

Contact Us

Before you contact the GHGRP Help Desk, please check if your question is answered below. Click on the question to view the answer.

User Name, Password, and Security Question Issues

To retrieve your e-GGRT user name, click on the "Forgot your User Name?" link on the e-GGRT login page at <https://ghgreporting.epa.gov> and follow the instructions.

You'll need to reset your password.

To reset your password, follow these steps:

1. On the e-GGRT login page (<https://ghgreporting.epa.gov>), click on the "Forgot your Password?" link.
2. Enter your User Name and email address associated with the user account and click SUBMIT.
3. Answer your security question and click SUBMIT. (If you are unable to successfully answer your security question you will need to contact the CDX Help Desk at 1-888-890-1995)
4. A confirmation page appears. Click OK.
5. A one-time use password will be emailed to you. Please be patient and wait for the email to arrive. If you do not receive the email, please check your spam/junk mail folder and/or your deleted items/trash folder for the email. You also should check to be sure that your system accepts email from the domain "@ccdsupport.com"
6. Login to e-GGRT using your User Name and one-time temporary password. You will be prompted to change the one-time temporary password.
7. Enter the one-time temporary password in the Current Password field.
8. Enter your new password (one of your choosing) in the New Password field. Refer to the [Password Requirements](#) page for additional details.
9. Confirm the new password.
10. Click Save.
11. The password change is complete.
You'll need to reset your password.

To reset your password, follow these steps:

1. On the e-GGRT login page (<https://ghgreporting.epa.gov>), click on the "Forgot your Password?" link.
2. Enter your User Name and email address associated with the user account and click SUBMIT.
3. Answer your security question and click SUBMIT. (If you are unable to successfully answer your security question you will need to contact the CDX Help Desk at 1-888-890-1995)
4. A confirmation page appears. Click OK.
5. A one-time use password will be emailed to you. Please be patient and wait for the email to arrive. If you do not receive the email, please check your spam/junk mail folder and/or your deleted items/trash folder for the email. You also should check to be sure that your system accepts email from the domain "@ccdsupport.com"
6. Login to e-GGRT using your User Name and one-time temporary password. You will be prompted to change the one-time temporary password.
7. Enter the one-time temporary password in the Current Password field.
8. Enter your new password (one of your choosing) in the New Password field. Refer to the [Password Requirements](#) page for additional details.
9. Confirm the new password.
10. Click Save.
11. The password change is complete.

To unlock the account, you'll need to reset your password by following these steps:

1. On the e-GGRT login page (<https://ghgreporting.epa.gov>), click on the "Forgot your Password?" link.
2. Enter your User Name and email address associated with the user account and click SUBMIT.
3. Answer your security question and click SUBMIT. (If you are unable to successfully answer your security question you will need to contact the CDX Help Desk at 1-888-890-1995)
4. A confirmation page appears. Click OK.
5. A one-time use password will be emailed to you. Please be patient and wait for the email to arrive. If you do not receive the email, please check your spam/junk mail folder and/or your deleted items/trash folder for the email. You also should check to be sure that your system accepts email from the domain "@ccdsupport.com"

6. Login to e-GGRT using your User Name and one-time temporary password. You will be prompted to change the one-time temporary password.
 7. Enter the one-time temporary password in the Current Password field.
 8. Enter your new password (one of your choosing) in the New Password field. Refer to the [Password Requirements](#) page for additional details.
 9. Confirm the new password.
 10. Click Save.
 11. The password change is complete.
- If you are unable to successfully answer your security question you will need to contact the CDX Help Desk at 1-888-890-1995. The GHGRP Help Desk cannot provide assistance with security question issues.

Challenge Question Issues

You'll need to reset your Challenge Questions:

1. Login to e-GGRT.
2. Near the right corner of the page, click on "My Profile".
3. Click on the "Reset My Challenge Questions" link.
4. Click on the "request a Reset PIN" link.
5. When you click the "request a Reset PIN" link, a one-time use PIN will be immediately emailed to you.
6. After receiving the email, paste the PIN in the "Reset PIN" field and click the SUBMIT button.
7. Choose and answer each challenge question. Please be sure that each answer entered is different from the answers for the other challenge questions and that there are no extra spaces at the end or beginning of any text that you enter.
8. Hit the SAVE button when done.

You'll need to reset/establish your Challenge Questions:

1. Login to e-GGRT.
2. Near the right corner of the page, click on "My Profile".
3. Click on the "Reset My Challenge Questions" link.
4. Click on the "request a Reset PIN" link.
5. When you click the "request a Reset PIN" link, a one-time use PIN will be immediately emailed to you.
6. After receiving the email, paste the PIN in the "Reset PIN" field and click the SUBMIT button.
7. Choose and answer each challenge question. Please be sure that each answer entered is different from the answers for the other challenge questions and that there are no extra spaces at the end or beginning of any text that you enter.
8. Hit the SAVE button when done.

