

# TWRSRS Quick Reference Guide

For the complete TWRSRS User Manual go to:

[http://www.twdb.texas.gov/groundwater/data/doc/TWRSRS\\_UserManual.pdf](http://www.twdb.texas.gov/groundwater/data/doc/TWRSRS_UserManual.pdf)

For the best application experience, we recommend you use the Firefox web browser which can be downloaded from here:

<https://www.mozilla.org/en-US/firefox/new/>

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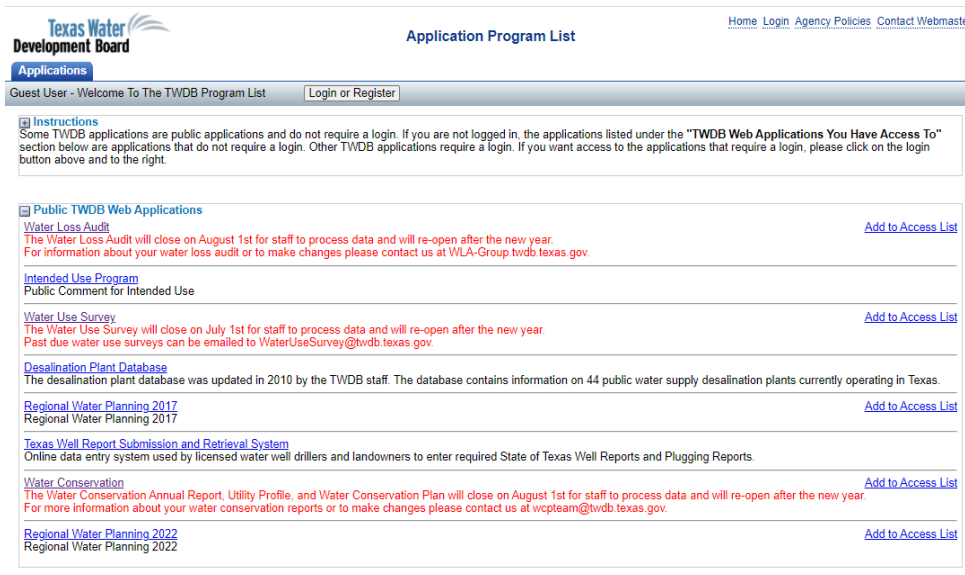
## How to access the Texas Well Report Submission and Retrieval System (TWRERS)

### Creating an account

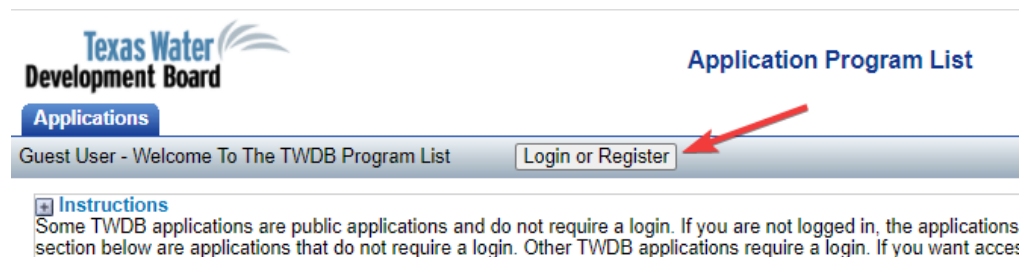
Before accessing TWRERS, first time users must first create an Application Program Manager (APM) user account.

### How to create an APM account

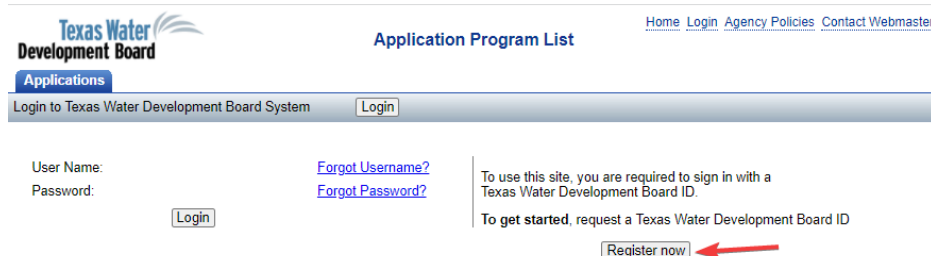
1. Go to APM: <https://www3.twdb.texas.gov/apps/apm/default.aspx>
2. A list of Public TWDB Web Applications will be displayed



3. Click the **Login or Register** button at the top of the page.



4. This will redirect to log into APM: <https://www3.twdb.texas.gov/apps/apm/login.aspx>. Users will have the option to select **Login** or **Register now**. Click the **Register now** button.




5. This will redirect to create a new APM account:

<https://www3.twdb.texas.gov/apps/apm/newuser.aspx>.

Enter the required fields: **UserName**, **Password**, **First Name**, **Last Name**, **Contact Phone Number**, and **Email Address**.

A valid Email Address must be entered to receive TWDB communications regarding data entry deadlines, system outages. A valid Email Address is also required to reset password.

6. Click the **I Accept** button at the bottom of the page.



[Home](#) [Login](#) [Agency Policies](#) [Contact Webmaster](#)

## Application Program List

Applications

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Are you new to Texas Water Development Board Application Program List?

Enter the User Name and Password you want to use. If you already have a User Name for the Application Program List, [try logging on with that User Name and Password](#).

Create User Name and Password

The UserName may be a valid email address OR it must be at least five characters long, it must contain only letters, numbers, and the special characters of dash, period, or an underscore. In any case no spaces are allowed with either format.

\* UserName:

Passwords must have a minimum of seven characters, at least one character must be a number (zero thru 9), and at least one must be a special character.  
Valid special characters: ! @ # \$ % ^ & \* ( )

\* Password

\* Verify Password:

Enter Your Personal Information

\* First Name:

\* Last Name:

\* Contact Phone Number:                      Extension:

\* Email Address:

\* Verify Email Address:

Company/Organization Name:

Street Address/PO Box:

City:

State: Texas                      ▼

Zip Code:                      Zip Plus-4:

Clicking on the **I Accept** button means you agree to the Texas Water Development Board Policies terms of usage.

You may review the Texas Water Development Board Policies by clicking on the **Agency Policies** link in the upper right corner of this page.

7. The New User Confirmation page displays.

The screenshot shows the 'New User Confirmation' page. At the top left is the 'Texas Water Development Board' logo. To the right is the title 'Application Program List' and a navigation bar with links: 'Home', 'Logout', 'Agency Policies', and 'Contact Webmaster'. Below the navigation bar is a blue 'Applications' button. Underneath is a header bar with 'New User Confirmation' and an 'APM Login' button. The main content area contains the following text: 'We have sent you a notification to confirm your new account at the email provided during registration. If you do not receive this email please contact us by clicking the link below.' followed by a blue link 'Get Help (Send Email to help.desk@twdb.texas.gov)'. Below that, it says 'Click on the link below to login to the Application Program Manager with your new credentials. You may also click on the APM Login button at the top of the page.' followed by a blue link 'Application Program Manager'.

8. User should immediately receive an email entitled **New TWDB Account Registration** informing them of successful account creation, their username, and the link to login to APM. If an email is not received, use the Get Help link to request assistance.
9. Once the account is successfully created, follow the steps to log into APM.

## Log into APM

1. Go to APM: <https://www3.twdb.texas.gov/apps/apm/login.aspx>.
2. Enter **User Name** and **Password** and click the **Login** button.

The screenshot shows the 'Login' page for the 'Application Program Manager'. At the top left is the 'Texas Water Development Board' logo. To the right is the title 'Application Program List' and a navigation bar with links: 'Home', 'Login', 'Agency Policies', and 'Contact Webmaster'. Below the navigation bar is a blue 'Applications' button. Underneath is a header bar with 'Login to Texas Water Development Board System' and a 'Login' button. The main content area contains the following text: 'User Name: username@gmail.com' followed by a blue link 'Forgot Username?'. Below that is 'Password: .....' followed by a blue link 'Forgot Password?'. To the right of the password field is a 'Login' button. Below the password field is a 'Register now' button. To the right of the 'Forgot Password?' link, there is a text block: 'To use this site, you are required to sign in with a Texas Water Development Board ID. To get started, request a Texas Water Development Board ID'.

3. This will sign the user into APM, and the full Application Program List will be displayed.

4. User's first and last name will appear at the top left where it says TWDB APM in the red box in the image below, and three groups of applications will be displayed: **My Favorite TWDB Web Applications, TWDB Web Applications You Have Access To, and TWDB Applications you may Request Access to.**

**Texas Water Development Board** [Home](#) [Logout](#) [Agency Policies](#) [Contact Webmaster](#)

**Application Program List**

**Applications** | [Change Password](#) | [Profile](#)

TWDB APM - Welcome To The TWDB Program List [Log Out](#)

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**Instructions**  
Some TWDB applications are public applications and do not require a login. If you are not logged in, the applications listed under the "**TWDB Web Applications You Have Access To**" section below are applications that do not require a login. Other TWDB applications require a login. If you want access to the applications that require a login, please click on the login button above and to the right.

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**My Favorite TWDB Web Applications**

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**TWDB Web Applications You Have Access To**

[Intended Use Program](#) [Add to Favorites](#)  
Public Comment for Intended Use

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[Desalination Plant Database](#) [Add to Favorites](#)  
The desalination plant database was updated in 2010 by the TWDB staff. The database contains information on 44 public water supply desalination plants currently operating in Texas.

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**TWDB Applications You may Request Access to**

[Water Loss Audit](#) [Add to Access List](#)  
The Water Loss Audit will close on August 1st for staff to process data and will re-open after the new year.  
For information about your water loss audit or to make changes please contact us at [WLA-Group.twdb.texas.gov](mailto:WLA-Group.twdb.texas.gov).

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[Water Use Survey](#) [Add to Access List](#)  
The Water Use Survey will close on July 1st for staff to process data and will re-open after the new year.  
Past due water use surveys can be emailed to [WaterUseSurvey@twdb.texas.gov](mailto:WaterUseSurvey@twdb.texas.gov).

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[Regional Water Planning 2017](#) [Add to Access List](#)  
Regional Water Planning 2017

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[Texas Well Report Submission and Retrieval System](#) [Request Access](#)  
Online data entry system used by licensed water well drillers and landowners to enter required State of Texas Well Reports and Plugging Reports.

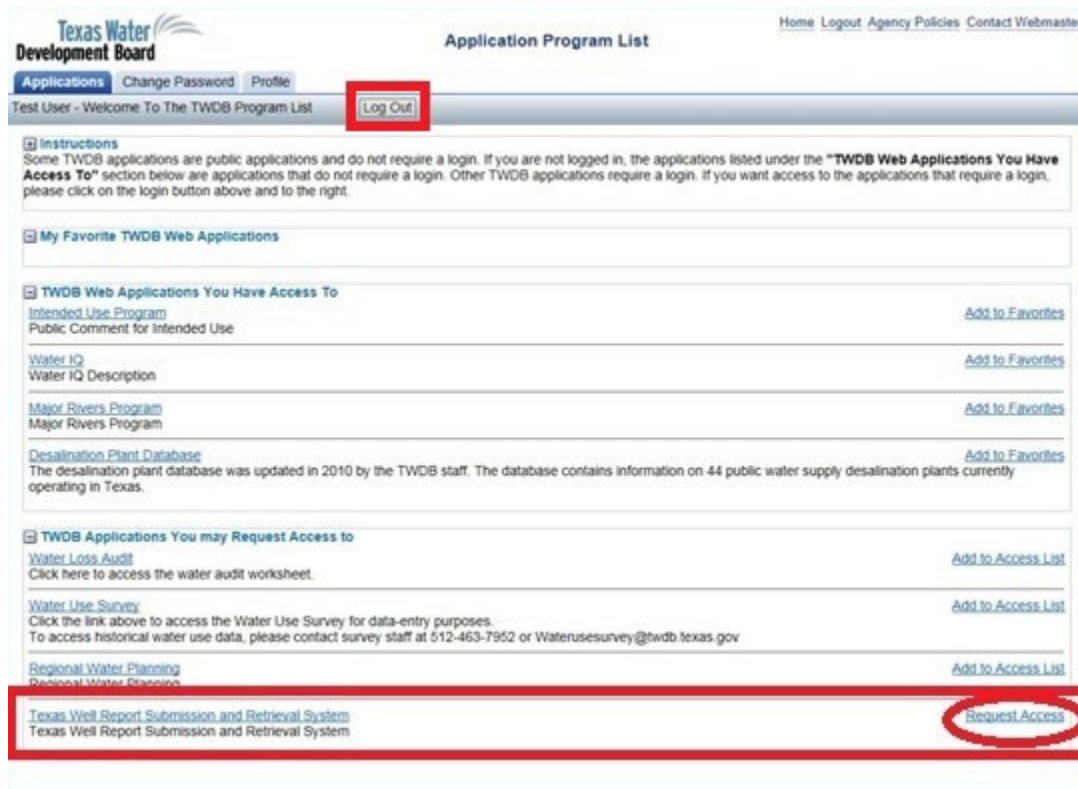
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[Water Conservation](#) [Add to Access List](#)  
The Water Conservation Annual Report, Utility Profile, and Water Conservation Plan will close on August 1st for staff to process data and will re-open after the new year.  
For more information about your water conservation reports or to make changes please contact us at [wcpteam@twdb.texas.gov](mailto:wcpteam@twdb.texas.gov).

