



eDMR2 Troubleshooting Guide

Following is a list of problems that may be encountered. If you ever are unsure of what you are looking at or do not feel this document addresses the issue please contact the DEQ. For any technical assistance please contact Steve Rea at srea@wyo.gov or 307-777-5449. For any other questions or concerns please contact Kevin Campbell at kcampb@wyo.gov or 307-777-2431. The most up to date documentation concerning the eDMR 2 system can be found at http://deq.state.wy.us/wqd/WYPDES_Permitting/index.asp. Some of the documentation can also be found on the eDMR 2 login page <https://deq.state.wy.us/edmr2> but the documentation might not be up to date.

Potential Problems:

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1. Basic Help Assistance

For basic help assistance the most important thing is to be as specific as possible. It is important that you supply all of the information to the Department of Environmental Quality (DEQ) so we can assist you the best we can. The following information is required: Permit Number, Outfall, Time Frame, Specific Problem, and any background information you feel is necessary. If you are using XML files, please attach a copy of the XML file to the email when notifying the DEQ.

2. How do I fill out the Authorization Form?

The DEQ is asking companies to limit the number of accounts to six – usually two certifiers, one to three viewers from the company, and one to three consultant accounts. The authorization form should always list the Permittee’s company name, and then list the people the company would like to be associated with the type of account. Therefore, a new form needs to be used for certifiers and viewers. A separate form should be used for consultants. One form needs to be used per applicant. The form can be found on the eDMR 2 login page and at:

http://deq.state.wy.us/wqd/WYPDES_Permitting/downloads/eDMR/eDMR2walkthrough%20revised%204-28-11.pdf.

3. How do I update the account information?

The DEQ is asking companies to update the account information when personal or company information changes. To update the account information please fill out the activation form and return the completed form to WQD.

4. How do I deactivate my account?

The DEQ is requesting companies to deactivate the account information when personal no longer work for the company or no longer are in charge of DMR entry or if the company should go out of business. The deactivation form can be found on the eDMR 2 login page and at:

http://deq.state.wy.us/wqd/WYPDES_Permitting/downloads/eDMR/eDMR%20deactivation%20form.pdf.

5. What should I do when eDMR seems unreadable?

When using Internet Explorer 8 or higher, you might run into a problem where the text is mostly “printed over the top” of each other making the eDMR nearly unreadable thus hard to complete. In order to fix the problem click on “Page” in the top right corner of the browser and locate the “compatibility view”. Click on “compatibility view” to fix the overlapping text problem.

6. What Internet Browsers are supported by eDMR 2.0?

The only browsers supported by eDMR 2.0 are “Internet Explorer” and “Mozilla Firefox”. Other browsers like “Opera”, “Safari”, or “Google Chrome” do not work with eDMR.

7. Can I get instructions on how to fill out the eDMRs?

The walkthrough document for the eDMR system can be found at the following link: http://deq.state.wy.us/wqd/WYPDES_Permitting/index.asp and on the eDMR 2 login page <https://deq.state.wy.us/edmr2>.

The DEQ will also provide training at regular intervals. Please contact Kevin Campbell at kcampb@wyo.gov or 307-777-2431 for training inquiries.

8. Why can't I log in to the system?

Before logging in to the system your company will be required to submit the authorization and pin agreement forms. Please refer to #2 concerning forms. If your company already has the forms, the account may have been deactivated due to invalid attempts or outdated contacted information. Please contact Kevin Campbell at kcampb@wyo.gov or 307-777-2431 to reset the account.

9. Why can't I submit the information I entered?

The main reason you will not be able to submit information to the DEQ is that the information you are trying to submit is not valid. Before submittal make sure, the "Overall Status" is valid (VAL) or the system will not allow you to submit the information. You can check the "Overall Status" by either going to the "eDMR Parameters" page (the page where sample results are entered) and clicking on the Validate button, in which case the system will tell you of any potential problems with the submittal or by using the "Overall Status Utility" function. Please refer to the eDMR 2 walkthrough on how to use the "Overall Status Utility" function.

10. I had an excursion, what should I do?

First, it is important to know what an excursion is. An excursion is an exceedance of the permit limit and is defined by the number of samples taken during any given sampling period that are over the permit limit. Second, it is important to understand that the DEQ cannot and will not tell your company how to address an excursion. It is up to your company to put forth a good faith effort to prevent the problem, correct the problem, and prevent any further occurrence of the problem. The DEQ will take any enforcement action it feels necessary to address any issue.

