

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](#)

[Logging in to APM](#)

[How to reset your APM password](#)

[Change your APM password](#)

[Reset your APM password](#)

[How to select or associate to a driller](#)

[How to change email associated with TWRSRS account](#)

[How to update contacts or company information for driller](#)

[How to change driller or driller information on a report](#)

[How to access saved reports](#)

[How to view a draft report](#)

[How to amend or delete a report](#)

[Tips](#)

[Troubleshooting](#)

[Incorrect Credentials error message when logging into TWRSRS](#)

[Unauthorized Access error message](#)

[TWRSRS Application not loading correctly](#)

[Error Message or no map displaying on Location Verification page](#)

[Adding trusted sites to computer](#)

[Adding trusted sites in Google Chrome](#)

[Adding trusted sites in Firefox](#)

[Trouble downloading well reports](#)

[How to clear the cache in an Internet Browser](#)

[In Chrome](#)

[In Microsoft Edge](#)

[In Firefox](#)

[Downloading PDFs instead of opening in Google Chrome](#)

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

The screenshot shows the 'Application Program List' page for the Texas Water Development Board. At the top, there is a navigation bar with links for Home, Login, Agency Policies, and Contact Webmaster. Below the navigation bar, there is a header section with the Texas Water Development Board logo and the title 'Application Program List'. A sub-header 'Applications' is followed by a navigation bar containing 'Guest User - Welcome To The TWDB Program List' and a 'Login or Register' button. The main content area is titled 'Instructions' and contains several sections of public TWDB web applications, each with a brief description and an 'Add to Access List' link. The applications listed include: Water Loss Audit, Intended Use Program, Water Use Survey, Desalination Plant Database, Regional Water Planning 2017, Texas Well Report Submission and Retrieval System, Water Conservation, and Regional Water Planning 2022.

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

This is a close-up screenshot of the 'Login or Register' button on the 'Application Program List' page. A red arrow points to the button, which is located in the navigation bar below the 'Applications' sub-header. The button is labeled 'Login or Register' and is positioned to the right of the 'Guest User - Welcome To The TWDB Program List' text.

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.

The screenshot shows the login page for the Texas Water Development Board. At the top, there is a navigation bar with links for Home, Login, Agency Policies, and Contact Webmaster. Below the navigation bar, there is a header section with the Texas Water Development Board logo and the title 'Application Program List'. A sub-header 'Applications' is followed by a navigation bar containing 'Login to Texas Water Development Board System' and a 'Login' button. The main content area contains a login form with fields for 'User Name:' and 'Password:', a 'Forgot Username?' link, and a 'Forgot Password?' link. To the right of the login form, there is a message: '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'. Below the message, there is a 'Register now' button, which is highlighted with a red arrow.

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.

Texas Water Development Board [Home](#) [Login](#) [Agency Policies](#) [Contact Webmaster](#)
Application Program List
Applications

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 Texas Water Development Board website. The header includes the logo, the text "Application Program List", and navigation links: Home, Logout, Agency Policies, and Contact Webmaster. A blue "Applications" button is visible. Below it, there is a "New User Confirmation" section with 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 Texas Water Development Board website. The header includes the logo, the text "Application Program List", and navigation links: Home, Login, Agency Policies, and Contact Webmaster. A blue "Applications" button is visible. Below it, there is a "Login to Texas Water Development Board System" section with a "Login" button. The main content area contains the following text: "User Name: username@gmail.com" with a blue link "Forgot Username?". Below that, it says: "Password:" with a blue link "Forgot Password?". To the right, it says: "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" followed by a "Register now" 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.**

Texas Water Development Board Application Program List [Home](#) [Logout](#) [Agency Policies](#) [Contact Webmaster](#)

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.

My Favorite TWDB Web Applications

TWDB Web Applications You Have Access To

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

[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.

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.

[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.

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

[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.

[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.

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

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

The screenshot shows the Texas Water Development Board's Application Program List. At the top, there is a navigation bar with tabs for 'Applications', 'Change Password', and 'Profile'. Below this, a 'Log Out' button is highlighted with a red box. The main content area is divided into sections: 'Instructions', 'My Favorite TWDB Web Applications', 'TWDB Web Applications You Have Access To', and 'TWDB Applications You may Request Access to'. The 'TWDB Applications You may Request Access to' section lists several applications, including 'Texas Well Report Submission and Retrieval System', which has a 'Request Access' button highlighted with a red circle.

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 TWRERS (<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.

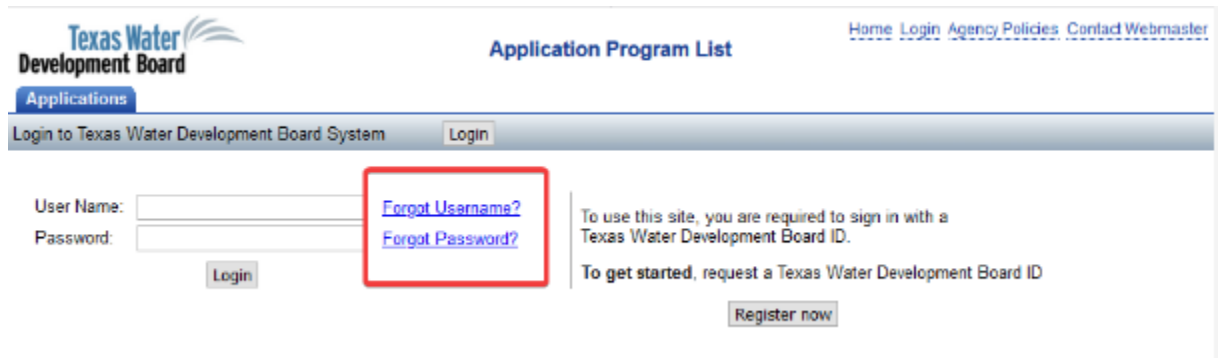
2. Enter your **New Password**, then confirm by entering the exact same password in the **Confirm New Password** field. Click **Change Password** to update your password.

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 do not remember the email address, please contact TWDB directly for assistance at webmaster@twdb.texas.gov.



Texas Water Development Board Application Program List

Home Login Agency Policies Contact Webmaster

Applications

Login to Texas Water Development Board System Login

User Name: [Forgot Username?](#)

Password: [Forgot Password?](#)

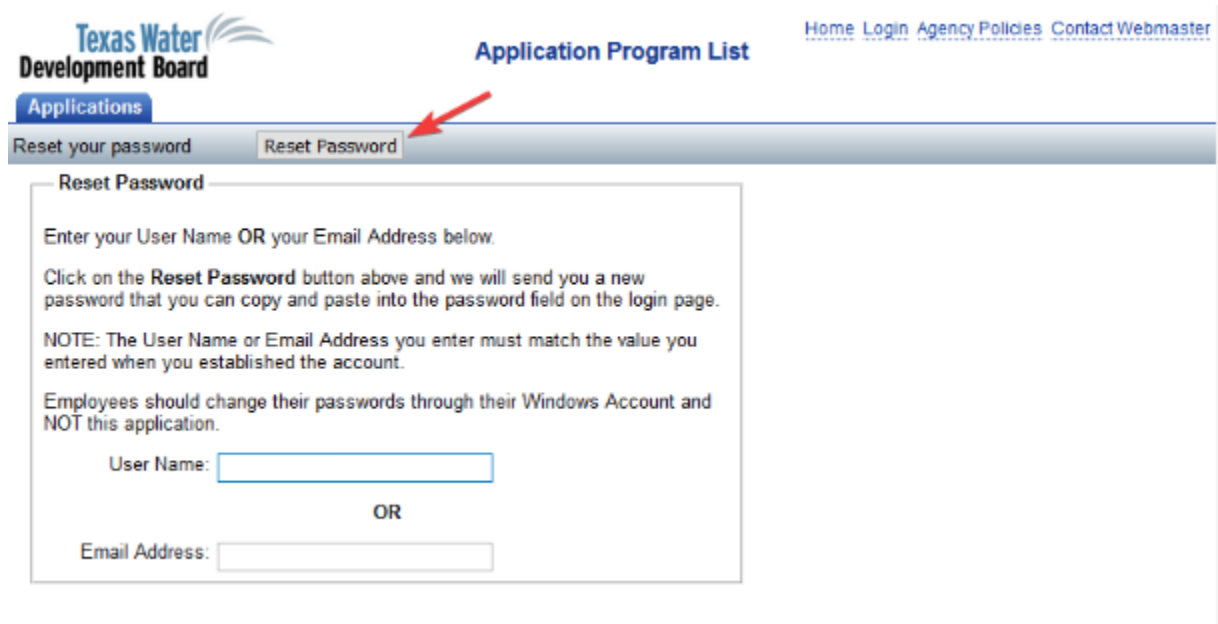
Login

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

Register now

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



Texas Water Development Board Application Program List

Home Login Agency Policies Contact Webmaster

Applications

Reset your password Reset Password

Reset Password

Enter your User Name OR your Email Address below.

Click on the **Reset Password** button above and we will send you a new password that you can copy and paste into the password field on the login page.

NOTE: The User Name or Email Address you enter must match the value you entered when you established the account.

Employees should change their passwords through their Windows Account and NOT this application.

User Name:

OR

Email Address:

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.

Texas Water Development Board Application Program List

Home Login Agency Policies Contact Webmaster

Applications

Forgot UserName

Forgot Username

Please enter your Email Address below.
It must match the one you entered when you registered
or if updated by you, match the last value entered.
Then click on **Send Me My Username**

Email Address:

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.

Texas Water Development Board TWRSRS

Home Log Out Agency Policies Reports Contact Us Help

Users Heather Dubson

General

- Drillers List
- New Well Report
- Saved Well Reports
- Submitted Well Reports
- Saved Well Amendments
- Submitted Well Amendments
- New Plugging Report
- Saved Plugging Reports
- Submitted Plugging Reports
- Saved Plugging Amendments
- Submitted Plugging Amendments

Associate Driller

License Number	Driller Name	Driller Company
6666	Bryan Anderson Test	TWDB

Page 1 of 1

Displaying Drillers 1 - 1 of 1

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

Texas Water Development Board TWRSRS

Home Log Out Agency Policies Reports Contact Us Help

Users Heather Dubson

General

- Drillers List
- New Well Report
- Saved Well Reports
- Submitted Well Reports
- Saved Well Amendments
- Submitted Well Amendments
- New Plugging Report
- Saved Plugging Reports
- Submitted Plugging Reports
- Saved Plugging Amendments
- Submitted Plugging Amendments

Associate Driller

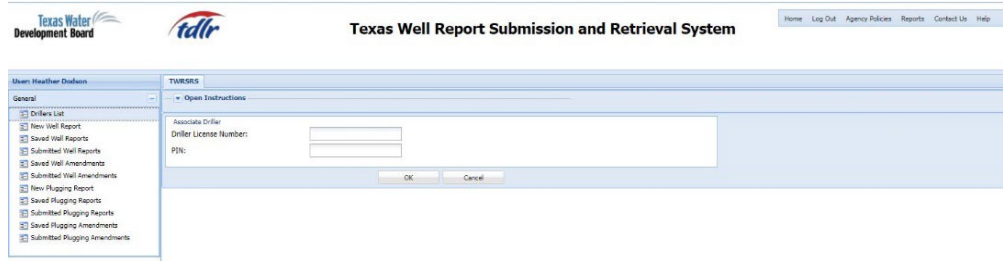
License Number	Driller Name	Driller Company
6666	Bryan Anderson Test	TWDB

Page 1 of 1

Displaying Drillers 1 - 1 of 1

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.

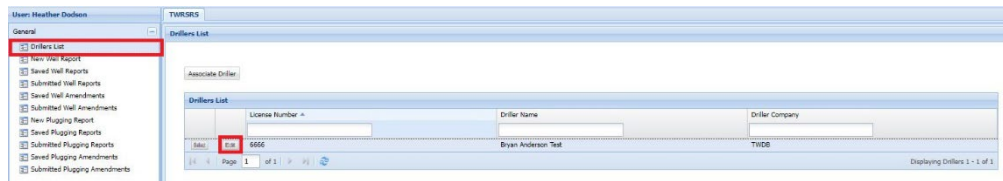


How to change email associated with TWRSSRS account

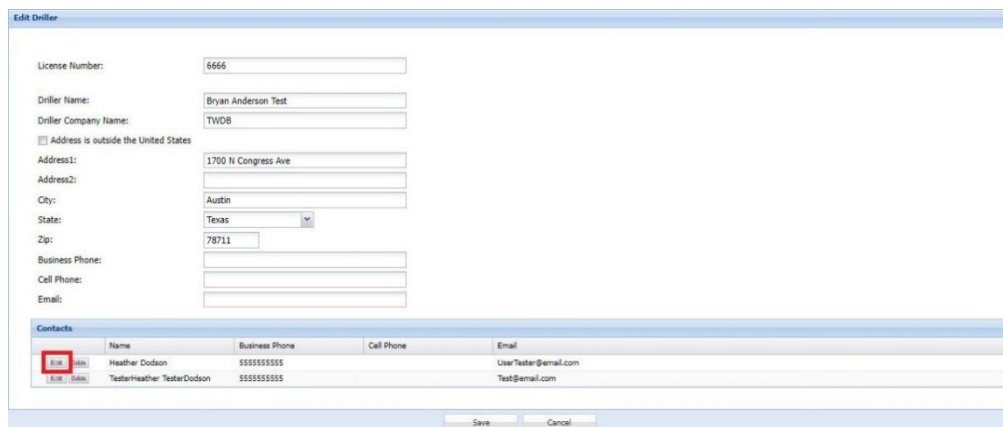
To ensure full functionality of all TWRSSRS services, a valid email address must be associated with the account. Changes to email addresses must be done in two different places.

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 navigation bar at the top right contains links for Home, Log Out, Agency Policies, Reports, Contact Us, and Help. The 'Home' link is highlighted with a red box. The main content area displays a 'Drivers List' table with columns for License Number, Driver Name, and Driver Company. The table shows one entry: License Number 6666, Driver Name Bryan Anderson Test, and Driver Company TWDB. A 'Save Changes' button is visible at the bottom right of the table.

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

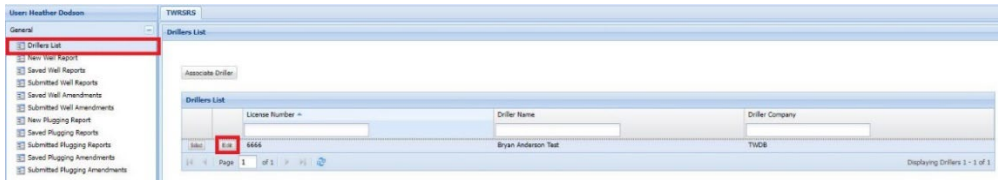
The screenshot shows the 'Application Program List' page. The navigation bar at the top left contains tabs for Applications, Change Password, and Profile. The 'Profile' tab is highlighted with a red box. The main content area displays a list of applications and links to 'Add to Favorites' for each. The 'Save Changes' button is visible at the bottom right of the page.

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

The screenshot shows the 'Update Personal Information' form. The form contains the following fields: * UserName: UserTester, * First Name: Heather, * Last Name: Dodson, * Contact Phone Number: 5129360847, Extension: [empty], * Email Address: UserTester@gmail.com, Company/Organization Name: TWDB, Street Address/PO Box: [empty], City: [empty], State: Texas (dropdown), Zip Code: [empty], Zip Plus-4: [empty]. The 'Email Address' field and the 'Save Changes' button at the bottom are highlighted with red boxes.

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.

The screenshot shows the 'Edit Driller' form. The fields are as follows:

- License Number: 6666
- Driller Name: Bryan Anderson Test
- Driller Company Name: TWDB
- Address is outside the United States
- Address1: 1700 N Congress Ave
- Address2: (empty)
- City: Austin
- State: Texas
- Zip: 78711
- Business Phone: (empty)
- Cell Phone: (empty)
- Email: (empty)

At the bottom, there is a 'Contacts' table:

	Name	Business Phone	Cell Phone	Email
<input type="button" value="Edit"/> <input type="button" value="Delete"/>	Heather Dodson	5555555555		UserTester@email.com
<input type="button" value="Edit"/> <input type="button" value="Delete"/>	TesterHeather ...	5555555555		Test@email.com

At the bottom of the form, there are 'Save' and 'Cancel' buttons. The 'Save' button is highlighted with a red box.

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
<input type="button" value="Edit"/>	Heather Dodson	5555555555		UserTester@email.com
<input type="button" value="Edit"/>	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
Edit Delete	Heather Dodson	5555555555		UserTester@email.com
Edit Delete	TesterHeather TesterDodson	5555555555		Test@email.com

Save Cancel

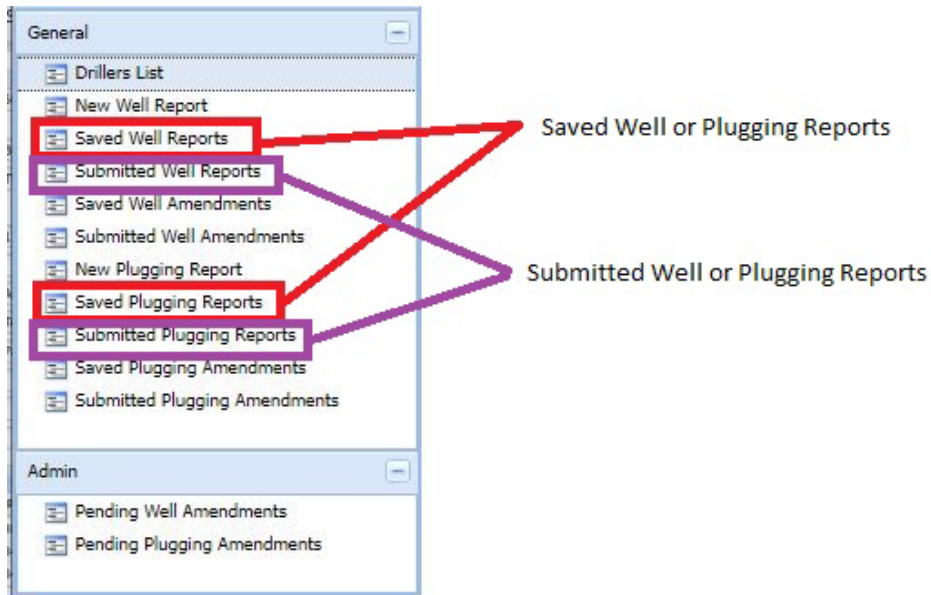
How to change driller or driller information on a report

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.

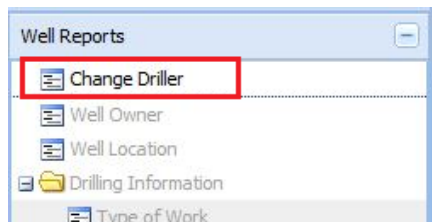
- From the Left Menu click **Saved Well (or Plugging) Reports** or **Submitted Well (or Plugging) Reports** depending on whether the report has been saved or submitted.