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[Regional Water Planning 2022](#) [Add to Access List](#)  
Regional Water Planning 2022

- Click "Request Access" next to Texas Well Report Submission and Retrieval System in the **TWDB Applications you may Request Access to** group.



- After you have requested access, log out of APM by clicking on the Log Out button.
- Once the request is approved an email will be sent to the email address entered at registration to inform the user the request is approved. Return to TWRSRS (<https://www3.twdb.texas.gov/apps/sdr/default.aspx>) and log in.

## How to reset your APM password

There are two ways to reset your APM password – you can change your password at any time while logged into APM. If you forget your password, you can use your email address to [reset your password](#).

### Change your APM password

- First, you must create your APM account and sign into APM. After signing in, you will see a **Change Password** tab at the top of the page. Click the **Change Password** tab.

**Texas Water Development Board** [Home](#) [Logout](#) [Agency Policies](#) [Contact Webmaster](#)

**Application Program List**

[Applications](#) [Change Password](#) [Profile](#)

TWDB APM - Welcome To The TWDB Program List [Log Out](#)

**Instructions**  
 Some TWDB applications are public applications and do not require a login. If you are not logged in, the applications listed under the "TWDB Web Applications You Have Access To" section below are applications that do not require a login. Other TWDB applications require a login. If you want access to the applications that require a login, please click on the login button above and to the right.

2. Enter your **New Password**, then confirm by entering the exact same password in the **Confirm New Password** field. Click **Change Password** to update your password.

**Texas Water Development Board** [Home](#) [Logout](#) [Agency Policies](#) [Contact Webmaster](#)

**Application Program List**

[Applications](#) [Change Password](#) [Profile](#)

Change password for user: twdb.apm@gmail.com [Change Password](#)

Fill out the fields as indicated, below.  
 NOTE: Characters in the "New Password" and "Confirm New Password" fields must match EXACTLY.  
 Click on **Change Password** when complete.

**Change Password**

Passwords must have a minimum of seven characters, at least one character must be a number (zero thru 9), and at least one must be a special character.  
 Valid special characters: ! @ # \$ % ^ & \* ( )

New Password: .....

Confirm New Password: .....

[Change Password](#)

3. The password change confirmation displays. You will also receive a notification email entitled "**Account Status Change at TWDB**" informing your of the password change. If you receive an "**Account Status Change at TWDB**" email and you have not made any changes to your account information or password, please notify TWDB immediately at [webmaster@twdb.texas.gov](mailto:webmaster@twdb.texas.gov).

**Texas Water Development Board** [Home](#) [Logout](#) [Agency Policies](#) [Contact Webmaster](#)

**Application Program List**

[Applications](#) [Change Password](#) [Profile](#)

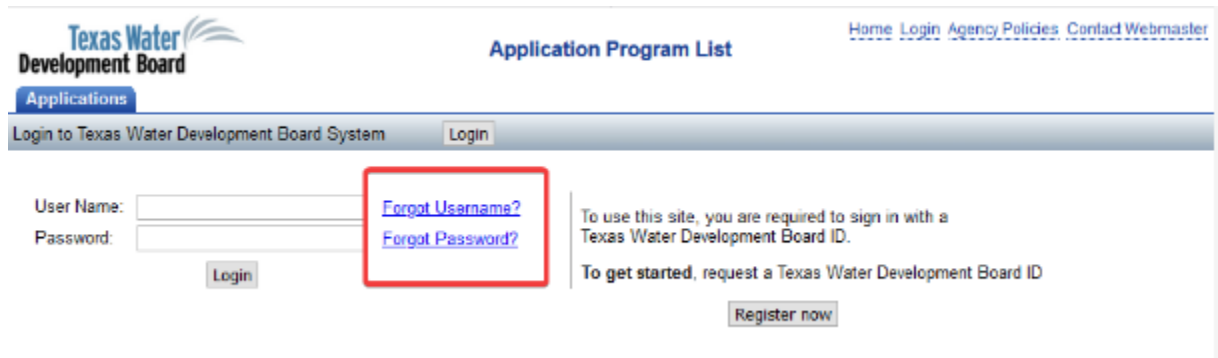
Your Password Has Been Changed [Continue](#)

**Your password was changed successfully. Please click on the "Continue" button**

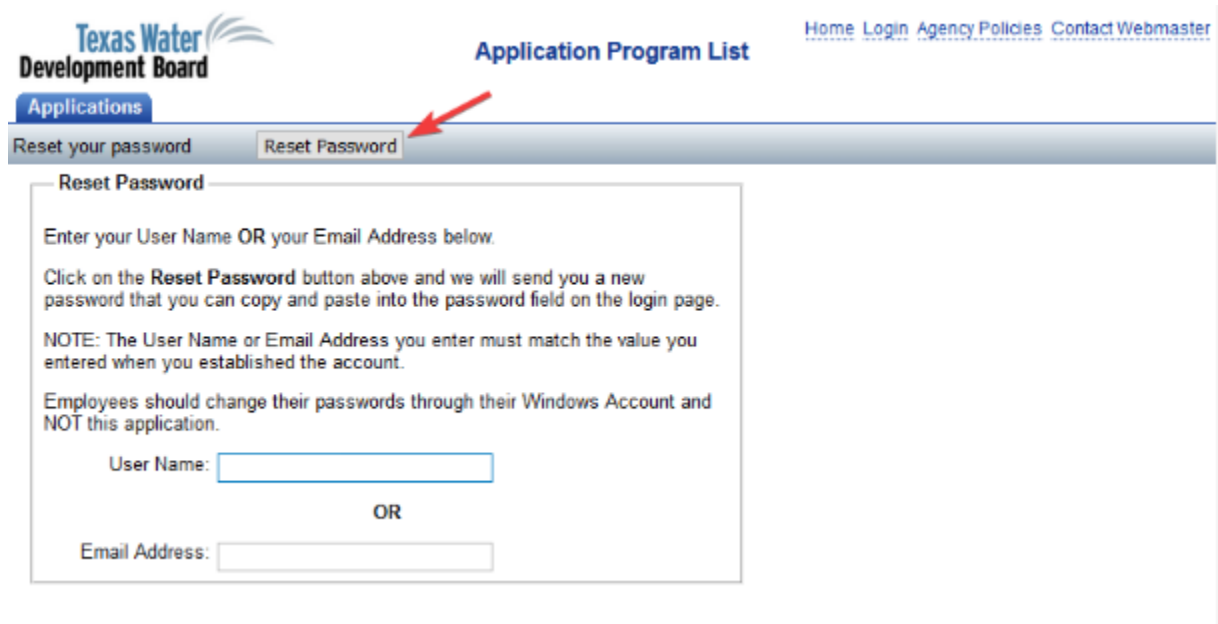
4. After updating your password, please clear all cache from your browser before attempting to sign in with your new password. Another option is to use a different browser to sign into APM. It may take up to 48 hours for your old password to clear from cache.

## Reset your APM password

1. Go to the APM login page: <https://www3.twdb.texas.gov/apps/apm/login.aspx>. On this page you will see the options to recover your APM username and to reset your APM password. You will need access to the email address associated to your APM account in order to reset your APM password. If you do not have access or do not remember the email address, please contact TWDB directly for assistance at [webmaster@twdb.texas.gov](mailto:webmaster@twdb.texas.gov).



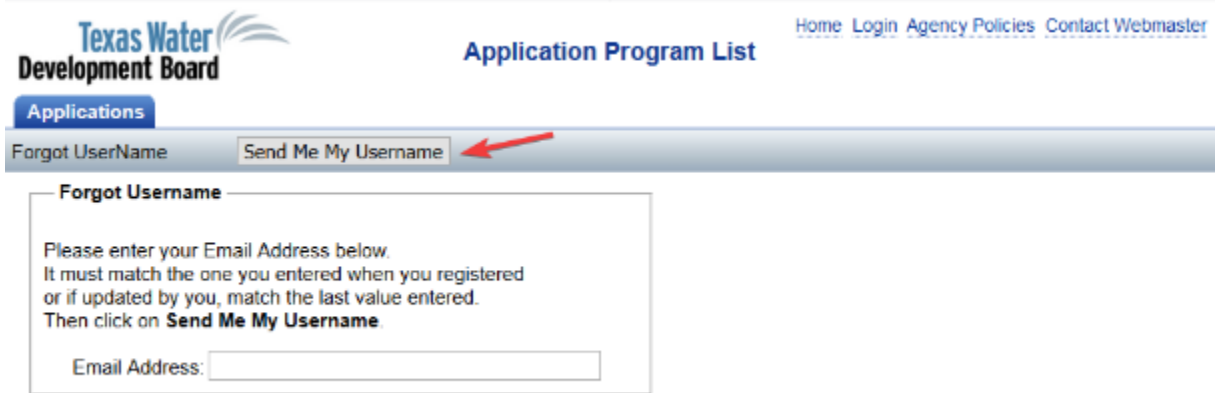
2. If you forgot your APM password, click the **Forgot Password?** Link.
3. The **Reset your password** page displays.



4. To reset your password, enter either your **User Name** or your **Email Address**. Click the **Reset Password** button.
5. A confirmation message displays. You will receive an email entitled "**Your request to TWDB**" containing your username and a temporary password.
6. Use the temporary password to log into APM: <https://www3.twdb.texas.gov/apps/apm-how-to/sign-in-apm.asp>. Please be aware that you will immediately be required to change your password.
7. If you forgot your APM username, click the **Forgot UserName?** Link.



8. The **Forgot UserName** page displays.

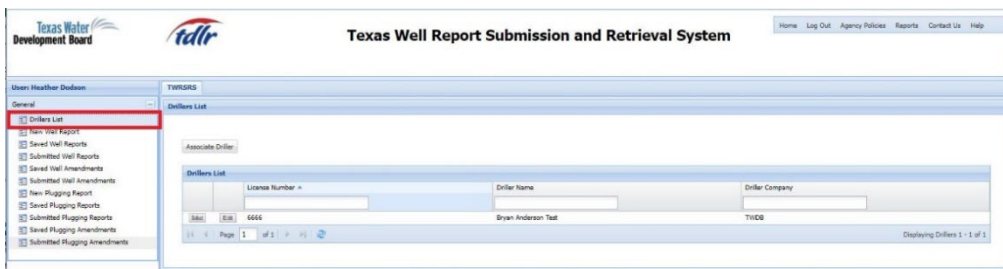


9. To retrieve your **Username**, enter your **Email Address**, and click the **Send Me My Username** button.
10. A confirmation message displays. You will receive an email entitled **"Your request to TWDB"** containing your username.

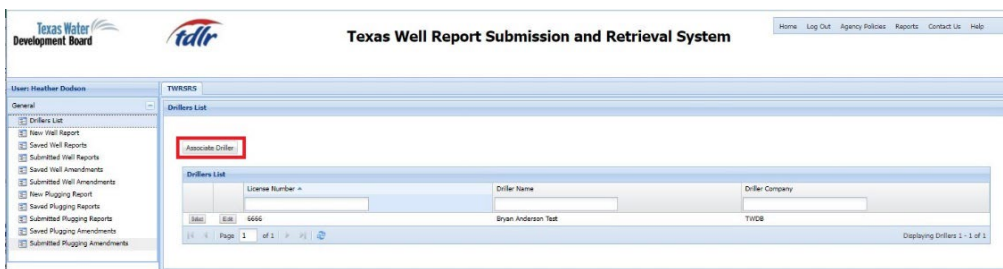
## How to select or associate to a driller

Before you can start entering a well or plugging report you must associate to the driller who drilled or plugged the well.

1. Click **Drillers List** on the left menu.

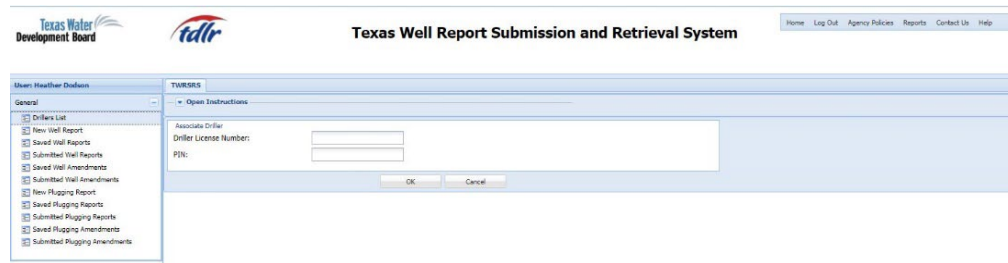


2. To add a driller to the list, click the **Associate Driller** button.



3. Enter the License Number and PIN for the driller and click **OK**. A user account can associate to multiple drillers if they have the correct License Number and PIN of the

drillers. Contact the Groundwater Data Team at [GroundWaterData@twdb.texas.gov](mailto:GroundWaterData@twdb.texas.gov) or 512-936-0847 to obtain License Number or PIN.

