TWRSRS Quick Reference Guide

For the complete TWRSRS User Manual go to:

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/

What's In This Guide:

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

Creating an account

Before accessing TWRSRS, 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.

7. The New User Confirmation page displays.

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.

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**.

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

6. After you have requested access, log out of APM by clicking on the Log Out button.
7. 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

1. 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.
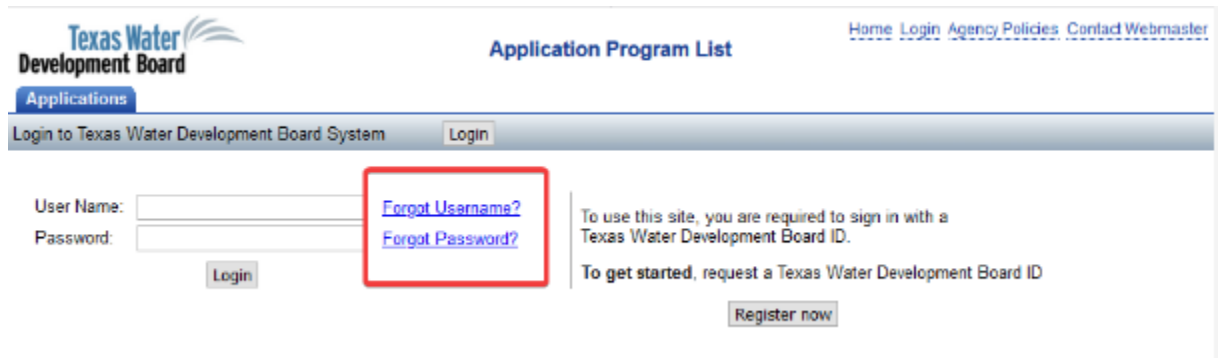
2. Enter your **New Password**, then confirm by entering the exact same password in the **Confirm New Password** field. Click **Change Password** to update your password.

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.

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 to not remember the email address, please contact TWDB directly for assistance at webmaster@twdb.texas.gov.
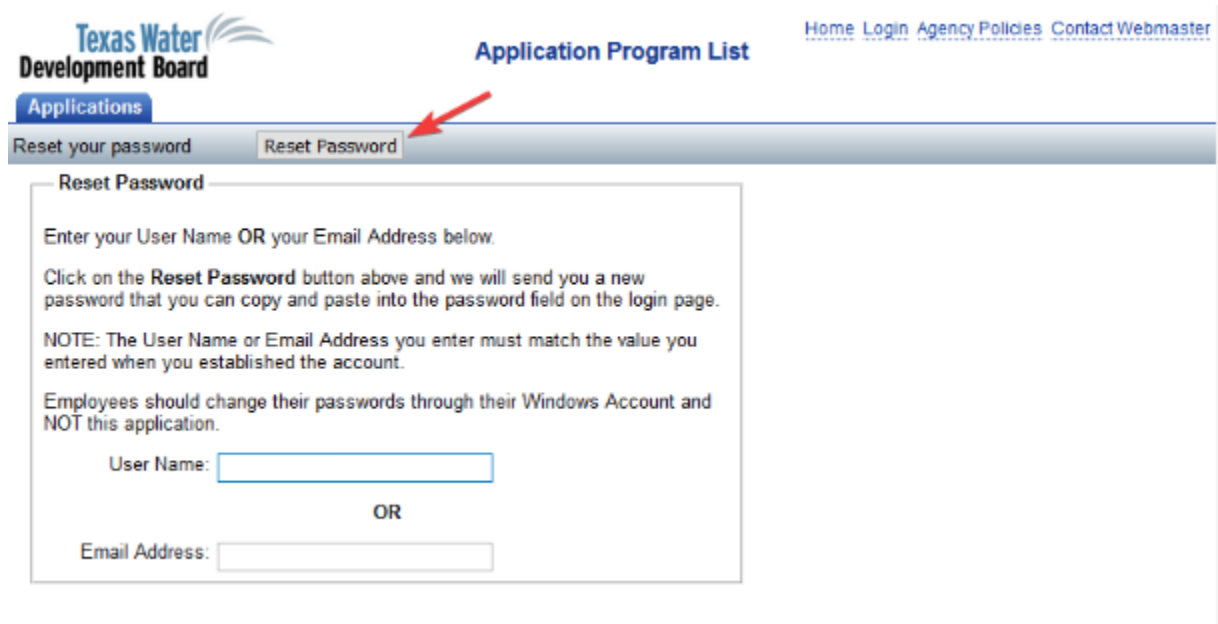
2. If you forgot your APM password, click the **Forgot Password?** Link.
3. The **Reset your password** page displays.

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://www.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 or 512-936-0847 to obtain License Number or PIN.
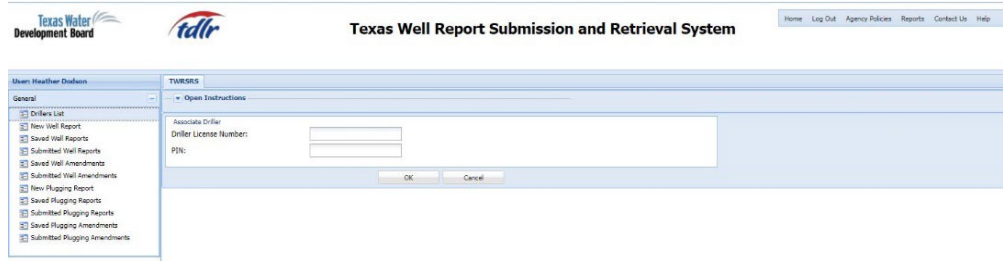
How to change email associated with TWRSRS account

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

Change in TWRSRS

1. Go to **Drillers List** and click the **Edit** button next to the driller.
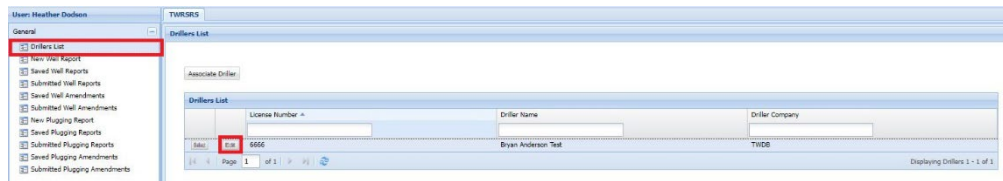
2. Under **Contacts**, click **Edit** button next to the person's name for whom the email is being updated.
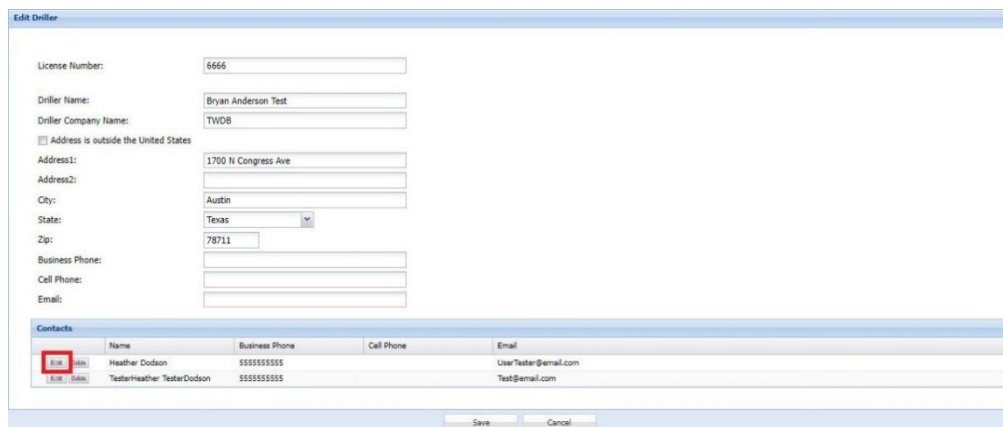
3. Update email address and click **Save** button.

Change in Application Program Management (APM)

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

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

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

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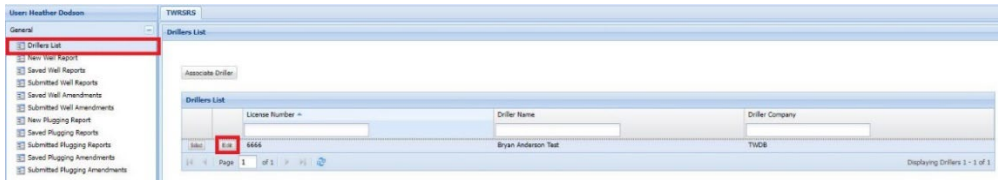
2. Make all necessary changes to the drilling company information in the top portion of the Edit Driller window. If no changes need to be made to Contacts, click **Save** to save all changes and close the Edit Driller window.

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.

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.

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

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.

