



Groundwater Extraction Management System (GEMS) Online Portal Frequently Asked Questions

Accessing and Logging into the Online Portal

- **How do I access the online portal?**

Please follow the link: https://apps.co.monterey.ca.us/wra_gems/

- **I forgot my password.**

On the login page for the online portal, you should see a 'Forgot Password' link under the email box. Please enter the email originally used to access the portal. A reset link will be sent to your email where you can change your password.

- **I forgot the email I used to access the portal last year.**

Please contact Agency staff at (831) 755-4860 and ask for Data Acquisition staff or email Extractions@co.monterey.ca.us to request your email used.

- **How do I register a new email with my company?**

Your company can have multiple emails registered who can access your company forms. On the login page for the online portal, click the 'Register' button near the bottom (under the Submit button). Fill out the information boxes, create your own password and enter your company's personal access code before hitting 'Register'.

Your company's access code can be found on the GEMS letter sent to your company in November. You can also contact Agency staff at (831) 755-4860 to request your company's access code.

- **I need to remove access from someone registered with my company.**

Please contact Agency staff at (831) 755-4860 and ask for Data Acquisition staff or email Extractions@co.monterey.ca.us to have an email deauthorized from your company page.

- **How do I update company information?**

After logging into the online portal, there should be a section labeled 'Company Info'. On this page, there is a blue 'Edit Info' button you can use to change the company's address and phone number. At this time, user information cannot be changed.

- **Can I use a single email to access multiple company's forms that I report for?**

Yes! We have added the ability to access and report for multiple company's forms using a single email login. First, login to the portal using your preferred email. If using an email from last year, this will already be associated with a single company.

Click on your email address on the top bar in the portal. This will open a 'User Profile' page where you can see the companies your email has access to. To gain access to a new company, enter the company's unique access code into the box and click 'Add Company'. You should see the new company appear in the table below. To toggle between different company forms, click the blue 'Impersonate' button.

Well Information Verification Table Changes

- **Where can I see all the wells my company is required to report for?**

Under the 'Home' section in the online portal, there is a Well Information Verification Table. This table is the same as what used to be sent out with the paper forms. This table lists all the wells we have associated with your company, their status (i.e. active, destroyed, etc.), meter serial numbers, owner well ID and the parcel the well is on.

- **The changes I made in the Well Information Verification Table section aren't appearing in the table**

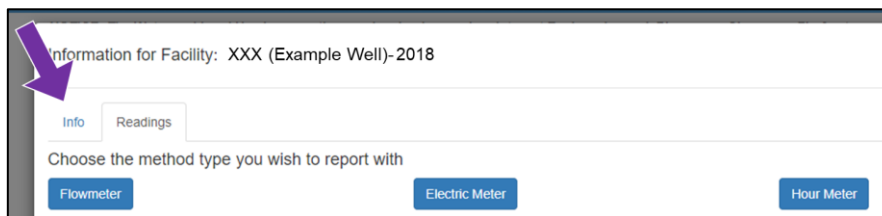
Owner well IDs and Parcel numbers should be updated instantly.

Changes submitted in the 'Change Well Status', 'Add New Wells', and the 'Transfer/Receive a well or ranches' forms are sent to MCWRA staff who will make changes to your table. If the changes haven't been made or if you haven't been contacted by WRA staff with additional questions after a few business days, please contact WRA staff at Extractions@co.monterey.ca.us or 831-755-4860.

Extraction Forms

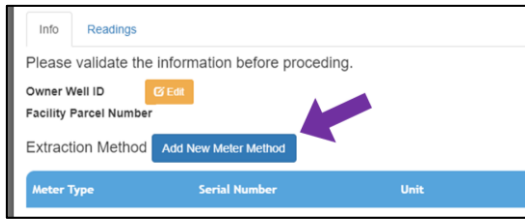
- **How do I add a new flowmeter or electric meter?**

Open the well's extraction form. Click on the 'Info' tab at the top of the window.



The screenshot shows a web interface for a well's extraction form. At the top, it says "Information for Facility: XXX (Example Well)-2018". Below this, there are two tabs: "Info" (which is selected and highlighted with a purple arrow) and "Readings". Under the "Info" tab, there is a section titled "Choose the method type you wish to report with" followed by three blue buttons: "Flowmeter", "Electric Meter", and "Hour Meter".

On the Info page, click on the 'Add New Meter Method' button.



Select flowmeter or electric or hour meter from the dropdown. Fill out the required fields (make sure to select the correct unit multiplier if creating a flowmeter) Hit submit when finished. You should now be able to see the newly created meter in the meter table with 'Operational' as its status.

Go back to the 'Readings' tab at the top of the window. Select the correct serial number from the Meter S/N drop down to report readings from the appropriate meter.

