# CMDP Frequently Asked Questions and Answers (FAQs)

## Registration and Login Assistance

### What should I do if I am locked out of my CMDP account?

Please contact the SCS Helpdesk (Email: helpdesk@epacdx.net; Phone: 888-891-1995) for assistance if your password has expired, if you entered the password too many times or if you need to modify your answers to the certification questions.

### How long will my SCS password last?

SCS passwords must be reset every **90 days** or users will be locked out of the application. You can check when your password will expire under the Notifications section in your SCS account.

### If my lab is registered with SCS in another state, what is the process for registering with Virginia?

If your lab is certified to perform sample analysis for water systems in more than one state, you are a “multi-state” lab and EPA requires you to register with a separate login and password in each state to submit analytical results to CMDP. You may use the same email address and contact information for each state. Refer to page 46 of the [EPA CMDP Role Registration Users Guide](https://cmdp.zendesk.com/hc/en-us/articles/115000851868-CMDP-Role-Registration-User-Guide) for additional information.

### As a Private Lab Administrator for my laboratory, can I give CMDP access to other lab staff?

Yes, a Private Lab Administrator can sponsor other lab staff to be either a Certifier, Reviewer, or Preparer. If you need to grant access to another lab CMDP Administrator, they may request access to the role, or your State CMDP Administrator can send them an invitation. You can also contact the VDH CMDP Helpdesk (support@1gec.com) to send out an invitation for that role. See the [SCS Registration Guide](http://www.vdh.virginia.gov/content/uploads/sites/14/2019/10/SCS-CMDP-Test-Registration-Guide-for-Labs.pdf) for step-by-step instructions for how to register users.

## Reporting Sample Data

### Locating Facility and Sampling Point ID information for a Public Water System?

If facility and sampling point information are not on the chain of custody, ask the public water system (PWS) to provide the information or look up the information in CMDP.

To find the information in CMDP:

* Click on the PWS profiles tab. Search for the PWS, then double click on the PWS name to open the profile information.
* Scroll through the facilities list to find the facility (e.g., total coliform samples are typically collected in the distribution system, so the facility may be something like DS001).
* Highlight the facility ID by clicking on the facility. The Sampling Point numbers associated with the highlighted facility will display.

If you still can’t find the information, contact the VDH CMDP Helpdesk (support@1gec.com) to request a list of the Facility/ Sampling Point IDs for a particular PWS.

### How should my lab report unanalyzed samples?

If your lab receives samples that exceed the holding time, are not at the proper temperature, are broken, frozen, etc., you can report these samples on a voluntary basis to VDH.

### How should I submit Monthly Operation Report (MOR) data?

VDH plans to automate MOR data reporting in the future, but you should continue to report this data using your current reporting process until notified by VDH.

## MS Excel Template Data Entry Assistance

### Where do I get the current version of the MS Excel Template?

Log into CMDP. The templates are located on the left side of the screen on the Home tab. Select the Sample Results option and click Download.



### How can I confirm I am using the most current version of the template?

If you prefer to save and reuse a copy of the Excel Template, download the most recent version of the template from CMDP and compare the version number to your saved template. The version number is in the top right corner of the microbiological sample results tab of the MS Excel template.

### When I open the MS Excel template, the pull-down menus do not work.

There are a few reasons why the pull-down menus may not function properly in your MS Excel template:

* Excel macro-enabled workbook files (XLSM) are compatible with Excel 2007 and newer versions.
* Check that you have **enabled macros** in the MS Excel Template. Depending on your organization’s IT security policies, you may need to contact your IT department for assistance in enabling macros.
* Instead of copying data into the columns with a pull-down menu, manually select an item from the menu. Once you have completed one row of data in the MS Excel template, you can copy that row and paste it below. The pull-down menus should now work.
* If you already copied data from an existing spreadsheet into a cell with a pull-down menu on the template, you may have overwritten the pull-down list. You will not be able to select an item from the list. Try copying a blank cell from the same column of the template into the cell that you overwrote to restore the pull-down menu. If that does not work, download a new template from the CMDP website and follow the directions in the previous bullet.
* If you need further assistance, contact the VDH CMDP Helpdesk (support@1gec.com).

### How can I ensure that CMDP or VDH will not reject the XML file generated from my MS Excel template?

* Check that you are using the most recent version of the MS Excel template.
* Check that columns with a red asterisk (\*) and a bolded f (**f**) are filled in.
* Check that the PWS ID begins with the two-letter state code, and is followed by 7 digits (e.g., VAXXXXXXX).
* Check that the facility ID and the sampling point ID are correct.
* When reporting sampling volume, or sample volume assayed, do not include the units of measure in the cell (e.g., if the sample volume or volume assayed was 100 ml, only enter the number 100 in that column).
* Once you generate and upload the XML file to CMDP, check the validations tab. If it appears that some data were not uploaded, review the error description. Remove the XML job from CMDP, correct the MS Excel template, regenerate, and resubmit the XML file to CMDP. Refer to the [Sample Validation & Submission Process – Excel Template (PDF)](http://www.vdh.virginia.gov/content/uploads/sites/14/2019/10/Sample-Validation-Submission-Process-Excel.pdf) training guide for further information.

## Data Submission Status

### How can I tell if my Sample Job has been uploaded to the State?

The Sample Job has been uploaded to the State when:

* the Sample Category column is populated (i.e., Microbial, Chem/Radionuclides, or Cryptosporidium), and
* the Sample Job status is listed as “Accepted by State” (located under the Home tab, within the Submissions to State panel and under the Status column).

For further information on the data submission and validation process, please refer to the following documents:

* [Sample Validation & Submission Process – Excel Template (PDF)](http://www.vdh.virginia.gov/content/uploads/sites/14/2019/10/Sample-Validation-Submission-Process-Excel.pdf)
* [Sample Validation & Submission Process – Web Entry Form (PDF)](http://www.vdh.virginia.gov/content/uploads/sites/14/2019/10/Sample-Validation-Submission-Process-Webentry.pdf)

### When do I receive notifications from CMDP?

Laboratories will be notified when a Sample Job is rejected by the State, when a job has been submitted successfully, and when a job is ready for review. You can check the status of your jobs in CMDP on the dashboard on the Home tab, or by viewing the status on the Drinking Water Sample Jobs tab.

### Will I be notified if my Sample Job was successfully migrated to the state database?

No. If you don’t hear from VDH, assume the sample job made it to the state database (SDWIS/State).

### Does the “Accepted by State” Status, within the Submission (to State) panel of CMDP, indicate my Sample Job was successfully migrated?

No. The status of “Accepted by State” means that VDH has received your data submission. VDH will review your data and will reject data in CMDP if corrections need to be made.

### Why can’t I edit my Sample Job after it has been submitted to the State?

A sample job cannot be edited after it has been submitted to VDH.

### If the Sample Category column is blank in CMDP, what does this mean?

If the Sample Category column is blank, this indicates that no data was uploaded into CMDP from an XML file, or data was not entered using a web form. For instance, if you successfully uploaded or entered Microbial data, the Sample Category column will say “Microbial” which confirms data has been uploaded.

### What should I do if a sample is rejected by VDH or if I need to edit a job after it has been submitted?

If you receive a sample rejection email, or if you need to edit a job after it has been submitted, you will have to resubmit the sample with the corrected information. The lab must write an “X” in front of the Sample ID field to indicate the sample is a resubmission.