2. 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.
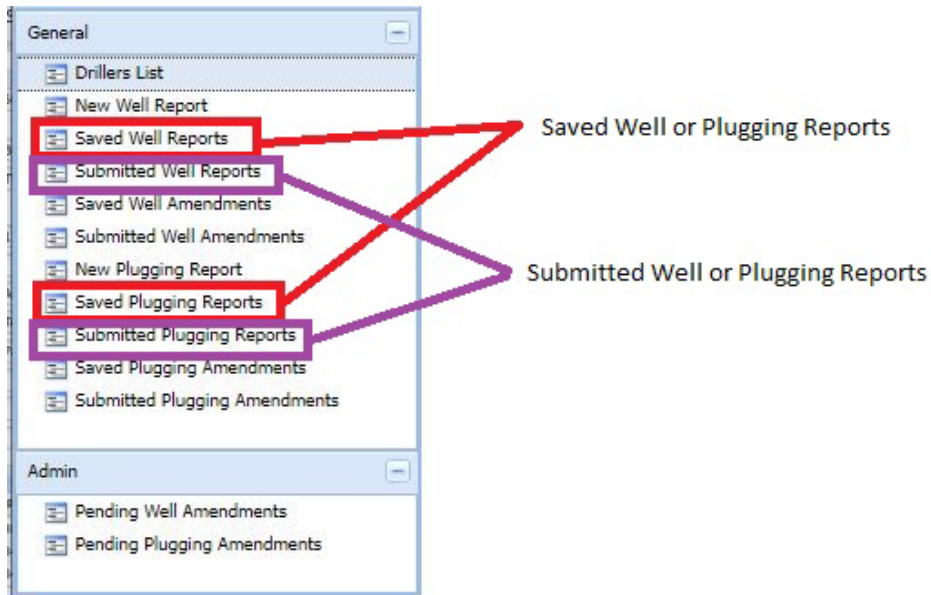
3. Click the **Edit** button next to the report.

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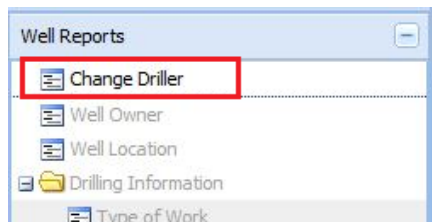
5. If you are just updating driller information, select the same driller by clicking on their name and click the **Change Driller** button. If you need to select a new driller, enter the License number or Driller Name in the appropriate search box and hit **Enter.** Click on the new driller name and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

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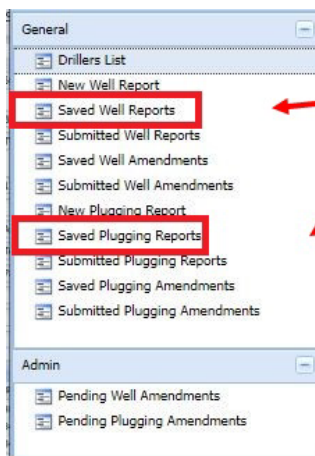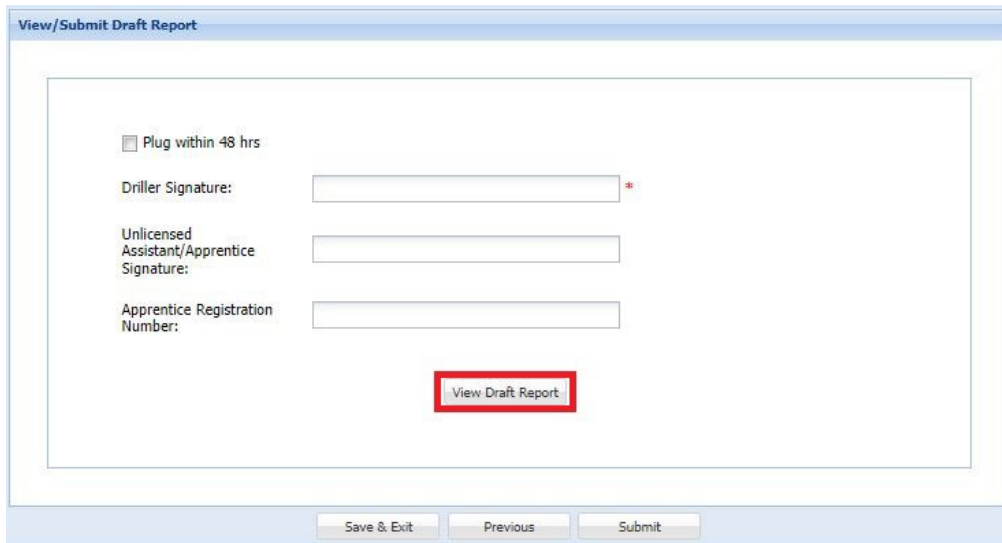
Use the General left menu to access different types of reports for the selected driller.

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').
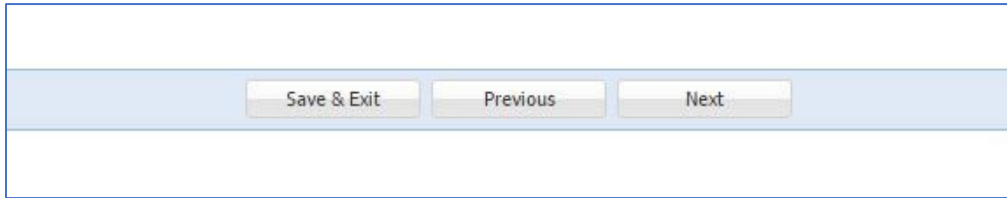
- The application will not allow fractions for diameter of hole or casing, only decimal numbers are accepted; click Decimal Conversion Chart button for help.
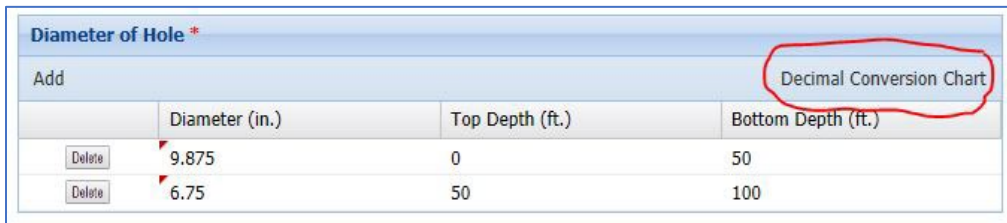
- When entering multiple intervals in Diameter of Hole, Lithology or Casing, click the **Add** button to create several blank rows; then you can use the TAB key to work through the fields, delete any leftover blank rows.
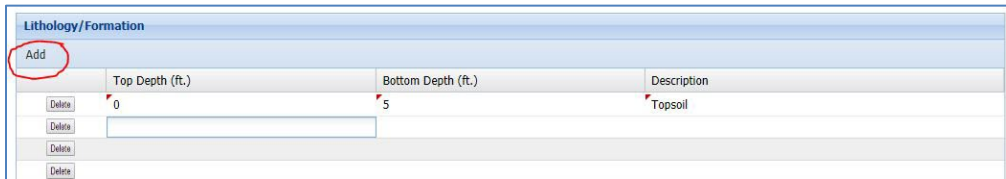
- For above ground intervals in Casing and Seal Range, use a negative value in Top Depth field; for example, if blank casing installed 2 feet above ground enter -2 in Top Depth.
- For a well report, the Plugged Back table is only for well completed above the borehole depth.
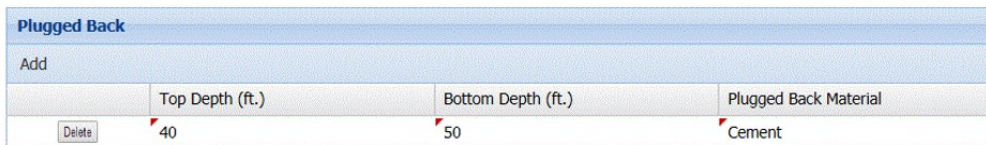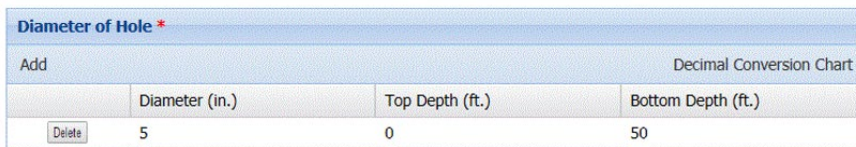
- Water Quality Questions: if "No" selected for second question, "Did you knowingly penetrate a strata which contains injurious constituents?", the answer to the third question should be "No".

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 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.

