



California
**Department of
Conservation**
Geologic Energy Management Division

How to Resolve Violation using the Compliance Information Form

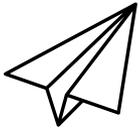
Background

Notice of Violation Emails are erroneously sent to Operators when resolving Violations via the compliance Information Form. This could be very confusing to perator

Navigating to Documents and Forms in WellSTAR from Email Notifications

Presented by:
Gabriela Dabon, Engineering Geologist

WellSTAR Email Notifications



- WellSTAR sends automated system Email messages to Form Contacts, Agents, and other users, as appropriate – emails will be received from: NoReply@conservation.ca.gov
- System messages are sent to update on important activity that has occurred in WellSTAR related to your Organization.
- Emails have several purposes:
 - Informational – no action required
 - Reminder – action required
 - Notice to view – action required
- System generated emails are generic. They contain different text depending on the reason for the email and contain a link to the WellSTAR login URL
 - This demonstration will cover how to navigate to relevant materials in WellSTAR when receiving a system generated email



WellSTAR Email Notifications – Reference Information



WellSTAR



- System generated emails will identify the purpose for the email and what needs to be viewed in WellSTAR – take note of any identifying information such as Document type or Item ID
- The URL link will take you the WellSTAR login page and will not take you directly to the specific item
- Use “Search” and “Advanced Filtering” capabilities in WellSTAR to filter out the relevant item
- Some examples of system generated emails and the relevant information to search in WellSTAR:
 - Notice of Form submitted/accepted/approved/on-hold/returned, etc.
 - Locate the Form ID in the email – search in WellSTAR
 - Notification to view new report, record, or correspondence (e.g., Inspection Summary, Notice of Violation (NOV’s))
 - Use “Document Search” Page or go to your Organization Page and navigate to the “Document” drop-down tab. Filter by document/correspondence type outlined in email

Email Subjects from WellSTAR - Examples



- WellSTAR - Bond Determination - Approval
- WellSTAR - Compliance Added/Updated
- WellSTAR - Construction Site Well Review
- WellSTAR - {Operator Name} - View {CorrespondenceType} Correspondence
- WellSTAR - Form Accepted
- WellSTAR - Form Approved
- WellSTAR - Form Returned
- WellSTAR - Incident Added/Updated
- WellSTAR - Inspection Summary Available, (FAILED EVALUATION)
- WellSTAR - Inspection Summary Available, (NO FAILED EVALUATION)
- WellSTAR - Inspection Summary Available - Non-Compliance
- WellSTAR - Missing Monthly Report
- WellSTAR - Missing Quarterly Report
- WellSTAR - View Notice
- WellSTAR - View Notice of Violation



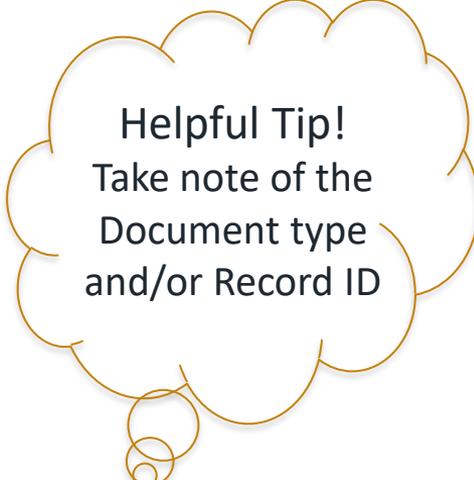
Examples of Emails - 1

Email from WellSTAR about a Notice of Violation...

You have received a new Notice of Violation in WellSTAR.

URL: <https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwellstar.conservation.ca.gov%2F&data=05%7C02%7CWellSTAR.Notification%40conservation.ca.gov%7C95ffc2b2a70a4b299f6208dccc41878%7C4c5988ae5a0040e8b065a017f9c99494%7C0%7C0%7C638611489327566950%7CUnknown%7CTWfPbGzsb3d8eyJWljoimc4wljAwMDAILCJQljoiv2luMzliLcJBtI6lk1haWwiLcJXVCl6Mn0%3D%7C0%7C%7C%7C&sdata=1hE5aglr%2FvGp1ZmlhlsUaCe6%2BTah7YlbGREhCua7fHQ%3D&reserved=0>

If you need technical assistance please contact the WellSTAR Support Team at WellSTAR@conservation.ca.gov.



Helpful Tip!
Take note of the
Document type
and/or Record ID

Email from WellSTAR about a Compliance Record...

Compliance Record [redacted] has been added or modified related to your Organization, Belridge Energy Resources, Inc. (B3080) - Bakersfield, CA.

URL: <https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwellstar.conservation.ca.gov%2F&data=05%7C02%7CWellSTAR.Notification%40conservation.ca.gov%7C50ee2a154c334084f18208dccc57470%7C4c5988ae5a0040e8b065a017f9c99494%7C0%7C0%7C638611495197119616%7CUnknown%7CTWfPbGzsb3d8eyJWljoimc4wljAwMDAILCJQljoiv2luMzliLcJBtI6lk1haWwiLcJXVCl6Mn0%3D%7C0%7C%7C%7C&sdata=GJJCJaSBikZaT148vWcFtPrCjWxPsHviyhpgfuhshE%3D&reserved=0>

If you need technical assistance please contact the WellSTAR Support Team at WellSTAR@conservation.ca.gov.



Examples of Emails - 2

Email from WellSTAR about an Inspection Summary...

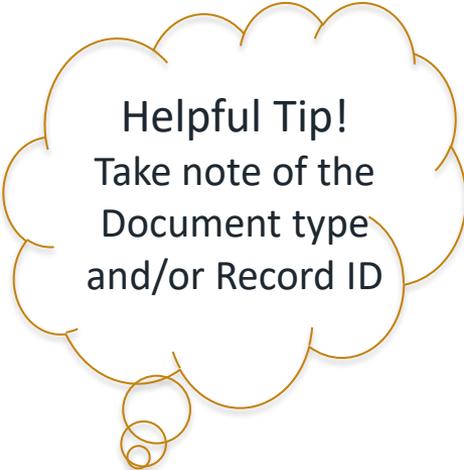
On 9/4/2024 2:49:50 PM CalGEM conducted an inspection of DCOR, LLC. An Inspection Summary has been generated for DCOR, LLC. Refer to Inspection ID [redacted] for more information.

