WellSTAR Frequently Asked Questions (FAQ)	
Question	**Answer**
Entities (Organizations, Users, Login)	
What are the required fields when creating a new Individual or User?	First name, last name, and email address.
When creating a new Organization name how many characters, and what character types (alpha-numeric, etc.) will be allowed?	Names are alphabetic and organizations are alphanumeric. Both are limited to 50 characters each.
When creating a new Organization password how many characters, and what characters types (alpha-numeric, etc.) will be allowed?	Eight character minimum, including at least one alphanumeric character, one upper case letter and may not match the previous 24 passwords.
Can a User re-use the temporary password when prompted to create a new password during initial login?	No, they must create a password different than the temporary password.
Will a User receive email confirmation when their password is changed?	The system will send the User a password change notification email.
How can an Organization edit information related to Organization Address/Email/Phone Numbers?	An Organization must have a person with the security assignment of WellSTAR Administrator to edit information related to Organization Address/Email/Phone Numbers.
What personal data can be modified by Organizations pertaining to the "Entity"?	Job Title, WellSTAR User status, first/middle/last names, phone number, extension, associated addresses/roles/organizations may all be edited.
How will a User know their security assignments?	Navigate to the Person Detail, in the Section Header, expand Summary, and select Security. This can only be viewed and edited by the Organizations WellSTAR Administrator.
If a user forgets their user name or password, how can they indicate that in WellSTAR?	Click the "I forgot my password" link on the External Login page. The Forgot Password dialog allows the User to enter their email address to receive a validation email that they are a WellSTAR User. The email contains both their User ID and a temporary password.
How many External User login attempts will result in a security lockout?	Five unsuccessful login attempts result in a lockout.
Will a User receive system prompts to warn them before they are locked out?	There is no prompt to warn the User before they are locked out. If a User received the notice: 'FAILED LOGIN ATTEMPTS - Your account has been blocked for too many failed login attempts' they must contact the WellSTAR administrator to regain access.
Will a User receive an email when they are locked out?	No email notification will be sent for an account lockout. The User should contact their Organizations WellSTAR Administrator.
If a User is locked out, will the system automatically reset, or is it a hard 'lockout'?	It is a hard lockout, the User must contact their Organizations WellSTAR Administrator to regain access.
Can Users search WellSTAR for any User/individual?	The search result is limited within the organization that the Operator is associated to.
Forms (Forms, Electronic Data Deliverables, Data, Reports, and Alerts)	
Where does the Operator view correspondence once they log into WellSTAR?	Navigate to the Organization Detail page, in the Section Header, expand Summary, and select Documents. This displays all documents associated to the organization which includes the Organization Summary, Wells, Bonds, Document, Events and Tasks. The User views Generic Correspondence in the context of the organization.
If a User deletes an alert by mistake can it be retrieved?	There is no functionality to restore an alert once deleted.
If an alert is meant for an Agent but an Organization reviews it, will it stay highlighted so that when an Agent logs in they know there is an alert that needs to be reviewed?	Alerts are only available per User, there is currently no alert that is available to more than one User.
Are there organization alerts and if so who will be alerted to review the aformentioned alerts?	Alerts are only available on a per User basis. Users can delete or mark as viewed only their own alerts.
Is there an estimate on the when the templates/forms will be available in WellSTAR so that we can start building our solution for the integration to WellSTAR?	The formats are now up on the Division forms webpage (http://www.conservation.ca.gov/dog/pubs_stats/Pages/forms.aspx) within the EDD forms table and will continue to be updated with new forms as they become available.
Will the previous 142 data elements that are currently in use for large data submissions (Notice of Intention, Well Summary, Well History, etc.) be used with WellSTAR or will DOGGR be updating the database based on bulk dumps?	The 142 data elements were for a database format that preceded WellSTAR. That data template can no longer be used for data submissions. If you already have data in that format to submit to the Division we will take it and re-format until 5/31/2018 for WellSTAR, but will not be able to support its use moving forward. WellSTAR will be updated using XML uploads for Well Summary information through the Well Summary form OG100.
Will the forms be only one well per form, as the current process, or will we be able to load multiple wells (bulk uploads)?	The EDD is a one-to-one as it is today. DOGGR is reviewing options for future functionality to accept multiple documents in a single upload. Updates will be provided as functionality is made available.
Does WellSTAR only accept XML or we can other formats be submitted such as CSV/excel/JSON/YAML?	The NOI and Well Summary forms accept XML and all other forms accept Excel. This is in regards to Electronic Data Deliverables.
What is the medium of transferring reports to DOGGR? Example: Can we automate the transmission of reports to DOGGR using FTP or integration tools like Dell Boomi or manually upload the files on WellSTAR website as the only option ?	Operators must use the WellSTAR online form to submit production data. A future release may allow for bulk upload. The operator would download a pre-populated Excel form and then submit their data using this pre-populated form.
Do you have service/API to consume the reports/forms to database directly instead of manually uploading them on WellSTAR?	DOGGR is reviewing this functionality for future releases.
What specific types of documents/file types (jpg, Excel, pdf, etc.) can be uploaded?	The accepted file types include JPG, PDF, XML and XLS
A lot of the data sent from DOGGR for API 12 were for NOI's for sidetracks, deepening's or re-drill's. Some NOI's are cancelled or the work could not be completed. How will we be able to stay consistent with API 12 if these will be changed with NOI's and not completed work?	Work with your local District office on this matter, but, in general, API 12 (wellbore codes) will not change once applied for and approved. Once assigned the wellbore code will not be able to be used again, much like the current 8-digit API numbers cannot be used again once cancelled.
For data elements such as hole locations and wellbore diagrams how will proposed vs. actual be handled in WellSTAR?	In the NOI form, we are looking at proposed data. The Well Summary form will contain the actual drill data.

Today the interaction between DOGGR and Operators is happening in email/mail/dropbox.com or box.com for all the forms. Will this all be handled in WellSTAR?	WellSTAR can be accessed and documents can be uploaded to the operator, well, facility, project, etc. SB4 - OG170, OG177, OG178- these Well Stimulation forms will be available in WellSTAR. Underground Injection Control – Only bunch of PDFs Uploaded through WellSTAR Notice of Intention - OG105, OG107, OG108, OG 123. The new form is the OG106 and replaced the former forms as a single form. This will be done via WellSTAR. Well Summary (OG 100) and History (OG 103) – these forms have been updated and combined into "Well Summary". Production – Monthly, Quarterly, and Annual production data reporting forms will be submitted via WellSTAR. AB1960 (facilities), AB1420 (pipelines) No change to this process.
What do we do if a well's information is incorrect after being converted into WellSTAR?	Reach out to your local District office. If the timing of the change was after conversion had started (around late March 2018) then we will have to research it and make the appropriate updates on a case by case basis.
Why don't I see any of the new wellbore numbers on reports sent to us from DOGGR?	The 110 forms are only reporting on wellbores with an active PCWT in our database. A data edit to move active PCWT from a default 00 wellbore to the largest wellbore code (01 or largest) will be implemented in the coming days. Once complete, you will see these in the 110 forms. If you go into WellSTAR to look up specific wells you should find specific wellbore numbers, but right now the active PCWT will still be on 00. We reached out to operators as part of NTO 2018-05 and they provided us data, but these data have not been included into WellSTAR yet as we review the deliverable. These data would also be part of the database update in coming days.
Will reports need to be downloaded each month or should they stay the same until new wells are drilled or P&A'd?	Data are always changing and improving. The forms will not change without warning, but working your local District office the data these forms contain will improve over time. If submitting by Excel file you would want to download the current well list for the month of production until the data stabilizes moving forward.