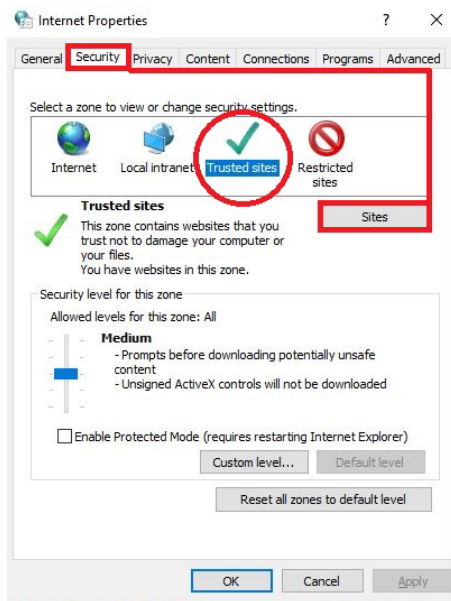### Adding trusted sites to computer:

1. Type **Internet Options** in the search bar next to the Start Icon and click on the option.
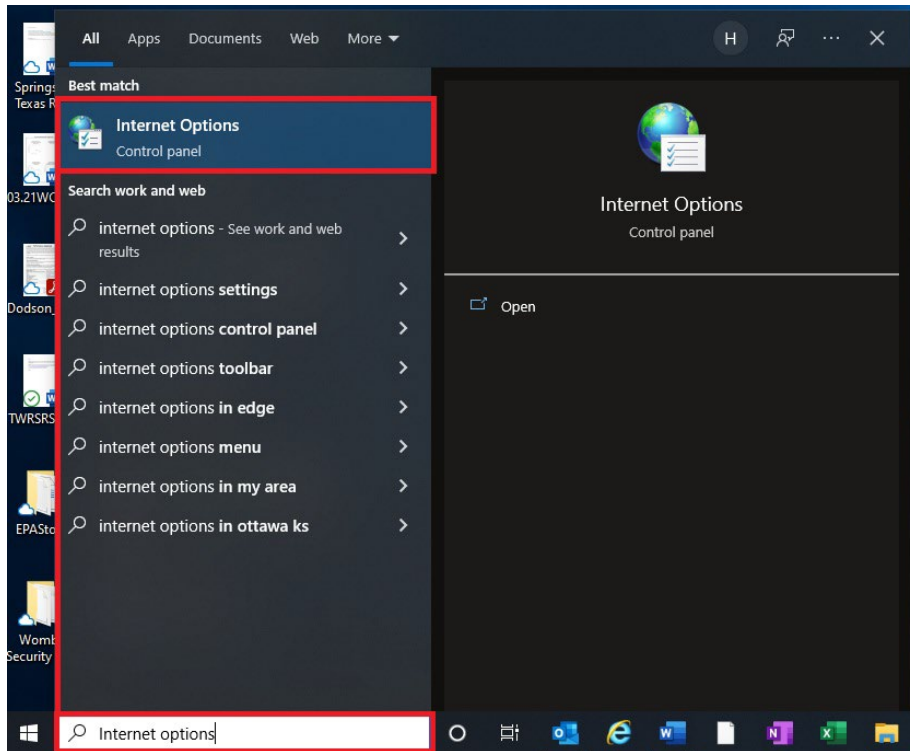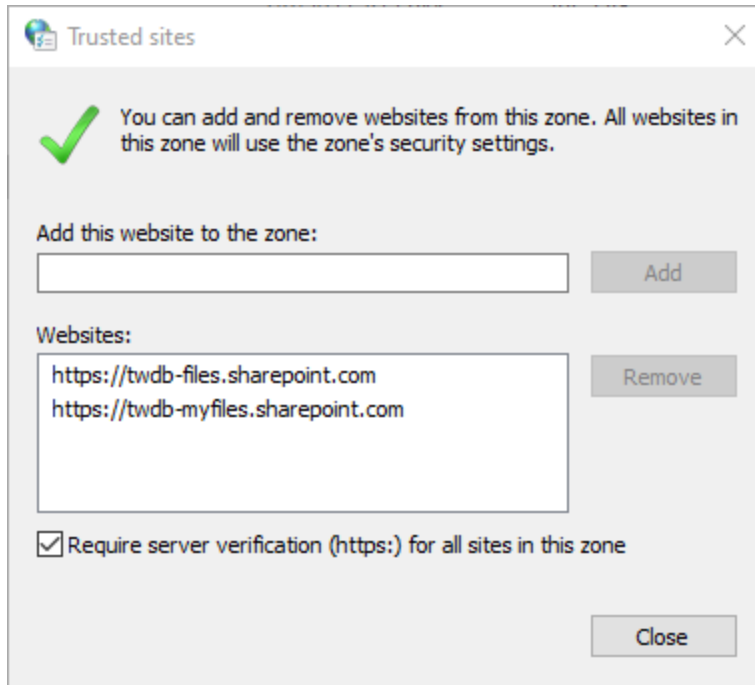
2. Click on the **Security** tab in the Internet Properties box and then click on **Sites**.

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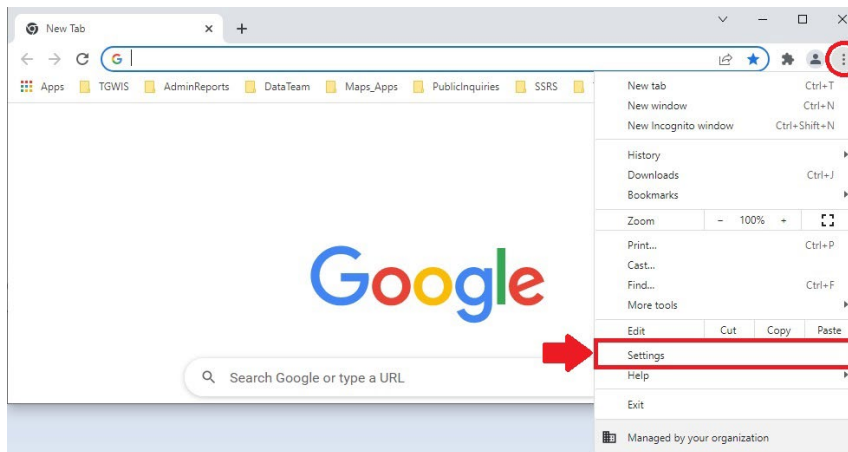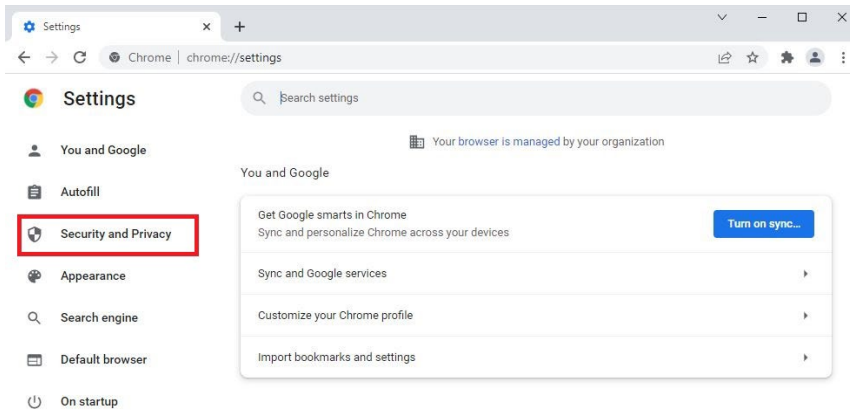
   https://ecn.dev.virtualearth.net/mapcontrol/mapcontrol.ashx?v=7.0&s=1

