

Drinking Water Database - common errors and trouble shooting

Contents

Incorrect log on details	2
Timeouts	3
Application fails to load a page	3
System maintenance - Site code numbering	4
Reports - Selection of non consecutive sample sites	4
Reports - Toggles do not generate	5
Reports – Exporting a report file for data analysis	6

Incorrect log on details

If you enter the incorrect combinations of 'User Name' and 'Password' you will receive an 'Invalid username and password' notification. Confirm you have the correct user name and password. If you do not have a user name or have forgotten your password then contact:

- **NSW Health Water Unit for new user creation**

Available during office hours (9 am – 5 pm weekdays)

Phone: 9816 0589

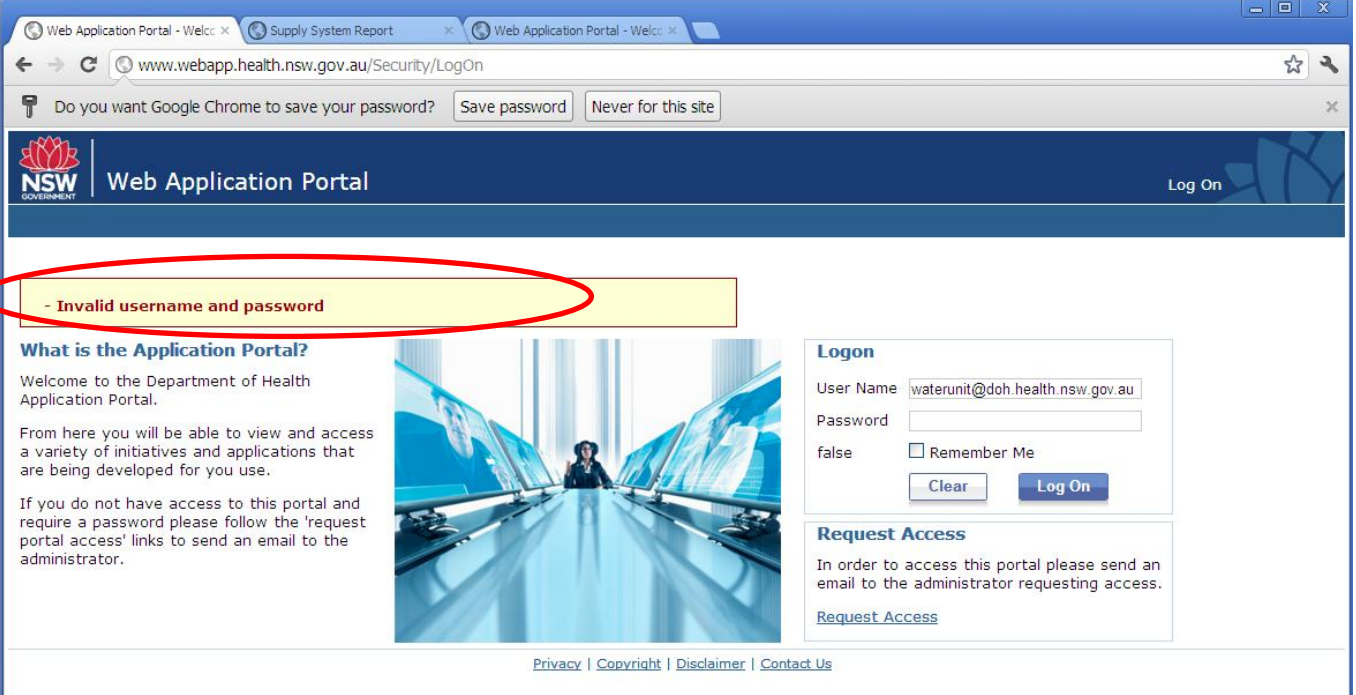
Email: waterqual@doh.health.gov.au

- **NSW Health Service Desk for password resets**

Available during office hours (7.30 am – 5 pm weekdays).