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



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

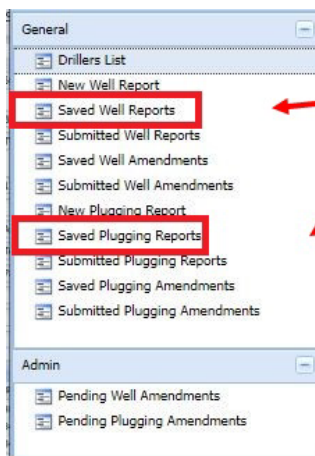


5. If you are just updating driller information, select the same driller by clicking on their name and click the **Change Driller** button. If you need to select a new driller, enter the License number or Driller Name in the appropriate search box and hit **Enter**. Click on the new driller name and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

The screenshot shows a 'Change Driller' dialog box. At the top, there are two buttons: 'Cancel' and 'Change Driller'. The 'Change Driller' button is highlighted with a red box. Below the buttons, there are two search boxes: 'License Number' and 'Driller Name'. The 'License Number' field contains the text '6666' and the 'Driller Name' field contains the text 'Bryan Anderson Test'. Below the search boxes, there is a pagination control showing '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

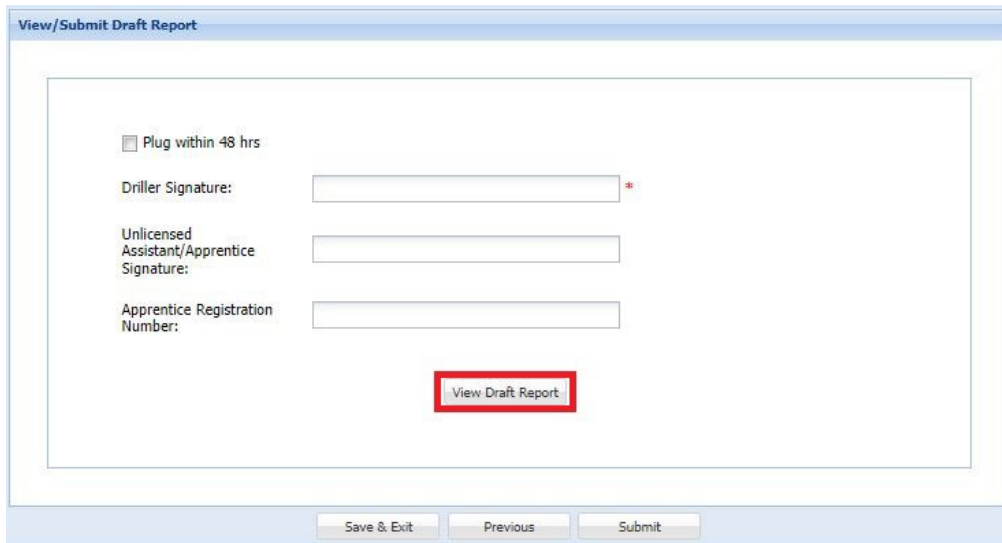


Use the General left menu to access different types of reports for the selected driller.

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.

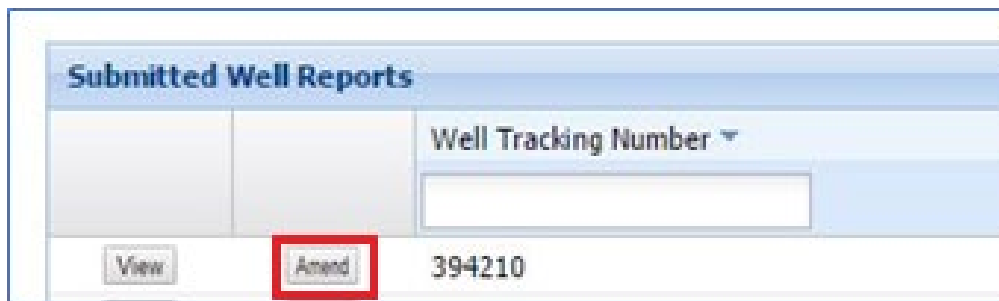


The screenshot shows a web form titled "View/Submit Draft Report". At the top left, there is a checkbox labeled "Plug within 48 hrs". Below this are three text input fields: "Driller Signature:", "Unlicensed Assistant/Apprentice Signature:", and "Apprentice Registration Number:". A red box highlights the "View Draft Report" button located below the signature fields. At the bottom of the form, there are three buttons: "Save & Exit", "Previous", and "Submit".

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.



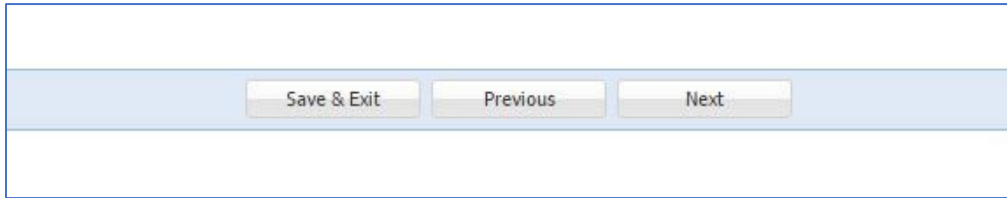
The screenshot shows a table titled "Submitted Well Reports". The table has a header row with a dropdown menu labeled "Well Tracking Number". Below the header, there is a row with a "View" button, an "Amend" button (highlighted with a red box), and the number "394210".

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.

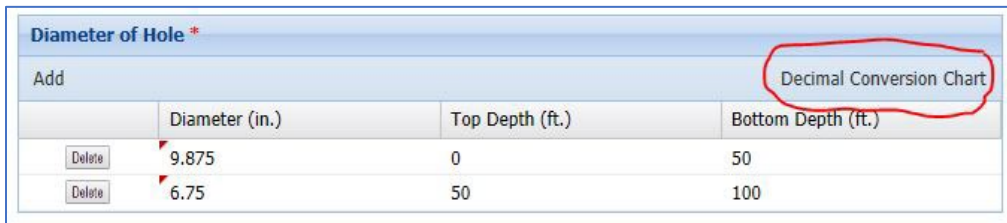
For Deletion Requests, click the **Delete** button next to the report in the **Submitted Well Reports** or **Submitted Plugging Reports** list.

Tips

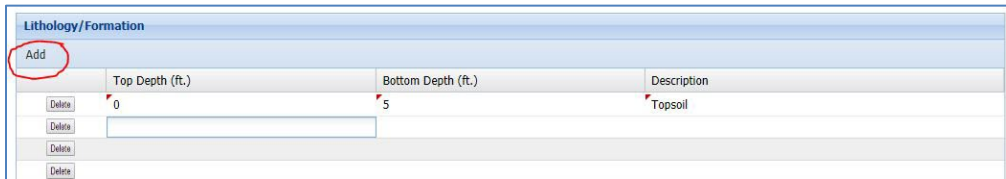
- When working in TWRERS, **do not** use the browser navigation buttons ('back arrow' and 'forward arrow') to go back and forward in the application. Only use the navigation buttons at the bottom of the page ('Save & Exit', 'Previous', 'Next').



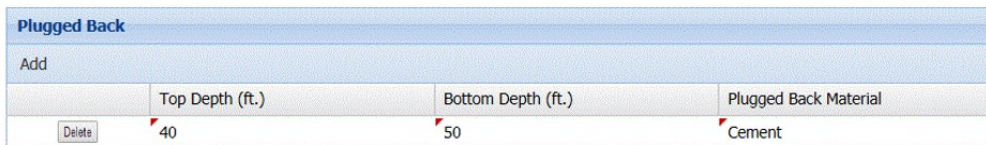
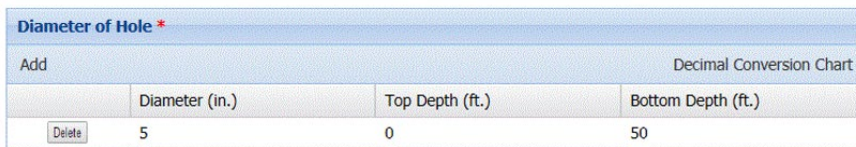
- The application will not allow fractions for diameter of hole or casing, only decimal numbers are accepted; click Decimal Conversion Chart button for help.



- 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”.

Water Quality *

Was there a chemical analysis made?:

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

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?:

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

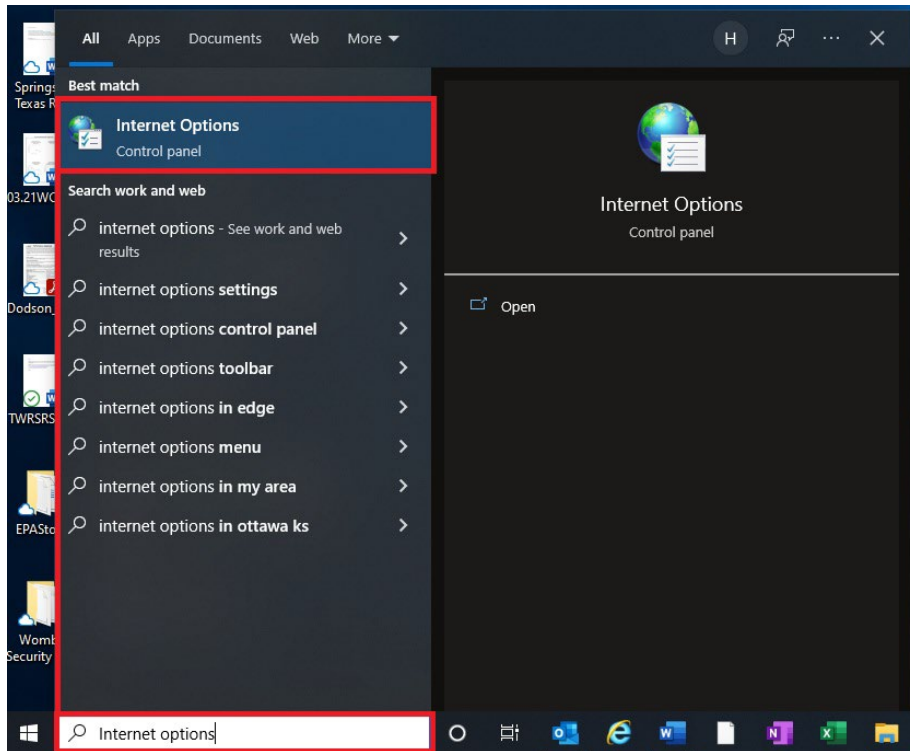
The most common reason the map on the Location Verification page does not display is that the mapping sites used by that page are being blocked by the user’s Internet settings. This can usually be fixed by adding those sites as trusted sites. Follow the steps below to make these sites trusted sites.

Adding trusted sites to computer:

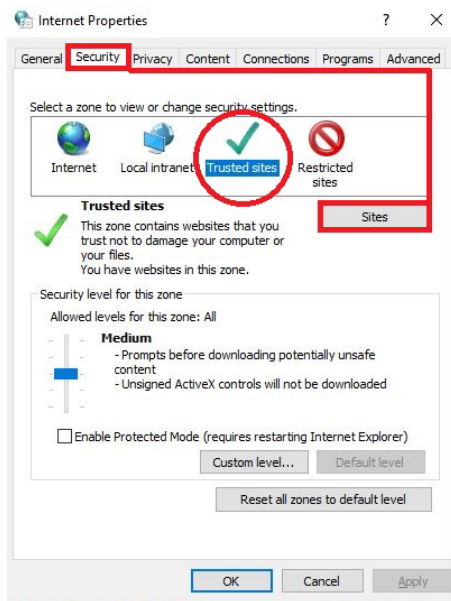
1. Type **Internet Options** in the search bar next to the Start Icon  and click on the



option.