   http://www.bing.com/maps

4. Click **Close.**
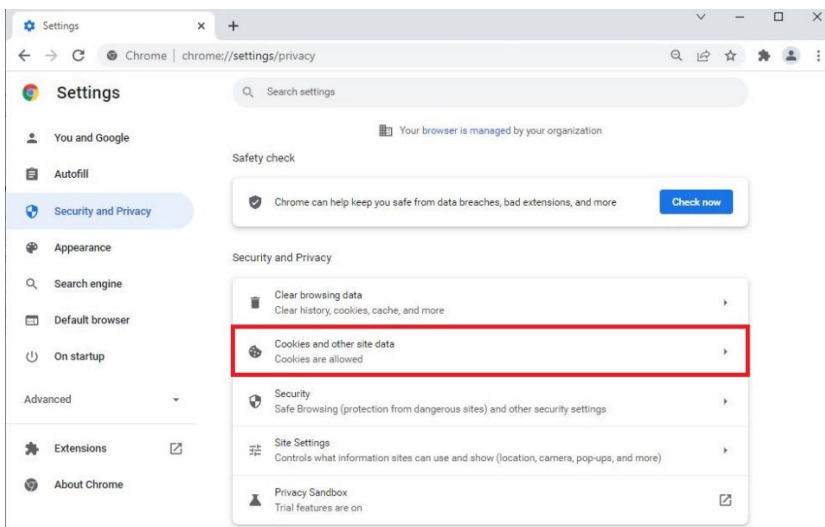
Adding trusted sites in Google Chrome:

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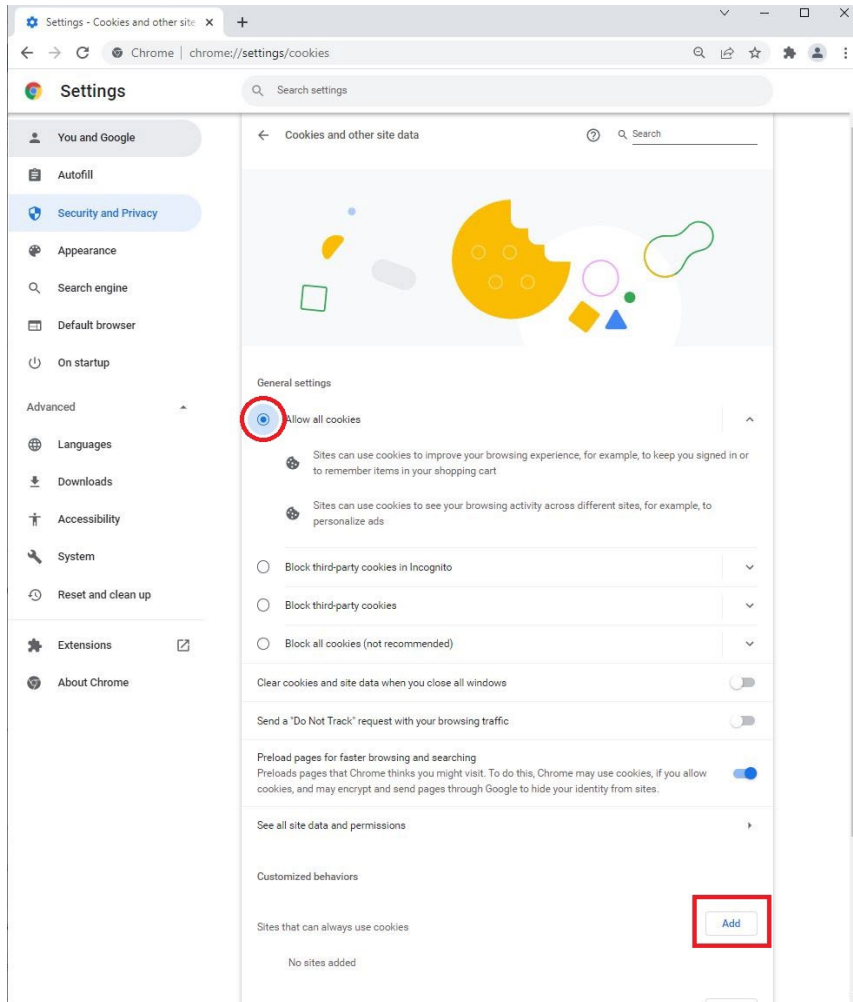

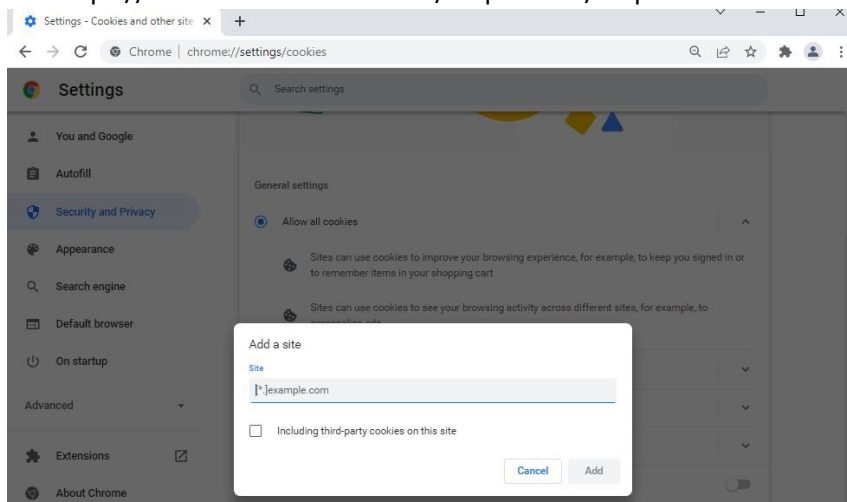2. Click on **Security and Privacy**

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**

7. 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:

1. 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**.**
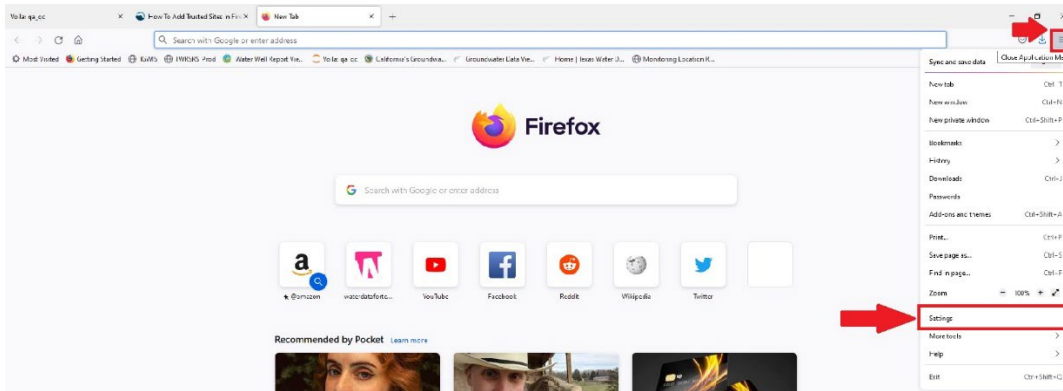
2. Click on **Privacy & Security**
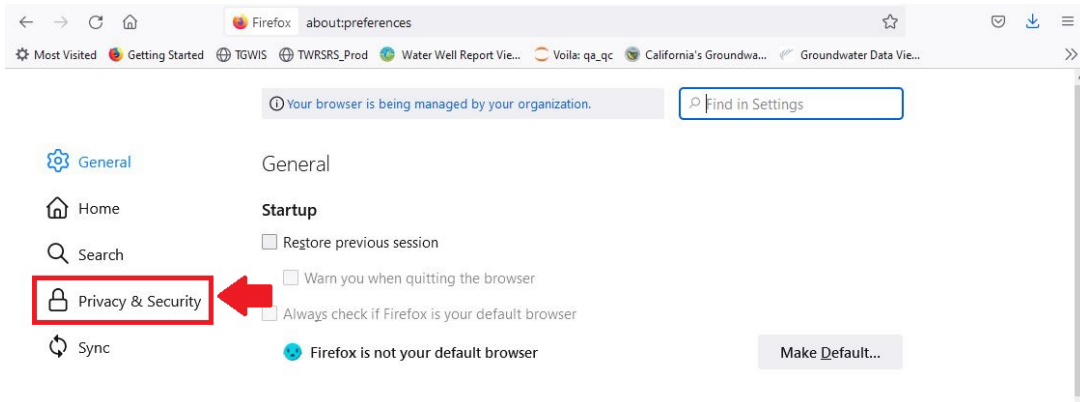
3. Scroll down to the **Cookies and Site Data** section and click on **Manage Exceptions…**
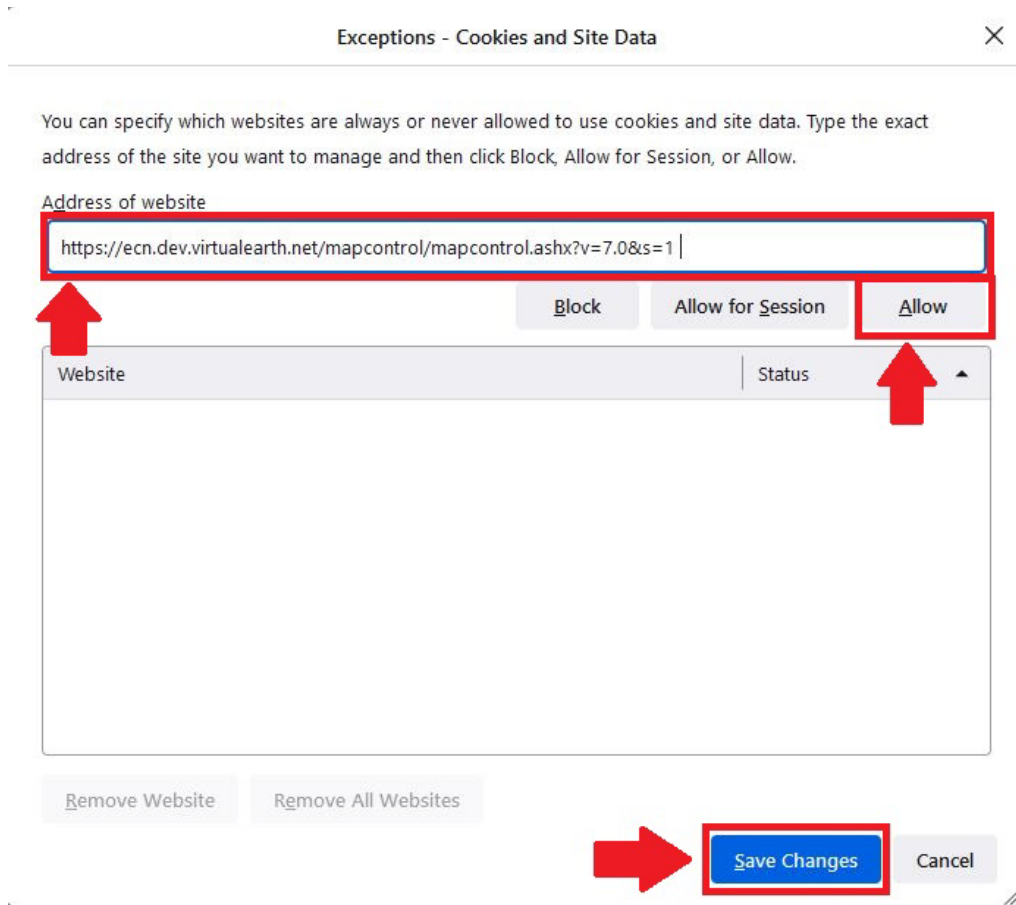

