

# Drinking Water Sample Submittal User Guide

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## 1. Purpose

The Drinking Water Sample Submittal web portals are used by certified laboratories to report sample results on behalf of water systems, well owners and water contractors. Sample results reported are to comply with regulatory requirements under either NR 809 (public water systems) or NR 812 (private water systems).

## 2. Web Portal Access

- Web portals are accessed through the [DNR Switchboard](#).
- An active MyWisconsin ID account with appropriate permissions is required to access the Drinking Water Sample Reporting applications.
- Access is provided to an individual user to submit sample data by lab (facility ID) and by user role and is granted via the Switchboard:
  - **Drinking Water Laboratory Entry** role provides access to the Public Drinking Water Sample Submittal web portal.
  - **Private Water Laboratory Entry** role provides access to the Private Drinking Water Sample Submittal web portal.
  - The same user can be given both roles.
- Once access is granted, the user will receive an email and the user will be able to log in to the application via the Switchboard link.

### 2.1 Obtaining Support

- Individual Samples: For questions pertaining to any required actions based on an individual sample's results, please reach out to the appropriate Drinking Water program staff member.
  - **Public Drinking Water:** [Public Drinking Water Contacts](#)
  - **Private Drinking Water:** [Private Drinking Water Contacts](#)
- Technical Support:
  - **General MyWisconsin account:** MyWisconsin ID Account Service Desk: [\(608\) 471-6667](tel:6084716667)
  - **File Upload** (Initial set up, formatting or general data): [DNRLabPortal@wisconsin.gov](mailto:DNRLabPortal@wisconsin.gov)
  - **Public Drinking Water Application:** [DNRPublicWaterApplicationSupport@wisconsin.gov](mailto:DNRPublicWaterApplicationSupport@wisconsin.gov)
  - **Private Drinking Water Application:** [DNRDGPrivateWaterWebSupport@wisconsin.gov](mailto:DNRDGPrivateWaterWebSupport@wisconsin.gov)



### 3. Information Applicable To Both The Public And Private Web Portals

#### 3.1 Navigation



- The **name of the logged-in user** is shown on the header bar, along with the **laboratory name**.
- Users associated with multiple laboratories can switch between their laboratories by utilizing the drop-down menu for laboratory name.
- The **hamburger icon** (three horizontal lines) on the left side of the screen expands and collapses the **menu**.
- Exit to the **DNR Switchboard** via the menu option.
- Log out entirely via the Logout link in the menu or via the **arrow icon** next to the lab name.
- The **tiles** on the homepage and links in the menu are both ways to access other pages of the portal.
- Switch between the public and private web portals by clicking the link in the menu.

#### 3.2 Data Entry

The ability to upload samples is provided via a link on the **tile** and **menu**.

- Select **New Sample** for public water and **Enter Sample Data** for private water.
- Required fields are denoted by a red asterisk (\*).
- Except for fields such as "Sample ID," sample data can be entered and **saved** but not **submitted** without triggering validation constraints. Submitting the sample triggers validation constraints and enforces the required fields.
- All information submitted on the laboratory slip should be reported with the sample results.
- Comments can be provided at either the sample level or result level.
- Result analyses that have been completed by an outside lab should be reported by completing the **Subcontracted Lab** field.

*Important Note: The current DNR policy is that labs should report invalid bacti samples only.*

#### 3.3 Sample Listing

Instructions to review samples entered via the data entry screen are as follows:

- Select **Sample List** from the **tile** or **menu** bar to display samples from the laboratory for which the user is logged in.
- Use the fields at the top of the page to search for samples.
- Select the **Sample ID** in the list to obtain details about the sample.

