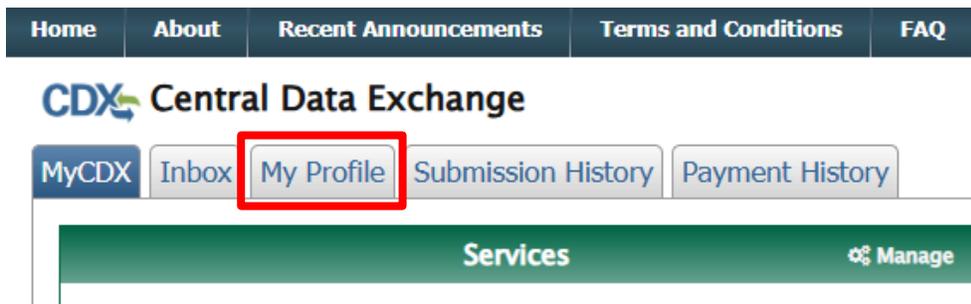


12. From the NetDMR homepage, click on [My Account](#) link at the top-right corner, then scroll down to confirm that your email address has been updated in your NetDMR profile.

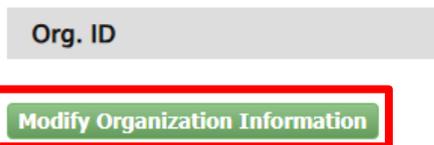


## Instructions for updating organization information if a Primary Organization is not listed in your CDX Profile

1. Go to [CDX.epa.gov](https://cdx.epa.gov), enter your User ID, and click Next.
2. Click Proceed to Login.gov, then sign in to your Login.gov with your two-factor authentication method. After successful sign in, you will be redirected back to the CDX homepage.
3. From the CDX homepage, click on the My Profile tab.



4. Scroll down to Organization Information and click on Modify Organization Information.



5. Scroll down to New Organization, enter your organization name, then click Search.

### New Organization

New organizations can be added to your profile. Search for your organization using the text box below.

Enter organization or organization ID

6. Click on the link to request that we add your organization, then follow the steps to manually enter your organization's name, address, and your current contact information.

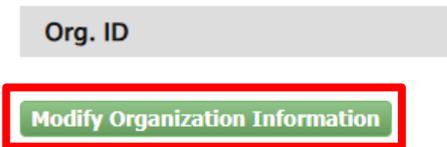
Can't find your organization? [Use advanced search](#) or [request that we add your organization](#)

7. After you confirm that your Organization Name, Organization Address, email address, and phone number are correct, click Submit Request for Access.

- An email confirmation message will be sent to the email address entered in the organization details.

To complete the change, click on the link in the email, which will direct you back to your profile in CDX with a notification that the organization information has been successfully updated.

- Next, scroll down to Organization Information and click on Modify Organization Information again.



- Scroll down to Current Organizations, expand the drop-down menu next to the updated organization, and click Make Primary to finalize your changes.



- You will receive a notification that the organization information has been successfully updated in CDX.

- To confirm that the information has been updated in your NetDMR account, click on the [My CDX](#) tab, then click on your NetDMR role.



- Click [Continue to NetDMR](#) to continue to the NetDMR homepage.



- From the NetDMR homepage, click on [My Account](#) link at the top-right corner, then scroll down to confirm that your email address has been updated in your NetDMR profile.