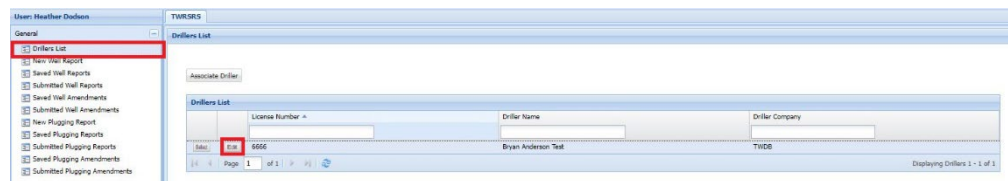


## How to change email associated with TWRSSRS account

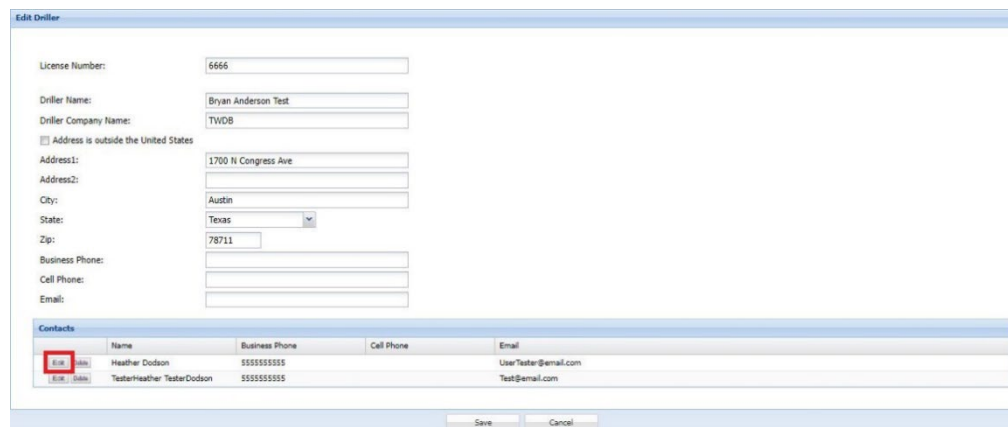
To ensure full functionality of all TWRSSRS services, a valid email address must be associated with the account. Changes to email addresses must be done in two different places.

### *Change in TWRSSRS*

1. Go to **Drillers List** and click the **Edit** button next to the driller.



2. Under **Contacts**, click **Edit** button next to the person's name for whom the email is being updated.



3. Update email address and click **Save** button.

## Change in Application Program Management (APM)

1. Click the **Home** button in the upper right corner of the screen.

The screenshot shows the TWRSRS home page. The top navigation bar includes links for Home, Log Out, Agency Policies, Reports, Contact Us, and Help. The 'Home' link is highlighted with a red box. Below the navigation bar, there is a sidebar with a 'Users: Heather Dodson' dropdown and a 'General' tab. The main content area displays a 'Drillers List' table with columns for License Number, Driller Name, and Driller Company. A table with one row is visible, showing '5666' for License Number and 'Bryan Anderson Test' for Driller Name. The TWDB logo is in the bottom right corner.

2. Click the **Profile** tab in the upper left of screen.

The screenshot shows the 'Application Program List' page. The top navigation bar includes links for Home, Logout, Agency Policies, and Contact Webmaster. The 'Profile' link in the top left navigation bar is highlighted with a red box. Below the navigation bar, there is a sidebar with a 'Users: Heather Dodson' dropdown and a 'General' tab. The main content area displays a list of applications with columns for Application Name, Description, and Add to Favorites. The 'Texas Well Report Submission and Retrieval System' is listed as the first application.

3. Update email address and click **Save Changes** button.

The screenshot shows the 'Update Personal Information' form. The form contains fields for Username, First Name, Last Name, Contact Phone Number, Extension, Email Address, Company/Organization Name, Street Address/PO Box, City, State, and Zip Code. The 'Email Address' field is highlighted with a red box and contains the text 'UserTester@gmail.com'. The 'Save Changes' button at the bottom right is also highlighted with a red box. The top navigation bar includes links for Home, Logout, Agency Policies, and Contact Webmaster. The 'Profile' tab in the top left navigation bar is highlighted with a red box.

## How to update contacts or company information for a driller

1. Go to the **Drillers List** and click edit next to the driller name in the driller list.

Users: Heather Dodson

TWDBS

General

Drillers List

Associate Driller

Drillers List

| License Number | Driller Name        | Driller Company |
|----------------|---------------------|-----------------|
| 6666           | Bryan Anderson Test | TWDB            |

Page 1 of 1

Displaying Drillers 1 - 1 of 1

2. Make all necessary changes to the drilling company information in the top portion of the Edit Driller window. If no changes need to be made to Contacts, click **Save** to save all changes and close the Edit Driller window.

Edit Driller

License Number: 6666

Driller Name: Bryan Anderson Test

Driller Company Name: TWDB

☐ Address is outside the United States

Address1: 1700 N Congress Ave

Address2:

City: Austin

State: Texas

Zip: 78711

Business Phone:

Cell Phone:

Email:

Contacts

| Name              | Business Phone | Cell Phone | Email                |
|-------------------|----------------|------------|----------------------|
| Heather Dodson    | 5555555555     |            | UserTester@email.com |
| TesterHeather ... | 5555555555     |            | Test@email.com       |

Save Cancel

3. If additional changes need to be made to Contacts, click **Edit** next to the contact's name that needs to be updated. The Edit User Info window will appear.

**Edit Driller**

License Number: 6666

Driller Name: Bryan Anderson Test

Driller Company Name: TWDB

☐ Address is outside the United States

Address1: 1700 N Congress Ave

Address2:

City: Austin

State: Texas

Zip: 78711

Business Phone:

Cell Phone:

Email:

| Contacts                  |                   |                |            |                      |
|---------------------------|-------------------|----------------|------------|----------------------|
|                           | Name              | Business Phone | Cell Phone | Email                |
| <b>Edit</b> <b>Delete</b> | Heather Dodson    | 5555555555     |            | UserTester@email.com |
| <b>Edit</b> <b>Delete</b> | TesterHeather ... | 5555555555     |            | Test@email.com       |

Save Cancel

4. Make any necessary changes to the contact information in the Edit User Info window and click **Save** to save changes and close the Edit User Info window.

**Edit User Info**

First Name: Heather

Last Name: Dodson

User Name: UserTester

Email: UserTester@email.com

Business Phone Number: 5555555555

Cell Phone Number:

Status: Active

Save Cancel

5. Click **Save** in the Edit Driller window to save all changes and close the window.

TWRSRS

Open Instructions

Edit Driller

License Number: 6666

Driller Name: Bryan Anderson Test

Driller Company Name: TWDB

☐ Address is outside the United States

Address1: 1700 N Congress Ave

Address2:

City: Austin

State: Texas

Zip: 78711

Business Phone:

Cell Phone:

Email:

Contacts

|   | Name                       | Business Phone | Cell Phone | Email                |
|---|----------------------------|----------------|------------|----------------------|
| <a href="#">Edit</a> <a href="#">Delete</a> | Heather Dodson             | 5555555555     |            | UserTester@email.com |
| <a href="#">Edit</a> <a href="#">Delete</a> | TesterHeather TesterDodson | 5555555555     |            | Test@email.com       |

Save Cancel

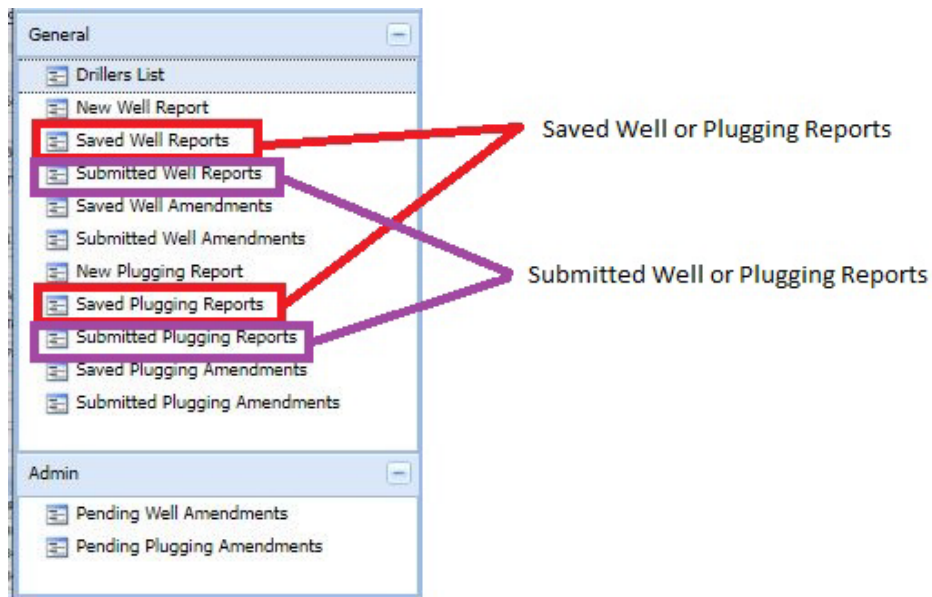
## How to change driller or driller information on a report

While it is best to update driller information, specifically Driller Company Name and Address, before entering a new report, it can also be done on a report that has been started but not submitted, or on a submitted report. For a report that has been started but not submitted, the report will have to be saved before you can update the driller information.

The steps below can also be used if you just need to change the driller associated with a report. Skip step one, editing the driller information, and start with step 2.

1. Edit the driller information on the drillers list page. See [How to update driller contact or company information](#) for more detailed instructions on how to do this.

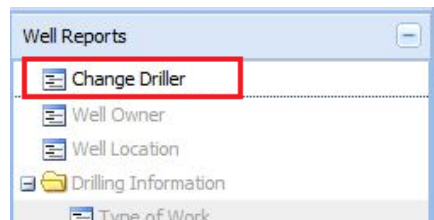
- From the Left Menu click **Saved Well (or Plugging) Reports** or **Submitted Well (or Plugging) Reports** depending on whether the report has been saved or submitted.



- Click the **Edit** button next to the report.



- On the left menu click **Change Driller**.



5. If you are just updating driller information, select the same driller by clicking on their name and click the **Change Driller** button. If you need to select a new driller, enter the License number or Driller Name in the appropriate search box and hit **Enter**. Click on the new driller name and click the **Change Driller** button.

Change Driller

Cancel Change Driller

License Number ▼ Driller Name

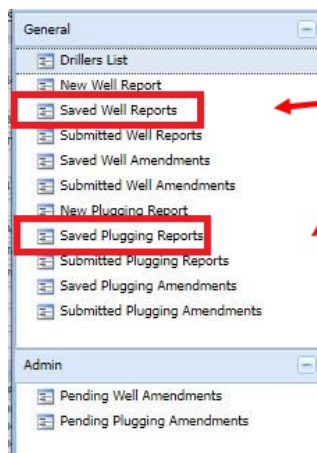
6666

6666 Bryan Anderson Test

Page 1 of 1

6. The updated company information is now attached to the report.
7. On Driller Signature page, click **View Draft Report** to ensure the change was made.
8. Submit the report.

## How to access Saved Reports



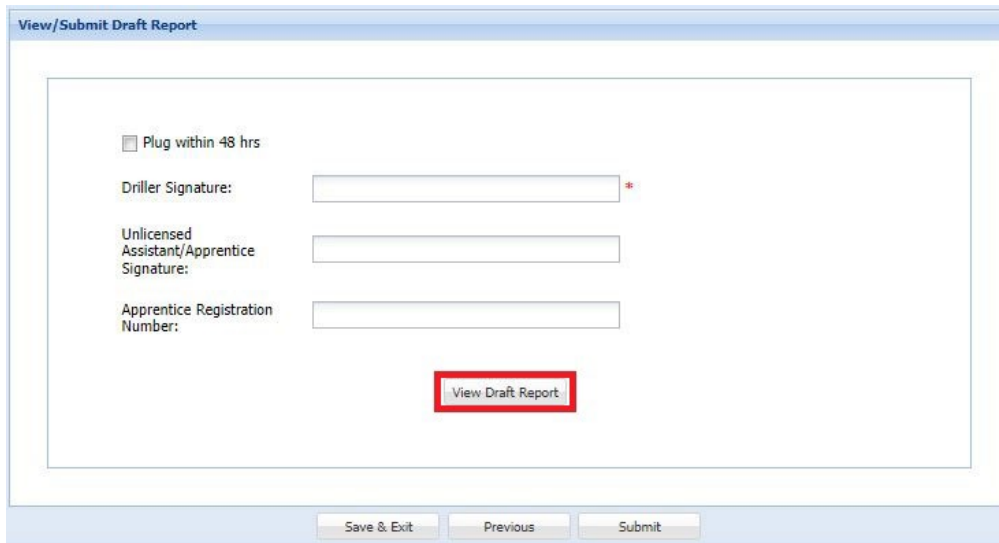
Use the General left menu to access different types of reports for the selected driller.

