

# General STEERS Account Information

The Online STEERS Participation Agreement allows you create and maintain a STEERS account. Your account must have a signed STEERS Participation Agreement (SPA) on file before you can fully access the STEERS application. The SPA may be either printed, signed, and mailed or signed electronically (if you have a class C Texas Drivers License).

## STEERS Account FAQ

- **Accounts are created for an individual, not a company.** Each individual who needs access to report for a company must create a STEERS account and submit a signed SPA.
- **Accounts may not be transferred from one person to another.** If you no longer need STEERS access, you should request that your account be archived.
- **If you leave a company to work for another company, you take your STEERS account with you.** You must remove the previous company's IDs and add the program area(s) for the new company. Please do not try to create a new account.
- **An account password is the electronic signature of the account holder.** For this reason, account numbers and passwords should never be shared.
- **Modifications to an account must be made by the account holder after logging into the STEERS application.**
- **An account holder may only have one account.** STEERS will allow you to report for multiple companies using a single account.
- **Each account must have a unique email address.** You cannot use a generic email address. You should keep your account information up to date.
- **Accounts must be renewed every two years.** You will receive an email when your account is about to expire. A warning message will also display on the STEERS Home page.
- **Account authorizations must be renewed every two years.** You will receive an email when you have authorizations about to expire.
- **Account passwords must be changed at least once a year.**

### Password Requirements:

It must be between 8 and 20 characters long.

It must contain at least one number.

It must contain at least one letter.

It must contain letters and numbers only.

It may not begin with a number.

It is not case sensitive.

It must be different from the current password.

- **An account holder must select and answer 5 security questions.**

# Create a STEERS Account

1. Access STEERS at <https://www3.tceq.texas.gov/steers/> using your web browser.
2. Click on the I need **to create a new account** link to enter the application.
3. Read through the welcome information screen. Press **Create New Account** to start creating the new account or **Exit Application** to cancel.
4. Enter the applicant's information. You must provide the applicant first and last name, company, title, phone number, email address, and a mailing address. Press **Next** or **Exit Application** to cancel.
5. If errors are found in the applicant information, you will be returned to the form with error messages. Otherwise, a review information page will display. Verify that the information is correct. Press **Previous** to change the information, **Next** to continue, or **Exit Application** to cancel.
6. Part of the account creation process is to check that the account just entered is not a duplicate of an existing or archived account. Duplicates checks are done for both the email address and last name.
  - If the email address and last name are already used by another account, you must contact STEERS for assistance.
  - If duplicates were found for the last name and an account was previously held by the applicant but has been archived, you will need to contact STEERS for assistance.
  - If duplicates were found for the last name and an account already exists for the applicant, the account holder should log into STEERS to update the account. If the email address for the account holder has changed and the account holder has forgotten the account password, you will need to contact STEERS for assistance.
  - If duplicates were found for the last name and none of the accounts were held by the applicant, press **Next** to create the new account or **Exit Application** to cancel.
7. The new probationary account will be created and an account number and verification URL will be sent to the applicant's email address. **Note:** The account holder will have no access to any of the reporting functionality until 5 security questions and program area(s) are added to the account.
8. Select and answer 5 security questions for the account.
9. Add the program area(s) for which the account holder needs access. For instructions on adding program area(s), see [Add or Update Program Information](#).
10. Send the SPA to TCEQ STEERS:
  - Generate the SPA, print it, sign it and mail it to STEERS. For detailed instructions on generating the SPA, see [Generate SPA](#). Skip step 1 and 2 since you are already in the Online SPA.

## OR

- If the account owner has a valid Class "C" Texas Drivers License (TDL), the SPA may be signed electronically. For detailed instructions, see [Sign SPA Electronically](#). Skip step 1 and 2 since you are already in the Online SPA.

**Note:** If the account owner's TDL has been renewed or changed in the past 6 weeks, the TDL record may be locked and unavailable for electronic verification. In this case, you must submit a paper SPA.