4. Enter the following site in the **Address of website** box:
https://ecn.dev.virtualearth.net/mapcontrol/mapcontrol.ashx?v=7.0&s=1
And click **Allow**

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.
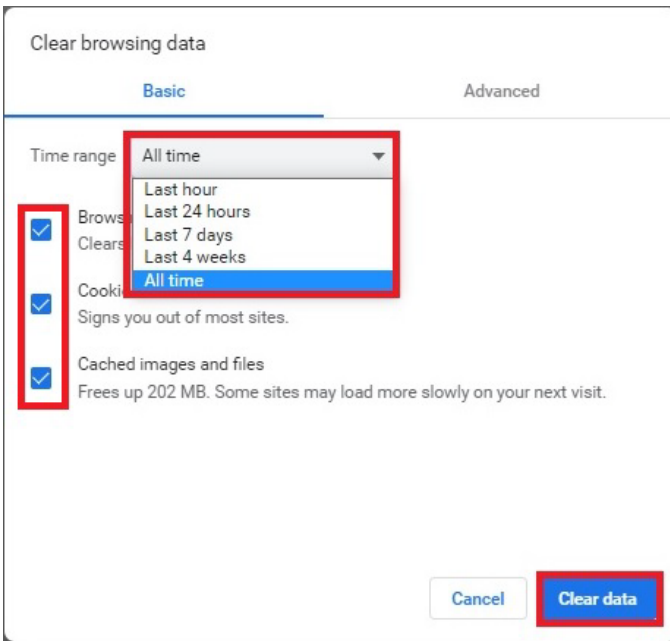
How to clear the cache in Internet Browser

In Chrome

1. On your computer, open Chrome.
2. At the top right, click on the three vertical dots.
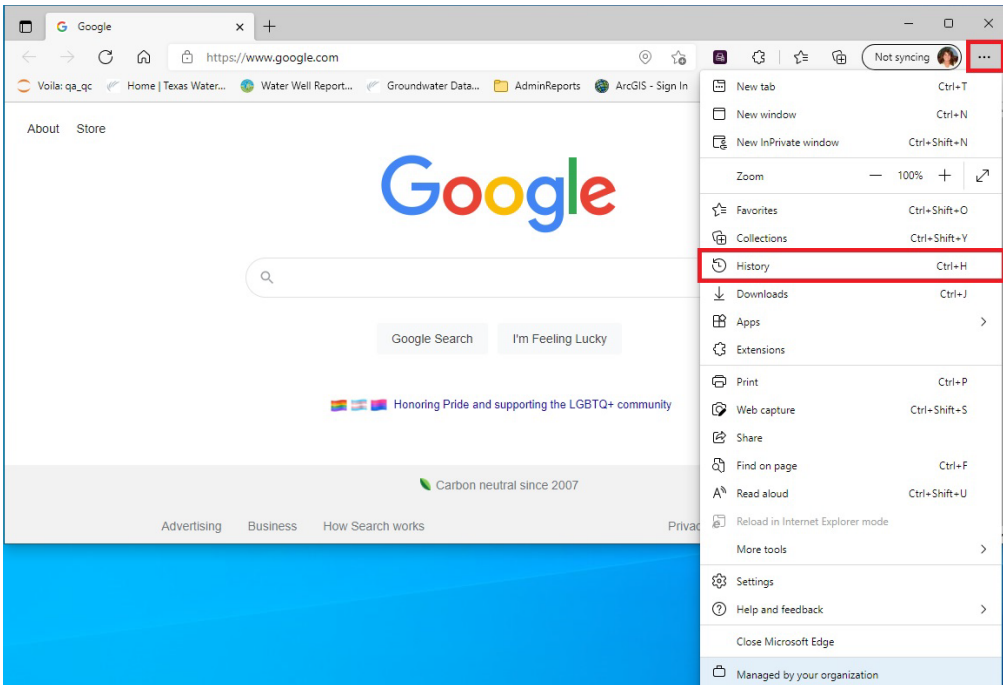3. Click **More tools** ❯ **Clear browsing data**.
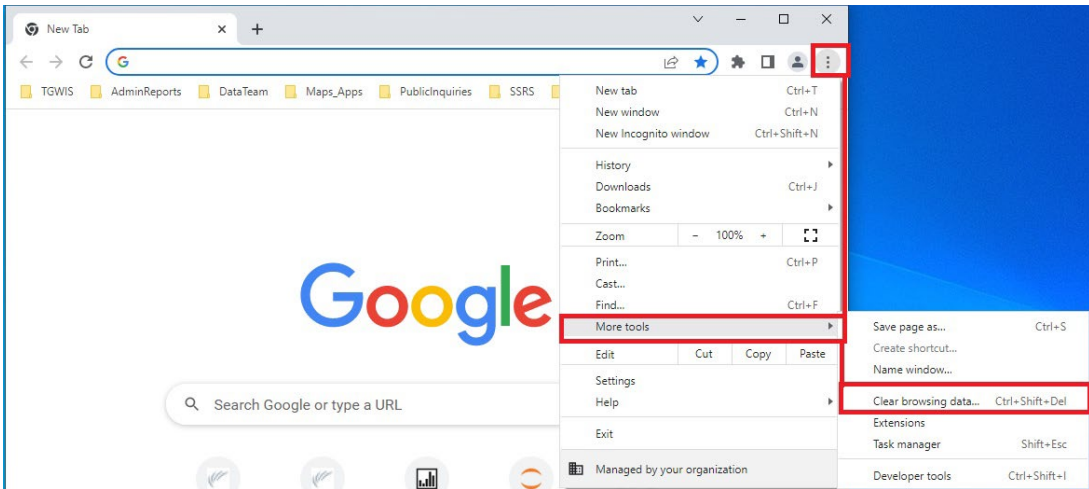
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
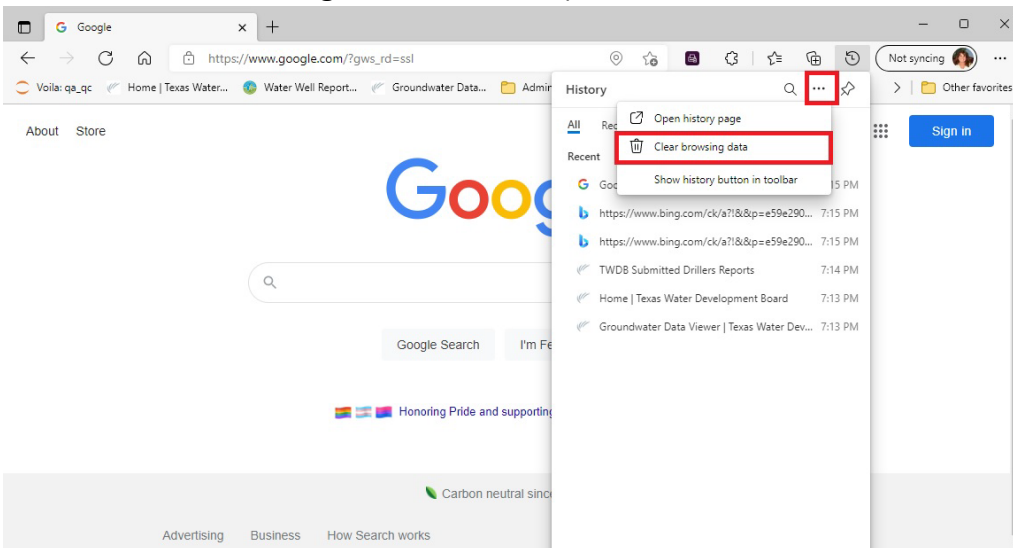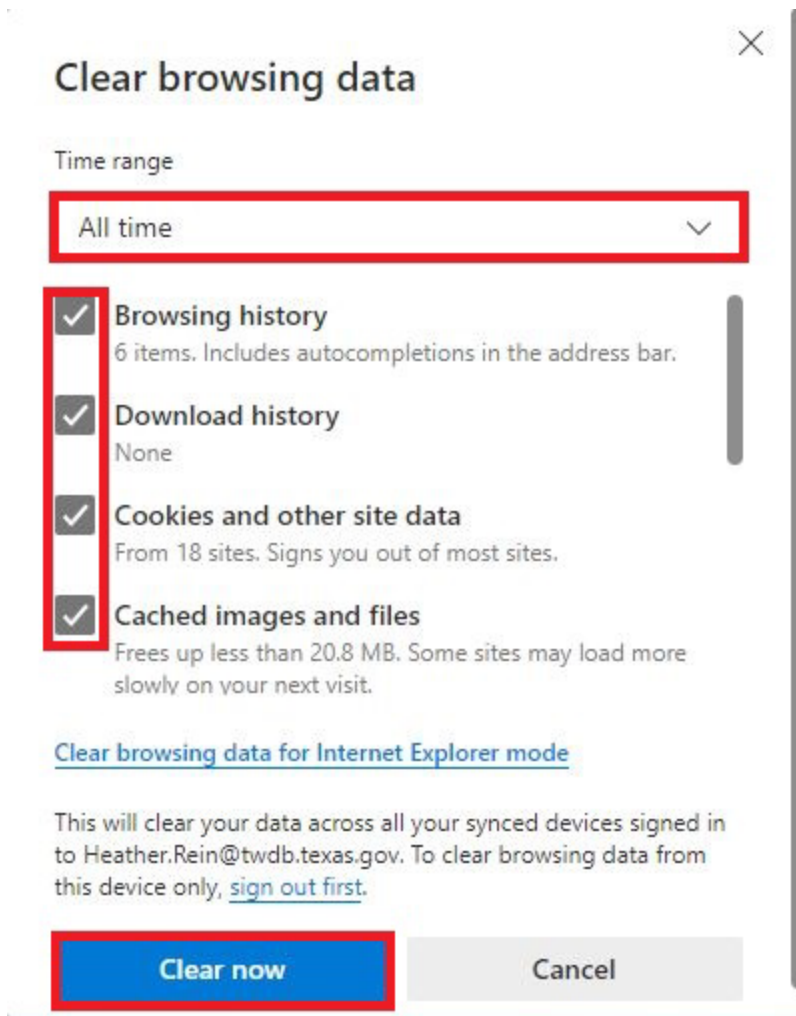6. Click **Clear data**.