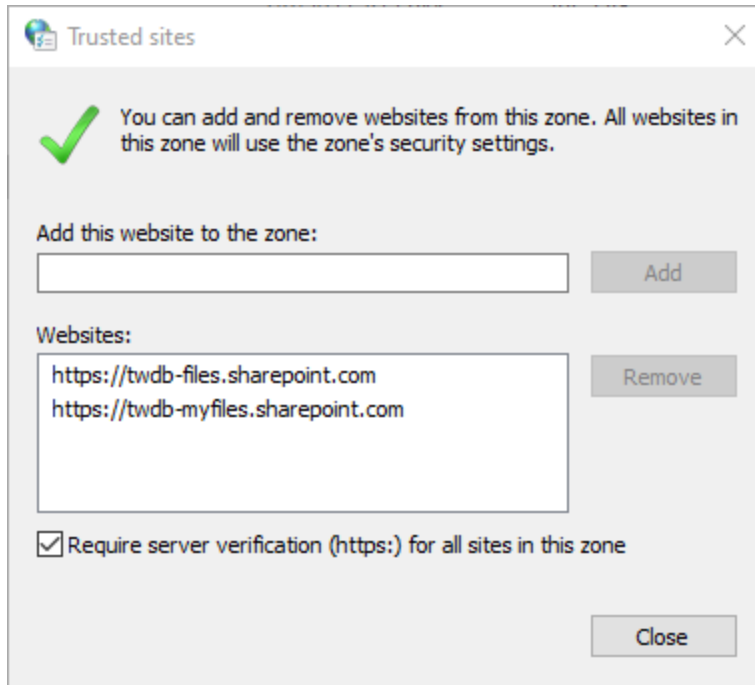
2. Click on the **Security** tab in the Internet Properties box and then click on **Sites**.



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>

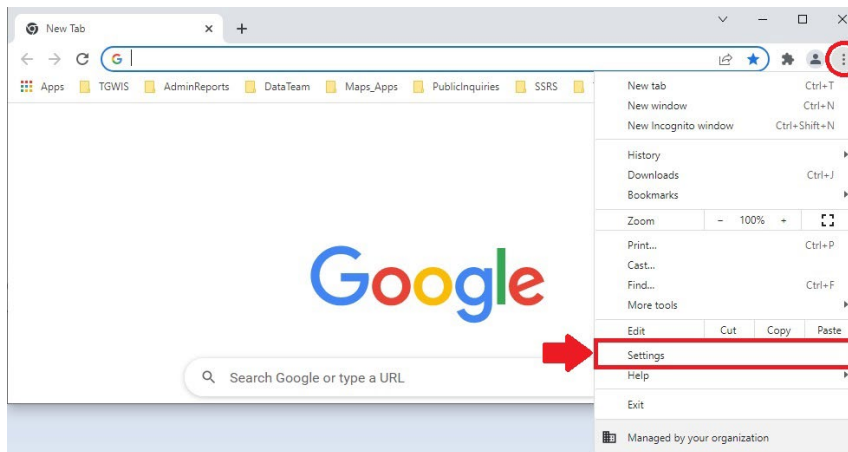
<http://www.bing.com/maps>



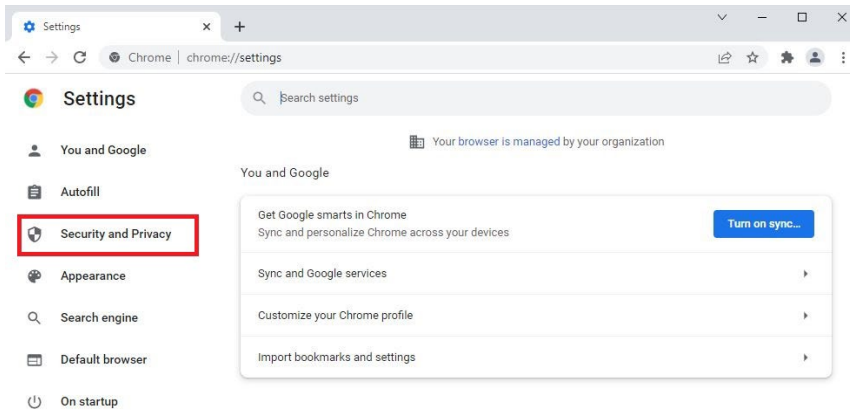
4. Click **Close**.

Adding trusted sites in Google Chrome:

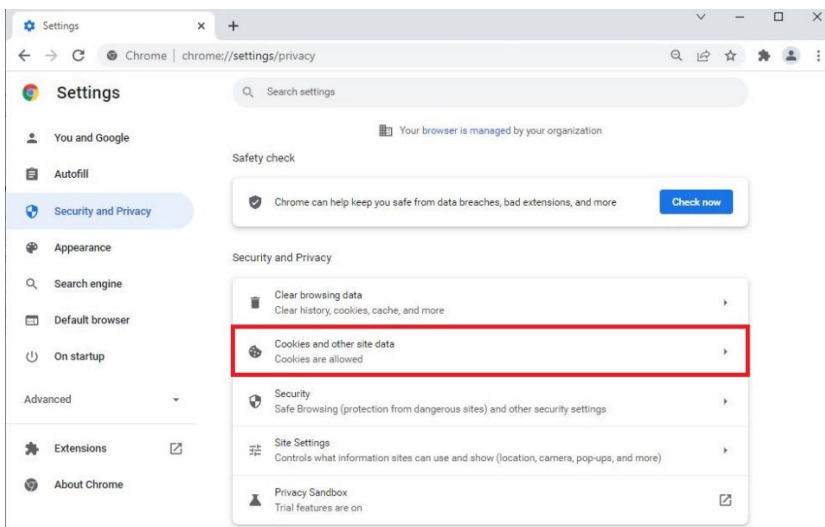
1. Click on the 3 vertical dots at the far-right side of the address bar to go to **Settings**.



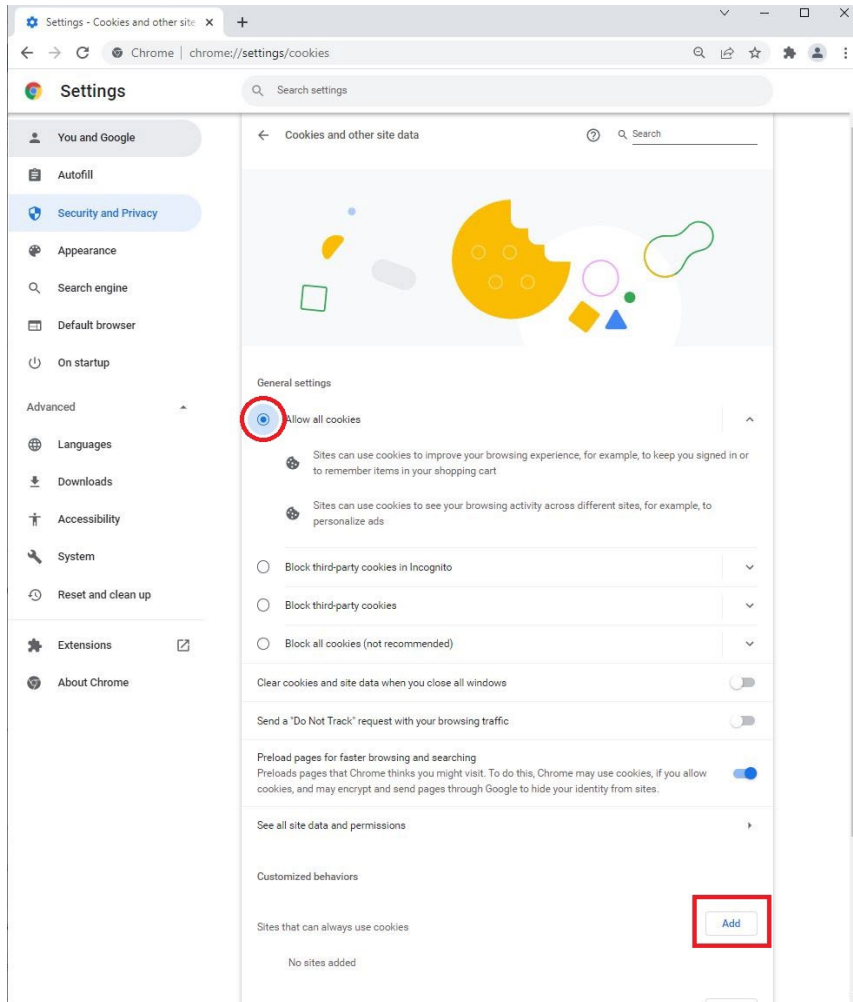
2. Click on **Security and Privacy**



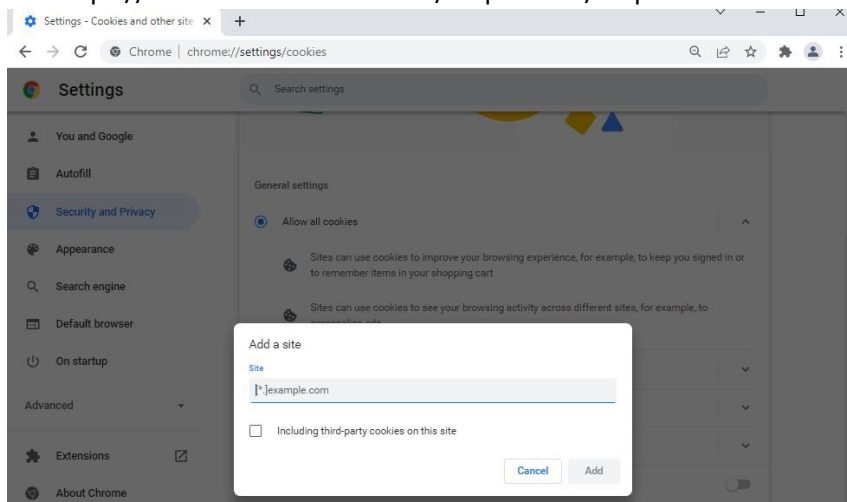
3. Click on **Cookies and other site data**



