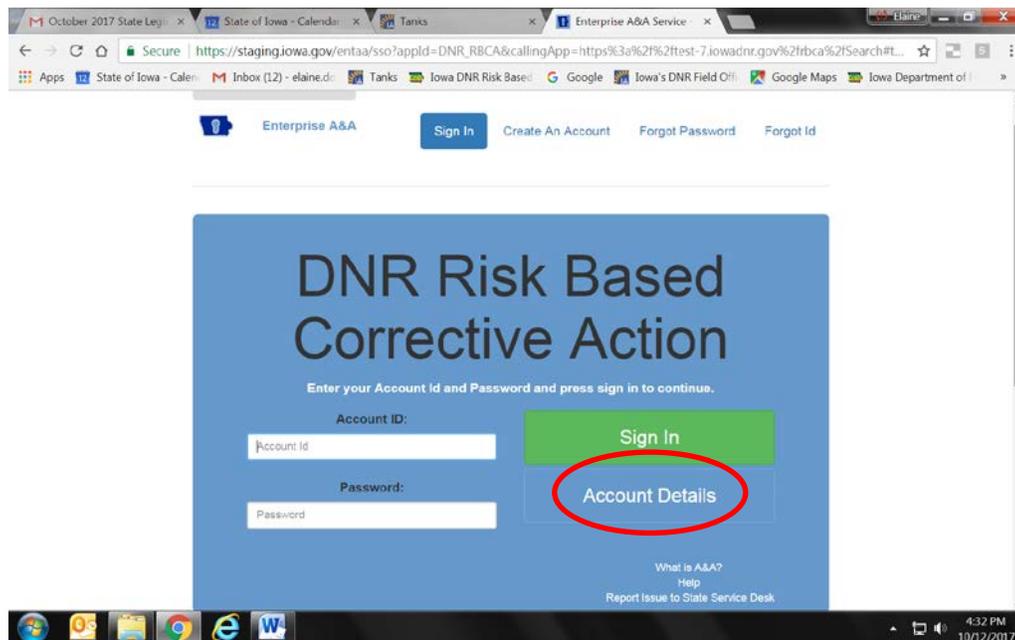# FAQ – RBCA Application – October 24, 2017
Frequently Asked Questions on the Use of the on-line RBCA Application

General Access to Reports

Q1: It's not letting me edit my site files. How can I access and edit files for my sites?
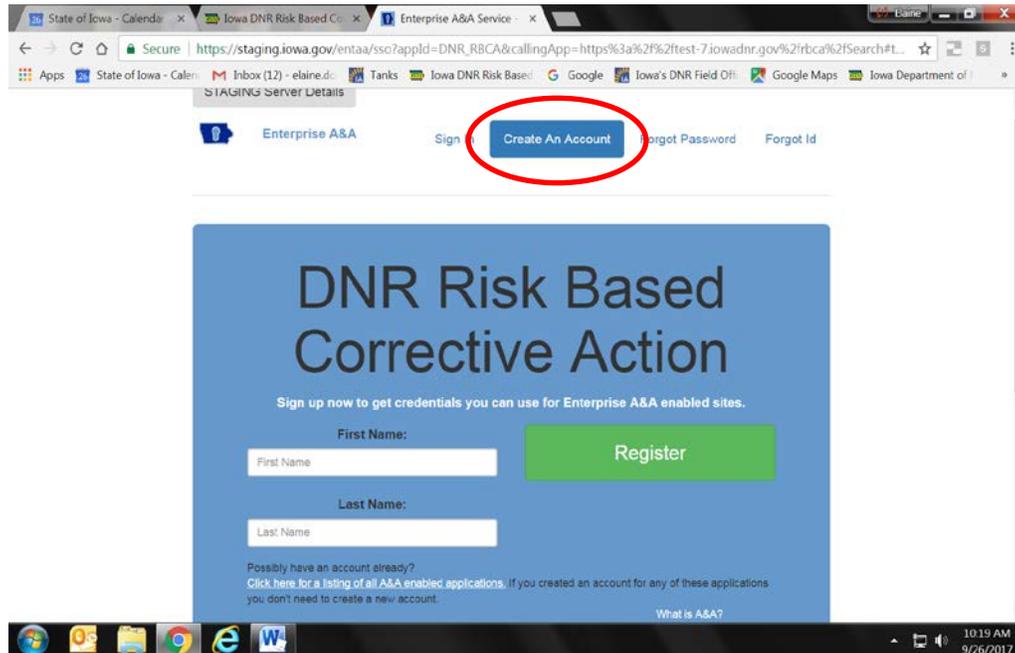
A1: There may be a couple of reasons for this:

a. In order for you, the Certified Groundwater Professional (CGP), to be able to edit the site files for projects you are completing, the DNR must have designated you as the CGP assigned to the project in the Tanks database. You can check this by going to the online Tanks database, selecting your site, and viewing the LUST pages, GWP tab. Your name should be listed under the Assessment column. If your name is not shown, please call the DNR LUST project manager to reset this page with your information.

