

## Tier II FAQs

- Q. When attempting to complete my filing worksheet, I receive a *'Not Ready to File'* status. How do I get a *'Ready to File'* status?
- A. Go to your facility information page and select 'edit'. On the top of the form, check the box next to 'Ready for Filing' and select 'save'. This will change your status to 'Ready to File'. You may then proceed to your Filing Worksheet and complete your filing.
- Q. I have more than one facility. Do I need a User ID and Password for each facility?
- A. Not necessarily. You may have all your facilities on one User ID and Password. If more than one person is entering information for multiple facilities, an option is to have each person obtain their own User ID and Password. It is at the discretion of each facility/filer what option they choose.
- Q. I received my User ID and Password, but the Facility ID Number that I received is not mine. What should I do?
- A. This sometimes occurs when applying for a new 'User ID and Password', but a 'new facility' is created in error. Under the question *'Did your company file a Tier II last year?'*, if the answer is 'YES', then put your company's Facility ID number in the block and select 'search'. If the answer is 'NO' (you have never filed a Tier II for your facility), then select *'Create a new User ID for a new Facility'*. If you inadvertently create a 'new facility', you will need to contact the Right-to-Know Unit at (225) 925-4893 to have it removed.
- Q. How can I add additional facilities to my User ID?
- A. Send an email to the Right-to-Know Unit at [RTK.Tier2@dps.la.gov](mailto:RTK.Tier2@dps.la.gov) listing the facilities you need access to and the type of 'Status' you need for each. There are three types of Status for Tier II filers: 'Reader' - which allows you only to read the information, 'Editor' - which allows you to make changes to facility information and chemical inventory sections, and 'Filer' - which allows you to both edit information and complete the Filing Worksheet section to officially file your report. Also, please state why you need access to these facilities – Are you replacing the previous filer? Did your company purchase or sell these locations? Do you need to correct the Facility Name or Company Owner/Operator Name?

NOTE: Each screen has a 'HELP' link should you have any questions or concerns.