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>

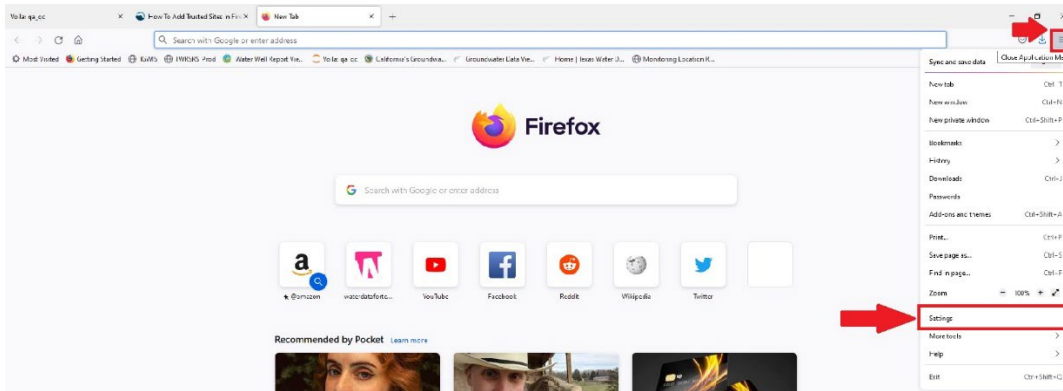


6. Click **Add**

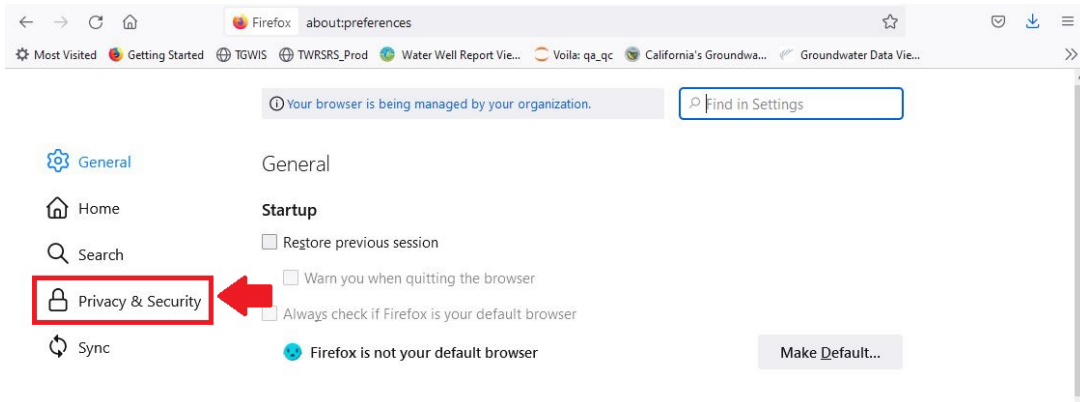
- Repeat steps 4 thru 6 (you won't have to click on **Allow all cookies** again) to enter the following site: <http://www.bing.com/maps>

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...**

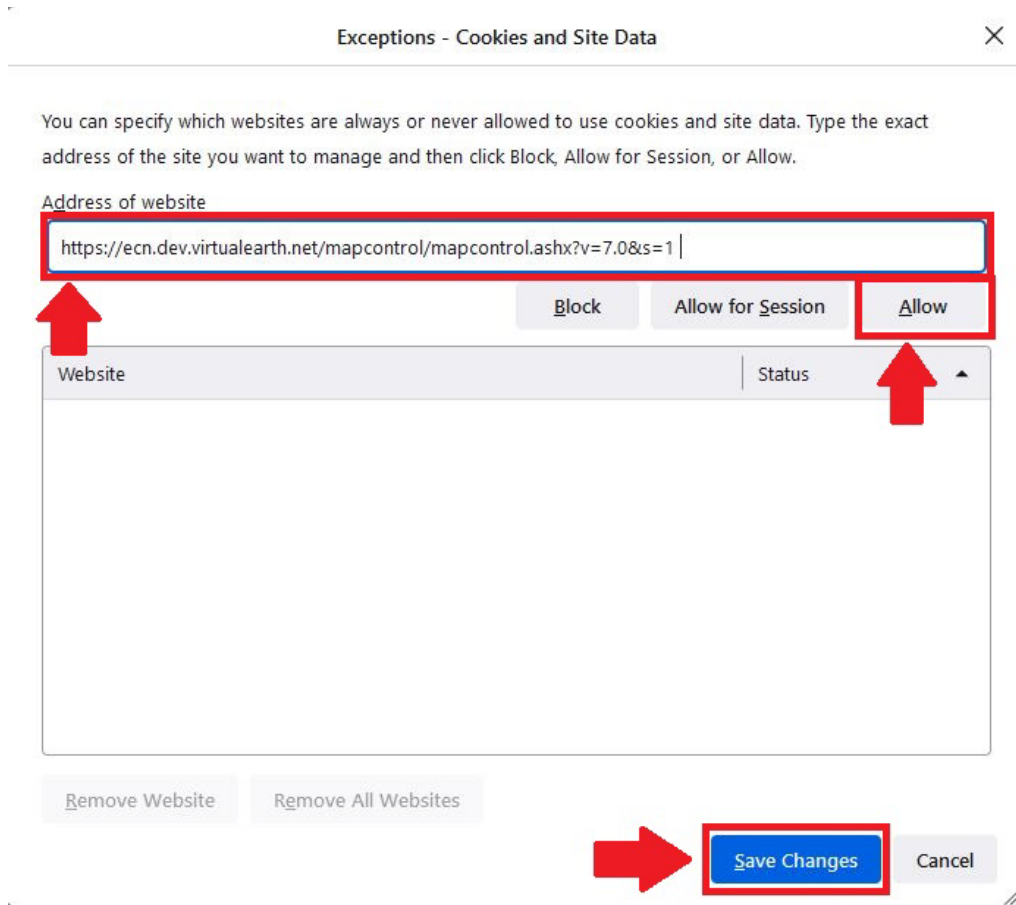
Cookies and Site Data

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



- 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**

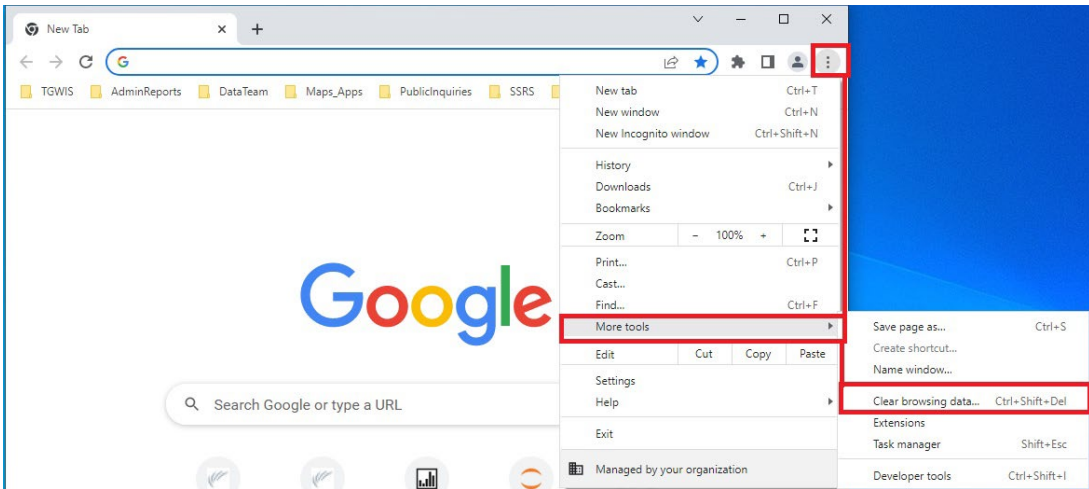
Trouble downloading well reports

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.

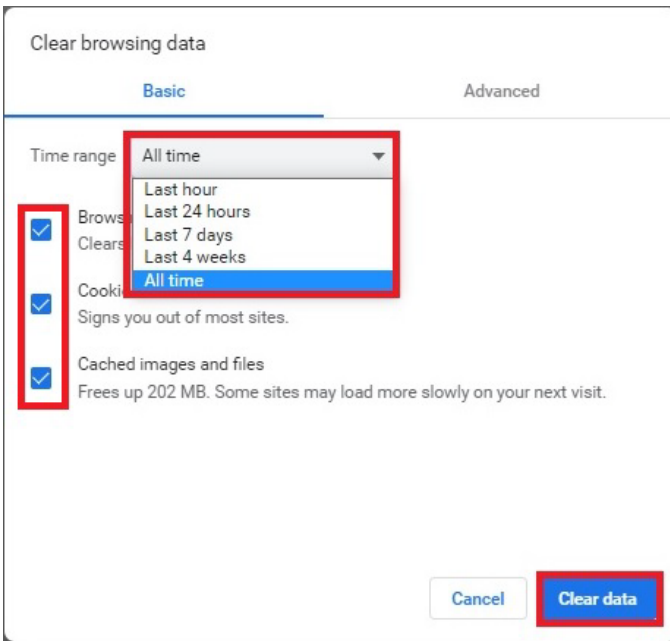
How to clear the cache in Internet Browser

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**.

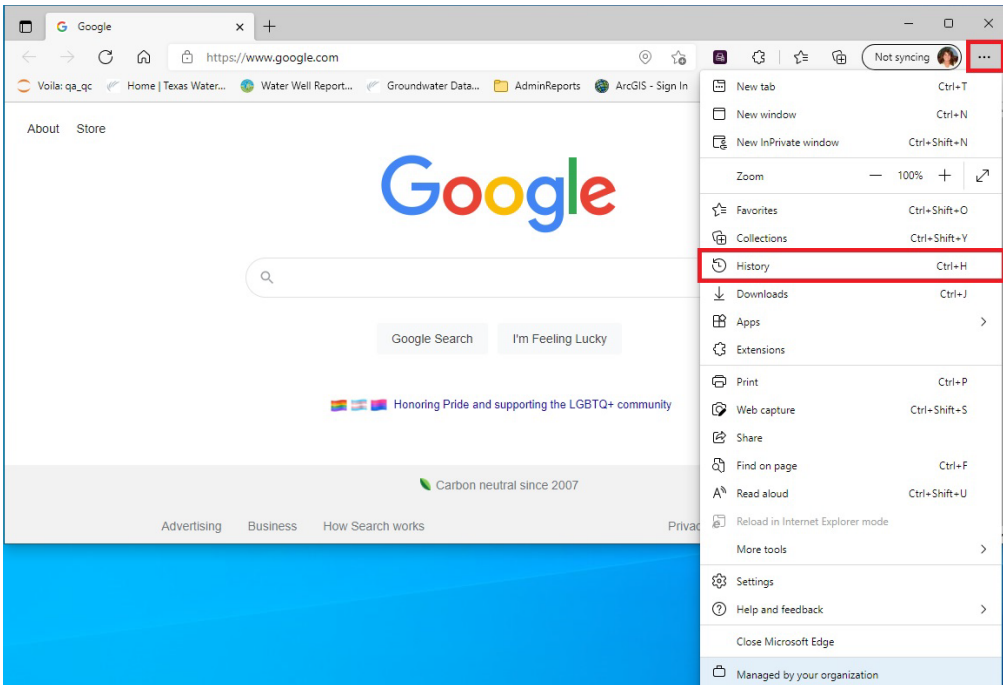


4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click **Clear data**.

