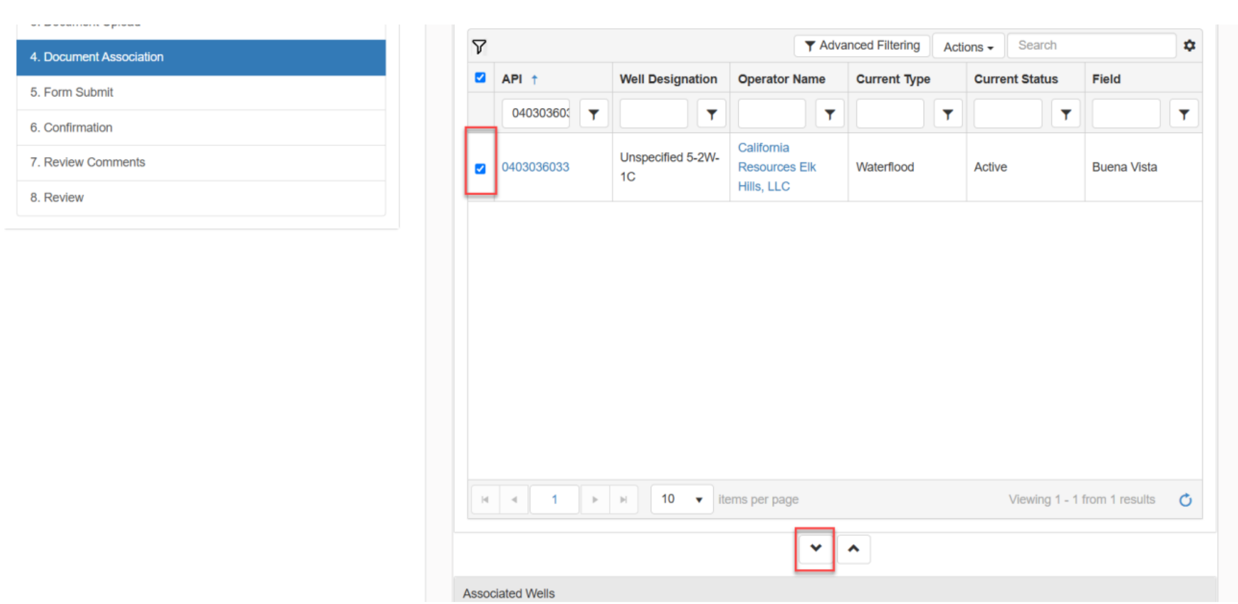
WellSTAR FAQs for Operators	
Entities (Organizations, Users, Login)	
What are the required fields when creating a new Individual or User?	First name, last name, and email address.
When creating a new Organization name how many characters, and what character types (alpha-numeric, etc.) will be allowed?	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 character types (alpha-numeric, etc.) are be allowed?	15 character minimum, including at least 1 uppercase letter, 1 lowercase letter, 1 of the following special characters: !@#$%^&*(), must not have than 2 consecutive characters in common with your name, must not match the previous 10 passwords, and must not be changed more than once in 24 hours.
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” or “Organization All Forms Submitter” 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 username 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 wait 24 hours for the system to unlock them.
Will a User receive an email when they are locked out?	No email notification will be sent for an account lockout. The User should wait 24 hours for the system to unlock them.
If a User is locked out, will the system automatically reset, or is it a hard 'lockout'?	It is not a hard lockout; the User can wait 24 hours for the system to unlock them.
Can Users search WellSTAR for any User/individual?	The search result is limited within the organization that the Operator is associated to.
Forms, Documents, Electronic Data Deliverables, Data, Reports, and Alerts	
I received a notification that a form has been submitted or accepted, but I can’t find the form in WellSTAR. Why is this/how do I find it?	A. If you know the form ID: to search for a submitted form in WellSTAR, start from the WellSTAR home page > Forms Submitted > Advanced Filtering > enter the Form ID in the appropriate column and hit “enter” to search. B. If you don’t know the form ID but were emailed a notification: Navigate to your Organization Detail page > Summary > Documents > search for a document with an upload date that matches the date on which you received the email notification from WellSTAR. C. If you still can’t find the form: Operators get notified when a Well Information form or other internal only form is submitted or accepted. Unfortunately, internal-only forms are not visible to operators when they login and search for the form.
When uploading the OG110D Monthly Disposition form, the Field Disposition Data dialogue box only allows uploads for the Southern District. How do I upload for other districts?	This is a defect which is scheduled to be fixed at a later date. In the meantime, the work around solution is to add data by uploading an EDD with the correct district.
When attempting to submit production data for a well, WellSTAR gives the error message “The entered combination of API, Field, Area, and PCWT does not describe a valid completion interval.”	This occurs when there is no valid reporting completion interval associated to the wellbore code in question. Work with the district or submit a Well Summary form to add an active completion interval for the wellbore.
I used the file request link (https://filerequest.conservation.ca.gov/WellRecord) to request a record and got a message stating “No record found” even though I know the record exists. How do I access this record?	The website only accepts eight-digit APIs, not 10-digit APIs. Remove the leading state code and try the record request again. Example: enter 03714673 instead of 0403714673.

How do I locate an Inspection Summary?	Login to WellSTAR > Explore Data > Inspection > use Advanced Filtering to search for the Inspection ID provided in the email notification > click on the Inspection ID > scroll down to the Documents section > click on the arrow on the right to view the inspection summary.
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 aforementioned alerts?	Alerts are only available on a per User basis. Users can delete or mark as viewed only their own alerts.
Does WellSTAR only accept XML or 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 regard to Electronic Data Deliverables.
What specific types of documents/file types (jpg, Excel, pdf, etc.) can be uploaded?	The accepted file types are DLIS, DOCX, HEIC, JPEG, JPG, LAS, MOV, MP4, PDF, PNG, TIF, WAV, XLS, XLSX, XML and ZIP
A lot of the data sent from CalGEM for API 12 were for NOI's for sidetracks, deepening's or re-drills. 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 is proposed vs. actual handled in WellSTAR?	In the NOI form, we are looking at proposed data. The Well Summary form will contain the actual drill data.
How do I associate one subject to another in WellSTAR? Example: Associate a well to a form.	Click the checkbox to the left of the API > click the "down" arrow as shown below:
	
What does the form status "Returned" mean and how can I view the reason for the returned form?	"Returned" means that more information is required before the form can be accepted. To see the reason for the return, open the form, navigate to the Review Comments step, and read the reviewer's comments. See example below for an Upload Test Results form: