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A1. Where do I go for help?

If you need help or have any question related to eDMR, please contact the DWQ eDMR contacts on the eDMR website located at <http://portal.ncdenr.org/web/wq/admin/bog/ipu/edmrcontacts>.

A2. Why is my name not in the drop down box, I am the ORC?

Please send an email to DENR.DWQ.EDMR.HELP@lists.ncmail.net.

A3. Why is the permit number I need not displayed in the dropdown box?

Please send an email to DENR.DWQ.EDMR.HELP@lists.ncmail.net.

A4. Why are no reports displayed when I select 'My Reports'?

'My Reports' will only display DMRs that you have created. Please use 'Search Reports' to find the report for your facility that you want to certify, submit, or review.

A5. Why can't I see the submit icon?

The report needs to be certified or you do not have permission to submit a report for this permit number. Contact your administrator to have the Submit permission granted to you.

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A6. Why can't I see all of the icons on my screen that are displayed in the user manual?

Icons are displayed based upon user permissions. Please contact your facility administrator regarding the setting of permissions for your account.

A7. The validation report returns a 'Not Valid' result, can I still submit my eDMR?

Yes, you can. However, DWQ recommends you check the validation report and DMR data to ensure they are complete and contain no data entry errors.

A8. Why do I have to submit composite time? I do not currently submit that information?

This information is required per Administrative Code 2B .0500. The requirement to report the composite sampling times is found under T15A: 2B .0506(b)(3)(F). Please see http://portal.ncdenr.org/c/document_library/get_file?folderId=285750&name=DLFE-8515.pdf page 8, for more information.

A9. What is the total composite time?

The composite sample time is the time the composite sample is started, with the time being in the 2400 hour clock format. The Total Composite Time is the total number of hours over which the composite sample is taken.

A10. Why do I have to submit a paper copy of this report if this is suppose to be an electronic system?

EPA was still in the process of developing the guidelines on how electronic signature would work. They have developed strict guidelines for Cross-Media Electronic Reporting Regulation (CROMERR) compliance. We hope to incorporate an electric signature that is CROMERR compliant in the future. Please see more details at <http://epa.gov/cromerr/about.html>

A11. When I updated information in the report header section, why did I lose the changes?

When updating any field on the report header section, make sure you click SAVE before doing any other action on that screen. If you don't click SAVE, any changes are lost.

A12. Why did I lose the monitoring parameter data I just entered when I added new a parameter?

When entering monitoring parameter data to the report page, make sure you SAVE before you "Add Parameter". If you don't SAVE before clicking "Add Parameter", the data just entered is lost.

A13. Why is it, when doing 'Search Reports', no matter what I input into the 'Owner First Name' or 'Owner Last Name' fields, it always says "No items found"?

These fields currently do not work for searches. They are for future use.

A14. Why is it, when doing 'Search for Users', no matter what I input into the "Owner Name" field, it always says "No items found"?

This field currently does not work for searches. They are for future use.

A15. How do I determine who created the report?

Click on the History icon on the report header screen to view ‘who, what and when’ for each transaction for that report.

A16. Why did validation return an error “ORC must be selected!” when the ORC is displayed on the screen?

After the report was first created, it was never saved. Go to the report header screen and click the Save button.

A 17. Will there be any issues if I change formulas in the spreadsheet, as long as the data is there?

The spreadsheet was not intended to provide the calculations such as avg/max/min. These values are not imported into eDMR. eDMR calculates these values once the raw data is imported. The problem with the calculations is that the data format has to be text and excel doesn’t always perform arithmetic functions on text very well. I would recommend that you just enter data into the spreadsheet, import it and let eDMR do the calculation. Once the data is imported, you will want to do the validation as well, which will tell you if there are limit violations, missed data, etc. The template is protected except for the area that you input the daily values. Modifications to the template can cause the import to fail as the CSV must conform to a specific format for the import to work.

A 18. How will the eDMR reporting system recognize what I have added to the spreadsheet?

The spreadsheet allows you to enter the parameters specific to your permit. You must use the appropriate Parameter Code that is provided on the website. eDMR gets the parameters required by permit from the DWQ data system when the report is created. The parameter codes in the spreadsheet are matched to the permit parameters to ensure the correct parameters are entered. Please be aware that the parameter codes for BOD-5 (00310), NH3-N (00610), TSS (00530) , Total N (00600) and Total P (00665) will have different codes than what you have been reporting on your DMRs submitted manually. The last three digits will be the same but can be prefaced by a CO, QD, QM or QY. This is to allow for reporting of multiple units of measure (i.e. mg/L, lbs/day, etc) on same report.

A 19. Will I need to go into the eDMR and add these parameters in the order I have on the spreadsheets?

No. eDMR will import the data for the appropriate parameter based on the PCS Code entered in template as specified above.

A 20. Can I add as many parameters as I want to (on that one spreadsheet related to effluent)?

Yes. We have allowed for 29 parameters as noted by the dropdown boxes that end at column AH. But, there is basically no limit to the number of parameters that can be added (except when you run out of columns in the spreadsheet). If you need to be able to enter more than this, let us know by sending an email to DENR.DWQ.EDMR.HELP@lists.ncmail.net, and we can modify the template to allow for more parameters.

A21. How do I indicate a Holiday in eDMR?

The reporting of Holiday in eDMR depends on whether the facility is reporting flow for the holiday. Some facilities report flow for every day even for holidays. If a Holiday, technically an operator is not required to visit or run analysis on Holiday. However, permits have continuous monitoring as frequency for flow. Facilities report a flow as they are recording using a recording device and have a number to report even though they didn't visit plant. If the facility is reporting flow on Holidays, but not reporting other parameters, they should report an "H" for those parameters on the applicable day that was not monitored. If the facility does not report flow or any other parameter on a Holiday, they should select HOLIDAY under the "NO FLOW REASON" column just after the OPERATOR column. This reason will apply to all parameters for that day.