

How to use Okta to access the Texas Water Service Boundary Viewer (TWSBV) Application for Editing

The TWDB partnered with Okta to provide more secure user access to all TWDB applications with a single sign-on allowing Multi-Factor Authentication (MFA) functionality for accessing sensitive applications and data. Only authorized users who have an Okta account with access to the water use survey can edit their water system boundaries in the TWSBV.

I. For Users New to Okta

To access the TWSBV application, **new users** must:

- **Sign up to create a new account** with our login application Okta here: <https://apps.twdb.texas.gov/>.
- **Use your email address** as a username. If you previously had access to water use surveys or TWSVB editor, **use the same email address** registered with your old account to maintain access to your water systems.

Please visit <https://www.twdb.texas.gov/apps/okta-how-to/create-your-okta-account.asp> for additional information on **How to Create an Okta Account**.

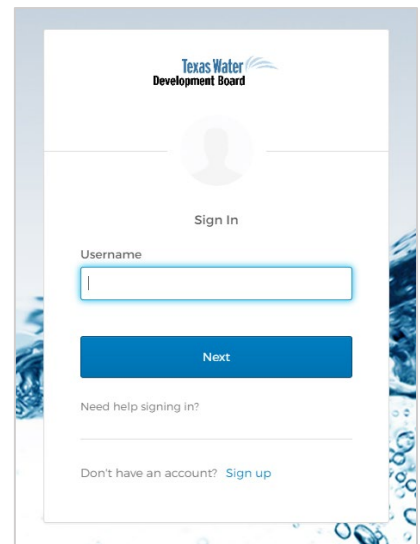
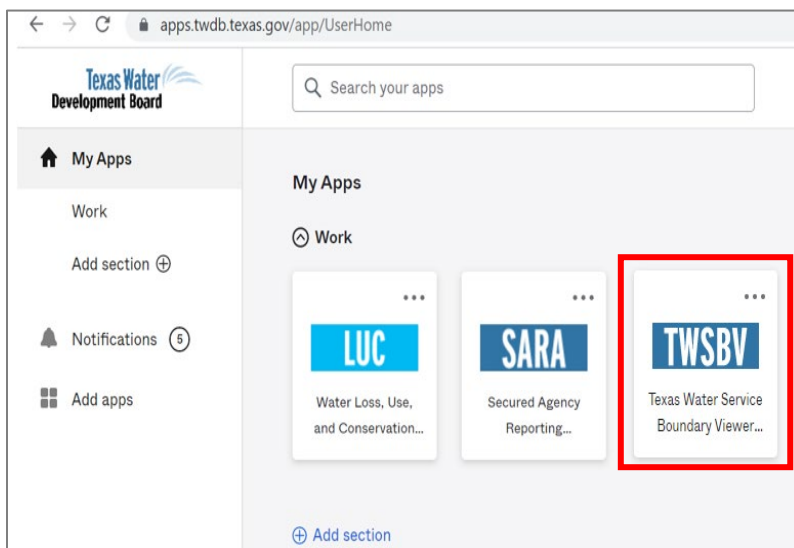
For additional help with user login (**create your account, reset your password, unlock your account, update your user profile, and set up Multi-Factor Authentication**) refer to the [Okta User Guide](#) page.

II. For Users already with Okta Account and access to water systems

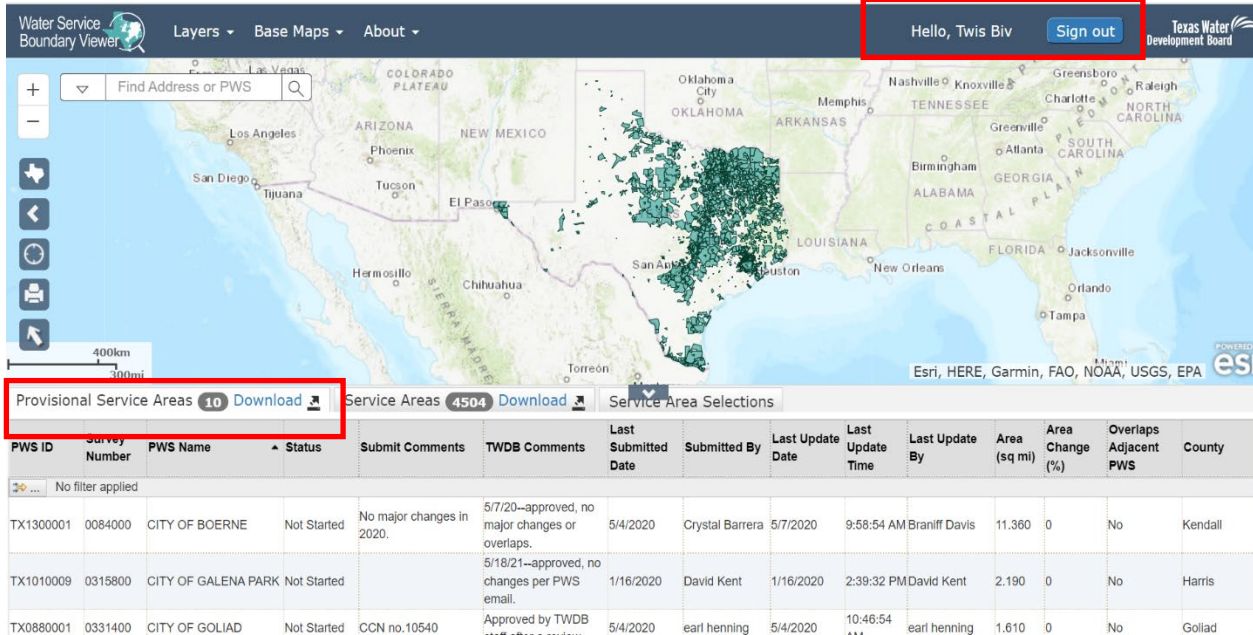
Once you gained access to Okta, there are multiple ways to access the TWSBV

1. Through TWDB Application portal: <https://apps.twdb.texas.gov/>

- 1) **Click the link <https://apps.twdb.texas.gov/> and log into TWDB Okta** (see figure to the right).
- 2) **Click on TWSBV Tile** (see below).