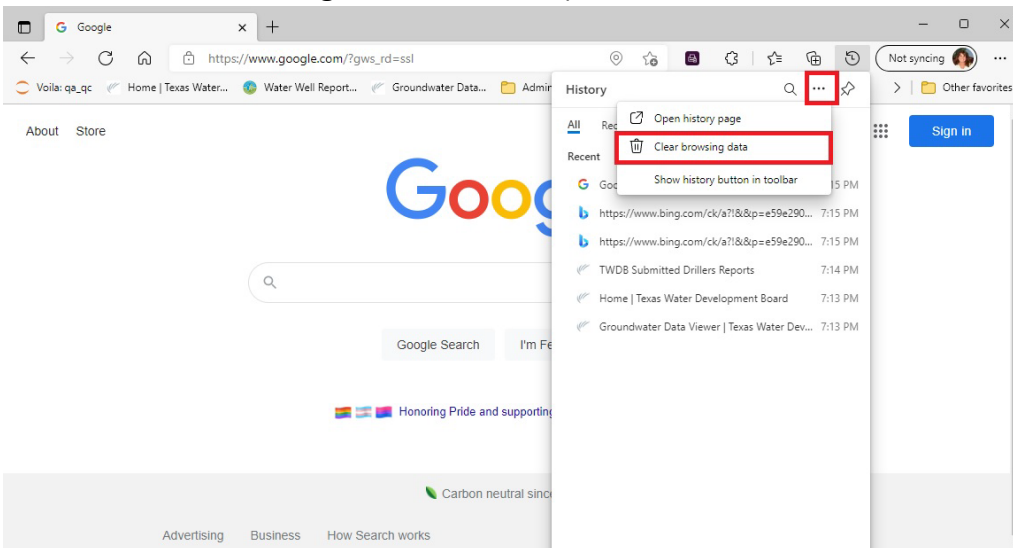


In Microsoft Edge

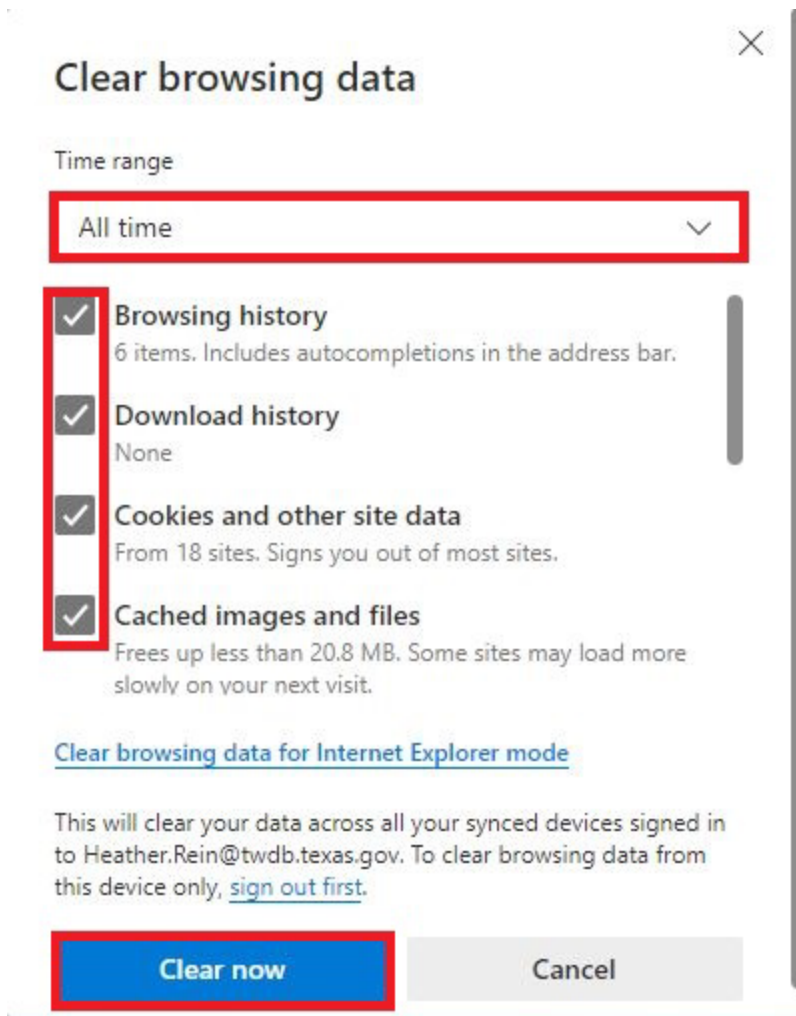
1. Open Microsoft Edge.
2. Select **Settings and more** (the icon that looks like three dots).
3. Select **History**.



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

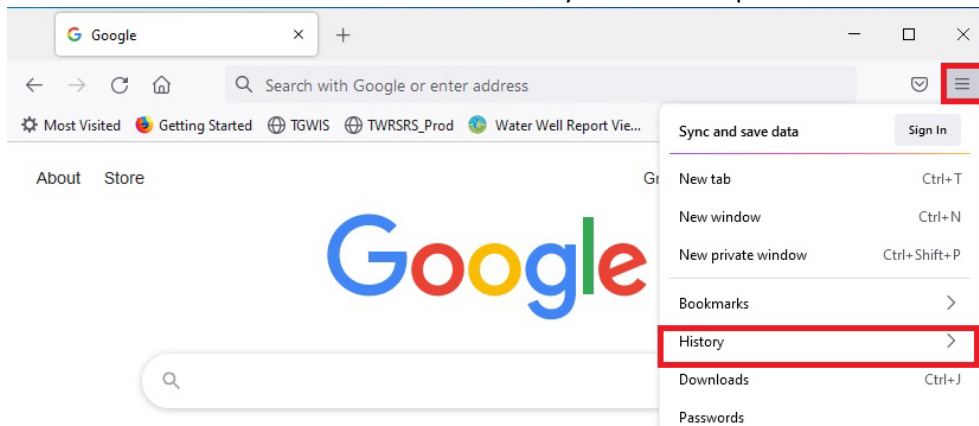


6. In the Clear browsing data box, select the time range (default is All time)
7. Select the check box for each type of data, such as browsing history, cookies, and passwords, you want to clear from the cache. At a minimum clear **Cookies and other site data** and **Cached images and files**.
8. Select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

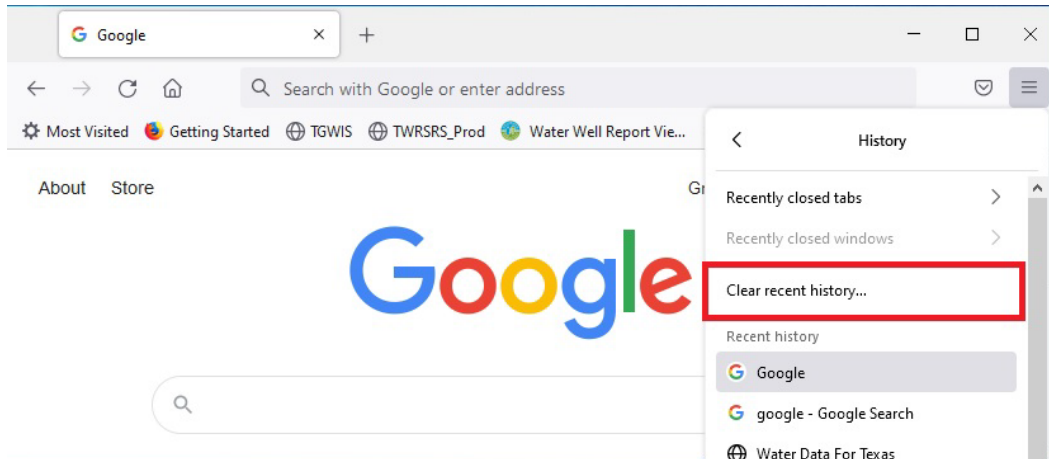


In Firefox

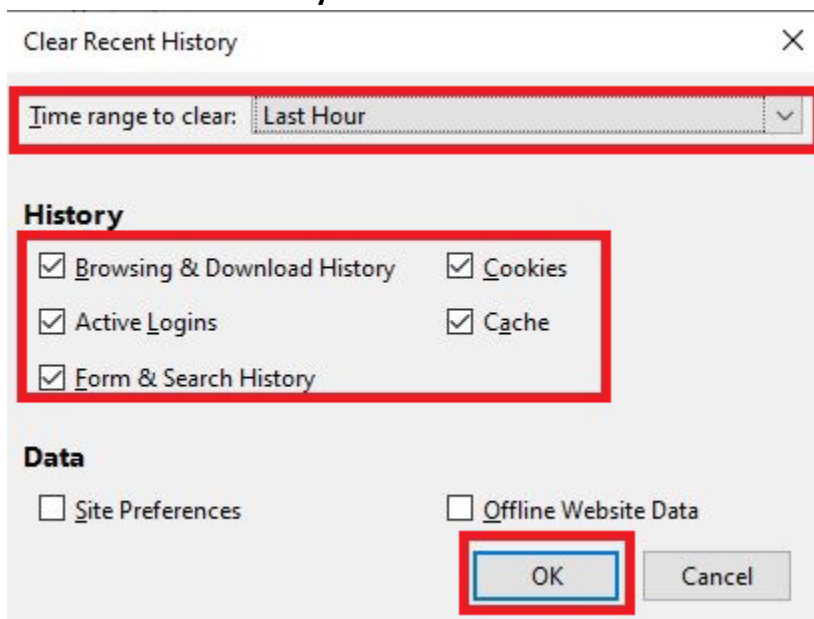
1. Click on the 3 horizontal lines and select History from the dropdown menu.