Phone: 9391 9321

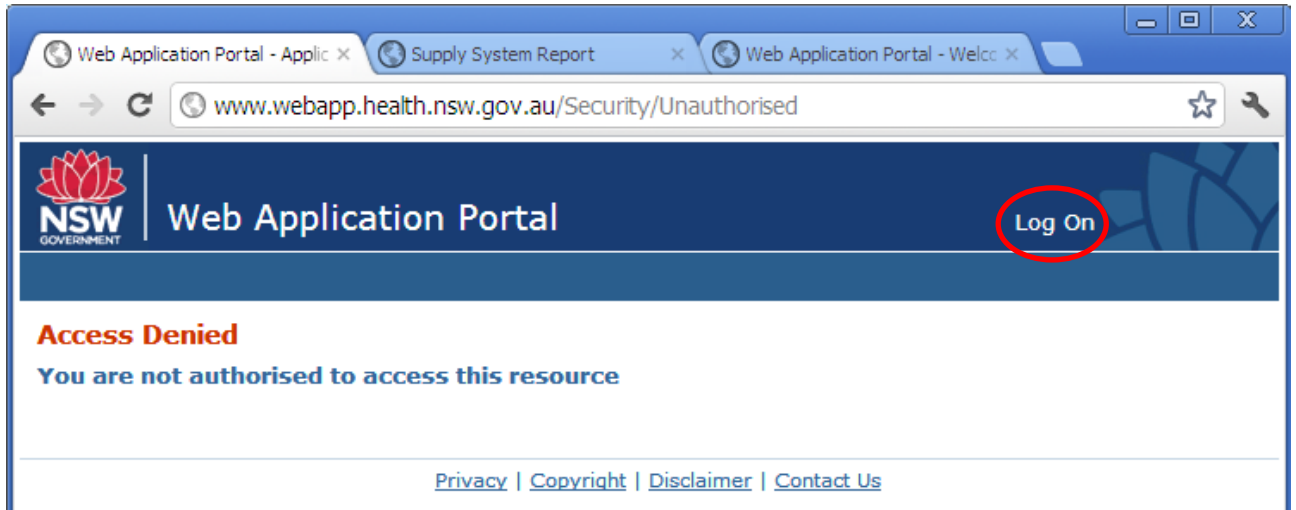
Email: dohservicedesk@doh.health.nsw.gov.au



The screenshot shows a web browser window with the URL www.webapp.health.nsw.gov.au/Security/LogOn. The page header includes the NSW Government logo and the text "Web Application Portal" with a "Log On" link. A yellow error message box is highlighted with a red oval, containing the text: "- Invalid username and password". Below the error message, there is a "What is the Application Portal?" section with introductory text and a "Logon" form. The "Logon" form has the following fields: "User Name" (containing "waterunit@doh.health.nsw.gov.au"), "Password" (empty), and a "Remember Me" checkbox (unchecked). There are "Clear" and "Log On" buttons. Below the form is a "Request Access" section with a "Request Access" link. At the bottom of the page, there are links for "Privacy", "Copyright", "Disclaimer", and "Contact Us".