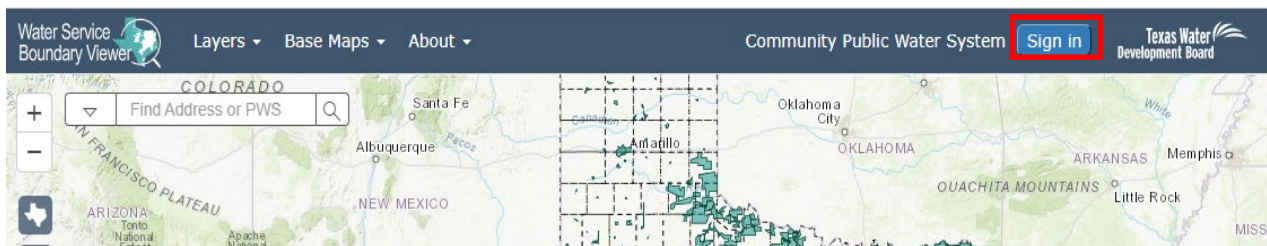


- Then TWSBV Editor will open. You will see that you are signed in and your boundaries are available in the Provisional Service Areas tab on the bottom left side of the page (see below).



2. Through TWSBV Editor page

- Visit **WSBV Editor** page: <https://www3.twdb.texas.gov/apps/WaterServiceBoundaries>.
- Click the **Sign in** button on the top right corner of the screen (see below).



- You will be taken to the Okta login page. **Enter your username (your email) and click Next.**
- Then TWSBV Editor will open. You will see that you are signed in and your boundaries are available in the Provisional Service Areas tab on the bottom left side of the page

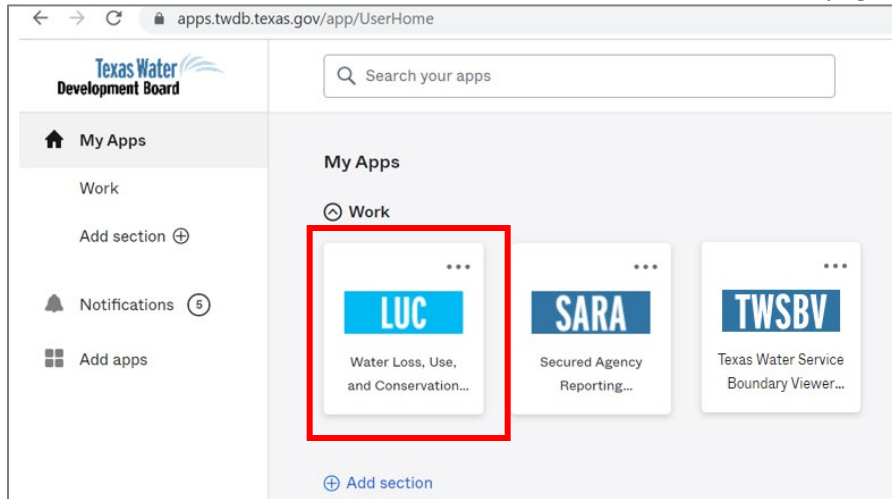
3. Through the Water Use Survey application

You can also access TWSBV Editor from the Water Use Survey application page while you are completing your annual water use surveys. A link to TWSBV Editor is provided in **Survey List** tab and **Submission Tab** of the Water Use Survey application. You will be asked to log into Okta again to open TWSBV Editor.

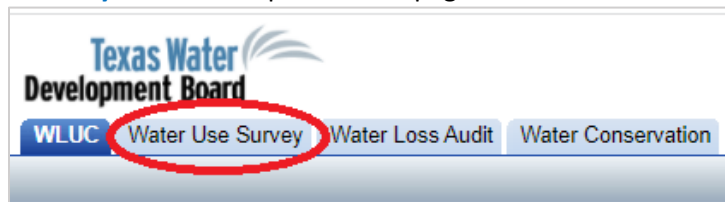
III. For Users already with Okta Account but no access to water systems

If you are able to log into TWSBV Editor but you do not see your water systems listed in the Provisional Service Areas tab grid in TWSBV Editor that you had access in the past or if you used a new email address to create your Okta account, you will need to request access to your water system(s) to edit.

- 1) Click the link <https://apps.twdb.texas.gov/> and log into TWDB Okta.
- 2) Click on the **LUC** tile to be taken to the Water Loss, Use and Conservation homepage (see below).



- 3) Click on the **Water Use Survey** tab at the top left of the page to access the Water Use Survey application



- 4) Click on the **Request Access to Surveys** link at the top left corner of the **Survey List** page to request access to your water system(s). Requests are generally approved within one business day.

If you would like further guidance on how to request a survey, watch the second instructional video in the [Online Water Use Survey webpage](#).

- 5) Once you receive an email indicating access to your requested surveys has been approved, then log back in TWSBV Editor. Your water systems will appear in the grid.

IV. TWSBV Contact Information

For any questions or further assistance please contact the TWSBV administrator at:

- Email: WSBViewer@twdb.texas.gov
- Phone: (512) 463-9637