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.**
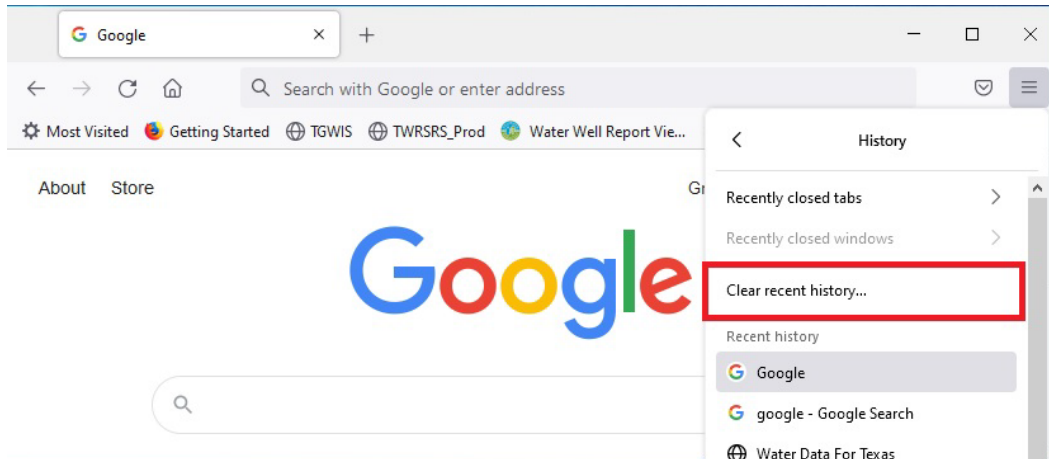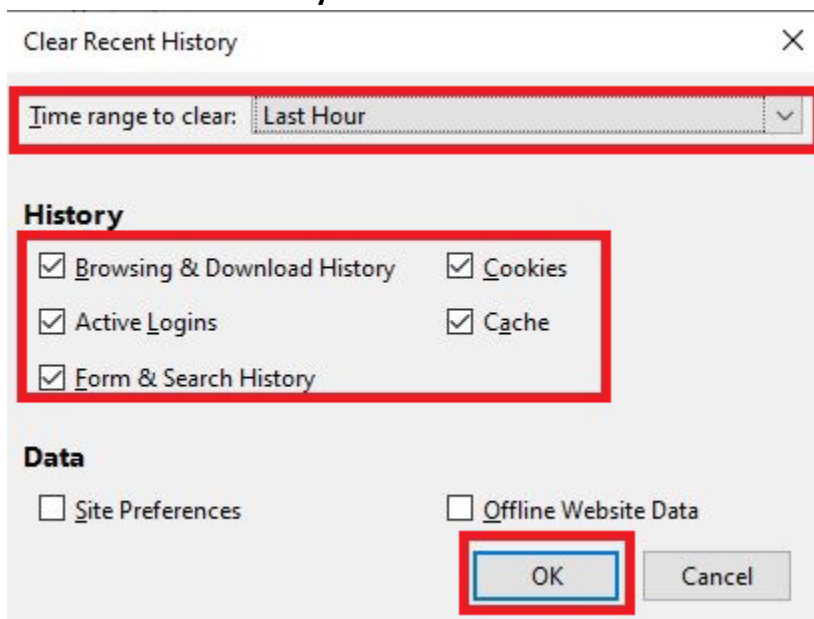8. Select **Clear now**.

1. Click on the 3 horizontal lines and select History from the dropdown menu.
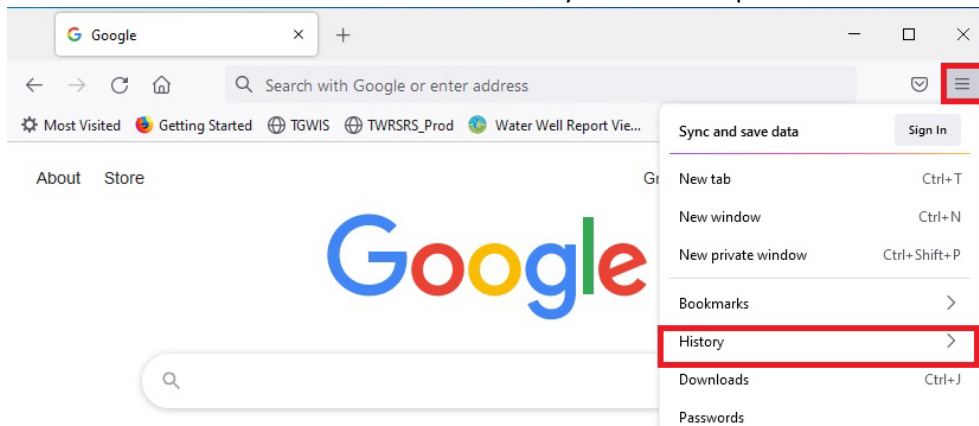
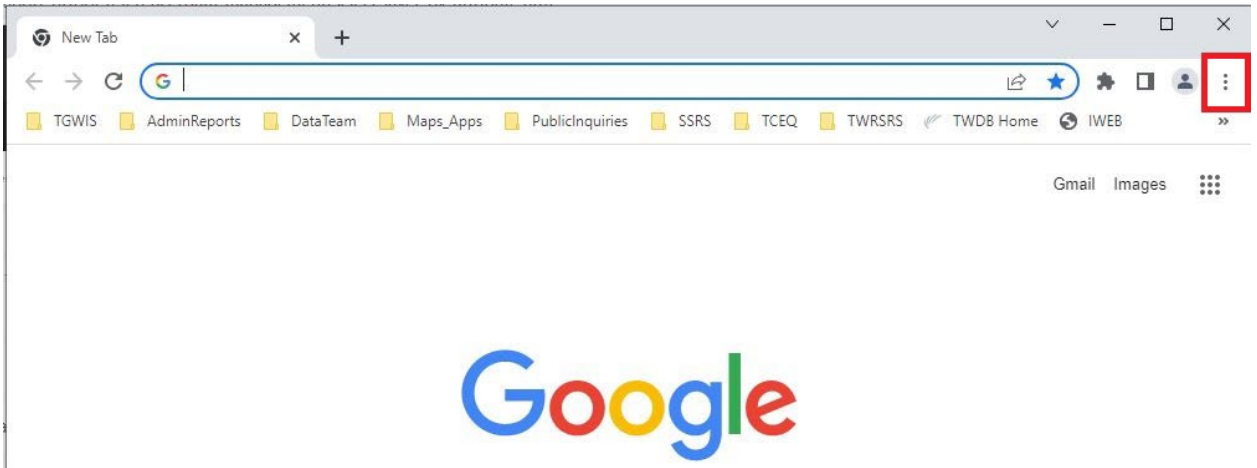2. Click on Clear recent history