<https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwellstar.conservation.ca.gov%2F&data=05%7C02%7CWellSTAR.Notification%40conservation.ca.gov%7C75d2780bc0424a46dd8708dcccdbf2bf4%7C4c5988ae5a0040e8b065a017f9c99494%7C0%7C0%7C638611468195717412%7CUnknown%7CTWFpbGZsb3d8eyJWljoImFC4wLjAwMDAilCJQljoiv2luMzllCjBtil6lk1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=WbuhVGHTF9BdXg6t%2BhKw8%2F3irb5OPgxw3mGHA74Upp4%3D&reserved=0>
If you need technical assistance please contact the WellSTAR Support Team at WellSTAR@conservation.ca.gov.

Email from WellSTAR about a New Correspondence...

You have received a new correspondence in WellSTAR.

URL: <https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwellstar.conservation.ca.gov%2F&data=05%7C02%7CWellSTAR.Notification%40conservation.ca.gov%7C91aca05cb1d04721e1b908dcccdbcd8fa%7C4c5988ae5a0040e8b065a017f9c99494%7C0%7C0%7C638611458186408600%7CUnknown%7CTWFpbGZsb3d8eyJWljoImFC4wLjAwMDAilCJQljoiv2luMzllCjBtil6lk1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=NzOw4dlfGAIGJdbpevtrCQnBydGhu45L33NBgQcw384%3D&reserved=0>
If you need technical assistance please contact the WellSTAR Support Team at WellSTAR@conservation.ca.gov.



Helpful Tip!
Take note of the
Document type
and/or Record ID

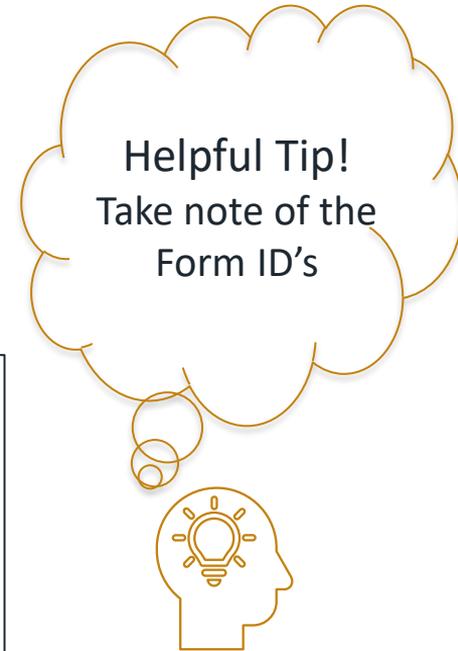


Examples of Emails - 3

Email from WellSTAR about a Form being accepted...

Your Form submission [redacted] for Chaim Nathan & Edie Bato has been accepted by CalGEM.

URL: <https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwellstar.conservaion.ca.gov%2F&data=05%7C02%7CWellSTAR.Notification%40conservation.ca.gov%7C1c85f347cfd74c5134de08dccc019a3%7C4c5988ae5a0040e8b065a017f9c99494%7C0%7C0%7C638611472144418281%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwiLCJXVCi6Mn0%3D%7C0%7C%7C%7C&sdata=QhZVinTP%2BOV%2FwMZ73sAQKMw9PZWPKb1pZJYtbvo0TXy%3D&reserved=0>
If you need technical assistance please contact the WellSTAR Support Team at WellSTAR@conservation.ca.gov.



Email from WellSTAR about a Form being returned...

Your Form submission [redacted] for California Resources Production Corporation has been returned.

URL: <https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwellstar.conservaion.ca.gov%2F&data=05%7C02%7CWellSTAR.Notification%40conservation.ca.gov%7C36ba6d9b8a44b479b5a08dccc4d659%7C4c5988ae5a0040e8b065a017f9c99494%7C0%7C0%7C638611492511023043%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwiLCJXVCi6Mn0%3D%7C0%7C%7C%7C&sdata=M3LfCIMPtGFzIqyWY%2BjLDDuJOC14cjWDqjDQNQpBye0%3D&reserved=0>
If you need technical assistance please contact the WellSTAR Support Team at WellSTAR@conservation.ca.gov.

Demonstration of navigating to Documents and Forms in WellSTAR

Navigating to Documents in WellSTAR - 1



Home Explore Data Tools Maps Login

WellSTAR is the California Department of Conservation - California Geologic Energy Management Division's (CalGEM) new electronic database. WellSTAR furthers CalGEM's commitment to public safety and environmental protection by providing transparency, ease of use, and access to important, sortable data in a single portal. The release of WellSTAR ensures compliance with CalGEM's Well Stimulation Treatment and Well Maintenance regulations, as well as other state and federal requirements.

Data

Use the **Explore Data** menu to view data on the contained in this site:

- Facilities
- Operator Total Liability
- Underground Gas Storage (UGS)
- Underground Injection Control (UIC)
- Well Maintenance
- Well Management
- Well Stimulation (WST)

Additional data is available by navigating through links available in the above mentioned pages.

To access bulk data from WellSTAR, use the **Tools** menu to select **Bulk Data Download**. Warning – bulk data download file sizes may be up to 10G of data.

To review Well Stimulation application data prior to WellSTAR, use <https://filerequest.conservation.ca.gov/WellRecord>.

Maps

For graphical depiction of Facility, Permit, UGS and Well information please use the Maps menu link.

Help

User guides and other user information can be accessed at https://www.conservation.ca.gov/calgem/for_operators/Pages/WellSTAR.aspx.