b. What email did you use when you established your A&A account? This must match exactly the email DNR assigned to you within the RBCA application - CGP management record (an internal DNR RBCA Administrator's tool). The DNR is using the most current CGP email we have on record. If you changed companies, be sure to check you're A&A account email and update as necessary. This can done at the A&A log in page:

c. If you are not a CGP, but are assisting a CGP, then your name needs to be associated with the CGP's company in order for you to edit the CGP's assigned

sites. Again this 'association' is done on DNR's end within the RBCA application CGP management record. Please have your CGP call or email DNR for assistance [kate.meyer@dnr.iowa.gov or elaine.douskey@dnr.iowa.gov].

d. A new CGP Assistant (CGPA) who first tries to *log in* to the RBCA application will be directed to the A&A account page. If the CGPA does not already have an A&A account, one must be created:

Q2: Where'd my SMR go?! I logged in earlier and it was there; now it's gone.

A2: Likely someone deleted it, but we're not pointing fingers. One of the built in features under the Action column is a Delete option – this is enabled for anyone who is *logged in*. Any SAVED report or PLAY report can be DELETED. But once a report is SUBMITTED, it is locked and the DELETE option goes away for that report. Only a DNR Admin can delete a submitted report. Once the DNR approves a submitted report, the delete option goes away permanently for that report for all users (i.e., it becomes a permanent public record). Use your powers to DELETE wisely! Keep reading…

When the DNR launched the Tier 2/SMR application, we uploaded the most recent SMR file we had in-house for each site (as of March, 2017). This SMR is in SAVED status, so you can edit it. The purpose was to retain historic data for your use and to save you from having to re-enter gobs of data.

*** **The most recent SMR uploaded by DNR SHOULD NOT BE DELETED**. ***
It contains all of the sample data required for subsequent reports. This data will be lost if the uploaded SMR is deleted.

As a side note, DNR also uploaded the last approved Tier 2 we had in house. This report will show up in APPROVED status and cannot be modified or deleted. "To revise the Tier 2, you will need to select REVISE to create a new revised Tier 2" said Coach John Madden. <u>Only after the revised Tier 2 has been SUBMITTED, will the subsequent SMRs recognize the revisions</u>.

Q3: Whoa! Why are there nine SMRs? This is a brand new site. Is it ok to delete reports?

A3: Yes. But use your powers to DELETE wisely. Maybe some of these are legit 'Play' reports that you no longer need. But sometimes as people try to learn the new system, they've created multiple SMRs and inadvertently SAVED them all as real reports, or even 'SUBMITTED' them. Be very cautious and review those reports before choosing which ones to delete. **The report description field can be very helpful** to designate the report you want to keep (e.g., "KEEP THIS ONE 10-2017"). And in fact, the report description field should be used on all reports to indicate what the report is for.

Again – DO NOT DELETE the SMR that was uploaded by the DNR. If you attempt to delete this SMR, a warning or error message will pop up reminding you not to delete this one.

Also be aware once a report is SUBMITTED, the CGP and CGPA cannot delete it. Once a report is accepted, it becomes the official record of report submittal, and cannot be deleted. If a CGP or CGPA wishes, a submitted report can be deleted by a DNR Admin before the DNR project manager completes a review, or it can be "unlocked" in the event of an omission or error is discovered before review. The report can then be re-submitted.

Locked Out of Screens / Error messages

Q4: I'm unable to open certain screens. I keep getting error messages. Why?

A4: Again, there can be a number of reasons why this occurs. Pay attention to *the message* in the error message because it often tells you what the issue is. Generally though, these lockouts occur because certain sequential, required fields or sections were not completed. When revising a Tier 2 report, check to see that the hydrogeology page is complete, the source width and source length information entered, the preliminary pathway evaluation has been performed, etc.

