This document is designed with new users in mind. It provides information and guidance on a number of topics new users may have questions about.

Topics

1. Registering a new eAR Account
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If you have questions not covered in this guidance document, please contact the eAR Portal Administrator here: drinc@waterboards.ca.gov

NOTE: The eAR website may have slight differences in appearance and text from the images you see in this guidance document. These differences should not affect the outlined procedures.
Registering a new eAR account

Step 1: Visit the eAR Portal Home Page, located here: https://drinc.ca.gov/ear. At the eAR Portal Home Page, click the Registration tab.
Step 2: Use the Search bar to find the water system you will be representing, then click the Next Match button (searching by system number is recommended).

Step 3: When you have found your water system (it will be highlighted in the large box on the left side of your screen), click the Add button in between the two large boxes. You can also click the Add This One button to the right of the Search bar if you searched for your water system and the correct system is listed to the left of the Add This One button.

NOTE: If you cannot find your water system, please contact the eAR Portal Administrator at drinc@waterboards.ca.gov for assistance.
Step 4: After you click the Add button, the water system will appear in the “Your Water Systems” box.

Step 5 (optional): If you will be representing multiple water systems, you can add them to your pending account during registration by repeating Steps 2-4 until you have added all water systems to your pending account.

Step 6: After adding all water systems to your pending account, fill out the account information section of the registration page. NOTE: Make sure to fill out all required fields (marked with an arrow) before submitting your registration. Leaving any of these fields blank or not following the password requirements will stop the registration from being submitted.

NOTE: Your email address is tied directly to your eAR account, and it cannot be changed after your account is registered. If your email address changes, you will need to register again using the new email address.
Step 7: Once you have added all water systems to your pending account and have filled out the account information section, click the Register button at the bottom of the page.

Step 8: If registration was successful, you will be brought to the eAR Portal Home Page as a logged in user. If you are not taken to this page after clicking the Register button, please go back to the Registration page and try to register again.

Step 9: You can check on the status of your registration by going to the My EAR Reports tab. It normally takes 3-5 business days for your account to be approved by your district or county office.

NOTE: If more than 5 business days have elapsed since you submitted your account registration and you are still waiting to be approved for your water system(s), please contact your district or county office.
You can use the Division of Drinking Water's Public Drinking Water Watch page to find contact information for your district/county office. The Public Drinking Water Watch page is available here: https://sdwis.waterboards.ca.gov/PDWW/ (it is recommended to search by water system number, as multiple water systems may have the same or very similar names).

You will receive an email once your account has been approved by your district or LPA. It should look like this:

Hello (Name)

Electronic Annual Report (EAR) System: [Link to eAR Home Page]

Your account has been approved to Water System: CA1010007: CITY OF FRESNO and you may now enter Electronic Annual Reports for that public water systems.

DRINC Portal Administrator
drinc@waterboards.ca.gov

NOTE: Your information is publicly available through the Public Records Act.

NOTE: A water system can have multiple reporters associated with it. To add another reporter, have them register an account and add your water system to their account.
Adding new water systems to an existing account

If you have an existing eAR account and need to add a new water system to your account, follow these steps.

**Step 1:** Log in to the eAR Portal and click the My Profile tab.

**Step 2:** You will see a searchable list of water systems and a list of your approved water systems, similar to the initial registration page. To add a new water system, search for it using the Search bar, then when you have found the water system, click the Add button in between the two lists of water systems.

**Step 3:** After adding the water system to your account, click Save your changes. This will send a notification to the district or county who oversees this water system. It normally takes 3-5 business days for a new water system to be added to an existing account.
Changing account password

You can change your account password at any time. To do so, follow these steps.

Step 1: Log in to your eAR account and click the My Profile tab.

Step 2: Lines 3 and 4 of your profile information will allow you to change your password. For security purposes, your original password is not shown. Once you have entered your new password into lines 3 and 4 of your profile, click the Save your changes link. You can now test your new password by logging out and back in again.
Forgot password
If you forget your eAR account password, follow these steps to reset your password.

Step 1: Go to the eAR Portal login page, enter your email address, then click the Continue button. The next page has a “Forgot Password” link just below the Login button. Clicking this link will send an email to you with a randomly generated temporary password.