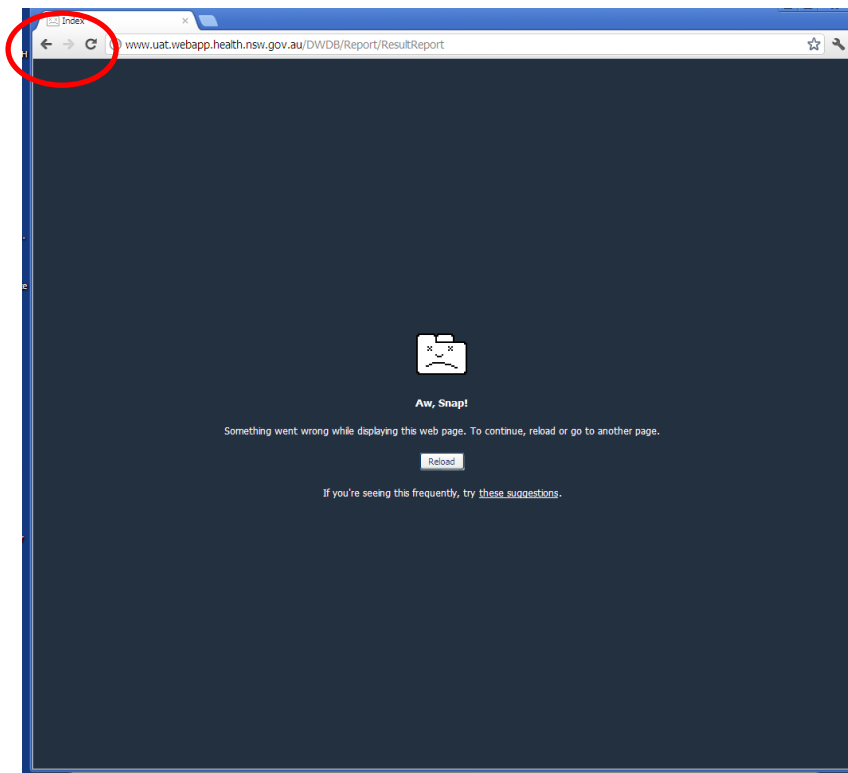
Timeouts

You will be timed out of AMS after 30 min of inactivity. If you are timed out the error message 'Access Denied' will appear. You will need to log back in by using the 'Log on' button in the top right hand corner of the application window.



Application fails to load a page

As with all web applications occasionally something does not load properly and you will receive an error message (such as the one below). To rectify you can press the back button on your browser or navigate back to the application log on page.



System maintenance - Site code numbering

Site codes in the new data base do not need to be three digits. Hence, a site code of 001 in the old database is simply represented as 1 in the new database.

The screenshot shows the 'Sample Site Details' form in the Drinking Water Database. The 'Sample Site code' field is highlighted with a red oval and contains the value '1'. Other fields include 'Street Address' (Water Works Road Albury), 'Town' (Albury), and 'Description' (Filtration laboratory).

Reports - Selection of non consecutive sample sites

If you wish to select a number of sample sites which are not consecutive you can do this by holding down the Control (Ctrl) key on your keyboard the entire time, while you click on your selections using your mouse.

The screenshot shows the 'Results Report' form. The 'Sample Site' dropdown menu is highlighted with a red oval, showing a list of non-consecutive site codes: 1 - 3 East Street Harden-Murrumburrah, 10 - Bathurst Street Harden-Murrumburrah, 104 - Harden town offtake Harden-Murrumburrah, 117 - Galong offtake meter pit Harden-Murrumburrah, 9 - Harden Reservoir Harden-Murrumburrah, and 999 - Not Defined Harden-Murrumburrah. Other criteria include 'Area Health Service' (8 selected), 'Public Health Unit' (8 selected), 'Water Utility' (113 selected), 'Supply System' (355 selected), 'Town' (1 selected), and 'Laboratories' (16 selected).

Reports - Toggles do not generate

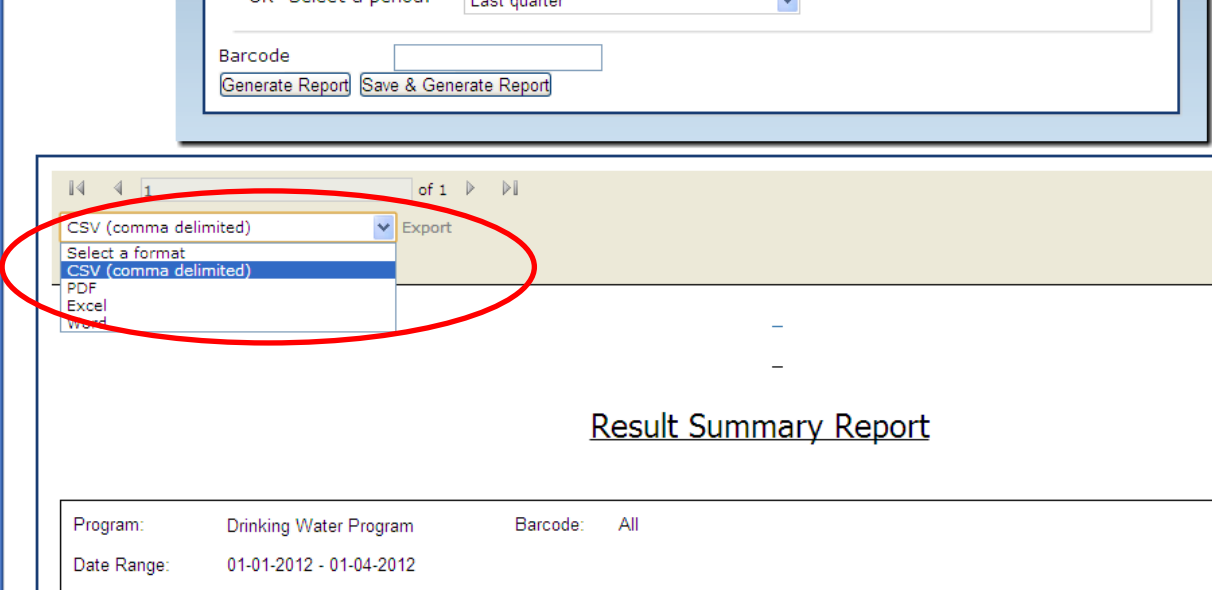
At the top of each report column there is a toggle that allows you to order the data in ascending or descending order. Sometimes the toggle icon does not generate properly giving shapes in a box in Google Chrome (see below) or little red crosses in Internet Explorer. If you need to use the toggle just click on where the toggle should be and the page will re-generate.