Check to ensure that all questions are answered on new reports. If you have added data to a data table, use the "Update" button once you have saved the table and returned to the report main screen. This will ensure that all algorithms operating behind the scenes to calculate risk have the most recent information. If you change or add sample data in a data table and attempt to immediately plot a map, there is the potential that an error will be generated. This is because the application's
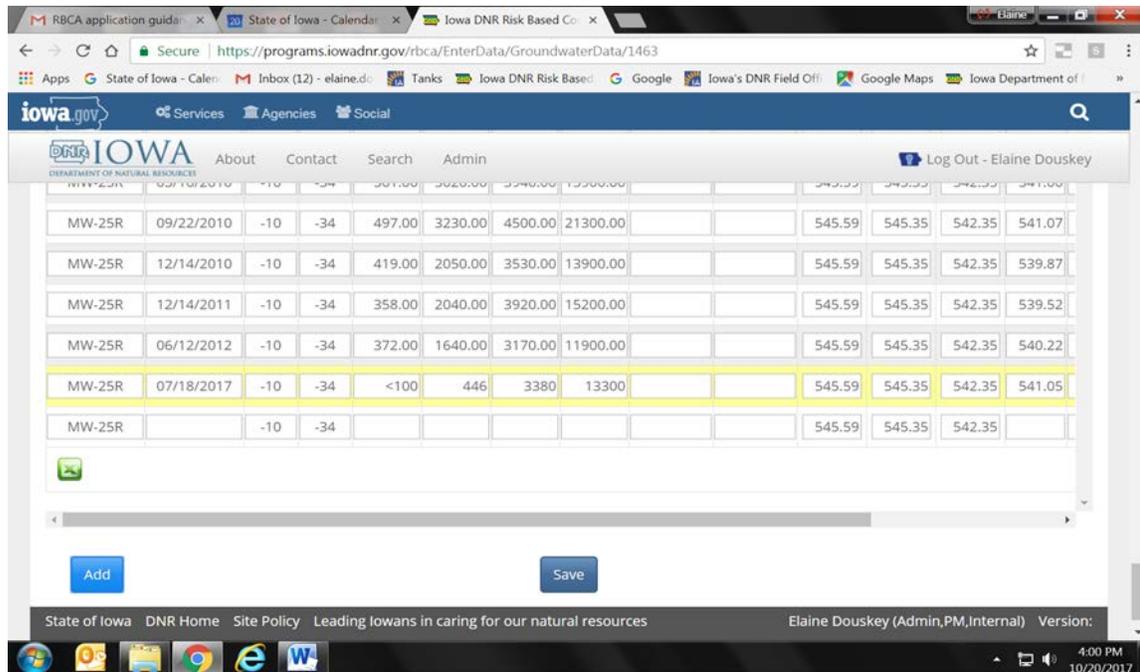
algorithms operating in the background need a chance to catch up. If you attempt to access the pathway evaluation for a particular chemical or receptor type that has no data or receptor locations entered, you may receive an error noting that this action is not possible. If you attempt to print or view the monitoring plan for a chemical that has no data in the data table, the plan will be populated with "no data".

In the event you experience all these flare-ups simultaneously, it is advised you get a current analysis of your biorhythms. Just kidding – biorhythm charting fell out of popularity in the early 1980s; it was quickly replaced by plume modeling.

Data entry (is it "*day-duh*" or "*daa-tah*"?)

Helpful hint for adding contaminant data: you can highlight a row, click "add" and the added row will be prepopulated with ALL of the data as the highlighted row except for chemical concentrations, date, and static water level; there is no need to retype name, surface elevation, TOS, TOC, or other static data.

To highlight a row: in the well label column, mouse over the area between rows until the cursor/arrow turns into a pointing hand, then click the row of interest.

Q5: The application is not accepting my groundwater sample data. What's causing the error message about a unique label for the sample?

A5: The application will not accept duplicate sample data with identical well labels, dates and data. The 'brain' of the application does not know how to interpret identical samples, nor know which set of data to use in the calculations. Each sample must have a unique identifier – for groundwater samples it would be a

combination of the well label and date. If you collected duplicate samples and want them added to the data table, you will need to label them differently (e.g., MW1, MW1-dup).

NOTE: It's possible that imported data from the old RBCA software may contain duplicate rows with identical data. The application will not allow this and will error if a user tries to save the old data. These rows of duplicate data are easy to spot because they are highlighted in red at the time of error message generation. You will need to either change the labels (preferred…add a letter or number to the duplicate well label) or modify them to remove the duplicates. Note: You cannot delete a row of duplicate data which has been saved, you can only modify it.