Well and Plugging Reports can be saved at any point during report creation and accessed through the Saved Reports links.



## How to view a draft report

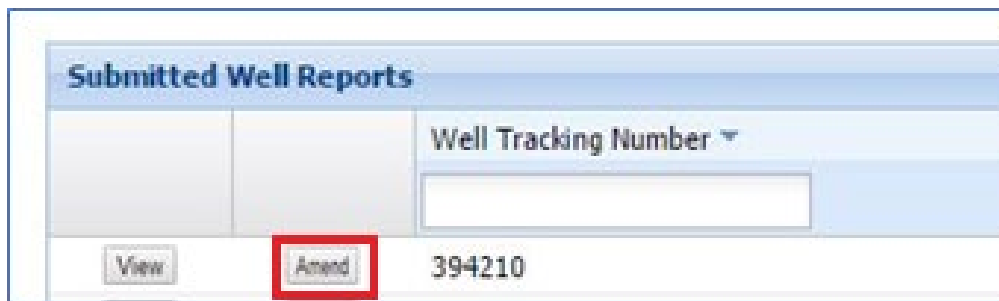
On the last data entry page for well and plugging reports, click the **View Draft Report** button to view/print the report and check for accuracy before submitting.



## How to amend or delete a report

To initiate an amendment request:

1. Go to **Submitted Well Reports** or **Submitted Plugging Reports**, find the report and click the **Amend** button.



2. Select the Well Report Amendment reason from the dropdown box.
3. In the Amender Comments, enter the section(s) of the report amended and any other comments about the amendment request (e.g. changed the owner's last name from Smyth to Smith, changed lithology top depth from 110 to 100, etc.).
4. Make the necessary changes and click through each screen in the report to submit the amendment request.

For Deletion Requests, click the **Delete** button next to the report in the **Submitted Well Reports** or **Submitted Plugging Reports** list.

## Tips

- When working in TWRSRs, **do not** use the browser navigation buttons ('back arrow' and 'forward arrow') to go back and forward in the application. Only use the navigation buttons at the bottom of the page ('Save & Exit', 'Previous', 'Next').

|   |  |  |
|---|--|--|
| <div> <input type="button" value="Save &amp; Exit"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> </div> |  |  |
|---|--|--|

- The application will not allow fractions for diameter of hole or casing, only decimal numbers are accepted; click Decimal Conversion Chart button for help.

| Diameter of Hole *                    |                |                 |                          |
|---------------------------------------|----------------|-----------------|--------------------------|
| Add                                   |                |                 | Decimal Conversion Chart |
|                                       | Diameter (in.) | Top Depth (ft.) | Bottom Depth (ft.)       |
| <input type="button" value="Delete"/> | 9.875          | 0               | 50                       |
| <input type="button" value="Delete"/> | 6.75           | 50              | 100                      |

- When entering multiple intervals in Diameter of Hole, Lithology or Casing, click the **Add** button to create several blank rows; then you can use the TAB key to work through the fields, delete any leftover blank rows.

| Lithology/Formation                   |                 |                    |             |
|---------------------------------------|-----------------|--------------------|-------------|
| Add                                   | Top Depth (ft.) | Bottom Depth (ft.) | Description |
| <input type="button" value="Delete"/> | 0               | 5                  | Topsoil     |
| <input type="button" value="Delete"/> |                 |                    |             |
| <input type="button" value="Delete"/> |                 |                    |             |
| <input type="button" value="Delete"/> |                 |                    |             |

- For above ground intervals in Casing and Seal Range, use a negative value in Top Depth field; for example, if blank casing installed 2 feet above ground enter -2 in Top Depth.
- For a well report, the Plugged Back table is only for well completed above the borehole depth.

| Diameter of Hole *                    |                          |                 |                    |
|---------------------------------------|--------------------------|-----------------|--------------------|
| Add                                   | Decimal Conversion Chart |                 |                    |
|                                       | Diameter (in.)           | Top Depth (ft.) | Bottom Depth (ft.) |
| <input type="button" value="Delete"/> | 5                        | 0               | 50                 |

| Plugged Back                          |                 |                    |                       |
|---------------------------------------|-----------------|--------------------|-----------------------|
| Add                                   | Top Depth (ft.) | Bottom Depth (ft.) | Plugged Back Material |
| <input type="button" value="Delete"/> | 40              | 50                 | Cement                |

- Water Quality Questions: if “No” selected for second question, “Did you knowingly penetrate a strata which contains injurious constituents?”, the answer to the third question should be “No”.

**Water Quality \***

Was there a chemical analysis made?:

No

Did you knowingly penetrate a strata which contains injurious constituents?:

No

Do you certify that while drilling, deepening, or otherwise altering the above described well, **injurious water or constituents was encountered** and the landowner or person having the well drilled was informed that such well must be completed or plugged in such a manner as to avoid injury or pollution?:

No

## Troubleshooting

### Incorrect Credentials error message when logging into TWRSRS

If an Incorrect Credentials error message is received when logging into TWRSRS:

1. Double check that the username and password entered is correct.
  - If they are not correct, enter correct username and password. The Groundwater Data Team can look up usernames but cannot look up passwords.  
**Note:** Account will be locked after 4 unsuccessful login attempts and password will need to be reset.
  - If the username and password entered are correct and the error message continues to occur:
    - 1) Try [clearing the cache in the Internet browser](#).
    - 2) Close and relaunch the browser and try logging back in.
    - 3) If the error message still occurs, try logging in on a different Internet browser (Google Chrome, Microsoft Edge, Firefox).  
**Note:** Currently TWRSRS seems to work best on Firefox.
2. If the above steps do not resolve the issue, try [resetting your password](#).
3. If the error message still occurs, contact the Groundwater Data Team at 512-936-0847 for additional assistance.

### Unauthorized Access error message

The Unauthorized Access error message seems to be an Internet browser issue (primarily Google Chrome and Microsoft Edge). Often logging on to TWRSRS in a different browser (Firefox is recommended) will fix the issue. If the error message occurs no matter which Internet browser is used:

- 1) [Clear the cache in an Internet browser](#).

- 2) Close and relaunch the browser and try logging back in.
- 3) If the error message still occurs, try [resetting your password](#).
- 4) If the new password still does not work, try using a different browser because the error usually caches for a day.
- 5) If the error message occurs even after resetting your password, and trying on a different browser, contact the Groundwater Data Team at 512-936-0847.

### TWRSRS Application not loading correctly

When websites do not load correctly or do not respond – nothing happens when the Login button is pressed for instance – it is commonly due to having too many files in the browser's temporary storage, or cache. Clearing the cache will usually fix these issues.


#### [How to clear the cache in the browser](#)

If clearing the cache does not fix the issue, contact the Groundwater Data Team at [GroundWaterData@twdb.texas.gov](mailto:GroundWaterData@twdb.texas.gov) or 512-936-0847

### Error Message or no map displaying on Location Verification page

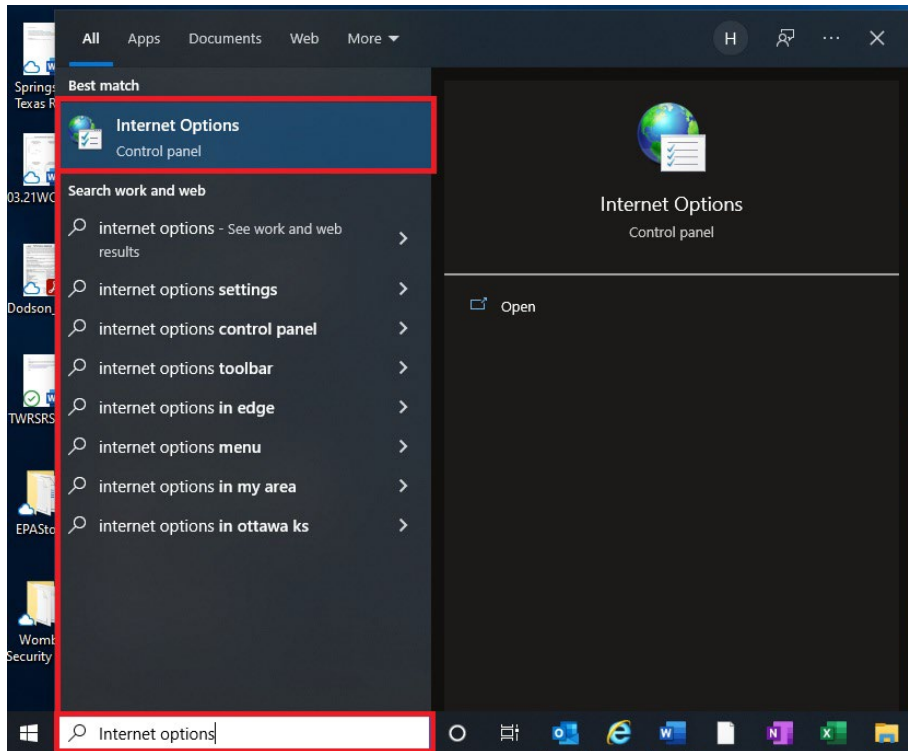
The most common reason the map on the Location Verification page does not display is that the mapping sites used by that page are being blocked by the user's Internet settings. This can usually be fixed by adding those sites as trusted sites. Follow the steps below to make these sites trusted sites.

Adding trusted sites to computer:

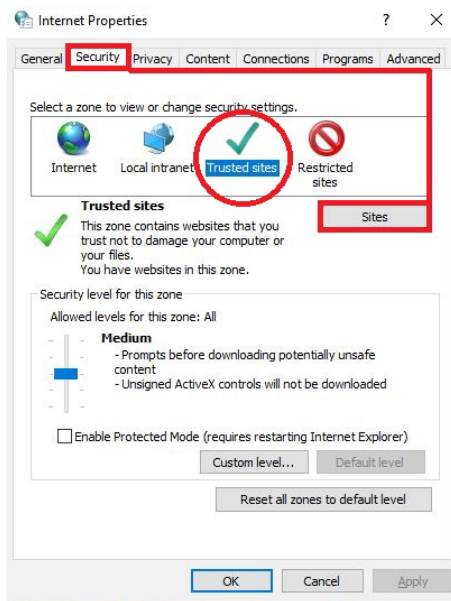
1. Type **Internet Options** in the search bar next to the Start Icon  and click on the



option.



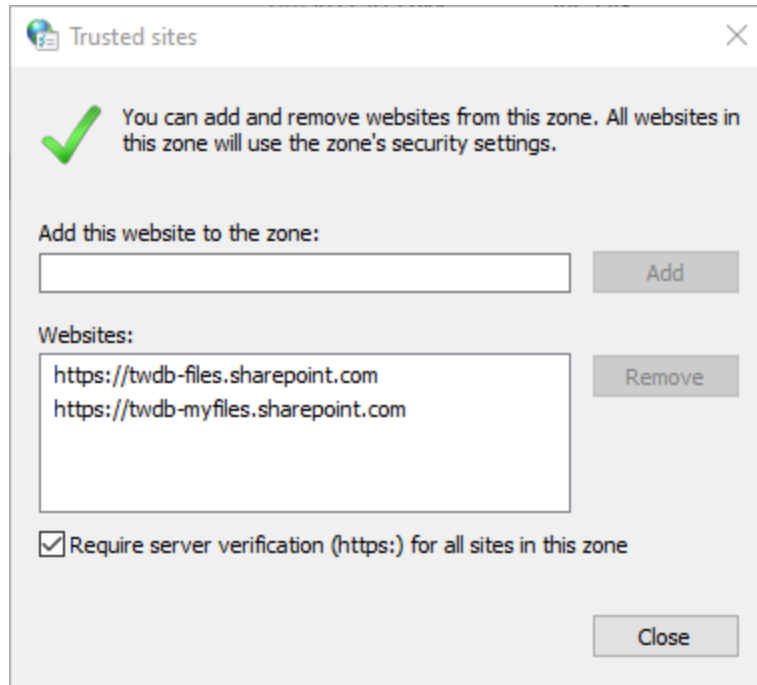
2. Click on the **Security** tab in the Internet Properties box and then click on **Sites**.



3. Copy and paste the following sites (one at a time) into the **Add this website to the zone:** field in the Trusted Sites box and click **Add**.

