**FAQ / Help Tips - Database**

1. **How to get help**. Should I use the “submit feedback” option or should I contact an IWMM staff member?
	1. **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 experience these types of issues (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.
	2. **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! Secondly, make sure you are accessing the database and all tools/applications via an *https* pathway. If you experience login or user interface issues, please log off and first try clearing your cache and verify the website address begins with *https* before submitting a help ticket through the submit feedback feature.
	3. **Project organization**. Some users have experienced problems with the way their units have been set up in the IWMM (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 they will help you with the problem or connect you with the appropriate person for help.
	4. **New projects/project not appearing in selection list**: If your IWMM project does not already exist in the database please fill out the new project request form at [https://goo.gl/forms/Xo8jEfbq1xU9RSim1](https://goo.gl/forms/Xo8jEfbq1xU9RSim1%20). You may also contact the IWMM Project Coordinator for help. If you recently requested that a new project be created but do not see the project in your project selection drop down list, first make sure you’ve assigned an IWMM protocol to the project. Refer to the [AKN Quick Help Guide 4](https://ecos.fws.gov/ServCat/Reference/Profile/98202) for help assigning protocols.
2. **How to delete an IWMM Bird Survey:**

An IWMM bird survey record consists of both an observation record (e.g. observers, species and counts) and one or many environmental condition records. Environmental conditions are tied to an observation record by location (e.g. unit) and date. Deleting an entire bird survey will delete both the observations and metadata, and ALL environmental site condition observations seen on the page. Before deleting an entire survey, verify that the environmental condition records seen on the page are not associated with another survey for the same date and location (site conditions may be associated to another observation record pertaining to a different start time, but because they point to the same location and date will be associated with all observation records for that same date and location).

To delete an entire survey, go to <https://data.pointblue.org/partners/iwmm/>and login. Navigate to the survey you wish to delete. All existing surveys are located under ‘Data Entry’ and then ‘Bird Survey’. Choose the unit where the bird survey observations are associated. Scroll to the bottom of the page – all existing surveys will be listed, organized by visit date. Choose the date for the bird survey you wish to delete. Under the ‘Overview’ section, you will see a red ‘Delete this visit’ button. Press this button to delete all bird survey details and environmental conditions – you will receive a warning to confirm you wish to delete everything. Alternatively you can just delete environmental conditions by going to the environmental condition page. Contact the IWMM Project Coordinator for help.

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

For IWMM survey data, you should *only* select the protocol IWMM\_SurveySiteConditions (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).

1. **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. Not all species are included. For a list of excepted species, refer to [http://iwmmprogram.org/protocols-data-forms/.](http://iwmmprogram.org/protocols-data-forms/)

1. **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.