Q6. If I want to ignore chemical specific data, I used to be able to do that in the Tier 2 software. Now I see that I can only ignore the entire sample or row of data. Is there any way around this in the application?

A6. Yes. You can create two rows of data for the same sample – for one row show the chemicals you want to ignore, and for the other row show the chemicals you don't want to ignore. And unlike the software, the new application will allow you to leave blank data fields for individual chemicals. I.e., not entering data for a given chemical is acceptable in the new application. If you do this, *please explain the double entry with a short sentence or two in the sample justification area*.

Here's an example:

Q7: Where are drinking water well sample results and water line sample results supposed to go?

A7: The "Water Sample" button next to the Free Product button on the site 'home page' is where you go to enter drinking water well sample data (and other receptor sampling data - tap samples, surface water, sump samples, etc.). Remediation system data also goes in this area. Going forward, the only items to add to the application data tables inside a report are those data meant for risk analysis. There may be a button showing within the Tier 2 itself under the column 'Enter Data'. But this is disabled and we plan to remove the button.

The "Water Sample" data table is the ideal place for receptor sample data. When these samples are added to the groundwater data table, they only serve to bog down plotting time. They are not used in SSTL calculations, nor for mapping. You may see receptor sample data in the groundwater data table for reports that DNR uploaded to the application. Unfortunately, if you experience slowness in plotting, it might be due to a large number of remediation samples that are found in the uploaded groundwater data table.

The "Water Sample" data should still be printed out and added to reports when applicable (e.g., annual water line or water well receptor sampling data for an annual SMR).

Difficulty plotting maps / printing

Q8: I know there's a plume here, but I can't see it. Should I get my 'readers'?

A8: I don't see it either. Chances are you can excavate the area with a kitchen spoon. [See A9 below]

Q9: Arrgh, I hit plot, and the thing is STILL 'buffering'. Oh no, it timed out on me!! What do I do now?

A9: Take a deep breath.

Both of these issues may be resolved by adjusting the interpolation range and the grid spacing (either or both). The more data points you have and the smaller the grid spacing, the more 'behind the scenes' calculations are running. By using a larger value for grid spacing [e.g., something greater than 10; try using 50 feet], plotting time is reduced. If the interpolation range is large (because the plume is large), it is particularly important to increase the grid spacing. Conversely, changing the grid spacing to something smaller may allow you to focus in on the 'microscopic' plume. BUT you will NEED to also adjust the interpolation range accordingly to preserve timely plotting (e.g., there is no need to have an interpolation range hundreds or thousands of feet across when attempting to plot a plume that is 12 feet across). Use the interpolation range and grid spacing wisely to make the map plot faster.

Q10: When I print data tables, some information (like elevations and descriptions) get cut off. Is there a way to print the data tables so that all the information is shown?

A10: **All of the pages in the RBCA application were designed to be printed in "View" mode.** Printing in "Edit" mode is likely causing the tables to be truncated. Some pages (like data tables) print better in landscape format and some print well in portrait format. They have all been formatted to print as well as possible at native scale size in "View".

Other items of note

Like Pinocchio, PLAY reports are pretend and can't become real reports. The PLAY report function was created to allow users to experiment with scenarios (well locations, and other input parameters) to see the outcome on plumes and risk evaluations. Be aware, if you enter a lot of data into a play report and decide you like the results, you will need to re-enter data into a new report (either a revised Tier 2, the DNR uploaded SMR or a new SMR).

When entering contaminant concentration data, the RBCA application was set up to accept data values that are commensurate with significant values needed for risk calculation and in some cases what is available from laboratories. For example, the soil data table will accept two decimal places. Numbers entered that are smaller than 0.01 will be rounded to <0.01 mg/kg. When entering location data (x,y coordinates), the application accepts values only to one decimal place (in units of feet). This is not the Dr. Cola half court shoot-out for scholarships - there is no need to pinpoint a location with precision beyond a decimal point. "Nothin' but net!"

EXCEPTION for 'SAVE'. The SAVE status under a draft Tier 2 or SMR allows the user to continue to modify a report. The Tier 2 or SMR becomes locked once the user "SUBMITs" the report. However, for Free Product Reporting, when data is entered and the SAVE button is selected, the data are locked and cannot be modified. It's essential to review your free product data before hitting "SAVE". If a mistake is made and saved, please either 1) contact the DNR RBCA Admin to make the correction, or 2) correct the information in the Excel spreadsheet after it's been exported from the application, and make a note of this, so that DNR can make the corrections online.