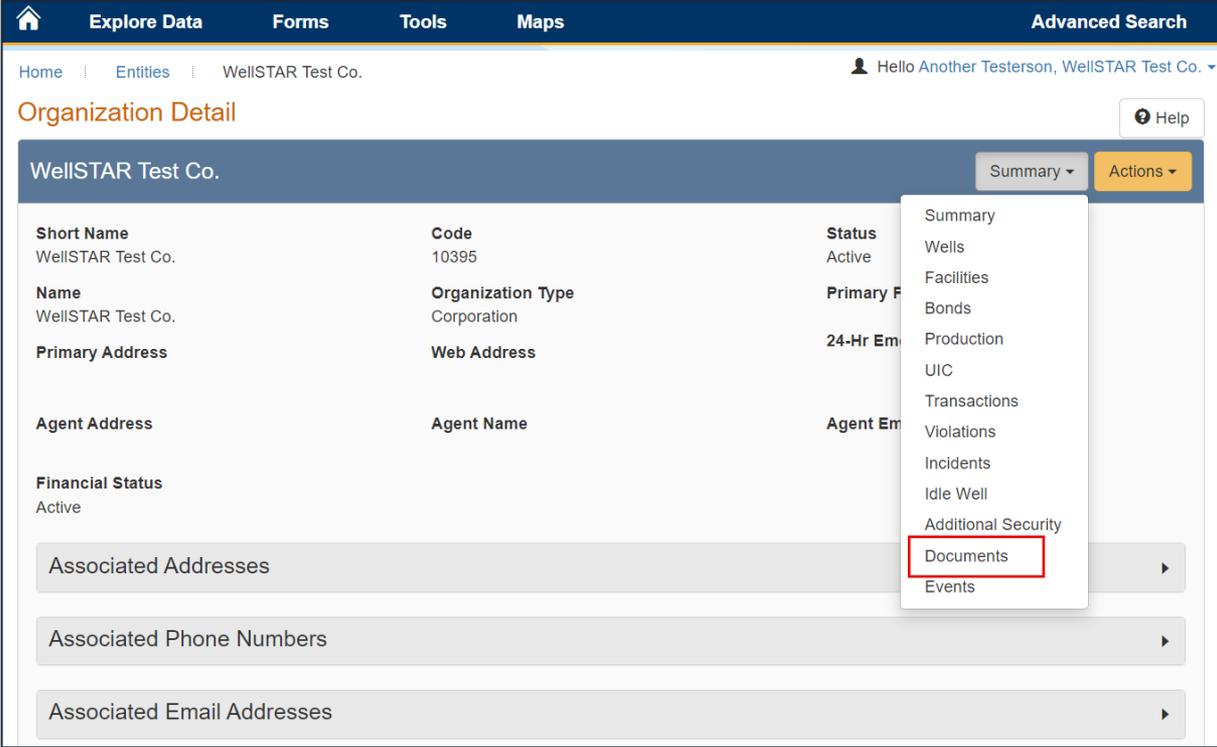
Navigating to Documents in WellSTAR - 2



The screenshot shows the WellSTAR web application interface. At the top, there is a dark blue navigation bar with the following items: Home, Explore Data, Forms, Tools, Maps, and Advanced Search. Below this bar, the user is logged in as "Hello Another Testerson, WellSTAR Test Co." with a dropdown arrow. A red box highlights the user's name and organization. To the right of the user name is a "Help" button. Below the user information, there are several tabs: Alerts, Online Forms, Forms In Progress, Forms Submitted, and My Organization. Under the "My Organization" tab, there is a table with columns for Date, Seve..., Message, Status, and Actions. The table is currently empty.

- Select the organization that you are associated with

Navigating to Documents in WellSTAR - 3



The screenshot shows the WellSTAR web application interface. The top navigation bar includes 'Explore Data', 'Forms', 'Tools', 'Maps', and 'Advanced Search'. The user is logged in as 'Hello Another Testerson, WellSTAR Test Co.'. The main content area is titled 'Organization Detail' for 'WellSTAR Test Co.'. A 'Summary' dropdown menu is open, displaying a list of options: Summary, Wells, Facilities, Bonds, Production, UIC, Transactions, Violations, Incidents, Idle Well, Additional Security, Documents (highlighted with a red box), and Events. Below the dropdown, there are sections for 'Associated Addresses', 'Associated Phone Numbers', and 'Associated Email Addresses', each with a right-pointing arrow.

Short Name	Code	Status
WellSTAR Test Co.	10395	Active

Name	Organization Type	Primary F
WellSTAR Test Co.	Corporation	

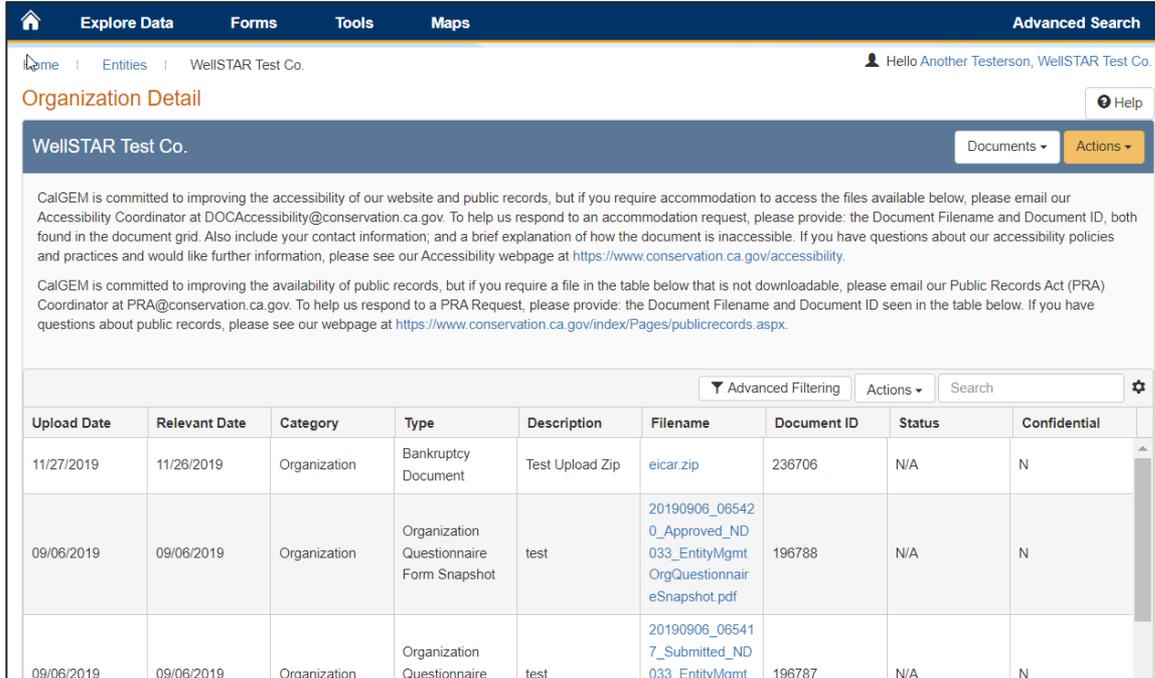
Primary Address	Web Address	24-Hr Em

Agent Address	Agent Name	Agent Em

Financial Status
Active

- Select "Documents" under the summary dropdown.