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.**
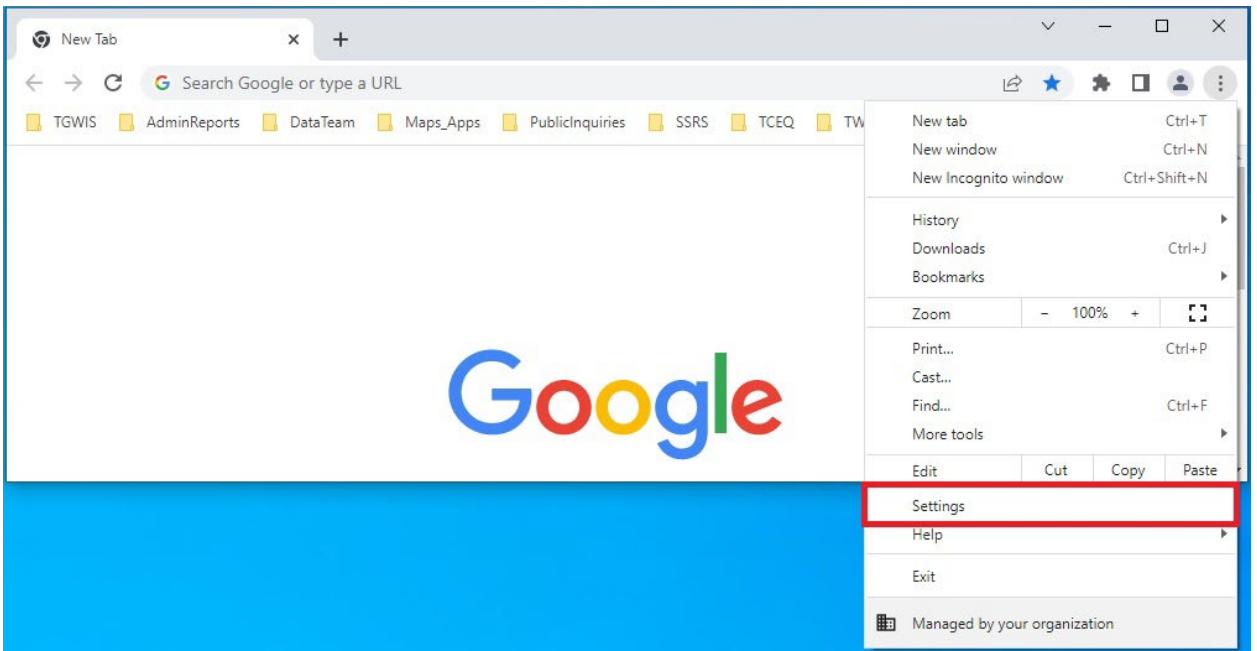

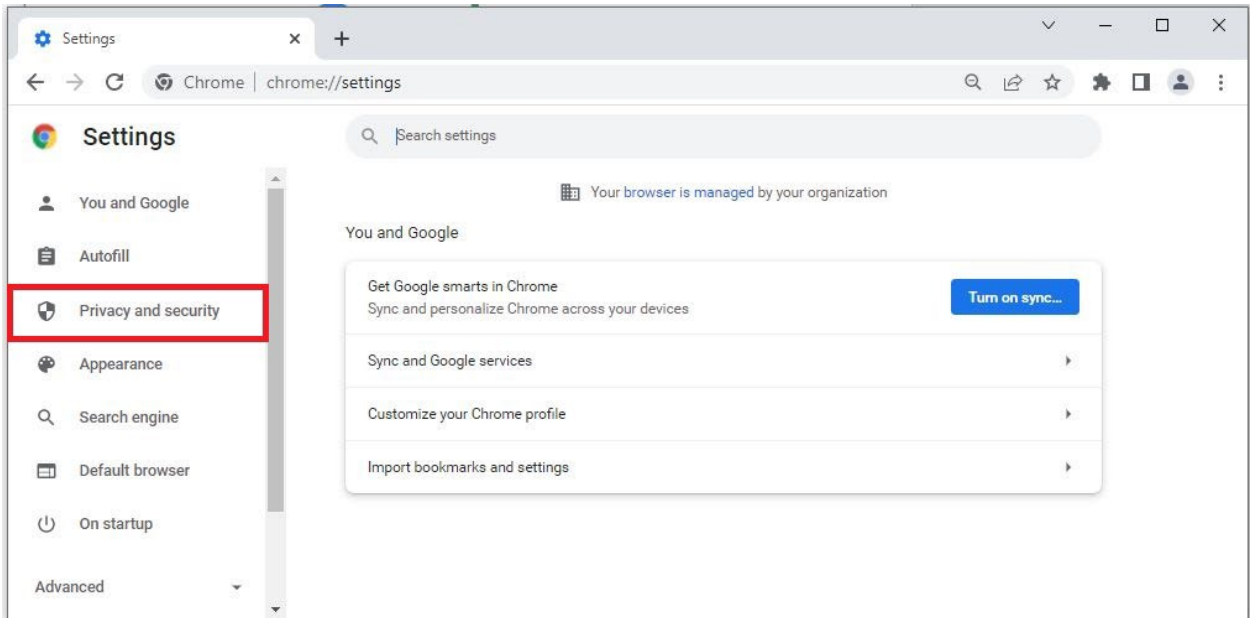## Downloading PDFs instead of opening in Google Chrome