2. Click on Clear recent history

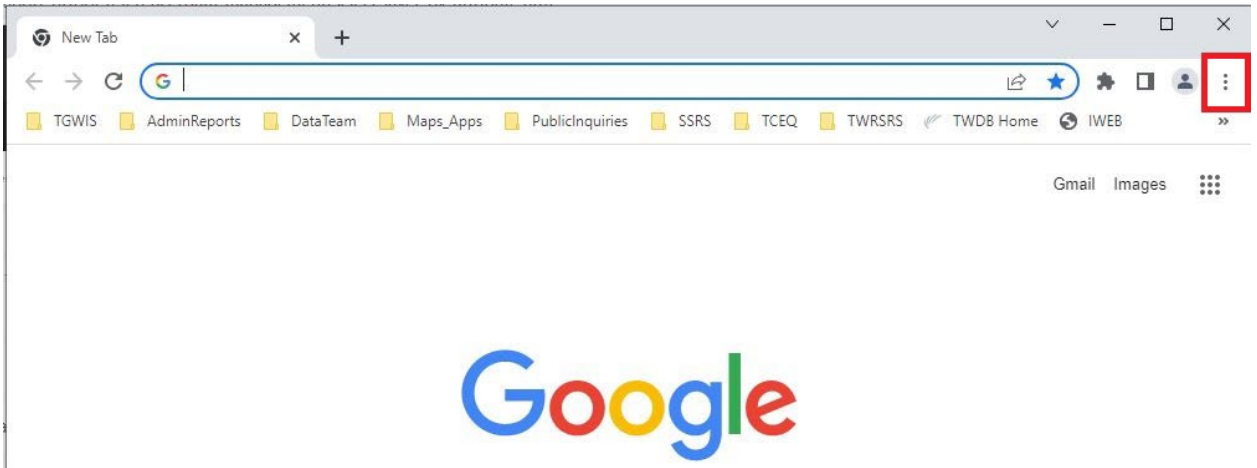


3. Choose a time range from the **Time range to clear:** dropdown box and select what data to clear from the **History** box and click **OK**.

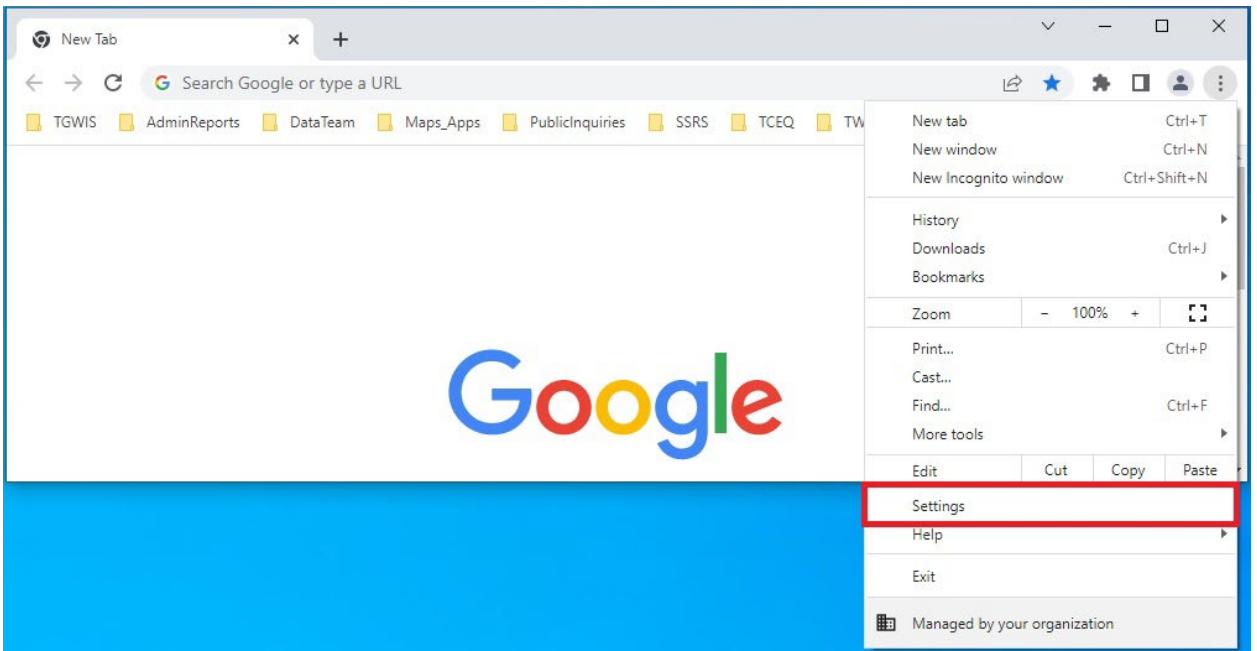


Downloading PDFs instead of opening in Google Chrome

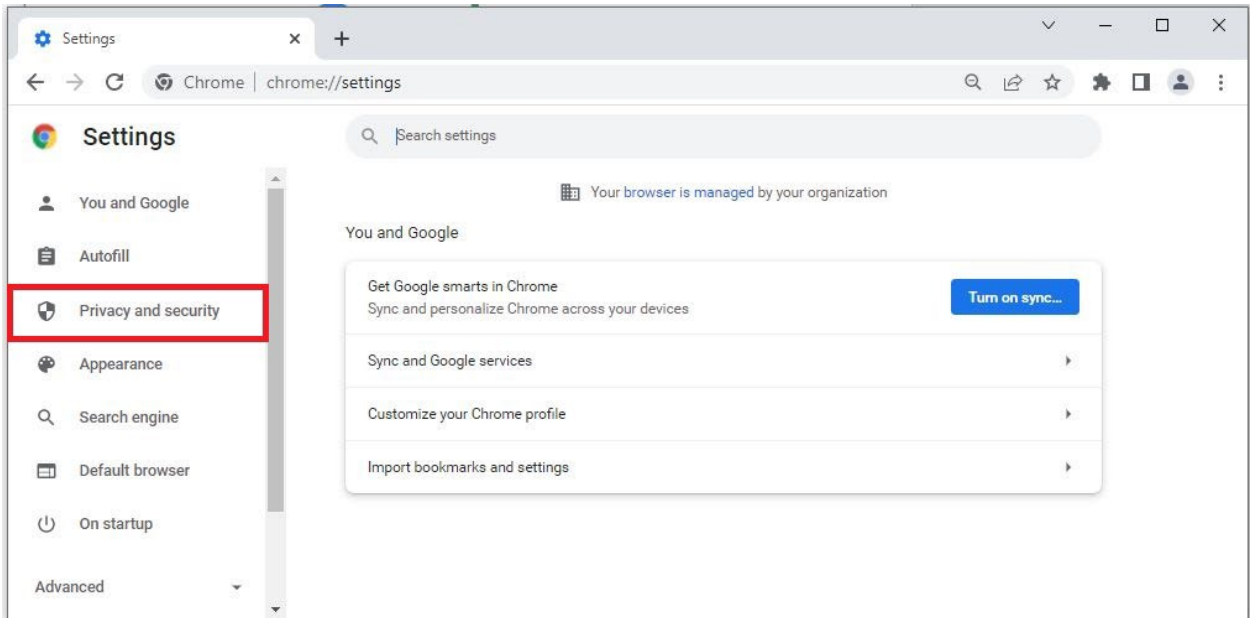
1. Click the 3 vertical dots in the upper right-hand corner



