DamWatch® FAQs

General Questions

1. What are the different types of User-access levels?

   Answer: The DamWatch system has several different types of Users that have different access levels.

   i. **USES Administrators** – USES Administrator User type is reserved for authorized USEngineering Solutions' (USES) staff members. Each authorized staff member at USES will have administrative privileges for the system.
   ii. **Administrator** – An Administrative has administrative privileges and is able to access the system's administrative interface (Admin Interface). The Admin Interface is partitioned into three categories: management, notification, and simulation. Within each category, an Administrator has the ability to manage profiles, edit information, create reports, access archived data, and generate simulated training alerts.
   iii. **User** – A User has the ability to access the system, but not the Admin Interface. A User can still gather valuable information about a structure or event, and can receive alerts. A User will have to contact their Administrator if they want to update information regarding a structure.
   iv. **Local User** – A Local User does not have access to the system, but will still receive alerts via email, text, or fax for structures that were assigned to the Local User profile by an Administrator.

2. How do I add a structure to DamWatch?

   Answer: Adding structures to DamWatch is simple, but has to be done by or with an Administrator. Each Administrator has the ability to access data templates from USES that provide a snapshot of data currently residing in the system's database. All of the templates are formatted into Excel spreadsheets. The Administrator can enter data into the formatted spreadsheet and send that template to USES to upload into the system.

3. How do I deactivate a structure?

   Answer: Deactivating a structure in DamWatch is a similar process to adding a structure, but also has to be done by or with an Administrator. The Administrator will contact USES and ask for a structure to be deactivated. USES staff will deactivate the structure and send each Administrator updated templates with the recent changes.

4. What are tickets and what are the different types of tickets?

   Answer: Tickets are an efficient way to document, maintain, and track a structure's condition. There are five different types of tickets. These types include:

i. **Informational** – Informational tickets provide users the opportunity to document low priority information or general notes for specified structures. Informational tickets do not display on the map.
ii. **Monitoring** – A yellow dam icon represents an active Monitoring ticket on the Geo-Spatial Display. Monitoring tickets can be created when specified structures need to be checked, off-site or on-site, on a regular basis during an event.
iii. **Inspection** – Users can generate Inspection tickets to assign a schedule and track site inspections. Users can attach associated pictures and documented findings. An active or open Inspection ticket is displayed as a green dam icon on the Geo-Spatial Display.
iv. **Maintenance** – Maintenance tickets allow users to initiate and track maintenance tasks for structures. An active Maintenance ticket is displayed on the Geo-Spatial Display as an orange dam icon and can also have an associated schedule.
v. **Breach** – A black dam icon on the Geo-Spatial Display denotes a Breach ticket. Breach tickets are designed to record and document incidents of structure overtopping or failure.

For more information about tickets, please view the Ticket Information document under Support Documents.

5. How do I change the threshold values for a particular structure or multiple structures?

   Answer: Adding or changing threshold values for a particular structure or multiple structures also requires an Administrator. Once the thresholds, whether NEXRAD, USGS and/or SNOTEL have been gathered, an Administrator can send that information to USES. USES staff will update the thresholds and send each Administrator an updated template with the recent changes.

6. How do I edit a User's profile?

   Answer: A User's profile can only be edited by that particular User and/or an Administrator. A User can edit their profiles by selecting the "Users" Data Source button. A list of all the Users will appear in the Informational Display area. The User can scroll to and open their profile by selecting the hyperlink associated with their username. The system will be prompted to open the User's profile and allow the User to edit their profile by selecting the "Edit Profile" button. An Administrative also has the ability to edit a User's profile in the same manner and via the Admin page.

7. Who can I contact if I have any additional questions, concerns, or suggestions?

   Answer: For more information, please contact support@usengineeringsolutions.com.

Main Interface Questions

1. How do I edit general information regarding a specific structure?

   Answer: Only Administrators have the ability to edit structure's general information. The process of editing general information regarding a structure can be completed several different ways. First, under each structure's "General Tab" an Administrator has access to an "Edit Details" button. The Administrator can select on the button and simply edit the structures information in the detail screen. Second, in the Admin Interface under "Management," the Administrator can select the "Dams" button and click on the "Edit Dam" hyperlink. Finally, if a client wishes to complete a multiple structure update, an Administrator should contact USES and use the templates provided.

2. How do I upload and delete a file to our system?

   Answer: All Users and Administrators have the capability to add files to the system. However, once a file has been added, the file becomes locked and only Administrators have the ability to delete the file. Below are step-by-step instructions on how to upload a file to the system.

   Step-by-step instructions on adding a file:
      1. Open a "Structures" detail screen
      2. Select the "File" Tab
      3. Select the "Upload File" button
      4. Name the file
      5. Select file type
      6. Give a description of the file
      7. Select "Browse" and find the file to upload
      8. Select "Upload" and the file will be uploaded to the server

   For more information about uploading a files and a graphical representation of the step-by-step instructions, please view the "Overview" document under Support Documents.