Navigating to Documents in WellSTAR - 4



Home | Entities | WellSTAR Test Co. Hello Another Testerson, WellSTAR Test Co. | Help

Organization Detail

WellSTAR Test Co. Documents Actions

CalGEM is committed to improving the accessibility of our website and public records, but if you require accommodation to access the files available below, please email our Accessibility Coordinator at DOGAccessibility@conservation.ca.gov. To help us respond to an accommodation request, please provide: the Document Filename and Document ID, both found in the document grid. Also include your contact information; and a brief explanation of how the document is inaccessible. If you have questions about our accessibility policies and practices and would like further information, please see our Accessibility webpage at <https://www.conservation.ca.gov/accessibility>.

CalGEM is committed to improving the availability of public records, but if you require a file in the table below that is not downloadable, please email our Public Records Act (PRA) Coordinator at PRA@conservation.ca.gov. To help us respond to a PRA Request, please provide: the Document Filename and Document ID seen in the table below. If you have questions about public records, please see our webpage at <https://www.conservation.ca.gov/index/Pages/publicrecords.aspx>.

Advanced Filtering Actions Search

Upload Date	Relevant Date	Category	Type	Description	Filename	Document ID	Status	Confidential
11/27/2019	11/26/2019	Organization	Bankruptcy Document	Test Upload Zip	eicar.zip	236706	N/A	N
09/06/2019	09/06/2019	Organization	Organization Questionnaire Form Snapshot	test	20190906_065420_Approved_ND033_EntityMgmtOrgQuestionnaireSnapshot.pdf	196788	N/A	N
09/06/2019	09/06/2019	Organization	Organization Questionnaire	test	20190906_065417_Submitted_ND033_EntityMgmt	196787	N/A	N

- The organization detail page will be shown and user can view all the documents or filter out to a specific file.

Adding Users to Organizations

Administrative Permissions in WellSTAR

- Organization Administrative Users are granted permissions to manage (add, edit, remove) users under their Organization and Entity
- Users may be added to your organization to provide access to WellSTAR, where they can view and submit Forms and correspondence.
- Managing users is useful for Organizations for several reasons:
 - Adding new staff members
 - Contracting staff assignments
 - Role changes
 - Staff leaves or no longer needs access to WellSTAR
- This demonstration will cover how to add a user to your Entity/Organization and how to upgrade their security assignment to be able to submit online forms.



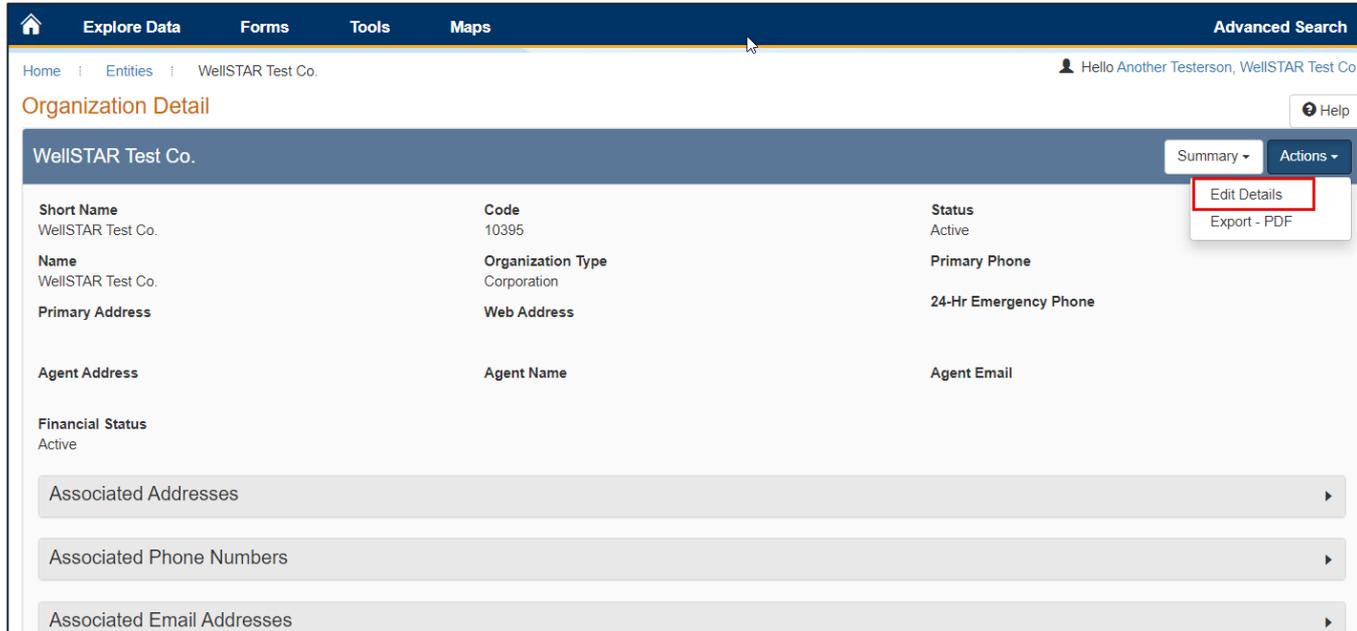
Adding Users to Organizations: Part One - 1



A screenshot of the California Department of Conservation's web application. The top navigation bar is dark blue with white text for 'Home', 'Explore Data', 'Forms', 'Tools', 'Maps', and 'Advanced Search'. Below the navigation bar, the user is logged in as 'Hello Another Testerson, WellSTAR Test Co.' with a dropdown arrow. A red box highlights this dropdown menu. Below the user information, there is a 'Home' link and a 'Help' button. A secondary navigation bar contains 'Alerts', 'Online Forms', 'Forms In Progress', 'Forms Submitted', and 'My Organization'. Below this is a table with columns for 'Date', 'Seve...', 'Message', 'Status', and 'Actions'. The table is currently empty. At the top of the table, there are buttons for 'Advanced Filtering', 'Actions', and a search box.

