



FREQUENTLY ASKED QUESTIONS REGARDING THE CALIFORNIA CENTRAL VALLEY DAIRY WASTE AND NUTRIENT MANAGEMENT APPLICATION

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The following Frequently Asked Questions (FAQs) are intended to answer questions regarding the *California Central Valley Dairy Waste and Nutrient Management* application. This software is developed as a model reporting format for the Central Valley Regional Quality Control Board Waste Discharge Requirements General Order No. R5-2007-0035 for Existing Milk Cow Dairies (General Order) adopted on 3 May 2007. If you have additional questions, you may contact Regional Board staff. The FAQs will be continually updated to include answers to new questions that are asked. Please check the Regional Board website periodically at http://www.waterboards.ca.gov/centralvalley/water_issues/dairies/index.shtml for updates.

GETTING STARTED

1. How do I access the California Central Valley Dairy Waste and Nutrient Management application?

Navigate a web browser to <https://www.co.merced.ca.us/EnvironmentalHealthWM>.

QUESTIONS ABOUT REGISTRATION

2. How do I register for a login and password to access the application?

Steps to register:

- a. Navigate a web browser to <https://www.co.merced.ca.us/EnvironmentalHealthWM>.
- b. Click on the *REGISTRATION PAGE* link.
- c. Enter a name (may be a business name, dairy name, legal name, or a combination thereof), e-mail address, and type the text from the image into the *Image Text* box. Click *Submit*.
- d. You will receive an e-mail at the address specified containing a login and password.

3. What if I did not receive my registration e-mail with a login and password?

Possible causes:

- a. The e-mail may be delayed by the delivery system. Allow sufficient time for e-mail delivery.
- b. The e-mail may have been filtered or blocked by a spam or junk mail scanner. If your e-mail client has a spam filter check your spam, junk mail, or trash folders. If your network has a system-wide spam filter, check with your network staff for assistance.

QUESTIONS ABOUT LOGGING IN

4. How can I retrieve a lost password?

A lost password cannot be retrieved. However, the application has a *Lost password retrieval* tool available on the login page to generate a replacement password. In the *Lost password retrieval* block, follow the instructions to obtain a new password. The replacement password will be sent to the current e-mail address registered for the login specified. The e-mail address may be different than the original registration e-mail address if it has been changed on the *Login Information* edit page.

5. What causes the “Password validation failed” message when I attempt to log in?

There are several scenarios that result in this message:

- a. The *Login* was entered incorrectly. The login should begin with PU- followed by a number, such as *PU-2480*. You may copy and paste the login from the e-mail into the *Login* box. The login entered (by typing or copy and paste) must not include the quotation marks from the application e-mails.
- b. The *Password* was entered incorrectly. The password must be entered exactly as it appears in your application registration e-mail or the latest *Lost password retrieval* e-mail. The password is case-sensitive (upper/lower case letters must match). For example, if your password is *ABC123*, password validation will fail if you enter *abc123*. You may copy and paste the password from the e-mail into the *Password* box. The password entered (by typing or copy and paste) must not include the quotation marks from the application e-mails.
- c. The *Password* has been changed using the *Lost password retrieval* procedure. You must enter the password from the most recent *Lost password retrieval* e-mail.

6. How can I log in if a third party has my login and password?

Contact the third party and request the login and password. Passwords cannot be retrieved from the database as they are encrypted.

QUESTIONS ABOUT DATA ACCESS CONTROL

7. How do I change the registered name or e-mail address?

Follow these steps:

- a. Log into the application.
- b. Click on the *Edit* button under *Login Information*.

- c. Modify the text in the *Name* and/or *Email address* boxes, then click *Save*.
- d. The changes will be applied immediately, however an e-mail will be sent to the old e-mail address informing the previous contact of the change.

8. *An approved third-party has previously assisted with my reports. How can I gain exclusive access to my data?*

Follow these steps:

- a. Log into the application.
- b. Click on the *Edit* button under *Login Information*.
- c. If the e-mail address listed is not your e-mail address, enter your address into the *Email address* box and click *Save*. Wait for the confirmation e-mail to ensure that changes made are correct.
- d. Click the *Log out* link.
- e. In the *Lost password retrieval* block, follow the instructions to obtain a new password. The replacement password will only be sent to the current e-mail address registered for the login specified.

9. *How are logins and dairy information associated?*

All data entered for a login is permanently attached to the login, even if the password, e-mail address, or login information name is changed. Use a single login to prepare all reports for the same facility. Facility information and reports cannot be accessed from additional logins registered with the same login information name or e-mail address.

MISCELLANEOUS QUESTIONS

10. *Why are pie charts on the WMP Retention Ponds and Settling Basins and Rainfall and Pond Storage Summary pages not displayed when printed?*

This is a known limitation of the software tools and the Microsoft Internet Explorer web browser. Most popular alternative browsers will display the charts when printed. We are exploring options to enable this functionality for Internet Explorer.

11. *What causes the “Only one PDF/A/NMP/WMP is allowed per facility” error message?*

Only one of each of these reports can be entered for a single login. The system may believe that you requested an additional report if you created a new report, browsed back to the home

page using your browser's *Back* button, then clicked an *Edit* or *Import* button. Navigate to the home page using the *Home* link at the top of each page.

12. I created a bookmark/favorite to a specific report page. Why am I taken to the Home page when I open the bookmark and log in?

For security reasons, bookmarks and favorites only apply to the login for which they were created. If any other login is used, you will be redirected to the *Home* page.

13. What causes an error message that displays only a path, such as: "D:\Applications\EnvironmentalHealthWM\pages\login.aspx"?

The location (URL) used is invalid, which may be caused by an erroneous bookmark, favorite, or browser history item. Use <https://www.co.merced.ca.us/EnvironmentalHealthWM> to access the application.