



Web Portal *Frequently Asked Questions*

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Resources:

For additional help getting started call us at (209) 851-4204 or email websupport@sjdeltawatershed.org.

Member Portal How-Tos and Tips:

https://sjdeltamemberlogin.com/Content/PDF/SJCDWQC_Portal_FAQ.pdf



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Find additional tips under “Help” at the top of your Member Dashboard page after logging into the Portal.

SJCDWQC Homepage: <http://www.sjdeltawatershed.org/>

ILRP Waste Discharge Requirements Order:

https://www.waterboards.ca.gov/centralvalley/water_issues/irrigated_lands/regulatory_information/san_joaquin_delta_area_wdrs/index.shtml



General Questions

Q1. What is the SJCDWQC Web Portal?

The Web Portal allows growers to securely access current invoice information, view upcoming event information, explore a map of the Coalition, submit electronic versions of their Farm Evaluation Survey and Nitrogen Management Plan Summary Report, and print copies of submitted paperwork. Use of the Web Portal is not required, but provided as a convenience to members.

Please note: Only one login may be created per membership. For information on allowing operators to access member information, please see the Delegate section below.

Q2. How do I create a username and password for the Portal?

As a Member: Click "Sign Up" > Enter your Member ID number, email address, and verification code > Click "Submit"

As a Delegate: Click "Sign Up" > Enter a Verification Code (optional) > Click "Submit"> Login to request access to your members' accounts using Member ID. Members or the Membership Director will receive an email notifying them of your request.

The member will provide access to a Delegate after the Delegate is signed up.

Q3. I forgot my password. How do I reset it?

There are three ways to reset your password:

1. Resubmit the sign up form at <https://sjdeltamemberlogin.com>. This will reset the email address and password kept on file. Your verification code is required for this process.
2. Email websupport@sjdeltawatershed.org. We will send you a temporary password, which will allow you to log in and change your password.
3. Call the main office at (209) 851-4204. After verifying your membership information, we will look up your password in your records.

Q4. There is an error in my Membership Information. How can I correct it?

Please call the Main Office at (209) 851-4204 or email members@sjdeltawatershed.org.



Q5. What is a Delegate?

A delegate is an operator or representative for a Coalition member who is delegated the responsibility of submitting paperwork to the Coalition (i.e. FE surveys and NMP Summary Reports). Delegates can be given permission to view and edit specific portions of a membership, such as surveys, checklists, or member information. One delegate may be assigned to Farm Evaluation entry and one delegate may be assigned to NMP Summary Report entry.

For memberships with multiple delegates, see the Multiple Operators section below.

Q6. What is the difference between a Delegate and a Secondary Contact?

Secondary contacts are assigned per parcel in your membership records to help the Coalition keep track of operators and allow for hard copy surveys to be split per operator as needed. Delegates are assigned solely with the Web Portal in mind. Delegates are representatives to which the responsibility of completing the requirement survey paperwork can be delegated.

Q7. Who should create a Delegate account?

Growers who are responsible for submitting surveys for one or more Coalition members can create a Delegate account, which will allow them to view multiple memberships through one login. Growers that were already given permission to receive hard copy surveys for a member were given a Verification Code in the 2018 Member Requirements Packets to streamline their sign up process (instance access to survey entry forms).

Q8. What do the survey status bars mean?

0% complete – survey has not been started.

50% complete – the survey was started, but data are missing or follow up questions are pending. Staff will attempt to email or call all growers with incomplete surveys.

100% complete – the survey was received and complete.

As Coalition staff enter hard copy surveys, these status bars will show on your portal. Email survey@sjdeltawatershed.org with any questions on your survey's status.

Q9. What if my whole membership was fallow or non-irrigated in the survey year?

Please email survey@sjdeltawatershed.org to alert the Coalition that your property was not farmed in 2017 crop year.



Member Login Questions

Q10. Where can I find my Verification Code?

The verification codes were mailed in an August 2017 letter to members and the 20418 Member Requirements Packets for Delegates. Please contact the Coalition if you do not have the verification code on hand.

Call (209) 851-4204 or email websupport@sjdeltawatershed.org

Q11. How do I change my password?

See our How-To document under “Help” on your Member Dashboard (homepage).

Q12. How do I give my farm manager access to my account?

1. Ask your farm manager to become a Delegate. They must sign up for the Portal with your member ID number as the first step.
2. After the Delegate is signed up, you can give them access to your membership through the Permissions screen, which can be found through a button on the top left of your Membership Dashboard page.
3. Delegates that requested access to your account will be summarized in the table on the Permissions page. Click “edit” to add or remove permissions for each Delegate.
4. The delegate will now be able to log into their Portal account to view and complete all accessible modules.
5. If you are unable to set up your Delegate permissions, please call the main office for assistance at (209) 851-4204.

Please note: we advise against giving member logins to growers/operators/or lessees. The member view of the portal includes sensitive information including invoice and contact information.

Q13. I am a Delegate for other members, but I also have my own membership. What is the most efficient way to view all of my information?

We recommend assigning yourself as a Delegate to your own membership. After you give yourself permission to be a Delegate on your membership, you will see all of your membership along with all other accessible memberships on your Delegate Portal homepage.

Q14. I have multiple memberships. Can I access all of my memberships on one screen?

We recommend signing up as a Delegate and requesting access to your own memberships. After you sign up as a Delegate, you can log into your individual



memberships to give Delegate account permissions. Then you will see all of your memberships on your Delegate Portal homepage.

Q15. How do I update my member information, such as address or phone number?

You can continue to update this information by calling our office at (209) 851-4204 or emailing member@sideltawatershed.org.

Delegate Login Questions

Q16. How do I gain access to a membership?

The member will need to give permission for you to access their information. Request access to a membership using the “Add More Members” button on your Delegate Dashboard. After you enter the member’s ID number, they will receive an email alerting them that your requested access to their account. (If a member does not have an email on file, the Membership Director will be alerted). The member can give you permission by logging into their Web Portal page and clicking the “Permissions” link in their toolbar. See Q18 below if you need information about how to handle multiple operators or survey contacts on one membership.

Q17. How do I add a member to my dashboard?

After logging in to your Delegate Dashboard, you will see a button called “Add More Members”. In this form, enter the member ID number(s) for the account(s) you want to access. The member will receive an email notifying them to log into their Web Portal account to give you permission to their information. If the member does not have an email address on file, the Membership Director will receive the notification email. The new memberships will show up in your Delegate Dashboard immediately. As the members grant your permission to their accounts, you’ll see the table begin to update. Contact our office if you need help getting access to a membership (209) 851-4204.

Multiple Operators

Q18. Can I assign multiple Delegates to complete my Farm Evaluation survey and NMP Summary Report?

No, the Portal only allows one delegate for each survey type. The hard copy surveys will be mailed to Secondary Contacts, as usual. The Secondary Contacts will receive surveys for the parcels they are assigned to in your membership records. To turn in multiple surveys for the same membership, we see two possible methods:



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1. Use the Delegate Portal by assigning one representative to act as a point-person, collecting all versions of the surveys and entering them through the Portal at one time.
2. Ask the Secondary Contacts to return the hard copy paperwork to the Coalition as usual.