The screenshot shows a web application interface with a table of data. At the top, there are filters for Treatment Type, Source, Town, and Sample Site, all set to 'All'. Below the filters is a table with the following columns: Barcode, Characteristic, Guideline Value, Units, Value, Sample Site Code, Lab Name, Date Collected, Date Received, Date Entered, and Comments. The 'Barcode' column header has a broken toggle icon highlighted with a red circle. The table contains several rows of data, including E. coli, Free Chlorine, pH, Total Chlorine, Total Coliforms, and Turbidity.

Barcode	Characteristic	Guideline Value	Units	Value	Sample Site Code	Lab Name	Date Collected	Date Received	Date Entered	Comments
107HA0197731	E. coli	0 - 0	cfu/100 mL	< 1	999	Hastings Council Laboratory	24-05-2011	24-05-2011	09-06-2011	
107HA0197731	Free Chlorine	0 - 5	mg/L	0.7400	999	Hastings Council Laboratory	24-05-2011	24-05-2011	09-06-2011	
107HA0197731	pH	6.5 - 8.5	mpn/100 mL	8.3300	999	Hastings Council Laboratory	24-05-2011	24-05-2011	09-06-2011	
107HA0197731	Total Chlorine	0 - 5	mg/L	0.8900	999	Hastings Council Laboratory	24-05-2011	24-05-2011	09-06-2011	
107HA0197731	Total Coliforms	0 - 0	mpn/100 mL	< 1	999	Hastings Council Laboratory	24-05-2011	24-05-2011	09-06-2011	
107HA0197731	Turbidity	0 - 5	NTU	1.3700	999	Hastings Council Laboratory	24-05-2011	24-05-2011	09-06-2011	

Reports – Exporting a report file for data analysis

The 'Excel' export option in the database produces a report style formatted excel spreadsheet with merged columns and styled headings. This type of Excel report is not conducive to data analysis (sorting columns, generating graphs etc). If you do wish to conduct data analysis we recommend you download the 'CSV (comma delimited)' report format. This file type will open in Excel and can then be saved as a normal Excel file.



The screenshot displays a web-based report generation interface. At the top, there is a section for selecting a period, currently set to 'Last quarter', and a barcode input field. Below these are two buttons: 'Generate Report' and 'Save & Generate Report'. The main area features a navigation bar with a dropdown menu for 'Export'. The dropdown menu is open, showing options: 'CSV (comma delimited)', 'Select a format', 'PDF', 'Excel', and 'Word'. The 'CSV (comma delimited)' option is highlighted with a red oval. Below the navigation bar, the title 'Result Summary Report' is centered. At the bottom, there is a summary section with the following details:

Program:	Drinking Water Program	Barcode:	All
Date Range:	01-01-2012 - 01-04-2012		