

FAQ / Help Tips-Database

- 1) **How to get help.** Should I use the “submit feedback” option or should I contact an IWMM staff member?
 - a. **When to use the “submit feedback” feature:** This feature is really intended to help the database developers identify and repair bugs and malfunctions affecting the functionality of the database. When you experienced these types of issue (e.g., report output does not reflect parameters entered, error messages when data are available and request parameters are correct), use the “submit feedback” feature.
 - b. **Log in / user interface issues.** Some users have reported that from the dashboard, after they have already logged in, they are prompted to login again when they attempt to navigate to another page such as Data Entry – Bird Survey. Also, some have reported that they are not able to see recent updates or fixes, or complete certain tasks such as saving or editing. These login issues may be a result of the FWS Chrome browser having a strong persistent cache. Often clearing your cache fixes the problem! If you experience login or user interface issues, please log off and first try clearing your cache before submitting a help ticket through the submit feedback feature.
 - c. **Project organization.** Some users have experienced problems with the way their units have been set up in the database (e.g., units are not present in project, unit boundaries are lacking, users are unable to upload boundaries or units are categorized with wrong project). For these kinds of issues, please contact the IWMM project coordinator and she will help you with the problem or connect you with the appropriate person for help.

- 2) **Deleting an entire bird survey.** How can I do this?

Currently, users can edit data in surveys but there is no button to delete an entire bird survey record. However, there is a work-a-round:

1. Go to <http://data.prbo.org/apps/biologists> and login
2. Select “Area Searches / Area Surveys”
3. Choose your project
4. Find the location in the tree on the left (you may have to open a node in that tree). Click to highlight the location.
5. Click on the Date of the event you want to delete.
6. Click on the Delete button to the right of the event information at the top of the screen. (If you don’t see Delete button, it would be because the user is not a designated Project Leader on the project and the Data Sharing Level is already set).

- 3) **Environmental Conditions protocol.** Which Environmental Conditions protocol can I select when creating a new visit for IWMM bird survey data entry?

Depending upon which monitoring protocols a project utilizes (e.g., IWMM, marshbird, landbird), there may be numerous site condition protocols available in the Environmental Conditions protocol drop-down menu. However, for IWMM survey data, you should *only* select the protocol IWMM_SURVEY_SITE_CONDITIONS. (Note: Entering IWMM Waterbird surveys without IWMM Unit Condition data do not meet IWMM protocol requirements, and are of limited value for informing habitat management analyses and decisions).

- 4) **Adding waterbird survey data.** Why don't certain species popup when I enter their 4-letter codes?

The database will only pull up the 4-letter code and species name automatically if the species had been recorded at the location previously. If the species hasn't been recorded at a project location before, you need to enter the 4 letter code (use the *Search the Species Database* feature if you don't know it) and save the survey. It will then automatically pop up the next time you enter survey data for that project location.

- 5) **Time lag between data entry and report generation.** Why can't I generate a report after I enter survey data?

Survey data are uploaded to the database warehouse nightly. Therefore, data entered and given appropriate sharing status for inclusion in reports are not immediately available for report generation until the following day after 12 noon Pacific Time.