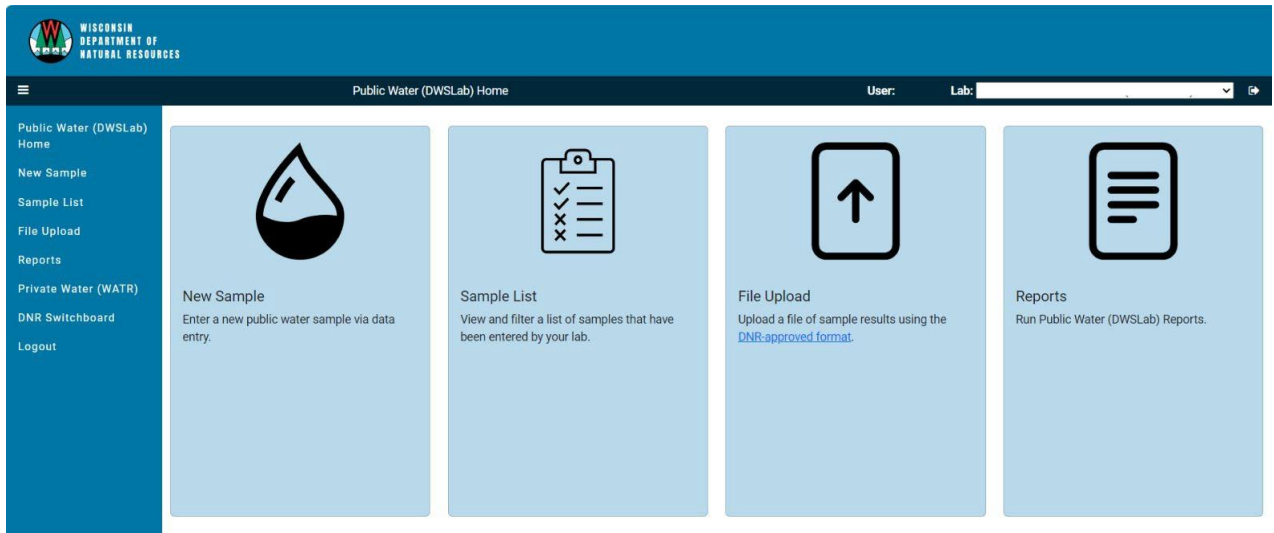
#### 3.4 File Upload

Instructions to complete a file upload from the same laboratory are as follows:


- Select **File Upload** from the **tile** or **menu** bar to upload a file of sample data.
- Only files with DNR-approved formatting (currently tab-delimited or XML) can be uploaded.
- File formatting information is available on the [DNR Lab Data Transmittal webpage](#).




## 4. Public Drinking Water Sample Submission



### 4.1 Data Entry Sample Process Flow

- Sample data is entered via the **New Sample** tile/menu option. It can be saved at any time (**Save** button) without validation rules being enforced.
- Saved samples are set to **New** status and can be further edited. The **Edit** mode is entered from the  icon on the **Sample List** page.

- The **Save and Submit** button or  icon on the **Sample List** sends the sample data to the DNR. This action enforces the validation rules. Validation rule failures are displayed in a **RED BOX**. Samples must pass validation to be submitted and receive the **Submitted** status.
- When submitting samples, the following legal warning is provided:

ua.dnrx.wisconsin.gov says

Do you certify that you personally examined and are familiar with all the information submitted on this document, and that you believe that the information is true, accurate, and complete? And, furthermore, this sample will be submitted as specified and will not be available for further changes. Is this OK?

OK

Cancel


- DNR processes confirm the sample is actioned by setting the status to **Received**.
- A sample that is successfully processed will be given the status of **Complete**.
- Samples that are rejected will remain in the **Received** status.

### 4.2 Sample Results In The Drinking Water System (DWS)

- Processed samples update in the LDES system and DWS.
- Successfully processed samples can be seen via the external [Drinking Water System portal](#) by searching for the public water system (PWS) ID entered.
- Rejected samples are listed in [Review/Fix Sample Errors](#) with the errors that caused rejection. Your DNR representative will assist in resolving these errors with you.



### 4.3 Sample Deletion

- Samples in **New** or **Submitted** status may be deleted from the web portal without back-end systems being impacted.
- Use the **Delete** field  icon on the **Sample List** to delete the sample.
- Once the sample status is set as **Received**, the sample cannot be deleted and a correction to the sample will need to be made. The elapsed time between **Submitted** and **Received** status is up to one hour.

### 4.4 Sample Correction

- Samples can be corrected by selecting **Corrected Sample = Yes** and searching for the sample ID to correct. Auto-text completion is available.
- The original sample ID is then retrieved and can be edited.

Add New Sample - Lead and Copper water quality parameters

Is this a corrected sample? Yes ☐ Lookup Corrected Sample ID: ABC123  Sample and test results filled from original sample successfully.

Section I: System Information

System Name	PWS ID	Region	PWS Type
WEST SALEM WATERWORKS	63203349	West Central Regic	MC
System Address	City	County	
175 S LEONARD ST	WEST SALEM	La Crosse	
Entry Point (or Distribution System)*	New Entry Point ID (not in list)	Sample Source*	Sample Type*
		W - Well	

Section II: Sample Information

Collection Date*	Collection Time	Address where sample was collected	<input type="button" value="Include all section II and III information that is present on the lab slip."/>
03/28/2024	08:50 AM	991 STH 13	
Monitoring Site ID	Monitoring Site Description	Sampler	
2	Sample tap at pressure tank	Benny Bartz	

Section III: Lab Information

Lab Sample ID*	Date Reported to System*	Sample Receipt Condition Comment (if any)
ABC123	03/29/2024	

### 4.5 Data Entry For New Samples

#### 4.5.1 Enter The PWS ID And Sampling Form

WISCONSIN DEPARTMENT OF NATURAL RESOURCES

Select System and Sampling Form

User: Lab:

Select System and Sampling Form

Enter PWS ID: 85809427 Or Select From Recently Used

Sampling Form: Coliform Bacteria

- First select the **PWS ID** and **Sampling Form** used by the sampler.
- The **Select From Recently Used** field allows autocompletion to find a PWS ID. Samples from the last three months are retrieved.
- Sampling Form** corresponds to the [laboratory analysis slips](#).



- The most common three samples [Coliform Bacteria, Bacteria (GWS) and Nitrate] are listed first, followed by the rest in alphabetical order.
- Sampling Forms for **Bacteria Samples** [i.e. Coliform Bacteria, Bacteria (GWS)] only permit the entry of Microbial, TC or E. coli test results. Chemical test results must be entered via a separate sampling form.

#### 4.5.2 System, Sample And Laboratory Data

- **Sections I through III** are the same for all **Sampling Forms**.

- System Information is autocompleted from the PWS ID selected and cannot be updated.
- Please include all section II and III information that is present on the lab slip, even though some fields are not marked as required.
- If the **Sample ID** entered has already been used for a sample within the last 90 days, a warning is given, but the sample ID can be reused to provide corrections to a sample.
- When making a correction to a **date**, double-check the year, as it does not auto-update (e.g. from 2024 to 2023).
- When entering a **time**, military time is recognized – i.e., 18:00 defaults to 6:00 p.m. However, updates to time require the p.m./a.m. to be changed manually (e.g. make a further update to 08:15, and then you need to change p.m. to a.m.).
- The **Reason for Invalid** field is provided for bacti samples (it is not available for chem samples).
- If the **Reason for Invalid** selected is “Chlorine Present”, then a test result for chlorine must be entered. For all other invalid reasons, the test results are disabled.
- It is NOT necessary to enter a **Sample Receipt Comment** to confirm the sample is “good”. It is only required if you need to let the DNR to know more about the sample. Note that each individual test has a separate comment field that can be used to provide more information about the results of that specific test.

#### 4.5.3 Positive Sample

If the combination of **Entry Point** / **Sample Source** and **Sample Type** selected indicates a positive sample, then a further box will be displayed to capture that information.



Entry Point (or Distribution System)* Entry Point #8, WI Unique Well #: BG145 ▼	New Entry Point ID (not in list)	Sample Source* D - Distribution ▼	Sample Type* R - Repeat ▼		
"D" or "A" Positive Sample <table border="1"> <tr> <td>Sample Date mm/dd/yyyy </td> <td>Sample ID</td> </tr> </table>				Sample Date mm/dd/yyyy	Sample ID
Sample Date mm/dd/yyyy	Sample ID				

#### 4.5.4 Test Results

Section IV content varies according to the sampling form used.

- If test results were not provided for a parameter, please leave the ENTIRE ROW empty.
- **Navigation:** use the tab button on the keyboard to move across the page, and the down arrow key to move down the columns (unless the field has a drop-down option that requires the tab method).
- **Storet codes** are not editable. If required, additional parameters may be added if needed by clicking the **Add a Parameter** button and searching by storet code or parameter name.
- **SDWA Method** field
  - A drop-down list is provided for bacti and nitrate samples only.
  - For other samples, please enter free-form text.
  - Please select the method (with version) that is being used for analysis.
- **Units:** The defaults set are the units the DNR requires for our reporting requirements. For example, arsenic is defaulted to MG/L and labs often test to UG/L.
- **Results Qualifier** field is calculated based on the LOD and LOQ. Move the cursor out of the fields to enable autocompletion.
  - **For Total Coliform, E. coli And Cryptosporidium Parameters Only:**
    - 1: Valid Numeric Result [formerly normal (no problem with sample)]
    - 5: Too much contaminant to qualify (aka above upper report limit)
    - V: Valid non-numeric result
 (The following options are no longer available: 0 = Non-Numeric, Not Verified; 2 = Non-Detect; 3 = Between LOD and LOQ; 6 = Screen Detect; F = Field Result)
  - **All Other Parameters**
    - 1: Valid Result – LOQ or above [formerly normal (no problem with sample)]
    - 2: Less than LOD or less than LOQ
    - 3: Between LOD and LOQ
    - F: Field Result
 (The following options are no longer available: 0 = Non-Numeric, Not Verified; 5 = Too much contaminant to qualify; 6 = Screen Detect)





#### Section IV: Test Results

If a parameter in the list below was not analyzed, please leave the entire row blank.

Storet Code	Parameter	SDWA Method	Result*	Units	Result Qualifier*	Subcontracted Lab ID	Comment
50060	CHLORINE TOTAL RESIDUAL FIELD			MG/L ▾	▾		
50064	CHLORINE FREE AVAIL FIELD			MG/L ▾	▾		
50066	COMBINED AVAILABLE CHLORINE			MG/L ▾	▾		
99060	Coliform Total - Colilert Presence/Absence	▾	▾	/100 MI ▾	▾		
99069	E Coli - Colilert Presence/Absence	▾	▾	/100 MI ▾	▾		
99190	Coliform Total - Colisure Presence/Absence	▾	▾	/100 MI ▾	▾		
98931	E Coli - Colisure Presence/Absence	▾	▾	/100 MI ▾	▾		
99192	Coliform Total - Colisure Quantitray	▾		/100 MI ▾	▾		
98929	E Coli - Colisure Quantitray	▾		/100 MI ▾	▾		

.....etc.

99740	Coliform Total - E*Colite			/100 MI ▾	▾		
99741	E Coli - E*Colite			/100 MI ▾	▾		

Add a Parameter

Save Save and Submit Cancel

#### 4.5.5 Bacti Test Results

No special notes.

#### 4.5.6 Chem Test Results

- Note: the new **LOQ** column, LOQ is required for chemistry samples.
- MDL** is required for lead and copper.
- For nitrate sampling form, two parameters are available – one of these should be completed.

#### Section IV: Test Results

If a parameter in the list below was not analyzed, please leave the entire row blank.

Storet Code	Parameter	SDWA Method	LOD*	LOQ or RL	Result*	Units	MCL	Result Qualifier*	Subcontracted Lab ID	Comment
620	NITRATE AS N	▾				MC ▾	10 MG/L	▾		
630	NITRATE+NITRITE					MC ▾	10 MG/L	▾		

Add a Parameter

Save Save and Submit Cancel





#### 4.5.7 Data Validations

Except for **Lab Sample ID**, which is required for all samples, data validation rules fire only when the sample is submitted.

- **Missing required fields** are indicated with red highlighting and an error message:

The screenshot shows two input fields. The first field, 'Entry Point (or Distribution System)\*', is a dropdown menu with a red border and a red error message below it: 'Entry Point (or Distribution System) must be selected.' The second field, 'Lab Sample ID\*', is a text box with a red border and a red error message below it: 'Lab Sample ID must be entered.'

**Invalid field combinations** are indicated at the top of the page in an error message:



The screenshot shows the 'Edit Sample 4567' page. At the top, a red error message states: 'Unable to submit, please correct all issues below (in red).' Below this, several red-bordered boxes highlight specific issues: 'Sample Source must be Distribution System for the chosen Sample Type.', 'If Sample Source is W - Well, then Sample Type must be W - Raw Water, T - Triggered Source Water, I - Investigation, C - Check, R - Repeat, N - New.', and 'A Coliform Total test result must be entered.' The form includes a sidebar with navigation links, a top navigation bar with 'Edit Sample 4567' and 'User: Lab:', and a main content area with various input fields for sample information. The 'Sample Source' is set to 'W - Well' and the 'Sample Type' is set to 'D - Routine Distribution Compliance and Folk'.


- All validation failures must be resolved to submit the sample data.

#### 4.6 Sample List

The sample list provides the samples entered for the lab using the Data Entry page.

*Important Note: Samples uploaded by file upload are NOT shown on this page.*

- The display can be customized by:
  - Filtering the data via the top section fields.
  - Selecting the number of entries being displayed (note that this change does not persist once the user logs out).
  - Including or hiding columns.
  - The filter on the lower section allows filtering by key words.
- Ability to export the data to Excel is provided.
- Corrected samples are annotated against the **Lab Sample ID**.
- **The icons in the Sub and Del columns** (   ) allow submission and deletion of samples. If these are not shown, then that functionality is unavailable due to the status of the sample.



Sample List

User: Lab:

Public Drinking Water Samples Entered for

Filters:

Updated From

02/16/2024

Updated To

mm/dd/yyyy

Status

PWS ID or Name

Apply

Show 10 entries

Show/Hide Columns Excel

Filter:

Lab Sample ID	Sampling Form	Status	PWS ID	System Name	Entry Point ID	WI Unique Well #	Collection Date	Created	Last Updated	Sub	Del
12345	Coliform Bacteria	New	63203096	LA CROSSE WATERWORKS	8	BG145		05/16/2024	05/16/2024		
1234 (corrected)	Nitrate	Complete	61802301	EAU CLAIRE WATERWORKS	1	BF762	03/18/2024	03/27/2024	04/25/2024		
2176985	Total Trihalomethane Sample	Received	40503562	GREEN BAY WATERWORKS			11/09/2009	04/02/2024	04/25/2024		
BIRCH1	Arsenic	Received	85809427	BIRCH POINT CONDO ASSOCIATION	1	GU414	04/04/2024	04/10/2024	04/25/2024		
2176985 (corrected)	Total Trihalomethane Sample	Received	40503562	GREEN BAY WATERWORKS			11/09/2009	04/02/2024	04/25/2024		
CB08977-01	Synthetic Organics	Received	40503562	GREEN BAY WATERWORKS	81		08/01/2023	04/02/2024	04/25/2024		
MAY123	Coliform Bacteria	Received	61802301	EAU CLAIRE WATERWORKS			03/21/2024	03/27/2024	04/25/2024		
BIRCH1 (corrected)	Arsenic	Received	85809427	BIRCH POINT CONDO ASSOCIATION	1	GU414	04/04/2024	04/10/2024	04/25/2024		
1234	Nitrate	Received	61802301	EAU CLAIRE WATERWORKS	1	BF762	03/18/2024	03/27/2024	04/25/2024		
BIRCH1 (corrected)	Arsenic	New	85809427	BIRCH POINT CONDO ASSOCIATION	1	GU414	04/04/2024	04/10/2024			

Showing 1 to 10 of 12 entries

Previous

1

2

Next

### 4.6.1 View And Edit Sample

- Sample details are accessed by selecting the **Lab Sample ID**.



Sample 12345

User: Lab:


Sample 12345, Collected , Sampling Form: Coliform Bacteria

Is this a corrected sample?

No

Section I: System Information

- Samples can be edited by selecting the **Edit Button (pink icon)** on the right-hand side.



Edit Sample 12345

User: Lab:

Sample 12345, Collected , Sampling Form: Coliform Bacteria

Is this a corrected sample?

No

Section I: System Information

System Name

LA CROSSE WATERWORKS

PWS ID

63203096

Region

West Central Region

PWS Type

MC

System Address

400 LA CROSSE ST

City

LA CROSSE

County

La Crosse

Entry Point (or Distribution System)\*

Distribution System Sample or Entry Point Not in List

New Entry Point ID (not in list)

Sample Source\*

D - Distribution System

Sample Type\*

D - Routine Distribution Compliance and Follow-ups

- A warning is displayed if changes are made but not saved:

#### Leave site?

Changes you made may not be saved.



#### 4.7 Additional Information

- **Reports** Tile/Menu Option: This is currently a place holder.
- **Rejected bacteria samples** (rejected due to chlorine presence) MUST be entered via the data entry screen and NOT via the file upload. Please enter chlorine measurements for rejected samples.
- If the **inorganics sampling only has nitrate tested**, use either the inorganics or nitrates sampling form.
- For chem samples with a Result Qualifier = Field, LOD is NOT a required field. For example: Lead and Copper Water Parameters Sampling Form: pH field.

Storet Code	Parameter	SDWA Method	LOD*	LOQ or RL	Result*	Units	MCL	Result Qualifier*	Subcontracted Lab ID	Comment
1055	MANGANESE					MG. ▾		▾		
671	PHOSPHATE ORTHO - UNFILTERED, NO DIGEST OR HYDROL					UG/ ▾		▾		
400	PH FIELD	test strip			6.5	SU ▾		F - Field Res: ▾		LOD not reqd

- **Add Parameter** button located at the bottom of the list of results: can be used to search for and add the Colitag or any other applicable parameter.

## 5. Private Drinking Water Samples Submission

- Well Drilling and Pump Installing license numbers shall be four digits (use leading zeros for 2–3-digit licenses).
- Wisconsin Unique Well Numbers (WUWN) have the format AA####, AAA#### or 8AA####.
- Sample IDs should be unique.
- Sample collection dates must occur **AFTER** the well completion date.

### 5.1 Sample List

Selecting **Sample List** will display samples saved or submitted by the user's laboratory.

- Users may search by any combination of available fields provided.
- Select **“Reset”** to clear out a user's search filters.
- Select **Sample #** to open a detailed view of the sample.
- Select **“Show Submission Information”** to display submission details, including submission method, creation/submission dates and submitter username.
- Select **“Download Excel”** to export sample list to Excel.

Sample #	Sample Collector Name	Sample Date	Well Unique No	Reason for Test	Property Owner	Status
FIRSTQUAL123	SARA FRY	04/30/2024	AAU165	First Water Quality Test	TEST	SAVE AND SUBMITTED
PUMPNWT	OWNER	05/07/2024	ZA998	Pump Work - New Well	POINT-DRIVER HIMSELF	SAVE AND SUBMITTED
OTHER1	PUMP INSTALLER	05/09/2024	DV440	Other- Miscellaneous	GUNDERSON, LYNN	SAVE AND SUBMITTED
VARIANCE1	PUMP INSTALLER	05/07/2024	EM244	Variance - other	PAT CICHNEY	SAVE AND SUBMITTED
LFV1	JOE LANDFILL OWNER	04/20/2024	AAU192	Landfill variance	MILLER, BELINDA	SAVE AND SUBMITTED
TEST2	TERRY	05/01/2024	ER245	First Water Quality Test	MIKE EMMERICH	SAVED
MAYER1	DEB MAYER	03/01/2024		Pump Work - New Well	DEB MAYER	SAVED
TEST1	TERRY	05/02/2024	AAA449	First Water Quality Test	FIELD, SALLY	SAVE AND SUBMITTED



## 5.2 Enter Sample Data

Select **Enter Sample Data** to report samples.

- From the **Sample Reason** drop-down, select the appropriate reason from the sample's lab slip.
- Note that the fields displayed and required fields will change depending on the sample reason selected.
- If a sample is invalid, select the appropriate reason code from the drop-down on the bacteria result line.

Sample Data

Reason For Test

Reason For Test: First Water Quality Test

Owner and Well Information

Well Unique Number: AAU192, Owner Name: MILLER, BELINDA, Telephone #: , Mailing Address: 1234 MAIN ST, City: MADISON, State: Wisconsin, Zip: 53703, County of Well Location: Chippewa, County Well Permit #: 1234567, Well Completion Date (mm/dd/yyyy): 07/03/2023

Well Constructor Information

License #: 0126, Well Constructor (business name): FARAGO PLBG & TRENCHING INC, Address: 229 SHORT ST, City: PLAINFIELD, State: Wisconsin, Zip: 54966

## 5.3 Contact Us

Connect with DNR staff via email by completing the “Contact Us” form when:

- Corrections are needed for a sample older than 180 days.
- Technical issues are encountered.
- Sample deletion is needed.
- “Contact Us” form emails are directed to [DNRDGPrivateWaterWebSupport@wisconsin.gov](mailto:DNRDGPrivateWaterWebSupport@wisconsin.gov).

Contact Us

Lab Name: , First Name: SARA, Last Name: FRY, Address: 2984 SHAWANO AVE, City: GREEN BAY, State: Wisconsin, Zip: 54313-4727, Phone: (920) 360-2688, Email: saram.fry@wisconsin.gov, Subject: , Comments:

Send Email

161 S. Webster Street PO Box 7921  
Madison, WI 53707-7921  
Call 1-888-936-7463 (TTY via relay: 711) from 7AM to 10PM  
Email Customer Service: [CustomerService@dnr.wisconsin.gov](mailto:CustomerService@dnr.wisconsin.gov)



## 6. Data Dictionary Definitions

- **Subcontracted Lab:** an outside lab that has analyzed a portion of the parameters for a sample. Must be a valid lab ID.
- **New Entry Point ID:** Must be between 0 and 999 – you cannot select Entry Point ID and New Entry Point ID simultaneously and the New Entry Point ID cannot already exist.
- **Date Reported to System:**  $\leq$  today,  $\geq$  Collection Date