Wherever there is a Justification or Explanation screen, justify or explain your input and work. Even if you think it is self-evident, don't assume the DNR reviewer will know or be able to guess your reasoning.

A Thing or Two about SMRs:

Q11: I'm having trouble accessing data to complete an SMR. What gives?

A11: The first time an SMR is accessed, the user must select the type of SMR by clicking on the "SMR Type" drop down menu and making a selection. Then click "Update" and the full SMR will be available for use.

Q12: Sometimes the "Submit" button doesn't seem to work for an SMR. Why? I keep getting an error message saying that the SMR hadn't been submitted when I click the "Submit" button.

A12: This is because no site reclassification had been specified. The user MUST answer the question "Is site reclassification recommended?" before the submit button will function. An error message will warn the user that the question has not been answered. If site reclassification is recommended, the user must then select the new classification.

Q13: How do I complete the potential receptor summary? (There appears to be only one row for adding information).

A13: Select the type of potential receptor from the dropdown list, then fill in the "Any Changes?", "Date", "Contact Info", and "Contact Ph#" data, then click "Save" at the bottom. Then click "Add" and create a new row. Pick another type of receptor from the dropdown and perform the same actions. When you leave the "edit" mode and go to "view" mode in order to print, all of your data will appear in a neat table just like in the old software. Alternatively, you could wait until the end after adding all the rows to "Save", but it is recommended you save more often. You should eventually end up with one row per potential receptor type. In subsequent reports, these data can be edited if necessary rather than re-entered each time.

Q14: On the receptor summary table, what if corrective actions were completed such that a receptor can be reclassified (i.e., the 'calculated' risk is no longer true) – how do I indicate this in the application and on the print-out pages? (e.g., if a water line was at risk, but the water line got replaced). Is there a way to input that in the receptor summary portion?

A14: The risk for any receptor can be changed at any time. Under Pathway Evaluation column, select the "GW Source" button, then select the "Receptor Summary" button. You can select the drop down menu below the "Current Risk" header for the receptor in question and pick whichever risk you like if you believe the one displayed is not correct or should be changed. This selection will be reflected on the monitoring plan as the current risk.

Also, under the Corrective Action header, you can select one to many options for what types of corrective actions have been completed. For example, if you notified a county authority and established an institutional control, you would pick #4 and then also select #9 (you can select as many as you like by holding the Ctrl button while clicking with the mouse). In the example of a replaced water line that still shows initially as high risk, you would re-select the risk to "NFA" in the drop down menu and then select #8 (or #7 as applicable) in the Corrective Action area. When the page is printed in "View" mode, the selection of NFA and "Replaced Water Line" will show alerting the DNR to the fact that the risk has been changed and an appropriate corrective measure was undertaken.

There are also three additional actions in the new application that were not in the RBCA software (Will do T3, Receptor Removed, and Other). "Other" can be used when one of the numbered options does not adequately describe the action taken. *Please explain the action in the submitted report by using the provided text entry areas.*

Steps for Completing Reports

Q15: How do I complete a Post-Tier 2 evaluation of the water line pathways only, but in association with the 2017 SMR submittal?

A15: The following is summary of the procedure for a post-Tier 2 evaluation of water line pathways only with the new Tier 2 application in association with the 2017 SMR.

1. Select **revised Tier 2** in the RBCA application. Check to make sure the water line receptor question "Before Modeling" is answered appropriately (there are more receptor types now just plastic water lines), enter the water line receptors in the Tier 2, evaluate the water line receptor pathways, and select an appropriate groundwater monitoring plan for any actual water line receptors. **Do not attempt to add data or make any other changes to the revised Tier 2 as this could affect previously established and accepted SSTLs.** When the water line receptors have been added, evaluated, and a monitoring plan selected for any water line receptors, then "submit" the revised Tier 2 in the RBCA application.

2. Open a **new SMR** in the RBCA application. **Do not open or edit** the existing SMR which was uploaded by DNR as a mechanism of getting the existing SMR data into the application. This is because the previously uploaded SMR will not reference the changes you make to the Tier 2 for the water lines pathways since it predates said changes.

3. When you open the **new SMR** you will be asked if you want to upload existing SMR data into the new SMR. **Answer yes**. This will upload the existing SMR data and will also reference the new revised Tier 2 with the updated water line evaluation. If you do not select "yes", the new SMR in the application will not contain any SMR sample data.

4. Complete the new SMR including adding any new data collected for the 2017 SMR. **Submit the new SMR** in the RBCA application. You will then have a revised T2 and an SMR in submitted status, both reflecting any water lines present and all data up to and including 2017.

5. DNR will review the updated/revised Tier 2 for the water lines and the new SMR in the application once we receive the 2017 SMR. This SMR submittal should include the necessary documentation from the revised Tier 2 for the water line pathways within the SMR – "Appendix 12, Documentation".

6. The same procedure(s) explained above also apply to adding new soil data or other new receptors to the Tier 2 at any time (not just this year). Also reference the guidance documents we previously posted - "Introduction to the Iowa DNR RBCA Online Application - May of 2017" and "Adding Water Lines and Other New Receptor in the Iowa DNR On-Line Risk-Based Corrective Action Application" (Updated 9/7/17).

Q16: How do I complete a revised Tier 2 evaluation for soil or soil leaching pathways with the new RBCA application in association with the 2017 SMR?

A16: The following is summary of the procedure for a revised Tier 2 evaluation for soil or soil leaching pathways with the RBCA application in association with the 2017 SMR. *Note: If you are also intending to do a revised Tier 2 for groundwater pathways, check with the DNR project manager first (e.g., re-evaluate groundwater to water line pathways with the Tier 2 application to get site specific target levels.)*

1. Select **revised Tier 2** in the RBCA application. Enter the new soil data in the data tables and save the data table. Then update the file. Review the "use in model check box" (former ignore or use function in the software data adjustment) to ensure the data to be used in the model is appropriate. Enter new soil gas data, if completed, in the soil gas data table and save. Re-evaluate the soil SW-W and revise the SW-W model parameters and review the other site hydrology data (which should not change) with the previous software file to ensure it is consistent. Update the answers to the general and soil gas questions, and revise receptor information including new water line categories, as necessary. Use the "Update" button after making changes even if you save them in the individual pages. Reopen the appropriate preliminary receptor evaluations and pertinent pathway evaluations. Revise the monitoring plan, if necessary. Then "submit" the revised Tier 2.

2. Open a **new SMR** in the RBCA application. **Do not open** or edit the existing SMR which was uploaded by DNR as a mechanism of getting the existing SMR data into the application. This is because the previously uploaded SMR will not reference the changes you made with the revised Tier 2. Any new SMR you create will not reference a revised T2 in saved status, it must be in submitted or accepted status to be referenced (this applies to the previous section on water lines also).

3. When you open the **new SMR** you will be asked if you want to upload existing SMR data. **Answer yes**. This will upload the existing SMR data and will also reference the new Tier 2 with the updated water line evaluation. If you do not select "yes" with the new SMR in the application it will not contain any SMR data.

4. Complete the new SMR in the RBCA application including adding any new groundwater data collected for the 2017 SMR. **Submit the new SMR** in the application.

5. DNR will review the updated/revised Tier 2 and the new SMR in the application once we receive the 2017 SMR. This SMR should include the necessary documentation of the revised Tier 2 in the SMR – "Appendix 12, Documentation".

Q17: All I want to do is submit an SMR in the RBCA application with the most recent groundwater data. How do I do that?

A17: The following is summary of the procedure for a completing a simple Site Monitoring Report under different scenarios. (No new soil or receptors)

1. If a Site Monitoring Report has never be completed for this site: Open a New SMR in the RBCA application. Select the type of SMR, add a description, enter data and complete required fields. SAVE / SUBMIT.

2. If the site has a history of monitoring prior to 2017: Open and edit the existing SMR which was uploaded by DNR (it will be in SAVED status). The upload was completed to get the existing SMR data into the RBCA application. Select an SMR type from the dropdown menu (this must be done before you can view the SMR). Until a type of SMR is selected, none of the other buttons or data are accessible. Add a description noting what the SMR is for (e.g., "2017 annual monitoring"). Then click the "Update" button. Add your new groundwater data and soil gas data, and make any necessary changes to the monitoring plan or potential receptor summaries. SAVE / SUBMIT.

3. SMRs subsequent to 2017 (submittals subsequent to the DNR uploaded SMR): Open a new SMR in the RBCA application by clicking the "New SMR" button. When you open the new SMR you will be asked if you want to upload existing SMR data only if the previous SMR is not submitted/accepted OR if a revised T2 has been completed since the most recent SMR. Answer yes if you see this question pop up if you want the previous data in your SMR (i.e., you did not import data from the previous SMR into a revised T2). This will upload the previously existing SMR data into the new SMR. Select SMR type and enter a description; then click the "Update" button. Enter data, complete the required fields. SAVE / SUBMIT.