<https://ecn.dev.virtualearth.net/mapcontrol/mapcontrol.ashx?v=7.0&s=1>

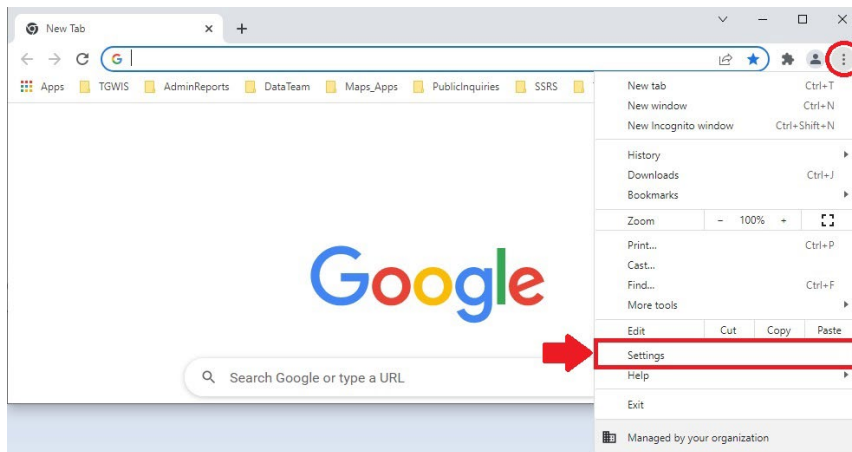
<http://www.bing.com/maps>



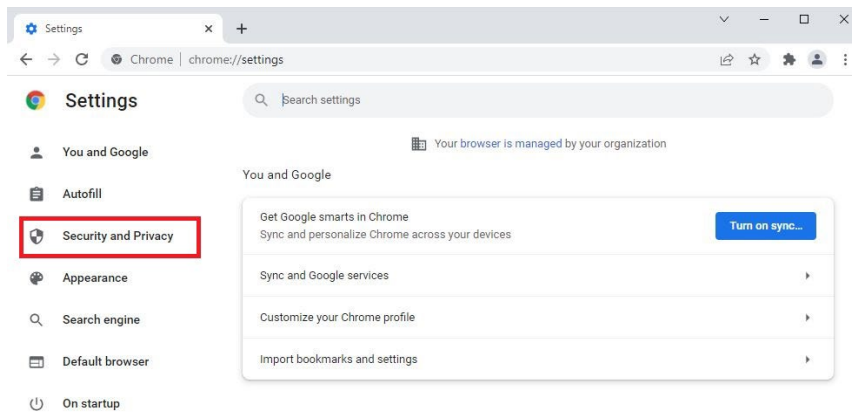
4. Click **Close**.

Adding trusted sites in Google Chrome:

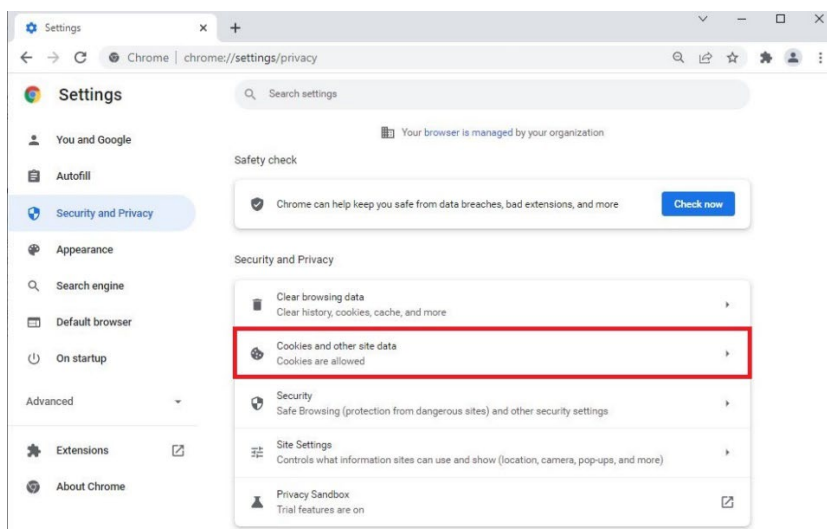
1. Click on the 3 vertical dots at the far-right side of the address bar to go to **Settings**.



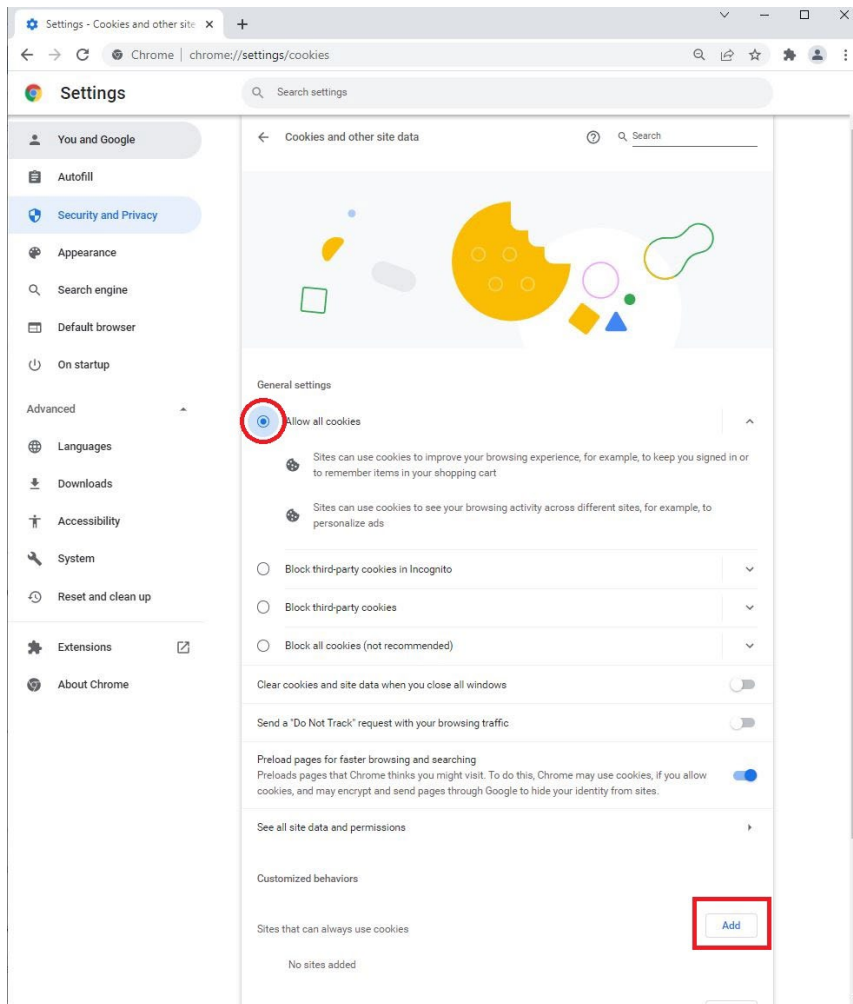
2. Click on **Security and Privacy**



### 3. Click on **Cookies and other site data**

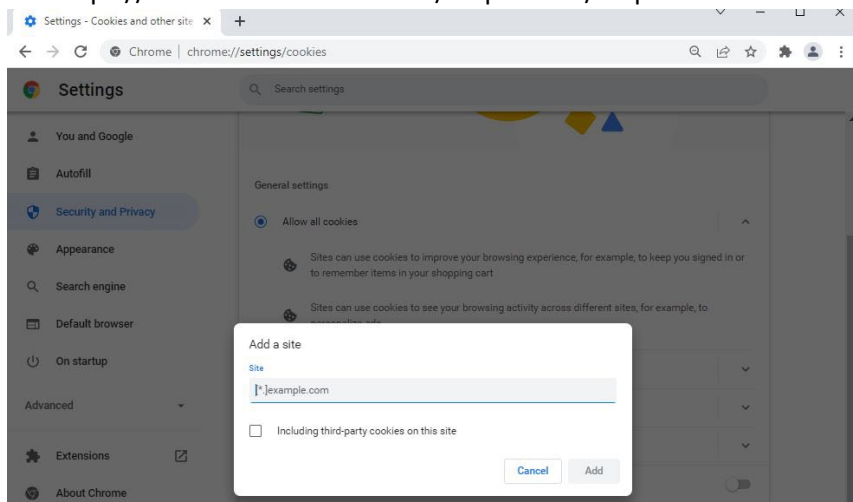


### 4. Click **Allow all cookies** and then click **Add**



5. Enter the following site in the **Add a site** box:

<https://ecn.dev.virtualearth.net/mapcontrol/mapcontrol.ashx?v=7.0&s=1>



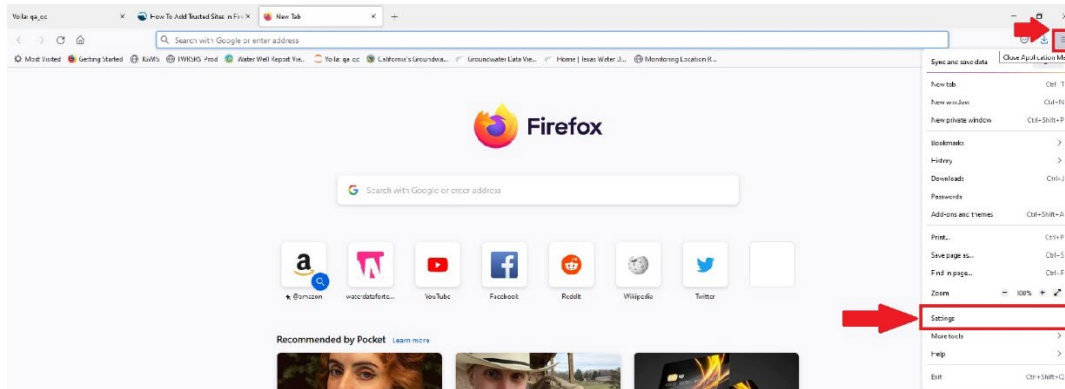
6. Click **Add**



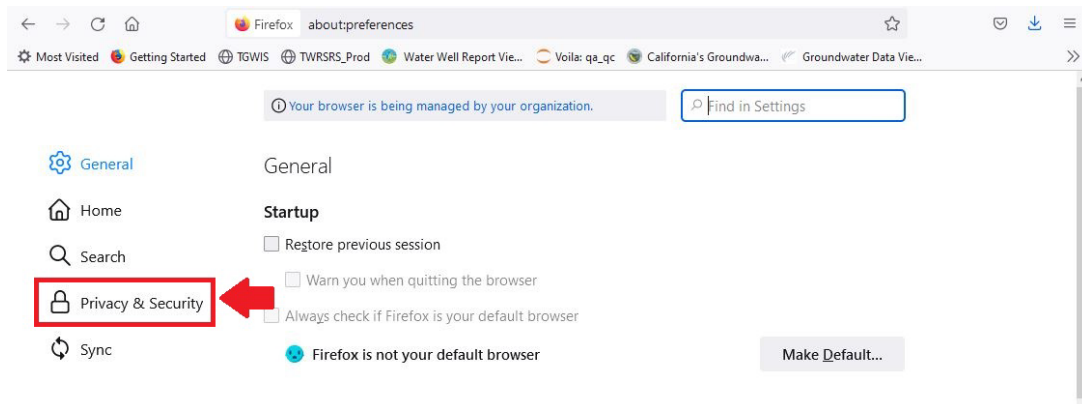
- Repeat steps 4 thru 6 (you won't have to click on **Allow all cookies** again) to enter the following site: <http://www.bing.com/maps>

Adding trusted sites in Firefox:

- Click on the 3 horizontal lines at the far-right side of the address bar to Open the Menu and then select **Settings** from the dropdown menu.