You should reset your Challenge Questions:

1. Login to e-GGRT.
2. Near the right corner of the page, click on "My Profile".
3. Click on the "Reset My Challenge Questions" link.
4. Click on the "request a Reset PIN" link.
5. When you click the "request a Reset PIN" link, a one-time use PIN will be immediately emailed to you.
6. After receiving the email, paste the PIN in the "Reset PIN" field and click the SUBMIT button.
7. Choose and answer each challenge question. Please be sure that each answer entered is different from the answers for the other challenge questions and that there are no extra spaces at the end or beginning of any text that you enter.
8. Hit the SAVE button when done.

Facility Access and Appointment Issues

To gain access to the facility, either the current Designated Representative (DR) or the current Alternate Designated Representative (ADR) will need to add you to the facility in e-GGRT. For details and instructions, the DR or ADR should refer to the GHGRP Help site at <http://www.ccdsupport.com> and under the "Learn about e-GGRT" section, click on the "Changing DR and ADR" link and the "Changing Agents" link.

To gain access to the facility, either the current Designated Representative (DR) or the current Alternate Designated Representative (ADR) will need to add you to the facility in e-GGRT. For details and instructions, the DR or ADR should refer to the GHGRP Help site at <http://www.ccdsupport.com> and under the "Learn about e-GGRT" section, click on the "Changing DR and ADR" link and the "Changing Agents" link.

The current Designated Representative (DR), or the current Alternate Designated Representative (ADR), or one of the current Agents should initiate a change in DR by logging into e-GGRT and clicking the Facility Management tab. Next, click on the Facility Name. On the Facility Summary page, click the CHANGE button next to the DR's name. Follow the instructions on the next page that appears. See <http://www.ccdsupport.com/confluence/display/help/Changing+DR+and+ADR> for additional details.

If the current DR, current ADR, or current Agent(s) are unwilling or unable to change the DR, then a facility reset can be initiated which will essentially remove the current DR and replace him/her with someone else.

The facility reset request should be sent to the GHGRP Help Desk (ghgreporting@epa.gov) and must include the facility's name and GHGRP ID, the basis for the reset request, and the following information:

Name of the current DR
Phone number of the current DR
Email address of the current DR

Name of the new DR
Phone number of the new DR
Email address of the new DR

The new DR will have the opportunity to appoint a new ADR as well as the opportunity to retain the current DR's Agents and/or appoint new Agents. In e-GGRT, a user may not have more than one role at a single facility. If you wish to accept the invitation, you will need to be removed as the Agent before you can accept the new invitation.

The person you are the Agent for (Designated Representative (DR) or Alternate Designated Representative (ADR)) can remove you by following these steps:

1. Login to e-GGRT
2. Click on the Facility Management tab.
3. Click on the facility name
4. On right side of the Facility Summary page, in the table which lists the Agents, click the check box next to the Agent's name.
5. Click the "Remove selected" link below the table.

Refer to <http://www.ccdsupport.com/confluence/display/help/Changing+Agents> for additional details.

OR

You may remove yourself by following these steps:

1. Login to e-GGRT
2. In the ACCESS YOUR FACILITIES table, click on the facility name.
3. On right side of the Facility Summary page, below the table which lists the Agents, click the "Remove self as Agent" link".

Pending Certificate of Representation Issues

You should view the Facility Summary page for more detailed information as to why the Certificate of Representation (COR) for your facility is pending. To view the Facility Summary page, login to e-GGRT and click on the Facility Management tab. Next, click on the facility name and the Facility Summary page will appear. See [About Facility Management](#) for additional information.

If the Facility Summary page indicates the COR is pending because the new Designated Representative (DR) has not accepted the DR invitation code, then the new DR needs to accept the DR invitation code before the facility profile can be updated.

If the Facility Summary page indicates the COR is pending because the Alternate Designated Representative (ADR) has not accepted the ADR invitation code, then the ADR needs to accept the ADR invitation code before the facility profile can be updated. Alternatively, the Designated Representative (DR) can revoke the ADR appointment. This revocation will clear the pending status and allow the facility profile can be updated. The DR may re-appoint the ADR at a later time if he wishes. See [Revoking a Pending ADR Appointment](#) for details.

Note: Only the DR or ADR for the facility may make changes to the facility profile. Agent cannot make these changes.

Pending Notice of Delegation Issues

An Agent may submit a report on behalf of the Designated Representative (DR) or Alternate Designated Representative (ADR). However, before an Agent can submit a report the electronic Notice of Delegation (NOD) from the DR or the ADR specific for that Agent must be electronically signed.

If you are unable to submit the report because e-GGRT indicates the NOD is pending, then either the DR and/or the ADR needs to electronically sign the NOD.

When the DR and/or ADR logs into e-GGRT, he should see a "Sign Notice of Delegation" link in the Action Required section of his home page. He should click on the link and follow the instructions to complete the process. Once the DR and/or ADR completes the NOD signing process, the Agent will have the ability to submit the report.

See [Notice of Delegation](#) for additional information about the NOD.

Still Have a Question?

If you cannot find the answer to your question and need further assistance, click [HERE](#) for GHGRP Help Desk Contact information or search our full library of [Frequently Asked Questions](#)