This is an example of the password reset email you will receive.

Hello
Your temporary new password on the EAR site is rW$5R8q/o

**NOTE:** Type (do not copy and paste) the password exactly as it appears into the password field. Copying and pasting may include invisible characters (spacebar, return) which results in an incorrect password entry.

Step 2: Once logged in, you will be brought to a screen where you must change your password away from the temporary one. You will not be able to access the rest of the eAR Portal until you change your password.

Change email/username
Your email address/username is tied directly to your eAR account, and it cannot be changed. If you are going to be using a new email address to access your eAR account, you will need to register a new account at the eAR Portal registration page.
Starting a new report

Once you have been approved for your water system(s), you will be able to start a new eAR. To do so, follow these steps:

Step 1: Log in to the eAR Portal, click the My EAR Reports tab at the top of the page, and click the “Enter New (X Year) EAR” link.

Step 2: You will be brought to a page with a list of water systems you are approved to create/edit eARs for. Select the system you wish to start a report for, then click the “Enter EAR (X Year) for the selected water system” link.

NOTE: If a water system does not appear in the list of selectable options, but you have not yet started a new eAR for the specified reporting year, please contact the eAR Portal Administrator at drinc@waterboards.ca.gov
Certain sections of the eAR can be pre-filled with information from the previous year's eAR. These sections include: Contacts, Population, Connections, Sources, and others. To pre-fill a section of the eAR, go to the section and click the “Prefill this Section” link.

You will be taken to a page where you must confirm the importing of data from last year's eAR by typing Yes into the text box and clicking the “Reset this Section” link.

NOTE: If you have multiple reporters associated with your water system, they cannot work on the same section at the same time, e.g.: if one reporter is working on the Contacts section, other reporters will not be able to work on the Contacts section and must work on a different section of the eAR.
Submitting a report

Once you have completed the eAR, you can submit it to your district or Local Primacy Agency (LPA, or county) office. To do so, follow these steps.

Step 1: After filling out your eAR, click the Finalize button.

Step 2: You will be brought to the Finalize page. If any mandatory fields have not been filled out, you will receive an error on the page letting you know the section and question/field that has not been answered. Please return to that section and answer the required question/field in the required field, then return to the Finalize page.
Step 3: If you do not have any errors or missing fields, you can click the “Submit to District Engineer or Local County Staff” link.

Step 4: You will be taken to a submission page, and you will receive an email thanking you for submitting your eAR.

Hello

Thank you for submitting the following Electronic Annual Report (EAR) via the DRINC Portal:

2017 SWS EAR
CA2400318
NEIGHBORHOOD GROCERY

1/14/2019
A copy of this report has been made available to our district engineer. Thank you for using the Electronic Annual Report System.

District Engineer: DISTRICT 11 - MERCED
Phone Number: (559) 447-3300
Email Address: Dwpdist11@waterboards.ca.gov

DRINC Portal Administrator
drinc@waterboards.ca.gov
Checking to see if a report is complete

Once you have submitted your eAR, you can check on the status of the submission by going to the My EAR Reports tab. There is a column labeled Status. You may see the following Statuses:

- In Process: eAR has not been submitted to district or LPA staff.
- Submitted: eAR has been submitted to district or LPA staff, but has not yet been reviewed.
- Completed: eAR has been reviewed by district or LPA staff and deemed complete.
- Needs Revision: eAR has been returned for revisions. An email will be sent to you with a list of necessary changes.

Editing a report after it has been submitted

If you submit an eAR, but later realize that changes need to be made, contact your district or LPA office and ask that your eAR be returned to you for revision.

Viewing water system information

The Division of Drinking Water’s Public Drinking Water Watch page contains all water system information available to the public. You can view the page and search for your water system here: https://sdwis.waterboards.ca.gov/PDWW/

NOTE: Personally Identifiable Information (PII) found in the Contacts section of the eAR will not be released to the public for privacy reasons.

Public water system water production, delivery, and rates information is available on the California Open Data Portal, available here: https://data.ca.gov

For community water systems, the Lead Service Line Replacement Inventory Status can be viewed here: https://gispublic.waterboards.ca.gov/portal/apps/Cascade/index.html?appid=7adcfc6473614ada9c0b9c351362a656