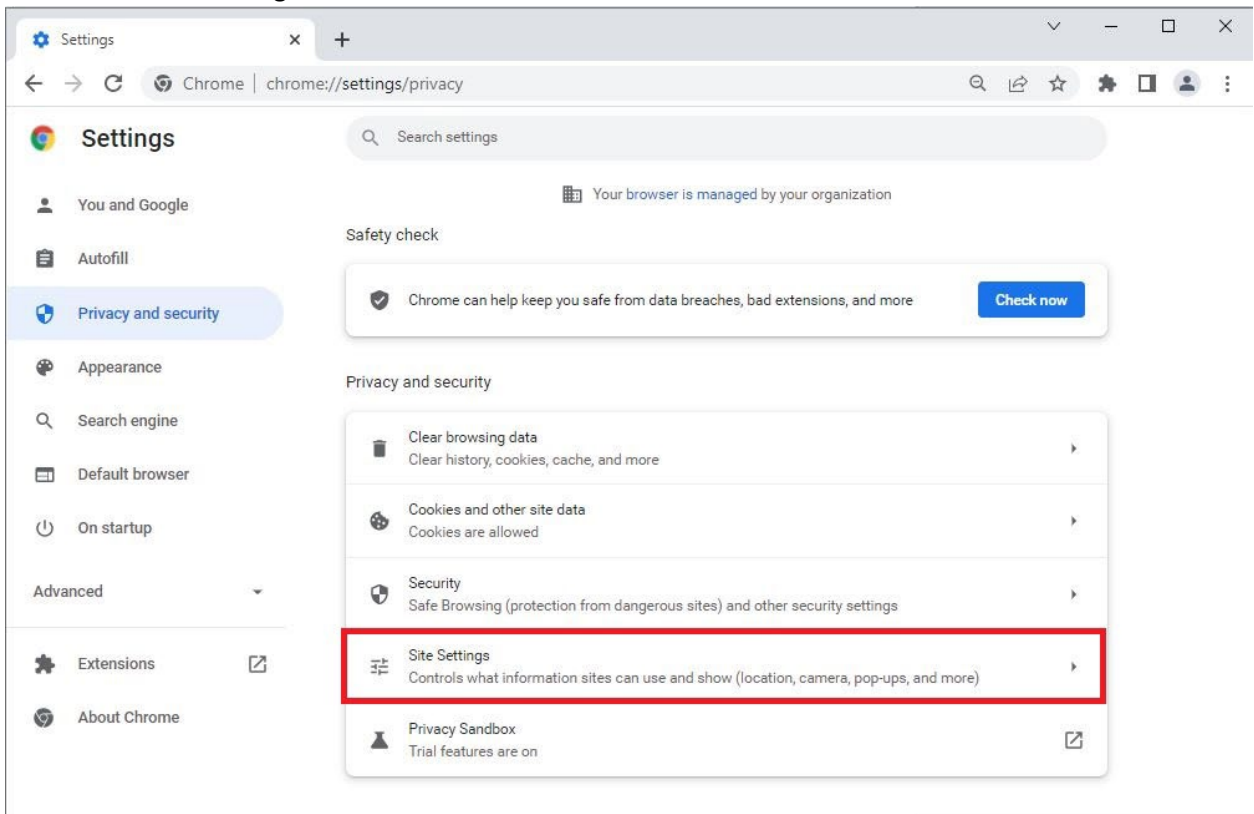
2. Select Settings



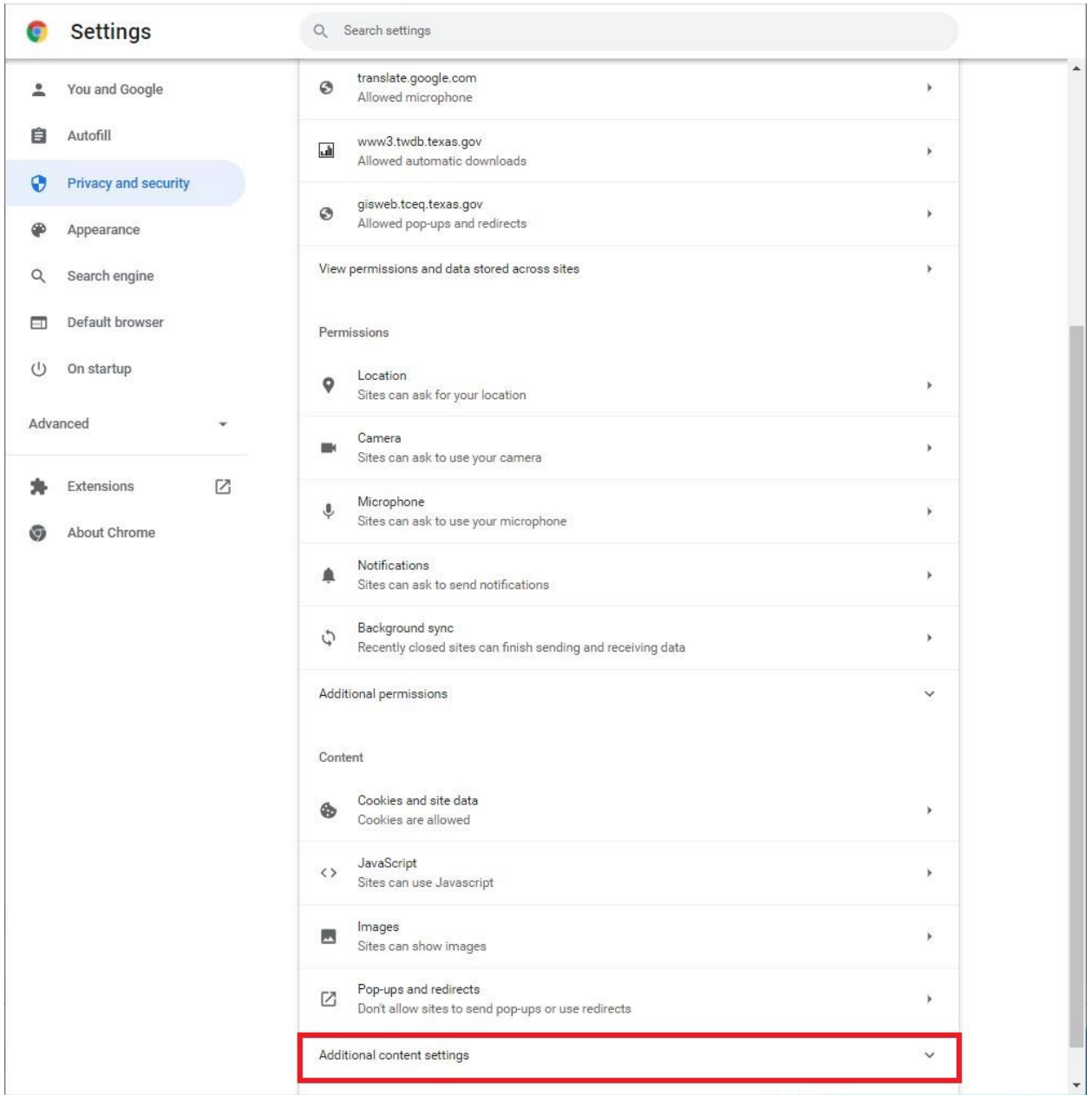
3. Click on Privacy and Security



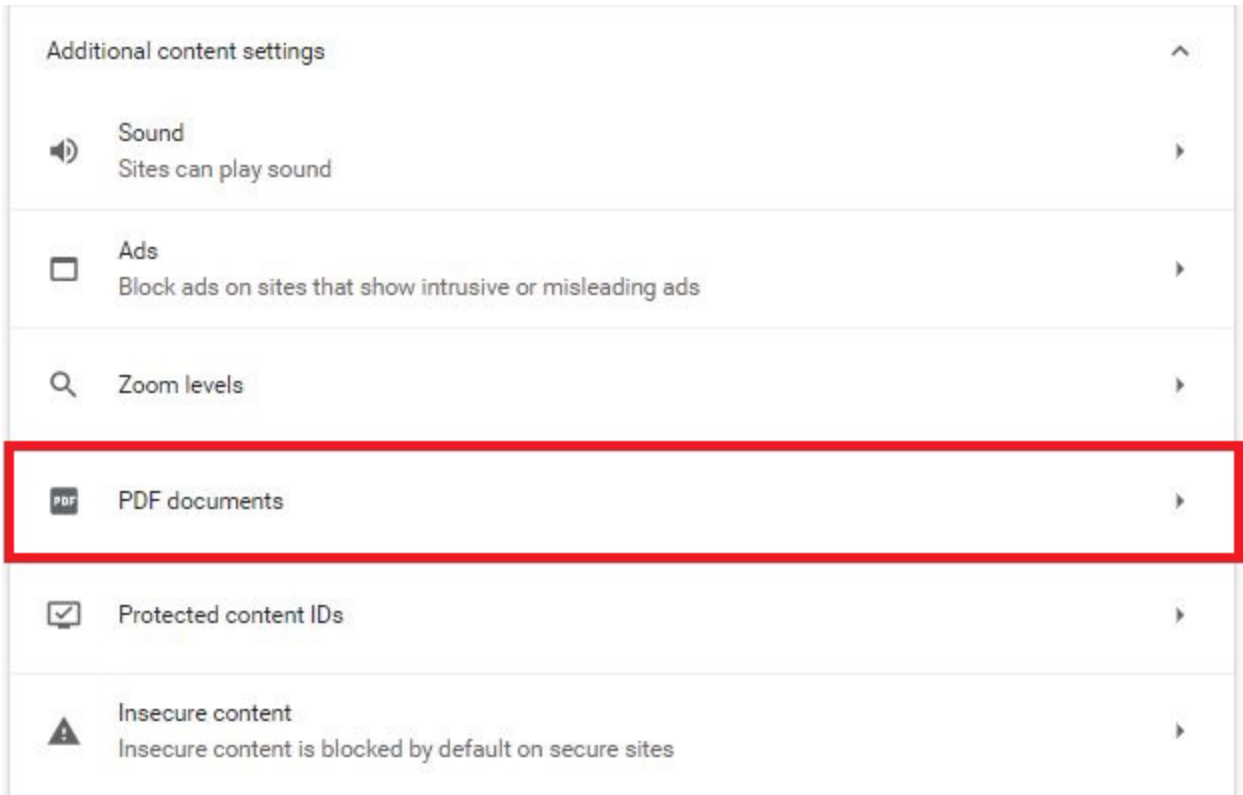
4. Click on Site Settings



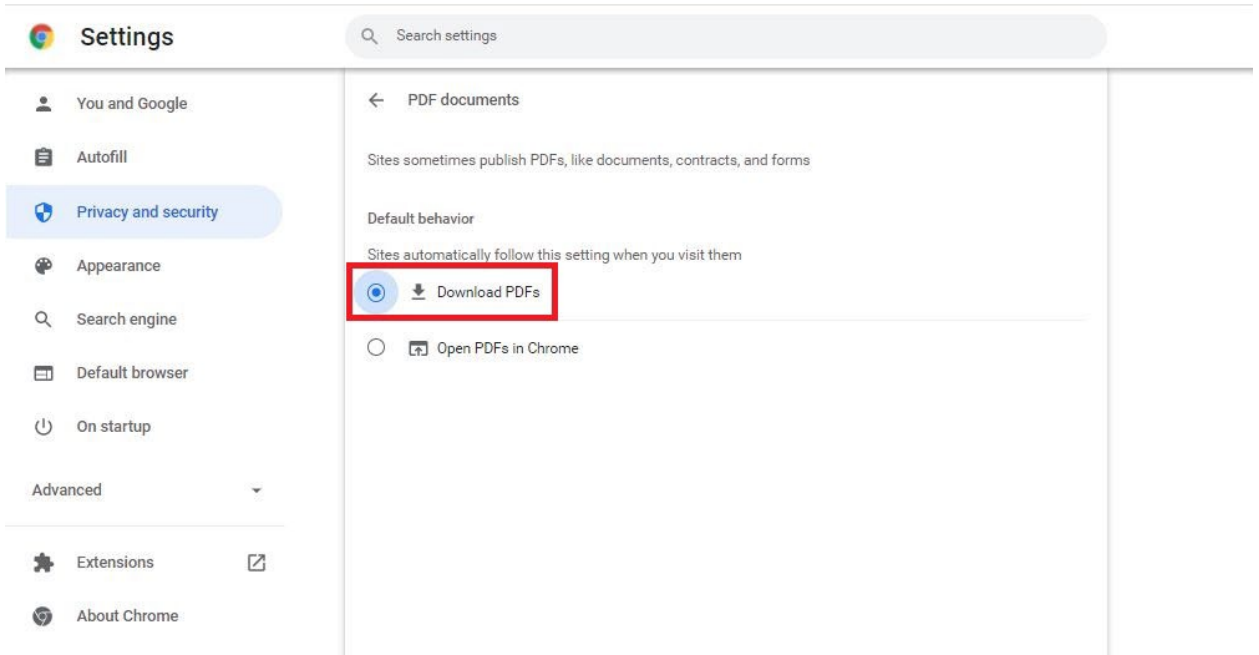
5. Under Content – click on Additional content settings



6. Click on PDF Documents



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



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