- Click on **Privacy & Security**



- Scroll down to the **Cookies and Site Data** section and click on **Manage Exceptions...**

### Cookies and Site Data

Your stored cookies, site data, and cache are currently using 18.4 MB of disk space. [Learn more](#)

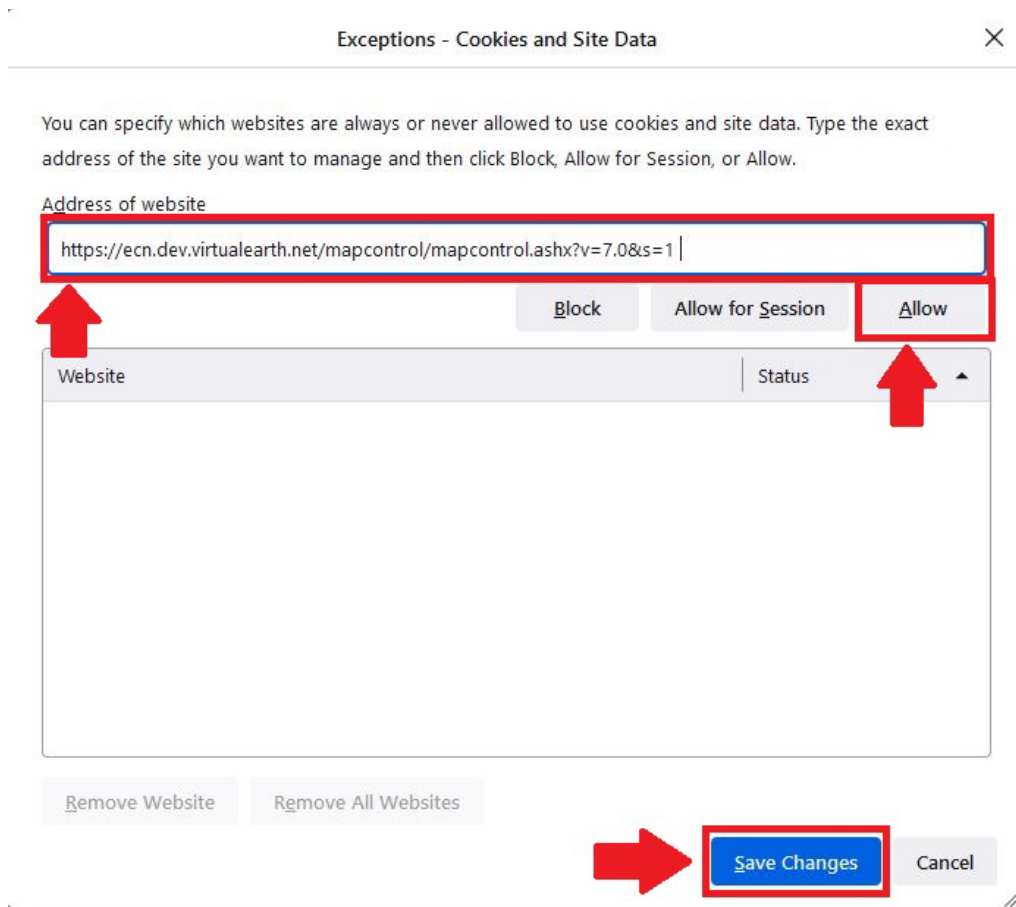
☒ Delete cookies and site data when Firefox is closed

[Clear Data...](#)

[Manage Data...](#)

[Manage Exceptions...](#)

- Enter the following site in the **Address of website** box:  
<https://ecn.dev.virtualearth.net/mapcontrol/mapcontrol.ashx?v=7.0&s=1>  
And click **Allow**



5. Repeat steps to enter the following site: <http://www.bing.com/maps>
6. Click **Save Changes**

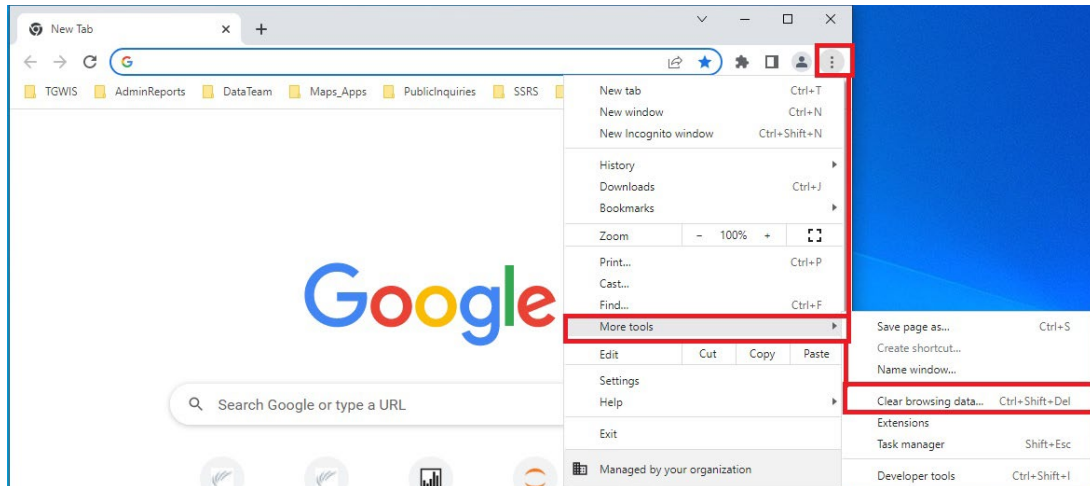
### Trouble downloading well reports

Some Internet browsers have an integrated PDF viewer that allows the document to be opened within the browser as opposed to be downloaded. Occasionally users may experience issues opening the Well Report PDF in the browser. This can be fixed by changing the browser's settings to have the PDF download to the computer instead of opening in the Internet browser.

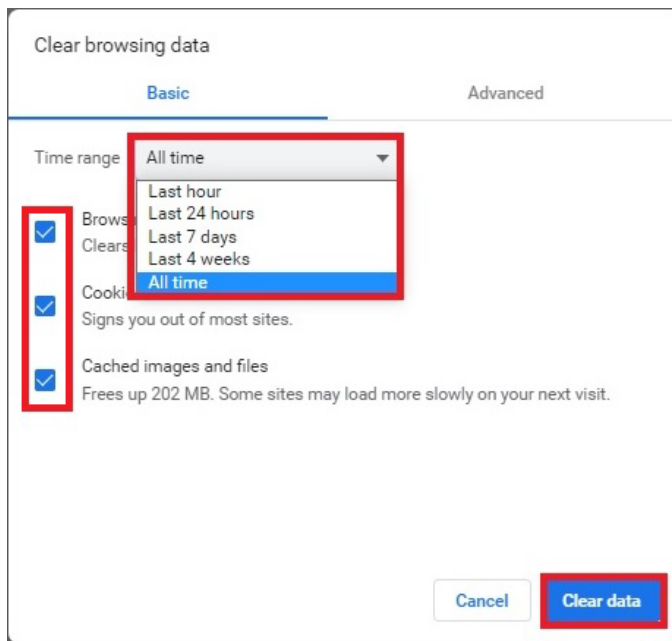
### How to clear the cache in Internet Browser

#### In Chrome

1. On your computer, open Chrome.
2. At the top right, click on the three vertical dots.
3. Click **More tools** > **Clear browsing data**.

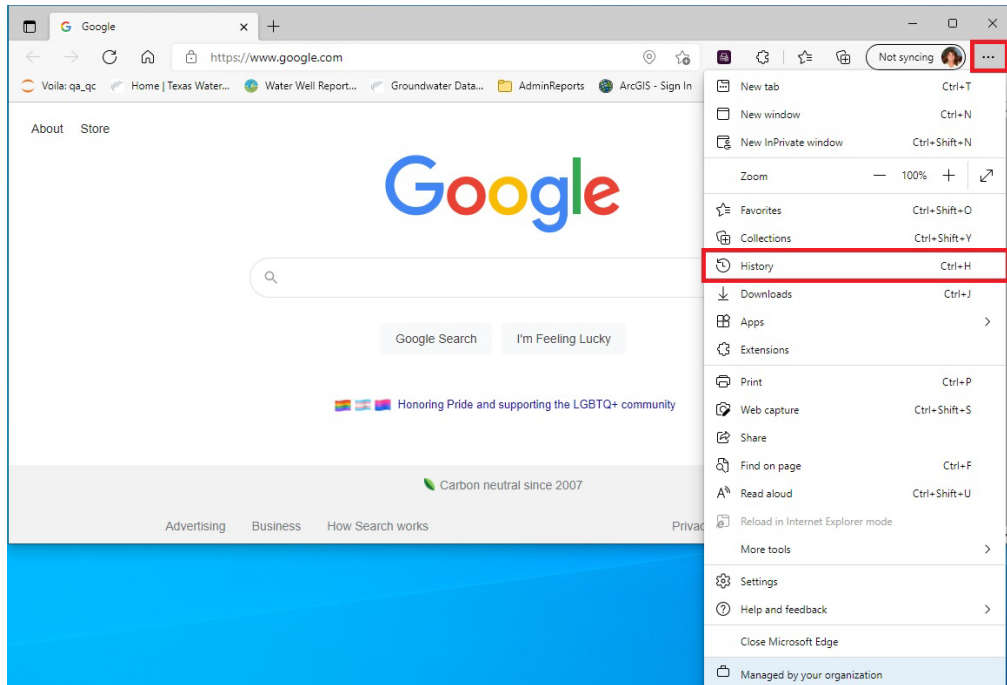


4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click **Clear data**.

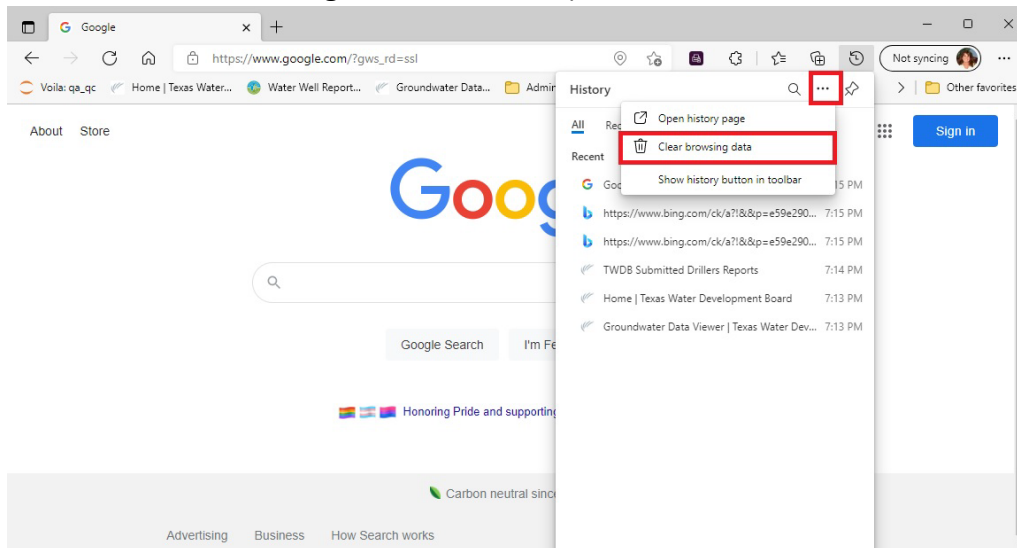


In Microsoft Edge

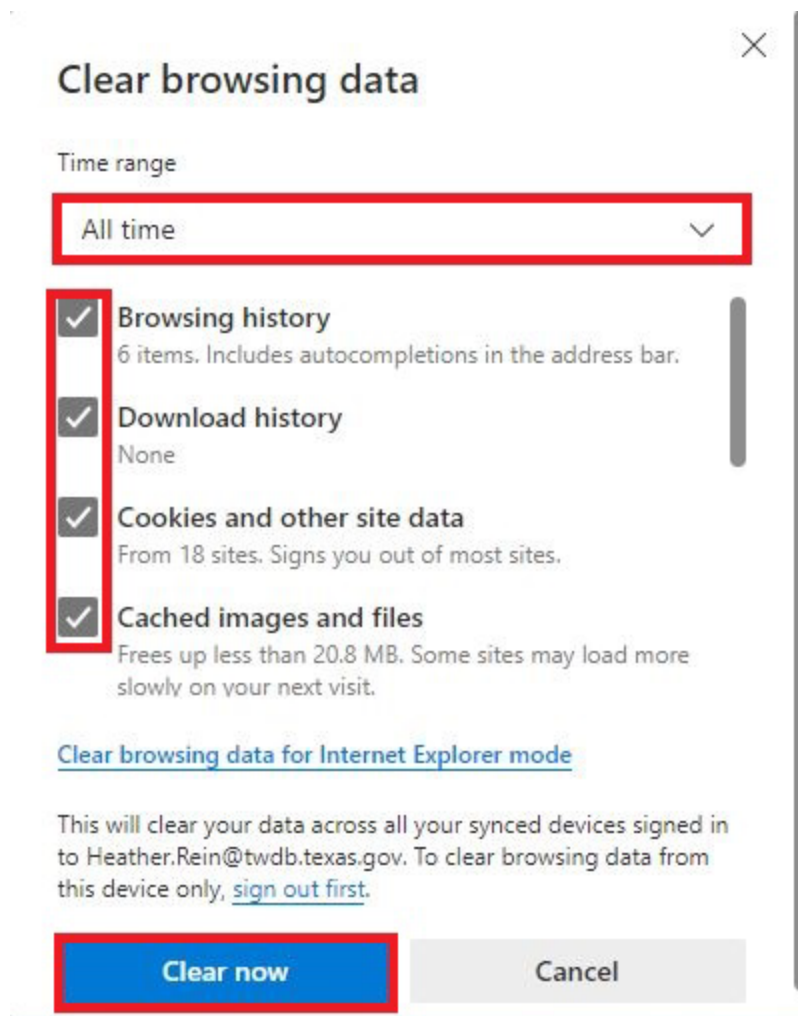
1. Open Microsoft Edge.
2. Select **Settings and more** (the icon that looks like three dots).
3. Select **History**.