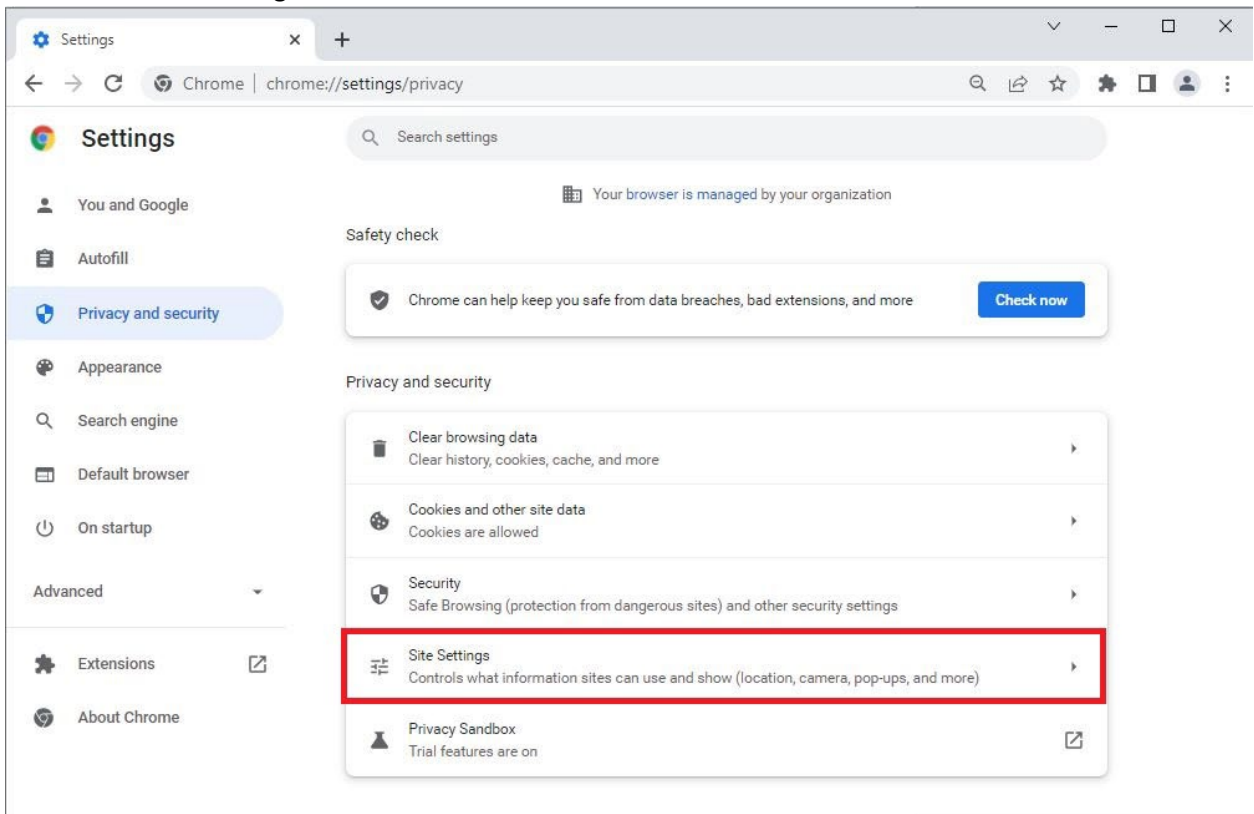1. Click the 3 vertical dots in the upper right-hand corner
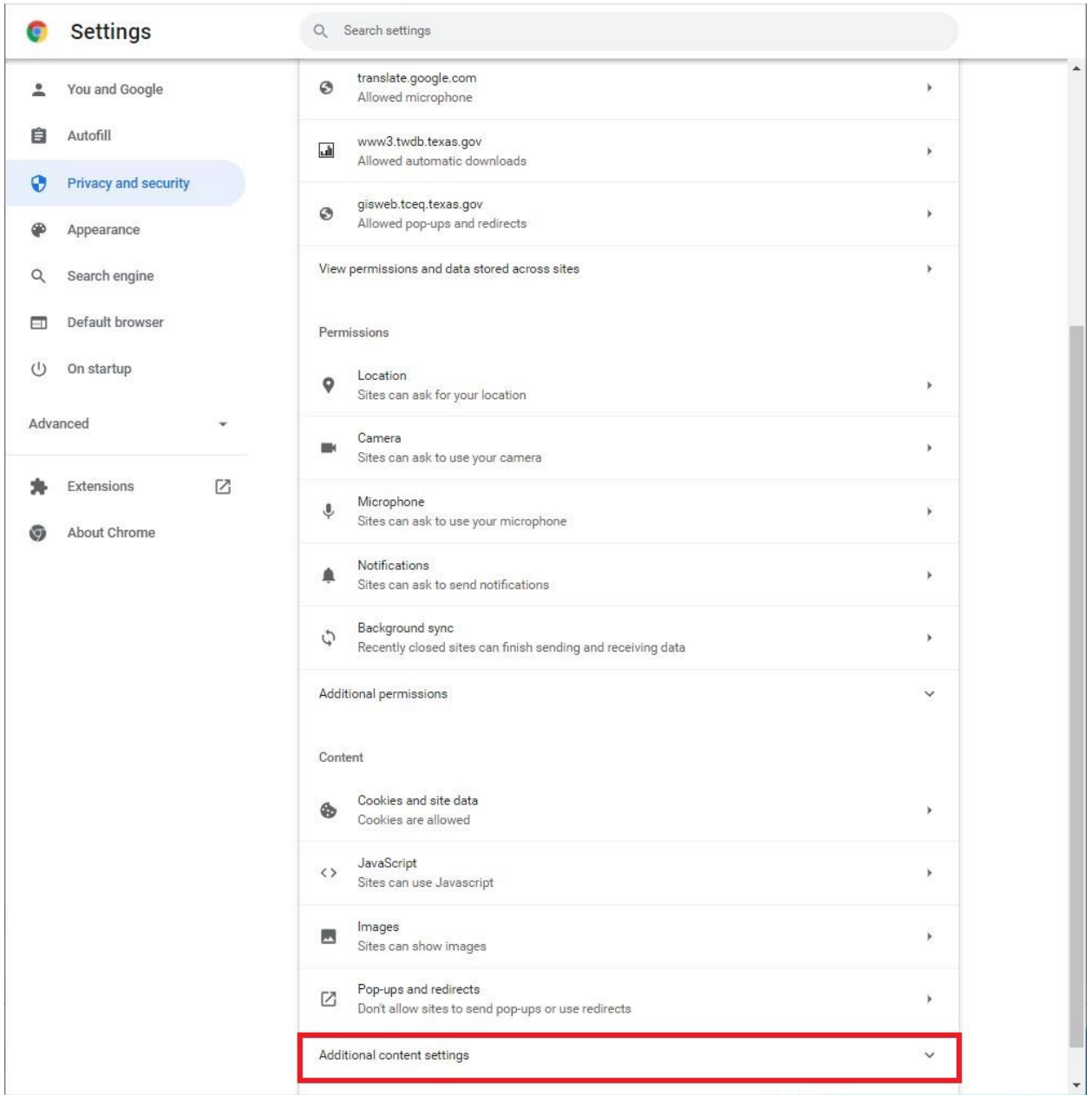
2. Select Settings
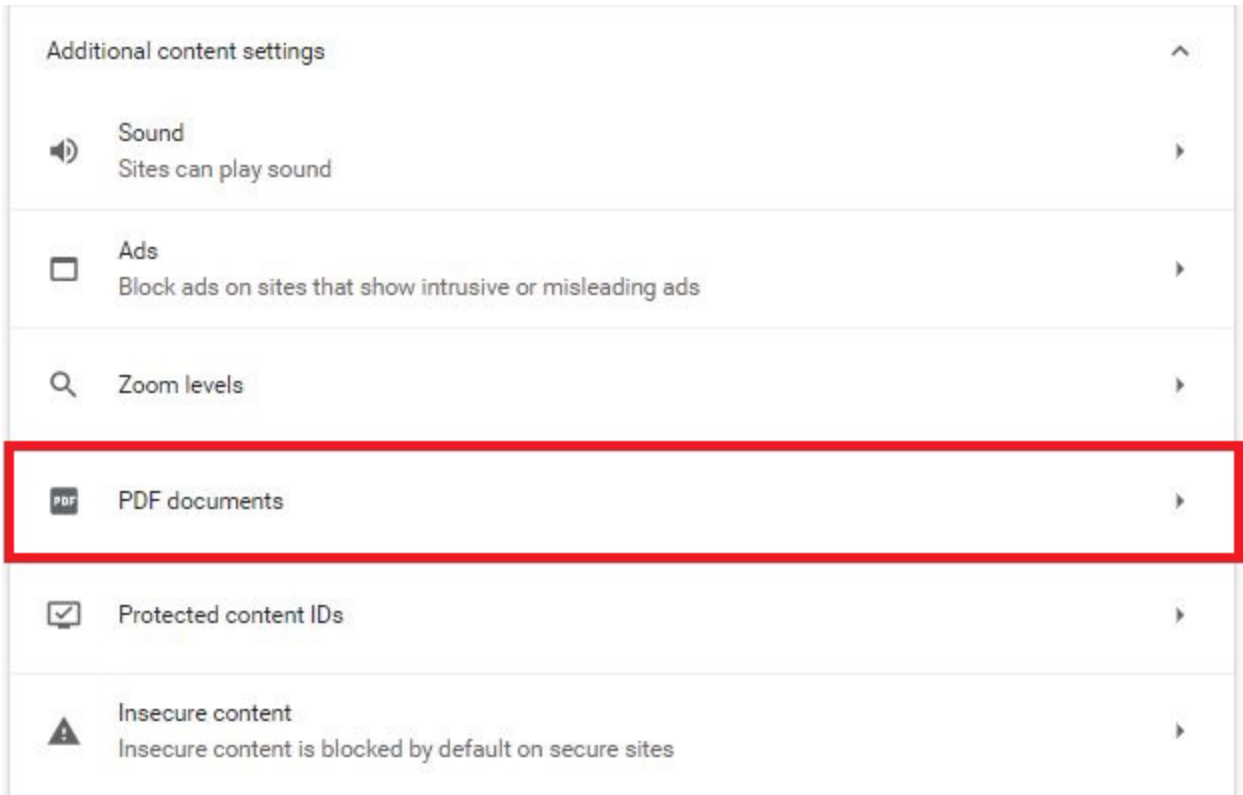

3. Click on Privacy and Security
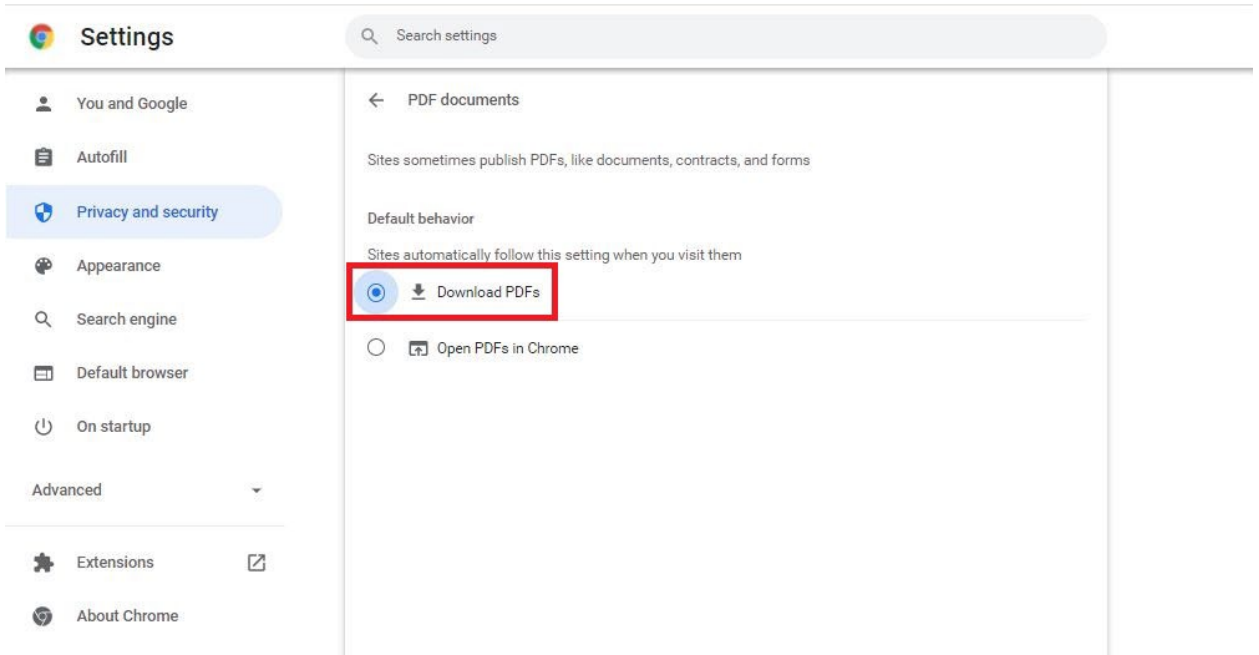
4. Click on Site Settings

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 TWRSRS contact the Groundwater Data Team at GroundWaterData@twdb.texas.gov or 512-936-0847.