

## FAQ

Last Updated: April 5, 2012

**Q: I am trying to log-in but the system will not accept my username and password. How can I get access?**

A: First, make sure you are accessing the correct system URL at <https://imerc.newmoa.org/Public>. If you are still having trouble, click on the “Forgot your login user name or password?” link on the system’s main page.

**Forgot Your Password?**

If you already have an account and have forgotten your user name or password, please enter your email address in the box provided below. Your user name and password will be emailed to the email address provided. For users with multiple accounts using the same email address, please contact the IMERC Coordinator to retrieve your user name and/or password.



**\* Request Your Login User Name/Password Information**

\* Email Address:

[Back To Login](#) [Submit](#)

**Q: After submitting my Form, when can I begin another one?**

A: You can only have one active submission in the system at a time. You must wait until your first submission is approved before moving onto the next one. The system will not present you with a “Renew” or “Update” button to begin the next filing until this happens. You will receive an email once your pending submission is approved.

View Approval Letter	Renew/Update	Application ID	Notification Type	Notification Form	Notification Year	Approval Date
	<a href="#">Renew</a>	390	Triennial Notification	Single Lamp	2004	
		319	Triennial Notification	Single Lamp	2001	09/27/2005

**Q: Why is there already product data listed in my submission?**

A: The IMERC e-filing system transfers company, contact, and product information from your company’s most recent submission and pre-populates your current submission with that data. If there are errors with the product information (e.g., the mercury content for a product is incorrect), please contact the IMERC Coordinator to discuss the necessary corrections. If there are products listed that you no longer manufacture or distribute, you can remove them from the newest filing.

**Q: Can another person from my company obtain a user account?**

A: In order to connect past submissions to the new e-filing system, only one company account can be issued. You may share that one account among multiple users.

**Q: Can I change my username? The username I received seems to be for a former contact.**

A: The usernames for some companies were created using previous contact information. If you would like to update the username, please send your preferred username to [imerc@newmoa.org](mailto:imerc@newmoa.org) and we will implement the change. Please note that you may continue your submission using the old username.

**Q: Who should “sign” the Notification Form?**

A: As was required for the previous paper Notification Forms, a Senior Management Official must verify that the information on the Form is accurate.

- 1) If the user account is in the name of that Official, no additional steps are required. On the submission page, click the checkbox and answer the security question

**Certification of Submission**

The IMERC-member states require certification of the information in this submission by an authorized senior management official. If the owner of this online account is not a senior management official - a corporate officer or the individual responsible for the overall operation of a facility or an operational unit of a facility, such as a plant manager, superintendent, manager of environmental programs, or person of equivalent responsibility – you must visit the [IMERC website](#), download a certification form to be signed by a senior management official, attach a copy of the signed form to this submission, and proceed by checking the Certification of Submission box below.

If the owner of this online account is a senior management official as defined above, you may certify this submission by checking the Certification of Submission box below. A signed certification form is not required.

\* I have personally examined and am familiar with the information in this submission and all attachments thereto, and I certify that, based on reasonable investigation, including my inquiry of the individuals responsible for obtaining the information, the submitted information is true, accurate, and complete to the best of my knowledge and belief. I understand that a false statement in the submitted information may be punishable as a criminal offense, in accordance with the applicable IMERC members' state laws.

- 2) If the user account is not in the name of a Senior Management Official, you must download, complete, and attach (on the attachments page in the e-filing system) the certification Form located on IMERC’s website: <http://www.newmoa.org/prevention/mercury/imerc/efiling.cfm>

**Q: Why am I unable to edit most of the product data fields?**

A: Product information is pulled from previously approved filings and the IMERC-member states assume that data is correct and accurate. The states consider changes to the locked data fields (including mercury content) to be a new “version” of the product.

- If previously reported data is incorrect, contact the IMERC Coordinator to make the necessary corrections (see FAQ #3 noted above)

- If previously reported data has changed and you are unable to edit the necessary fields, first create a new “version” of the product that reflects the current information. Then “phase-out” the old version of the product by clicking the red “x” next to the product name and entering the phase-out date (approximately when the product change occurred) and reason (e.g., lower mercury content, different component, different name)

★ Phase Out Date:  
09/01/2011

★ Phase Out Reason:  
test

Phase Out Cancel

**Q: After I entered the Total Mercury value for the first product in the list, I clicked “Next” to move to the next product and received an error message. What did I do wrong?**

A: The “Previous” and “Next” buttons at the bottom of each screen are only meant to navigate to different pages within the submission process. To move to a new product, simply click on the product name in the listing on the left-hand side of the page. Clicking “Next” will try and bring you to the next page in the process and will validate the product information. If the required fields have not been entered for all of the products, the system will display an error message.

**Q: I received an error message on the Product Information page, but do not know what product it is referencing. How can I tell?**

A: If a product is missing data in a required field and fails validation, a red “!” will show up next to the product(s) that require attention. In the example below, the system indicates that “Product 1” is missing information:

Products Add New

Product 1	✖
Component:	
Location:	
Mercury:	> 10 mg and ≤ 50 mg
Product 2	✖
Component:	
Location:	
Mercury:	> 100 mg and ≤ 1000 mg

**Q: If nothing about our products has changed since the last submission, do I need to enter any product information?**

A: If no changes to your products have occurred since your last submission, the only data you will need to add is the Total Mercury for each product listed on the Product Information page.

**Q: Our company needs to submit a Notification Form for previous reporting years, in addition to our 2010 Triennial submission. Can I submit the 2010 Form first to come into compliance?**

A: The e-filing system requires previous reporting years to be completed first, before a company can complete the most recent submission. For example, you must enter your filings in chronological order, starting with 2001, 2004, 2007, and so on. Because the system pre-populates a Form with past data, those previous submissions must be entered into the system. If you need to submit past Forms, please contact the IMERC Coordinator for more information.

**Q: I am reporting a product that contains four mercury-added components. Should the mercury content listed for that product be for the entire product, or for each component?**

A: The mercury content listed for a product should be **per component**, not for the entire product. For example, if a TV monitor contains four mercury-added lamps that each contains 4mg of mercury, the “mercury content” should be listed as 4mg.

The total mercury, however, should be **per product**. For the TV monitor example above, the entire product contains 16 mg of mercury. If 1,000 units were sold in 2010, the “total mercury” for that product would be 16 grams.