4. Click on the 3 vertical dots.
5. Select **Clear Browsing Data** from the dropdown list.

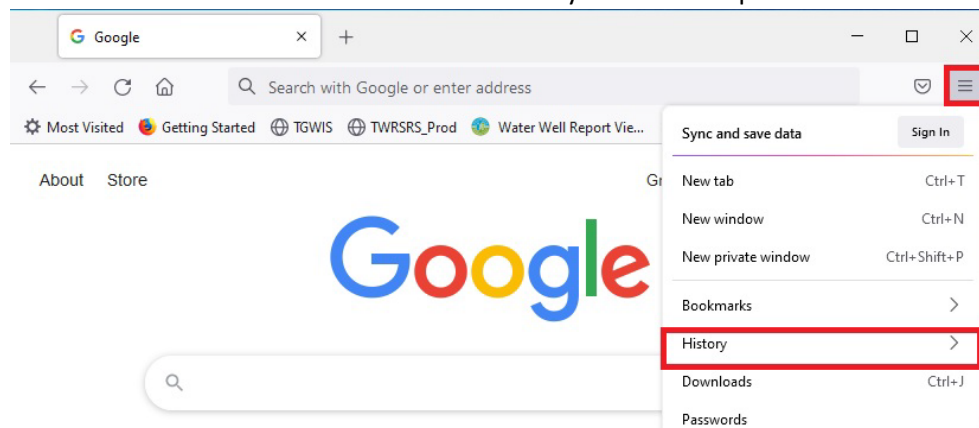


6. In the Clear browsing data box, select the time range (default is All time)
7. Select the check box for each type of data, such as browsing history, cookies, and passwords, you want to clear from the cache. At a minimum clear **Cookies and other site data** and **Cached images and files**.
8. Select **Clear now**.

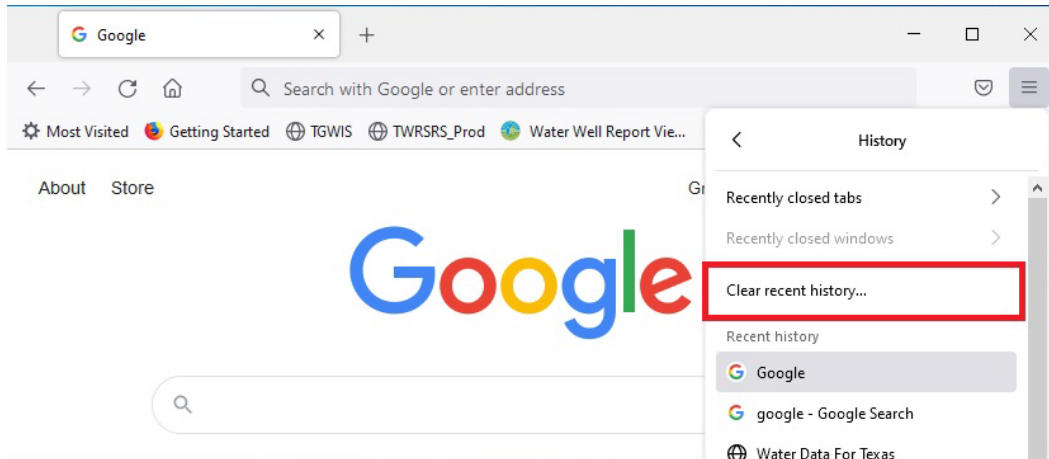


In Firefox

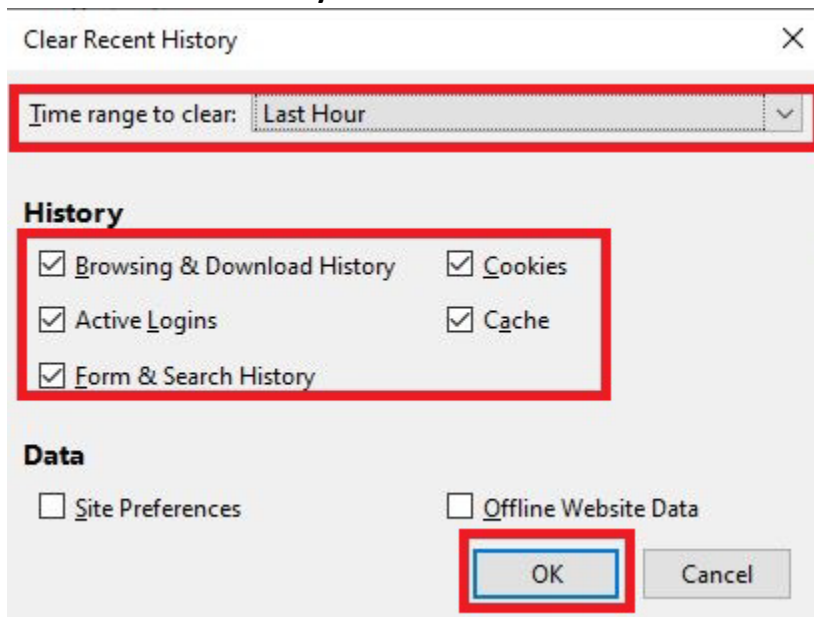
1. Click on the 3 horizontal lines and select History from the dropdown menu.



2. Click on Clear recent history

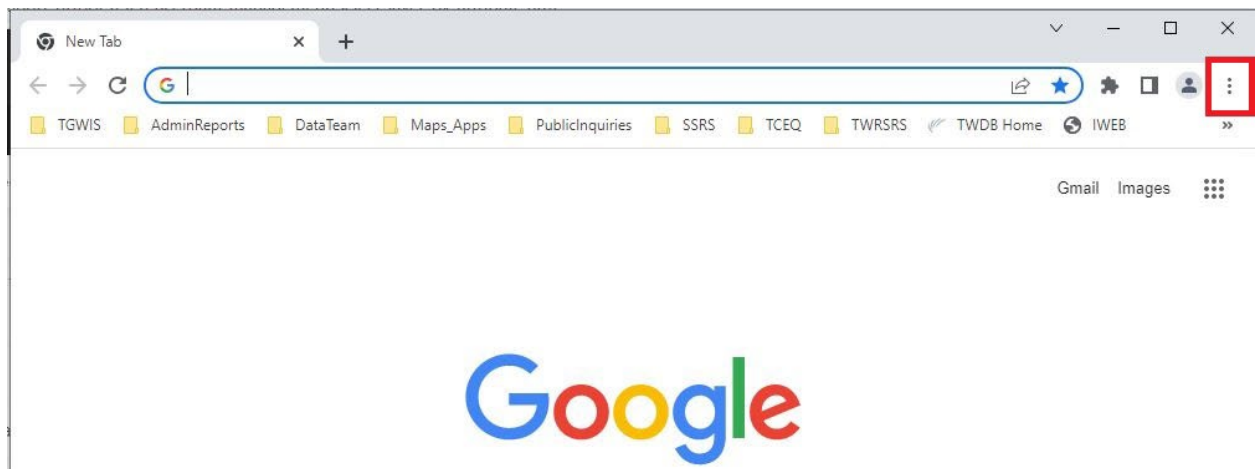


3. Choose a time range from the **Time range to clear:** dropdown box and select what data to clear from the **History** box and click **OK**.

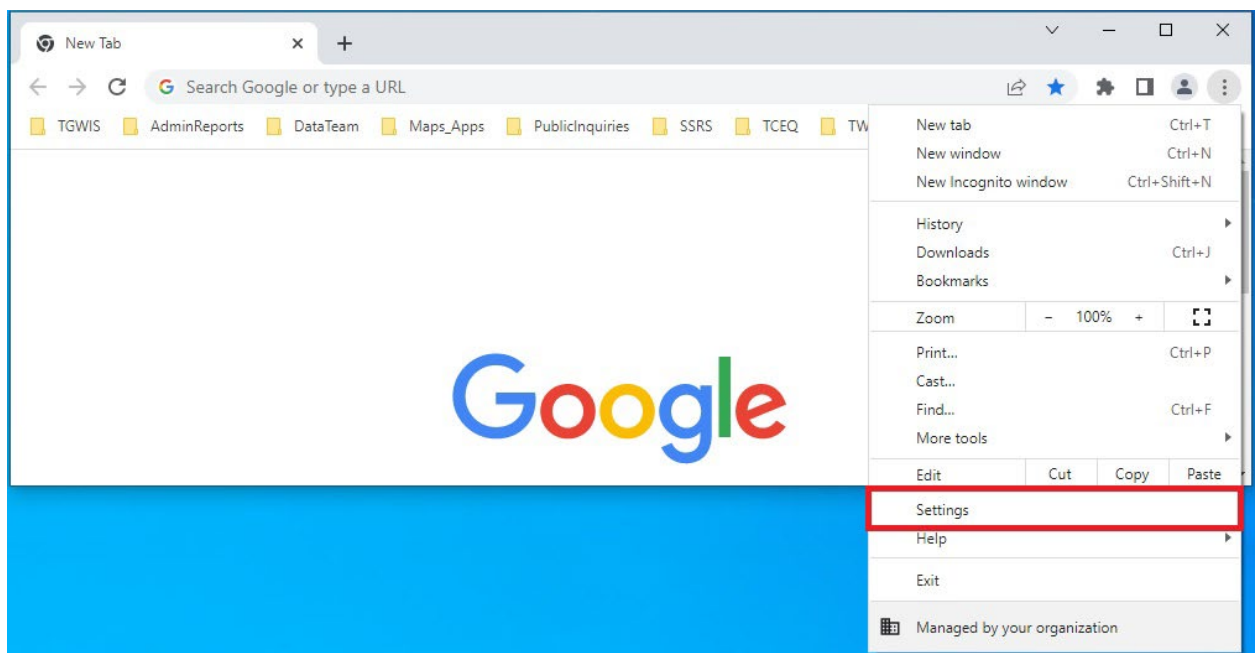


## Downloading PDFs instead of opening in Google Chrome

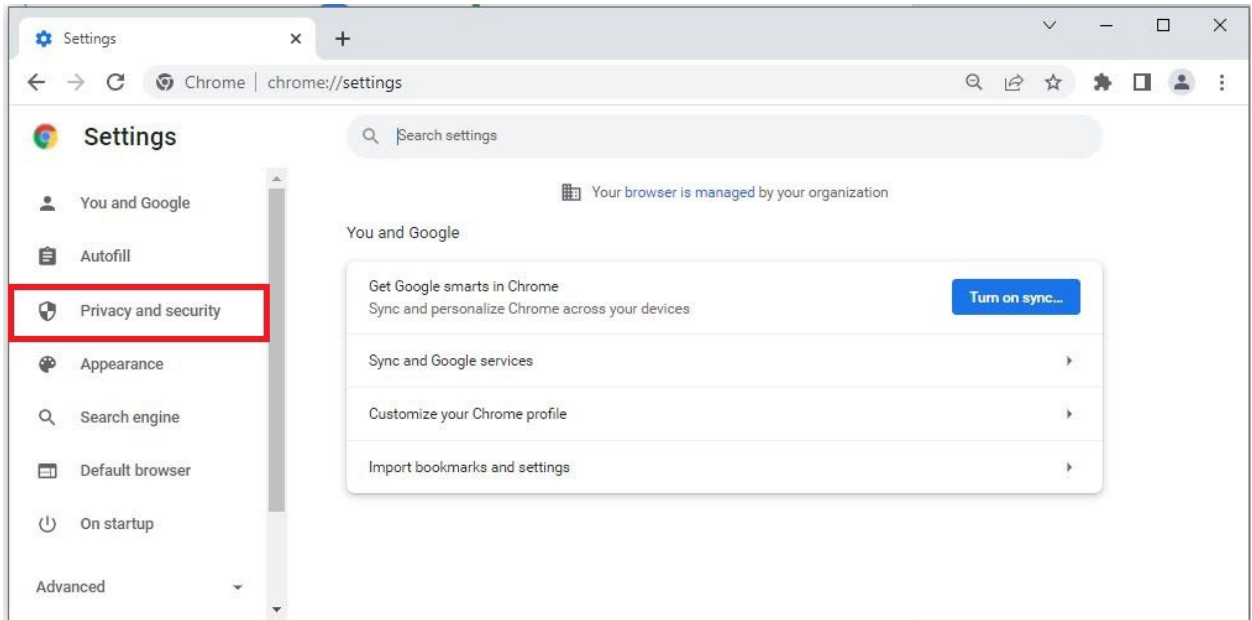
1. Click the 3 vertical dots in the upper right-hand corner