3. What are subscriptions and how to I add or remove them?

   Answer: Subscriptions are notifications of the products generated by the system that are sent to Users and Administrators. The types of subscriptions include:
      1. NEXRAD Event
      2. USGS Event
      3. SLOSH Event
      4. Flood Alert
      5. Ticket Change
      6. Simulated Event

   Users and Administrators can receive subscription notifications via text, email or fax.

4. How do I add and/or remove subscriptions?

   Answer: A User's subscriptions can only be edited by that particular User and/or an Administrator. A User can edit their subscriptions by accessing their own profiles by using the

"Users" Data Source button. By selecting the "Users" Data Source button, a list of all the Users will appear in the Informational Display area. The User can scroll to and open their profile by selecting the hyperlink associated with their username. The system will be prompted to open the User's profile and allow the User, via the Subscriptions Tab, to add subscriptions by clicking on the "Add Subscriptions" button or to delete subscriptions by clicking the "Delete" button in the "Delete Subscription" column. An Administrator also has the ability to edit a User's subscriptions the same manner and via the Admin Interface.

5. How do I terminate an alert?

   Answer: Users receive an alert notification when a warning has been issued or an event threshold has been exceeded. An alert can be terminated after an event has surpassed and an in-office review (1) or a site visit (2) reveals that no further action needs to be taken or that a ticket needs to be created. To terminate an alert, click on the "Display Alert" hyperlink under the "Watch List" tab. Then click on the "Terminate Alert" button. A pop-up window will confirm if you want to terminate this alert. When "Yes" is selected, a Tickets dialog box will appear. Complete the ticket information and click "Submit."

   For more information about terminating alerts and a graphical representation of the step-by-step instructions, please view the "Terminating Alerts Overview" document under Support Documents.

6. Who can I contact if I any additional questions, concerns, or suggestions?

   Answer: For more information, please contact support@usengineeringsolutions.com.

Admin Interface Questions

1. How do I add a new User?

   Answer: Only an Administrator has the ability to add a User to the system. In the Admin page, under Management, an Administrator can select the “User” button. Upon clicking the “User” button, the “User Panel” will open, which contains a list of all the Administrators, Users and Local Users. In the right hand corner there is a “Create User” button. Click on the “Create User” button and a “Create User” dialog box will appear. The dialog box should be completed and submitted by clicking the “Submit” button.

2. How do I terminate multiple alerts?

   Answer: Administrators have the ability to terminate multiple alerts at once. Administrator can view all of the “Active Alerts” in the Admin page under “Notifications.” Under “Active Alerts,” the Administrator can select the “Terminate Events” button in the right hand corner. A Tickets dialog box will appear. Complete the ticket, select which events should be terminated, and click “Submit.”

   For more information about terminating multiple alerts and a graphical representation of the step-by-step instructions, please view the “Terminating Alerts Overview” document under Support Documents.

3. What are Groups and how can I create one?

   Answer: Groups are a way to manage your system more effectively and assign individuals or groups of Users to specific structures.

   Administrators have the capability to create a Group in the Admin Interface. There is a button labeled “Groups” within “Management”. Select the “Groups” button and a list of all the groups will appear under “Group Management.” In the right hand corner, there is a “Create Group” button. Assign the new group a name, describe the group, and click “Submit.” The Group that was just created will now be listed under “Group Management.” Select the Group’s hyperlink to subscribe Users and structures to the group. Users and structures can be added to the Group by selecting their respective tab, “Subscribed Users” and “Structures,” and then selecting the respective button below the tab. The dialog box should be completed and submitted by clicking the “Submit” button. Specific files can also be added to a Group.

4. How do I remove a structure from one Group and add it to another?

   Answer: Adding and removing structures from Groups needs to be completed by or with an Administrator. Within “Group Management” in the Admin page, simply select the Group that needs to have a structure added or removed. Click on the “Structures” tab to obtain a list of all the structures assigned to a particular Group. To add a structure, click on the “Add Structures” button and select from the list of structures. A structure can be removed by simply clicking the “Remove” button under the “Structures” tab.

5. How do I view archived alerts?

Answer: Archived alerts can be viewed by both Users and Administrators. Users can view an archived alert by going to the "Alert" tab within the structure's detail. All of the alerts are saved by event type (i.e. NEXRAD, USGS, NWS Warnings and Simulation) and can be displayed by clicking the "Display Alert" hyperlink.

Administrators have the ability to view all of the archived alerts for all of the structures at once in the Admin interface. Within "Notifications", under "Archived Alerts," the Administrator can view each alert by type by navigating to "Archived Alerts" within "Notifications."

6. Who can I contact if I any additional questions, concerns, or suggestions?

   Answer: For more information, please contact support@usengineeringsolutions.com.