If your company does have an excursion make sure you fill out the "#Excursions" field on the "eDMR Parameters" page with the appropriate information. The DEQ suggest that you address the issue for the eDMR system in the "AddComment" column. Upon saving the information in the "AddComment" column it will be permanently stored in the "Comment" column. At a minimum, it is suggested your company reports the date of the excursion, the supposed cause, and also the plan of action to address the issue. You will have the option of following up on the issue by adding more notes in the AddComment column upon receiving further information – i.e. further test results, outfall modification/renovations, process changes, etc.

Upon submittal of the information to the DEQ, the information will be reviewed and any action the DEQ feels necessary will be taken. Please understand that by submitting this information to the DEQ it removes by no means any responsibility of the permittee to follow all regulations provided by the applicable WYPDES permit and Wyoming Water Rules and Regulations.

11. What do I enter for Non-Detect and other non-numerical values?

In order to enter a Non-Detectable results you can either use the manual method of changing the “NoDischType” in the “Value Record” or use the “Propagate” method. Please refer to the eDMR walkthrough for more information regarding these methods. The walkthrough can be found at http://deq.state.wy.us/wqd/WYPDES_Permitting/index.asp or on the eDMR 2 login page <https://deq.state.wy.us/edmr2>. You will notice any foreign characters will not be allowed to be entered in the Value column. Characters such as <>+- will be removed and the value will be changed to zero. If you have an effluent result of <X (less than some value), please record the value as Non-Detectable. If you have a sample that is + or – X (plus or minus some value) please record the value only, and leave off the precision. Please DO NOT enter “Zero (0)” when reporting a Non-Detectable results. Instead please use “Below Detection Limit/No Detection” from the “NoDischType” in the “Value Record.”

12. Is there an explanation of “No Discharge” Codes?

The explanation of “No Discharge” Codes and when to use them can be found at the following link: http://deq.state.wy.us/wqd/WYPDES_Permitting/index.asp. If you are not sure your situation is covered by the codes, please contact the DEQ for further information.

13. What do I do if I missed a sample?

If you ever miss a sample you should try to collect one as soon as possible. There is a “NoDischType” code for Missed Samples (Analysis not Conducted – No Sample). It is suggested that you enter the code for a missed sample by selection “Analysis not Conducted – No Sample”, then using the AddComment column to explain why the sample was missed and the plan of action to make sure there are no future missed samples. For help entering “No Discharge” Codes please refer to the eDMR walkthrough at the following link: http://deq.state.wy.us/wqd/WYPDES_Permitting/index.asp or by going to the eDMR 2 login page <https://deq.state.wy.us/edmr2>.

14. It appears information is missing, whom should I contact for help?

If you think you are missing information after reading the latest copy of your permit, there are two things that may be wrong. The first thing that you should do is check and make sure you are looking in the correct time frame. You need to make sure you are in the correct Effective Expiration range, and also the correct Interim Range. If you have exhausted all potential outfall/date combinations, there is a chance the information was not setup in the system initially by the DEQ. If this is the case, it is vital that you contact the DEQ and notify them of the specific problem so the information can be entered correctly. The DEQ will input the correct information into the database and will notify you when it is corrected.

15. The information is not missing, but I think there may be a problem with it. What should I do?

If the information is in the eDMR system, but you think there is a problem with it, the best plan of action is to contact the DEQ. This problem may range from old data that was not entered correctly, new information that was setup incorrectly, or the information was incorrectly migrated from the old system to the new one. If you feel that there are any errors please contact the DEQ with the specifics.

16. Why can I not find previously submitted information for 2008 and parts of 2009?

The majority of the data was migrated from our old database to our new database on 1/17/2009. However, data that was entered into the old eDMR 1.5 system and not submitted before 1/17/2009 was not migrated into our new database. This means that the majority of 2nd Semester and Annual 2008 was not migrated into our new database. The 2nd Semester and Annual 2008 data can still be viewed in the old eDMR 1.5 system. The same is true for all 2009 data that was entered into eDMR 1.5 before September 30, 2009 when eDMR was changed into a read only version. The DEQ is planning on having the missing data migrated into our new at some point in our future.

17. Where can I print a copy of my submitted DMRs?

A paper copy of your submitted DMRs can be obtained from the paper DMR site <http://deq.state.wy.us/paperdmr>. Please follow the instructions on how to get/print a paper DMR.

18. What should I do when I get the message “Failure to reach database”?

Should you get the message “Failure to reach database” when trying to log into eDMR 2.0 close the current browser window and open a new one.