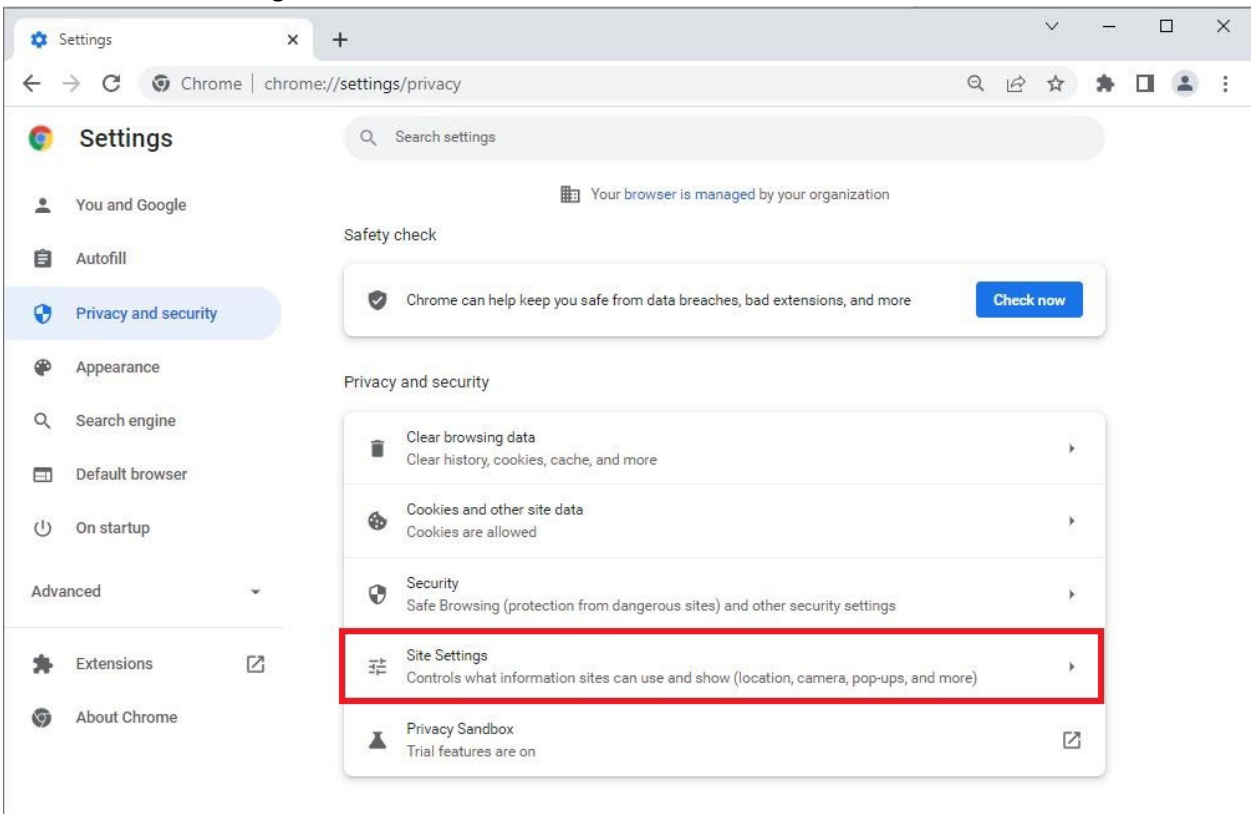
## 2. Select Settings



## 3. Click on Privacy and Security

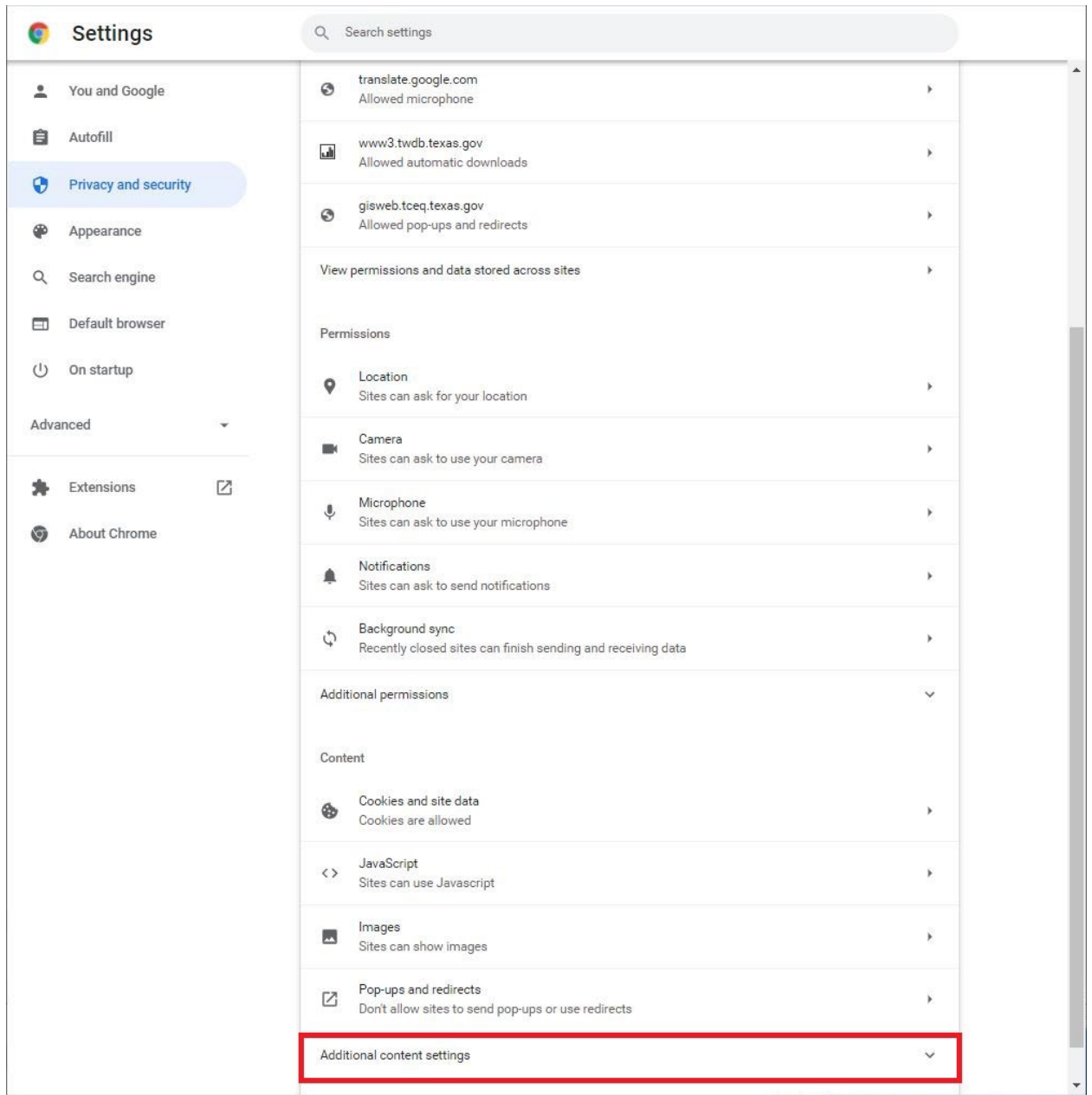


#### 4. Click on Site Settings

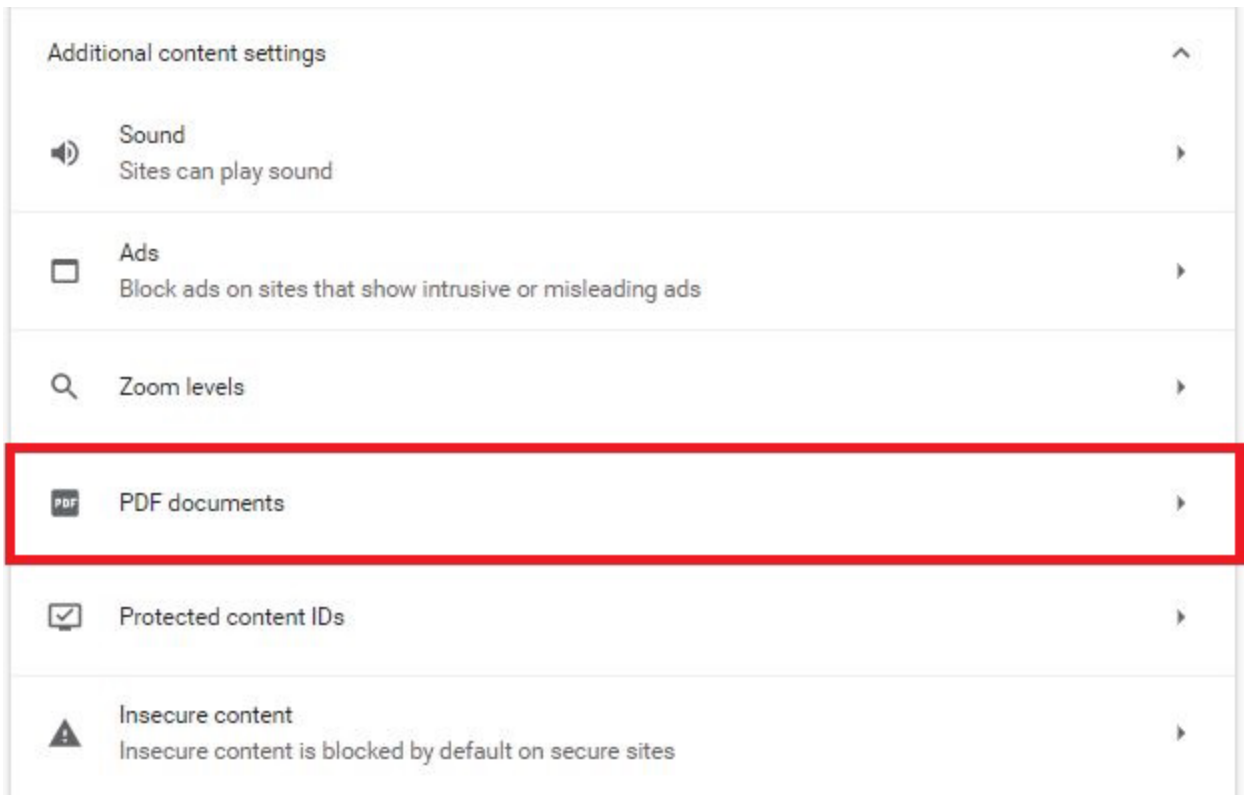


#### 5. Under Content – click on Additional content settings

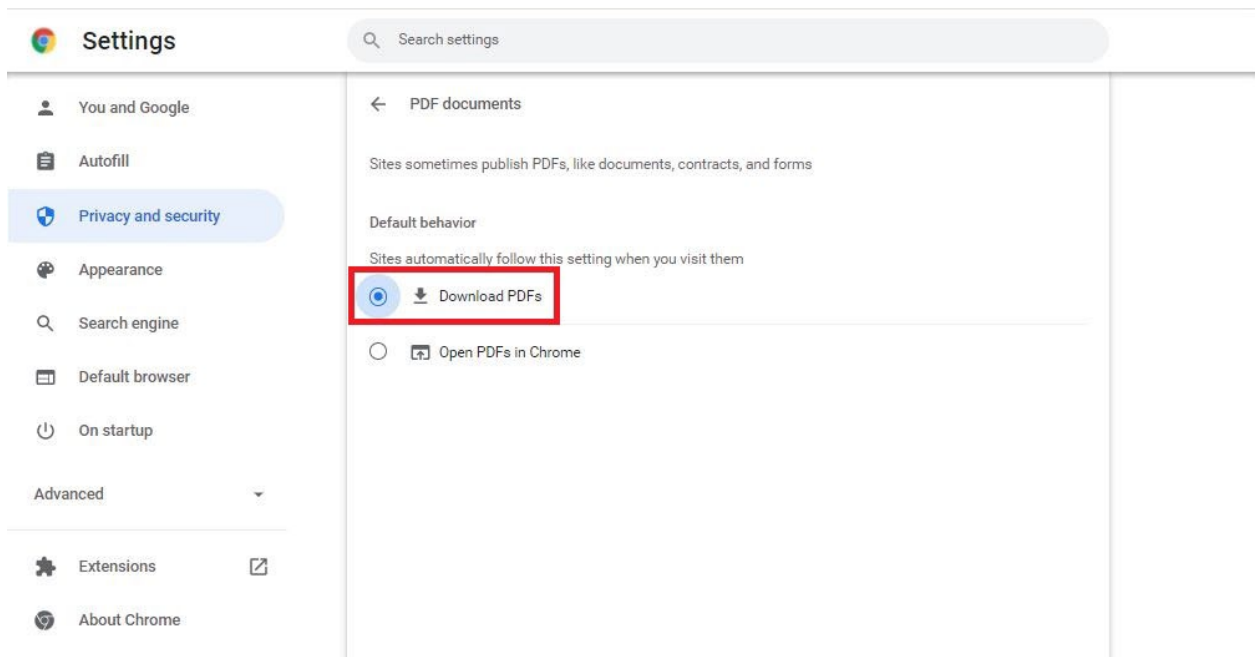




6. Click on PDF Documents



7. Click on Download PDF files (instead of Open PDFs in Chrome)



For questions or concerns about TWRSSRS contact the Groundwater Data Team at [GroundWaterData@twdb.texas.gov](mailto:GroundWaterData@twdb.texas.gov) or 512-936-0847.