

California Central Valley Dairy Waste and Nutrient Management

Frequently Asked Questions Regarding the California Central Valley Dairy Waste and Nutrient Management Application

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 Water Quality Control Board Waste Discharge Requirements General Order No. R5-2007-0035 for Existing Milk Cow Dairies (General Order) adopted on 3 May 2007 and includes revisions as approved by the Central Valley Regional Water Quality Control Board to date. 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://apps.co.merced.ca.us/dwnm>.

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 the URL given in question (1).

Click on the "REGISTRATION PAGE" link.

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.

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 email 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” email. 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) Navigate a web browser to the URL given in question (1).
- b) Log into the application.
- c) Click on the “Edit” button under “Login Information”.
- d) Modify the text in the Name and/or Email address boxes, then click “Save”.
- e) The changes will be applied immediately, however an e-mail will be sent to the old email 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) Navigate a web browser to the URL given in question (1).
- b) Log into the application.
- c) Click on the “Edit button” under “Login Information”.
- d) 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.
- e) Click the “Log out” link.
- f) 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. 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.

11. 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.

12. 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 the URL given in question (1) to access the application.

13. The footer of my report says “REPORT MAY BE INCOMPLETE, SEE VALIDATION ERRORS”. What does this mean?

The application has determined that required or dependent information is missing. For example, in an Annual Report, a field must be linked to at least one parcel, but it is possible to enter a field that is not linked to a parcel. The system will recognize this condition and flag the report as "INCOMPLETE". For more details, revisit the "Final" page that generates the PDF output. There will be a "Validation errors" area at the top of the page with links to the report sections in error. Clicking at link in this area will navigate to the appropriate report section and immediately indicate the specific error condition at the top of the page.

14. What's the difference between a tracking manifest and a nutrient export in the Annual Report?

A "tracking manifest" is a document to record a process wastewater or manure hauling event. The CCVDWNM software permits the user to print a tracking manifest that is anywhere from blank to a complete manifest. If the manifest is blank or incomplete, the user is expected to fill in the blanks on paper. However, the software also needs this information, and more, to get a complete picture of nutrient balance. The complete record of a hauling event, including nutrient content, is called a "nutrient export". Some of this information is not displayed on a tracking manifest, but is displayed on the Annual Report (and vice versa). A complete Annual Report requires a full record of both tracking manifests and nutrient exports. The software will check and report if the Annual Report contains a partial tracking manifest or a manifest that lacks nutrient export information; any such Annual Report will be considered incomplete. The user is responsible for attaching complete, signed tracking manifests to the software-generated report.