- Select the organization that you are associated with

Adding Users to Organizations: Part One - 2



Home | Entities | WellSTAR Test Co. Hello Another Testerson, WellSTAR Test Co.

Organization Detail

WellSTAR Test Co. Summary Actions

Short Name WellSTAR Test Co.	Code 10395	Status Active
Name WellSTAR Test Co.	Organization Type Corporation	Primary Phone
Primary Address	Web Address	24-Hr Emergency Phone
Agent Address	Agent Name	Agent Email

Financial Status
Active

Associated Addresses

Associated Phone Numbers

Associated Email Addresses

- Select "Edit details" of the dropdown options in "Summary".

Adding Users to Organizations: Part One - 3



Online Forms | Organization Questionnaire | Hello Another Testerson, WellSTAR Test Co

Organization Questionnaire

Help

Form Navigation

1. Form Information

Form Information [Hide Form Navigation]

Please enter information below. * Indicates Required Field

Form Name
Organization Questionnaire

Do you currently operate, or intend to operate oil and gas or stratigraphic wells or facilities in California?

Yes No

Description *

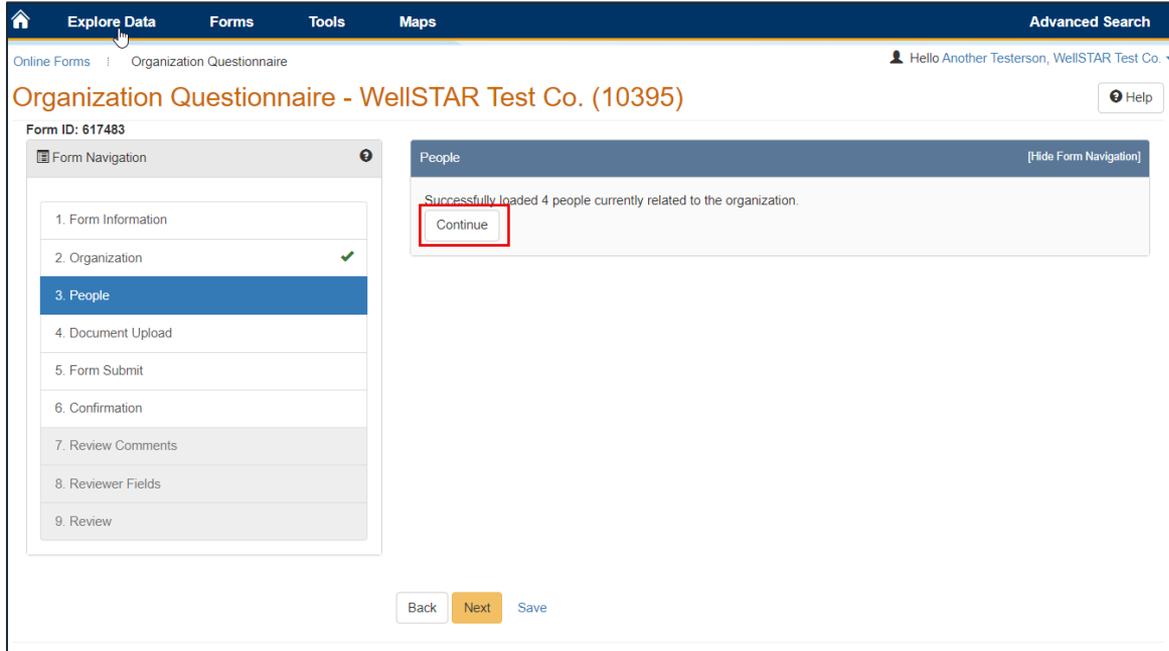
Adding Lois Lane |

All comments are discoverable records, open to public review.

Cancel Save & Continue

- This will direct you to a Form Navigation.
- Fill out the "Description" box in the first tab.

Adding Users to Organizations: Part One - 4



The screenshot shows a web application interface for an "Organization Questionnaire - WellSTAR Test Co. (10395)". The form is titled "Form ID: 617483" and is currently on step 3, "People". The left sidebar shows a "Form Navigation" menu with steps 1 through 9. Step 3 is highlighted in blue. The main content area shows a message: "Successfully loaded 4 people currently related to the organization." Below this message is a "Continue" button, which is highlighted with a red rectangular box. At the bottom of the form, there are three buttons: "Back", "Next", and "Save".

- Navigate to the third tab and select "Continue".

Adding Users to Organizations: Part One - 5

Online Forms | Organization Questionnaire Hello Another Testerson, WellSTAR Test Co.

Organization Questionnaire - WellSTAR Test Co. (10395) Help

Form ID: 617483

Form Navigation

1. Form Information
2. Organization ✓
- 3. People**
4. Document Upload ✓
5. Form Submit
6. Confirmation
7. Review Comments
8. Reviewer Fields
9. Review

People [Hide Form Navigation]

Enter Person information related to the Organization below. * Indicates Required Field

Name	WellSTAR User	Actions
Another Testerson	Y	Y Actions-
PO Osmoketest	Y	Y Actions-
Test Testerson	Y	Y Actions-
Tom UniqueTest	Y	Y Actions-

- Go to "Actions" and select "Add Person".