- **How often do I need to have a pump efficiency test done?**

If you are reporting monthly extractions by the electric meter or hour meter method, a pump efficiency test ideally from the last year, however one from the last three years can be used. The online portal has a list of pump efficiency tests on file for each well and will alert you if a new pump efficiency test needs to be submitted.

- **How do I add a new pump efficiency test?**

Open the well's extraction form. Click the 'Info' tab at the top of the window.

In the Info page, click the 'Add New Pump Efficiency Test' button under the Pump Efficiency Test section.

A pop-up window will appear. It will ask you to upload a PDF of your pump efficiency test and ask to fill out information from the test (i.e. pump tester, test data, KWH per AF pumped and other fields). Hit the submit button when finished.

You should be able to see the pump test appear in the table. The monthly extraction form will use the most recent pump efficiency test (by test date) when reporting by electric meter method.

- **How do I remove a flowmeter or electric meter from my meter list?**

You can't remove a flowmeter or electric meter from the list, but you can change the status from 'Operational' to 'Historic'. Click on the serial number of the meter you would like to decommission. A small window will pop up. Click the red 'Decommission Meter' button at the bottom of the window. Only decommission meters you will not be reporting from during any month in the application period.

- **What do I enter for wells that I didn't extract water from?**

If a well is on stand-by or a backup well that wasn't used, please enter 0's for the monthly KWH if reporting by electric meter, or the same totalizer reading if reporting by flowmeter. Make sure to submit the extraction form when finished. Doing so will tell the Agency that

you didn't extract any water, but that you submitted data for the well (if left blank, it will be considered delinquent). It will also allow you to open the water and land use form for the ranch the well is on, without throwing an error.

Water Conservation Plans (Ag)

- **How do I add multiple crops on the Net Farmable Acres by Irrigation Method section?**
Click the green 'Add Crop' button. A pop-up window will appear. Please select the correct crop type from the drop down, enter the average number of crops per acre (i.e. crop rotations). The bottom half of the window is the net acres of the crop irrigated by various irrigation methods is entered. Once the information is correct for the crop type, hit 'Submit'. You should see the newly added crop in the list, along with the irrigation methods and acreages entered.
To add a new crop, click the green 'Add Crop' button again. The same window will appear, allowing you to enter information for other crop types grown.

Water Conservation Plans (Urban)

- **How do I add multiple Customer Classes in the Active Service Connection section?**
Click the green 'Add Customer Class' button. A pop-up window will appear. Please select the correct customer class from the drop down, enter the number of metered and unmetered connections. Click 'Submit'. You should see the newly created customer class appear in the customer class table.
To add a new customer class, click the green 'Add Customer Class' button again. The same window will appear, allowing you to enter information for other customer classes serviced.
- **How do I add a new well to a Water System?**
Please contact WRA staff at Extraction@co.monterey.ca.us or at 831-755-4860 with the well and the name of the water system you'd like to added to.

Water and Land Use Forms

- **When I try to open a ranch, I get an error box.**
The water and land use forms for ranches pull the total extraction from the extraction forms. This means all extraction forms need to be completed and submitted before you can open the ranch's water and land use form.

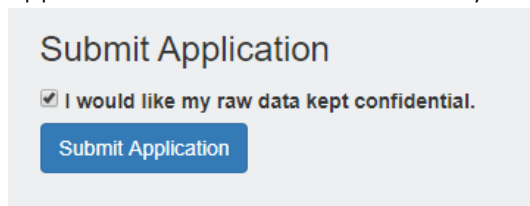
- **I used a large amount of water for other purposes than on my crops.**

If you used a lot of water for salt management, frost management in the winter, dust control, a shop, and so on, please estimate the amount of water used and enter it as an 'Other' crop type. There will be a text box where you can specify what the water was used for. This will help us better understand how extracted water is being used in the Salinas Valley, and have more accurate AF/acre estimates for crop types.

Submitting Report

- **How do I know I submitted my application?**

After all required sections are filled out, a large blue 'Submit Application' button will appear at the bottom of your company page. If you do not see this, it means part of your application has not been submitted yet.



The image shows a light gray rectangular area containing the text 'Submit Application' in a bold, dark font. Below this text is a checkbox with a checkmark inside, followed by the text 'I would like my raw data kept confidential.' At the bottom of this area is a blue button with the text 'Submit Application' in white.

A Confirmation page will appear after submitting your application. Please save this page for your records.

- **How do I keep a copy of my forms?**

We're currently working on a Generate Report button which will create a report of your data submitted through the extraction, conservation plan and water and land use forms for you to print and keep for your records. This feature isn't working yet, however we hope to have this available before the application closes in February.