Drinking Water Database - common errors and troubleshooting

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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
**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.

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**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.

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.
**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.

<table>
<thead>
<tr>
<th>Sample Code</th>
<th>Characteristic</th>
<th>Guideline Value</th>
<th>Units</th>
<th>Value</th>
<th>Sample Site Code</th>
<th>Lab Name</th>
<th>Date Collected</th>
<th>Date Received</th>
<th>Date Entered</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>207440107721</td>
<td>E. coli</td>
<td>0 - 0 &lt;1 CFU/100 mL</td>
<td></td>
<td>&lt;1</td>
<td>999</td>
<td>Hastings Council Laboratory</td>
<td>24/05/2011</td>
<td>24/05/2011</td>
<td>09/06/2011</td>
<td></td>
</tr>
<tr>
<td>207440107721</td>
<td>Free Chlorine</td>
<td>0 - 5 mg/L</td>
<td></td>
<td>6.7400</td>
<td>999</td>
<td>Hastings Council Laboratory</td>
<td>24/05/2011</td>
<td>24/05/2011</td>
<td>09/06/2011</td>
<td></td>
</tr>
<tr>
<td>207440107721</td>
<td>pH</td>
<td>6.5 - 8.5 mV/200 mL</td>
<td></td>
<td>8.3300</td>
<td>999</td>
<td>Hastings Council Laboratory</td>
<td>24/05/2011</td>
<td>24/05/2011</td>
<td>09/06/2011</td>
<td></td>
</tr>
<tr>
<td>207440107721</td>
<td>Total Chlorine</td>
<td>0 - 5 mg/L</td>
<td></td>
<td>6.8900</td>
<td>999</td>
<td>Hastings Council Laboratory</td>
<td>24/05/2011</td>
<td>24/05/2011</td>
<td>09/06/2011</td>
<td></td>
</tr>
<tr>
<td>207440107721</td>
<td>Total Coliforms</td>
<td>0 - 5 mV/100 mL</td>
<td></td>
<td>&lt;1</td>
<td>999</td>
<td>Hastings Council Laboratory</td>
<td>24/05/2011</td>
<td>24/05/2011</td>
<td>09/06/2011</td>
<td></td>
</tr>
<tr>
<td>207440107721</td>
<td>Turbidity</td>
<td>0 - 5 NTU</td>
<td></td>
<td>127000</td>
<td>999</td>
<td>Hastings Council Laboratory</td>
<td>24/05/2011</td>
<td>24/05/2011</td>
<td>09/06/2011</td>
<td></td>
</tr>
<tr>
<td>207440107721</td>
<td>E. coli</td>
<td>0 - 0 &lt;1 CFU/100 mL</td>
<td></td>
<td>&lt;1</td>
<td>999</td>
<td>Hastings Council Laboratory</td>
<td>24/05/2011</td>
<td>24/05/2011</td>
<td>09/06/2011</td>
<td></td>
</tr>
</tbody>
</table>
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.