Adding Users to Organizations: Part One - 6

Online Forms | Organization Questionnaire Hello Another Testerson, WellSTAR Test Co. ▾

Organization Questionnaire - WellSTAR Test Co. (10395) Help

Form ID: 617483

Form Navigation

1. Form Information
2. Organization ✓
3. People
4. Document Upload ✓
5. Form Submit
6. Confirmation
7. Review Comments
8. Reviewer Fields
9. Review

Person Info [Hide Form Navigation]

Person Already Exists in WellSTAR Person Does Not Exist in WellSTAR * Indicates Required Field

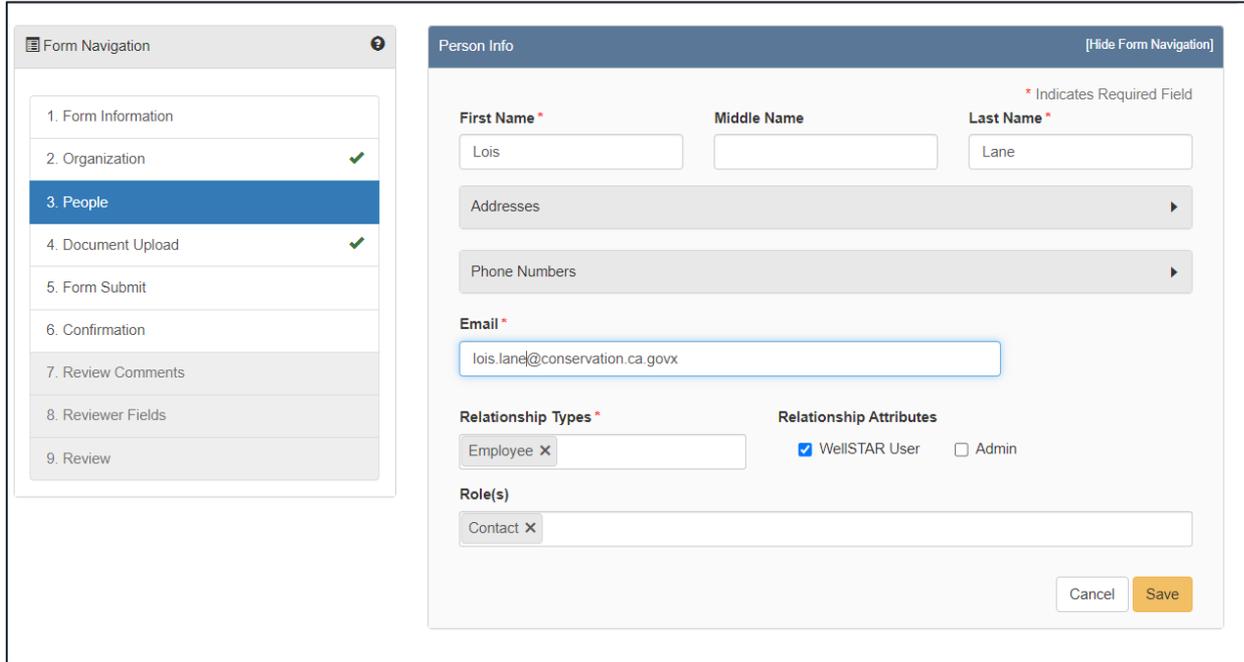
Find Person *

Relationship Types *

Relationship Attributes WellSTAR User Admin

- Confirm the user does not exist and fill out the name in the "Find Person" field.
- If user does not exist select "Person does not exist in WellSTAR" to move on to the next step.

Adding Users to Organizations: Part One - 7



Form Navigation

1. Form Information
2. Organization ✓
3. People
4. Document Upload ✓
5. Form Submit
6. Confirmation
7. Review Comments
8. Reviewer Fields
9. Review

Person Info [Hide Form Navigation]

* Indicates Required Field

First Name * Middle Name Last Name *

Lois Middle Name Lane

Addresses ▶

Phone Numbers ▶

Email *

lois.lane@conservation.ca.govx

Relationship Types * Relationship Attributes

Employee X WellSTAR User Admin

Role(s)

Contact X

Cancel Save

- Enter in all the required fields which include:
 - First Name
 - Last Name
 - Email
 - Relationship Type
- Checkmark the box "WellSTAR user" to select the relationship attributes.

Adding Users to Organizations: Part One - 8

Online Forms | Organization Questionnaire | Hello Another Testerson, WellSTAR Test Co. | Help

Organization Questionnaire - WellSTAR Test Co. (10395)

Form ID: 617483

Form Navigation

1. Form Information
2. Organization ✓
3. People ✓
4. Document Upload ✓
5. Form Submit
6. Confirmation
7. Review Comments
8. Reviewer Fields
9. Review

Form Submit [Hide Form Navigation]

Associate related online form submissions to this submission by entering the Form ID or Form Description.

Online Form Association

Form ID	Form Category	Title	Description	Actions
---------	---------------	-------	-------------	---------

Actions - ⚙

All comments are discoverable records, open to public review. Add

Acknowledgement

Submitter *

Another Testerson

I hereby certify all statements made in this form are, to the best of my knowledge, true, correct, and complete. *

Form Submit Preview

Click the button below to preview your submission summary.

Preview Submission Summary

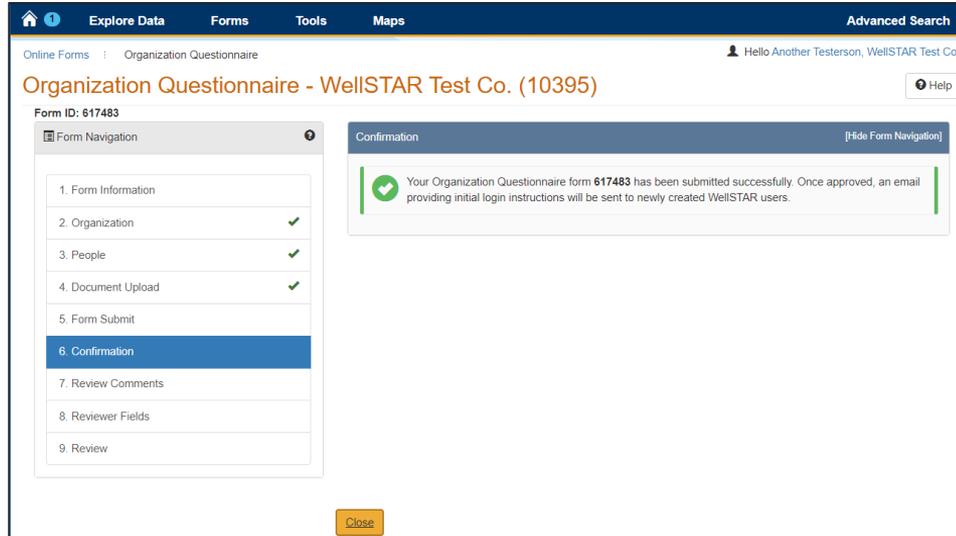
Back Submit Save

- After entering the user's info, continue the form and navigate to tab 5 "Form submit"
- Submitter needs to checkmark the acknowledgement box to submit the form.