## 7. FAQs – Public Water Lab Sample Submittal

1. **Entry Point drop-down:** Do we have to select “Distribution System Sample or Entry Point Not Listed” for every distribution sample?  
A: Yes. If you don’t provide a drop-down entry, a validation error will occur.
2. **The military time entered in the Collection Time field was not automatically converted.** I entered 20:00 but it was not converted to 8:00 p.m. Entering 19:00 is converted though.  
A: This is an unfortunate feature of the software time widget.
3. **How do I correct a sample which has previously been uploaded using the File Upload and processed (in LDES)?**  
A: Either:
  1. Send another file containing just the corrected sample, OR
  2. Use the Data Entry screen and
    - a. Select “Is This A Corrected Sample?” = Y
    - b. Enter the sample ID from the file that you want to correct. Note: For file-submitted samples, you will NOT be able to lookup the sample ID.
    - c. You will need to reenter all the information for the sample – it will not be automatically populated.
4. **I received an email saying an error occurred with the file I uploaded. Do I need to resubmit the entire file, or just the sample with the error?**  
A: LDES sends an email to the lab sending the file indicating the success/failure of the file upload. If an error occurs in any of the samples, the lab will have to correct the error in the file and resubmit the entire file. Resubmission can be done via file upload (or via the Node Exchange).
5. **What result qualifier do we enter for the presence/absence of coliform total and E. coli to indicate non-detection?** Previously we used “2” for non-detect.  
A: V: Valid Non-Numeric Result
6. **When entering a quanti-tray result for bacteria, we are not able to use a > symbol when the sample result is > 200.5.**  
A: The validation does not allow the “>” or “<” signs for bacti results where we expect a numeric result. Please Enter 200.5 and select “too much contaminant to quantify.”
7. **Is there a good way to print the results page for a sample?**  
A: There is currently no print page function available. We suggest taking and printing a screenshot for the page of interest. If you want to print a list of samples, you can export to Excel and print to PDF from within Excel.
8. **I received a bounce back email from the support mailbox.**  
A: Please ensure the address is spelled correctly:  
[DNRPublicWaterApplicationSupport@wisconsin.gov](mailto:DNRPublicWaterApplicationSupport@wisconsin.gov) [note that the email address includes “application” (singular), not “applications” (plural)].





## 8. FAQs – Private Drinking Water Lab Sample Submittal

**1. Whose license should be listed in Well Constructor Information?**

A: The license of the individual or business that physically constructed the well should be entered into this field.

**2. What Reason for Test should be used for pressure tank replacement samples?**

A: Pressure tank replacement samples should be reported as “Pump Work – Existing Well.”

**3. Nitrate and arsenic appear in the Lab Results section for all Reasons for Test. Are these required to be analyzed and reported for all samples?**

A: Bacti is the only parameter that is a required field when reporting Pump Work or First Water Quality samples. Analyzing laboratories are only required to report the parameters that they have analyzed or subcontracted to another lab for analysis.

**4. How should Less than Limit of Detection results be reported?**

A: Result Qualifiers should be for reporting results that are below detection limits and to qualify results for all numeric result values.

**5. When entering the Well Unique # for a sample, I receive an error stating “Well Unique # Invalid”. What does this mean?**

A: The system verifies the Well Unique #. If the value entered is not currently in the Well Construction Information System, an error message will appear. When encountering the error for First Water Quality samples, it may indicate that the Well Construction Report has not been received by the DNR.

**6. Our laboratory analyzes nitrate and coliform on different schedules. In the old portal, we would report each parameter separately; how should we report them in the new portal?**

A: Laboratories should report a single sample submission containing all parameters analyzed for the Reason for Test. Laboratories can save submissions in the portal without submitting to the DNR – this will allow for analysis of parameters on different schedules. Submittal to the DNR should occur once all parameters have been analyzed.

**7. The licensee for my sample does not appear in the Pump Installer drop down or returns an invalid error when entered in the Well Constructor License # field.**

A: The license entered is not currently active. Contact [DNRDGPrivateWaterWebSupport@Wisconsin.gov](mailto:DNRDGPrivateWaterWebSupport@Wisconsin.gov) for assistance with sample entry.

**8. How should Coliform Most Probable Number results be entered when the test has maxed out on count?**

A: The numeric maximum of the test should be entered into the Lab Result field and Results Qualifier. “Too Much Contaminant to Quantify” should be used in these instances.

**End Of Document**