Adding Users to Organizations: Part One - 9



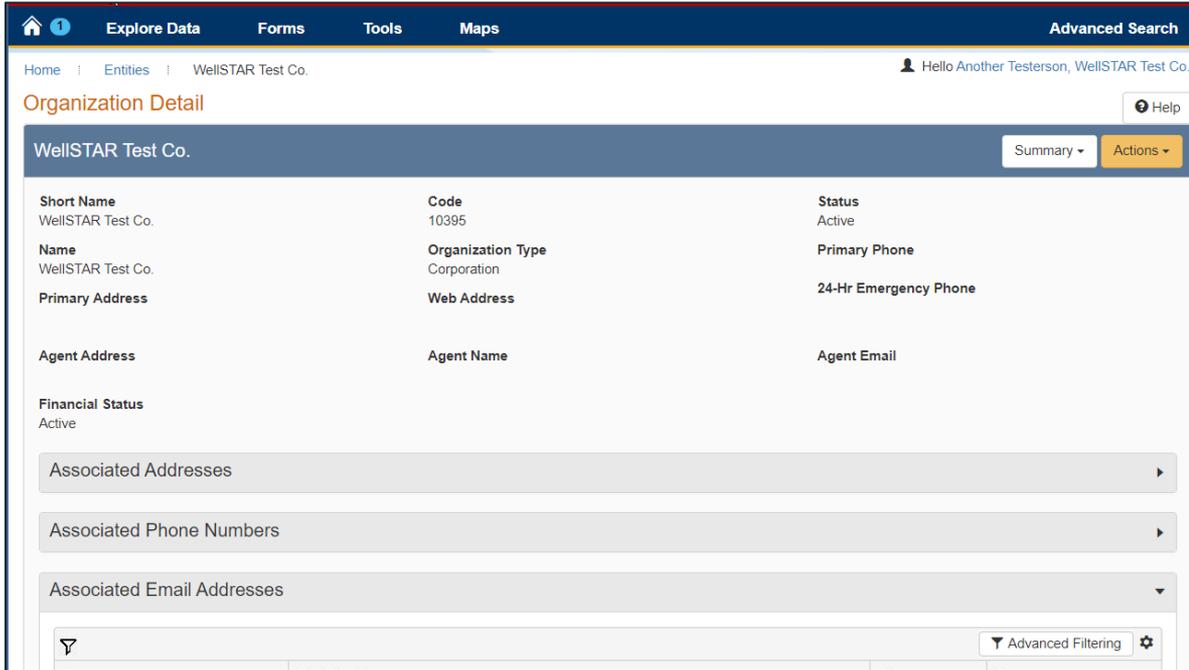
Background Process for Form ID 617483 is still processing. Please refresh the page to view the current status.



The screenshot shows the WellSTAR web application interface. At the top, there is a navigation bar with 'Explore Data', 'Forms', 'Tools', and 'Maps'. Below this, the page title is 'Organization Questionnaire - WellSTAR Test Co. (10395)'. A 'Form ID: 617483' is displayed. On the left, a 'Form Navigation' sidebar lists steps 1 through 9, with '6. Confirmation' selected. The main content area shows a 'Confirmation' message with a green checkmark icon: 'Your Organization Questionnaire form 617483 has been submitted successfully. Once approved, an email providing initial login instructions will be sent to newly created WellSTAR users.' A 'Close' button is located at the bottom of the confirmation message.

- Refresh the form until the background process error has disappeared.
- Form is officially submitted successfully.

Adding Users to Organizations: Part Two - 1



The screenshot shows a web application interface for an organization. The top navigation bar includes 'Explore Data', 'Forms', 'Tools', 'Maps', and 'Advanced Search'. The breadcrumb trail is 'Home > Entities > WellSTAR Test Co.'. The user is logged in as 'Hello Another Testerson, WellSTAR Test Co.'. The page title is 'Organization Detail' with a 'Help' icon. The organization name 'WellSTAR Test Co.' is displayed with 'Summary' and 'Actions' dropdown menus. The main content area is a table with the following data:

Short Name	Code	Status
WellSTAR Test Co.	10395	Active
Name	Organization Type	Primary Phone
WellSTAR Test Co.	Corporation	
Primary Address	Web Address	24-Hr Emergency Phone
Agent Address	Agent Name	Agent Email
Financial Status		
Active		

Below the table are three expandable sections: 'Associated Addresses', 'Associated Phone Numbers', and 'Associated Email Addresses'. At the bottom right, there is an 'Advanced Filtering' button with a gear icon.

- Navigate back to the organization detail page.

Adding Users to Organizations: Part Two - 2

Associated People

Advanced Filtering

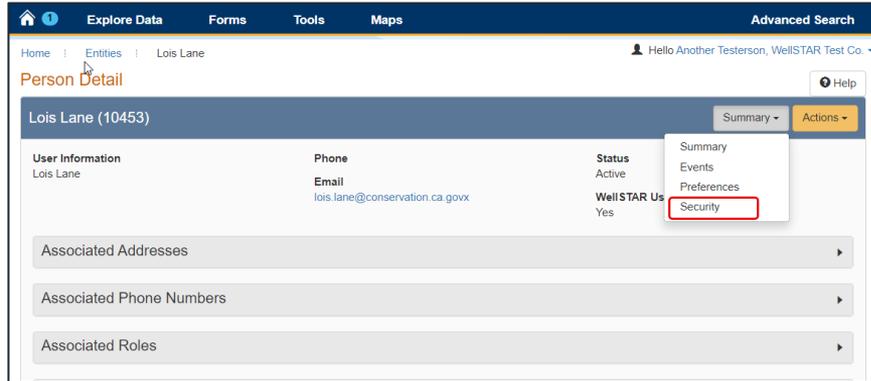
Name ↑	WellSTAR User	Role(s)	Security Role(s)	Phone	Relatio...	Relatio...
Another Testerson	Y		Organization Admin		Employee	Active
Lois Lane	Y	Contact			Employee	Active
PO Osmoketest	Y		Organization Admin		Employee	Active
Test Testerson	Y		Organization Admin		Employee	Active
Tom UniqueTest	Y		Organization Admin		Employee	Active

1 20 items per page

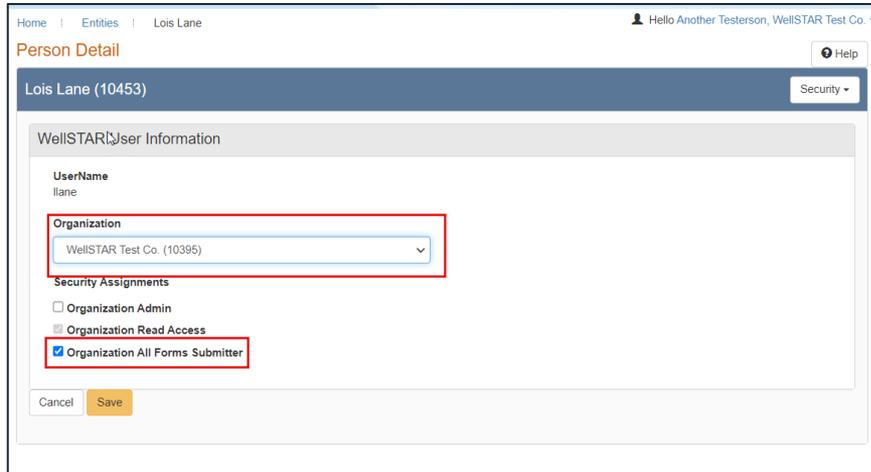
Viewing 1 - 5 from 5 results

- Scroll to the "Associated People" and select the user.

Adding Users to Organizations: Part Two - 3



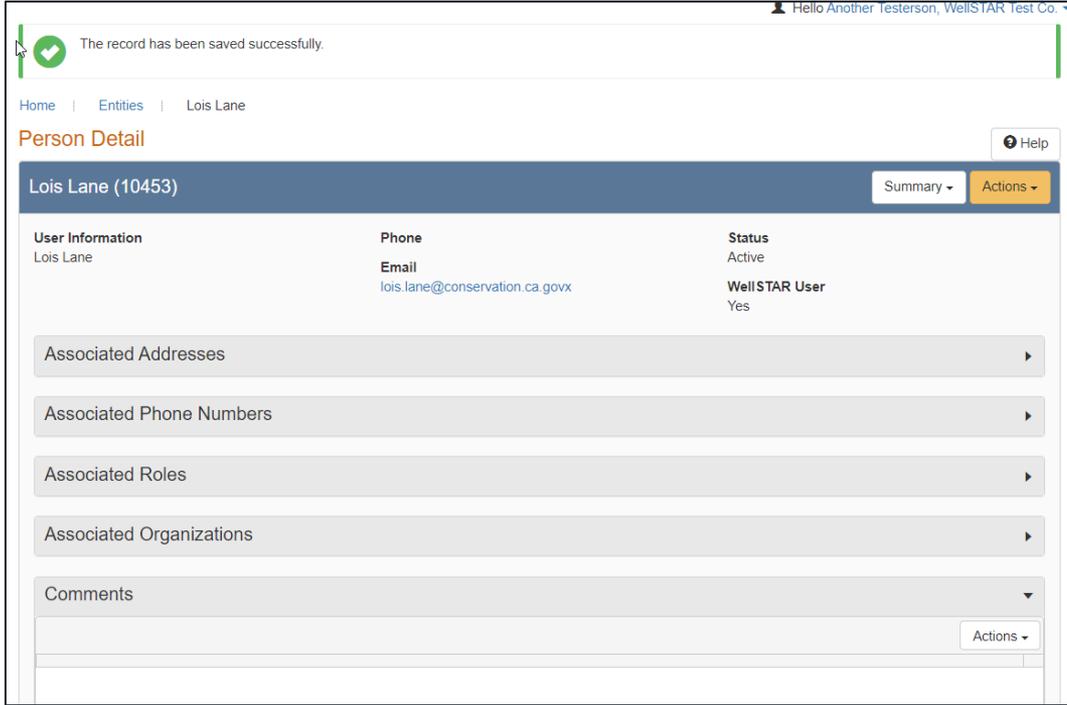
The screenshot shows the 'Person Detail' page for Lois Lane (10453). The 'Summary' dropdown menu is open, and the 'Security' option is highlighted with a red box. The page displays user information, including email (lois.lane@conservation.ca.gov) and WellSTAR Us status (Yes).



The screenshot shows the 'WellSTAR User Information' form for Lois Lane (10453). The 'Organization' dropdown menu is open, and the 'Organization All Forms Submitter' checkbox is checked and highlighted with a red box. The form also shows 'Organization Admin' and 'Organization Read Access' options.

- Select "Security" from one of the options of the dropdown selection from Summary.
- Make sure to associate the user with the correct operator in "Organization".
- Checkmark the box that says "Organization All Forms Submitter"
- Select "Save".

Adding Users to Organizations: Part Two - 4



The record has been saved successfully.

Home | Entities | Lois Lane

Person Detail

Lois Lane (10453) Summary Actions Help

User Information Lois Lane	Phone Email lois.lane@conservation.ca.gov	Status Active WellSTAR User Yes
--------------------------------------	--	--

Associated Addresses ▶

Associated Phone Numbers ▶

Associated Roles ▶

Associated Organizations ▶

Comments ▶ Actions

- The record has been now saved successfully and user should be able to have access to forms and submit them.

Q&A Session



Please feel free to use the Q&A chat function throughout the workshop.

- How-To Training Materials for Operators on youtube Direct link:
https://www.youtube.com/playlist?list=PLErBtDSML9r6_SjGfEPXZqHjyWV2ot3lG
- Additional Training Materials:
https://www.conservation.ca.gov/calgem/for_operators/Pages/wellstar-training-materials.aspx



THANK YOU

For questions, please contact the WellSTAR team at
WellSTAR@conservation.ca.gov
DMRSP_Mailbox@conservation.ca.gov