

Welcome to the New SAFER Clearinghouse Login

A Simpler, “Safer” Way to Access Your Water Data



Division of Drinking Water, 9/2025

POLL QUESTION 1: Who are you?

- Which of these best describes your role?
 - A) Water System Staff / Manager / Operator
 - B) State or County Regulating Agency Staff
 - C) Technical Consultant / Contractor
 - D) Groundwater Sustainability Agency
 - E) Other

New Words You'll Hear Today



WBKey

Your new digital passport for Water Board websites.



MFA (Multi-Factor Authentication)

A quick security check to prove you are you, usually with a code sent to your phone or email.



Single Sign-On

One master key (password) for many doors (websites)

Why Are We Here?



Traditional Usernames and passwords:

- Easy to forget
- Insecure and easy to hack
- Different for every website



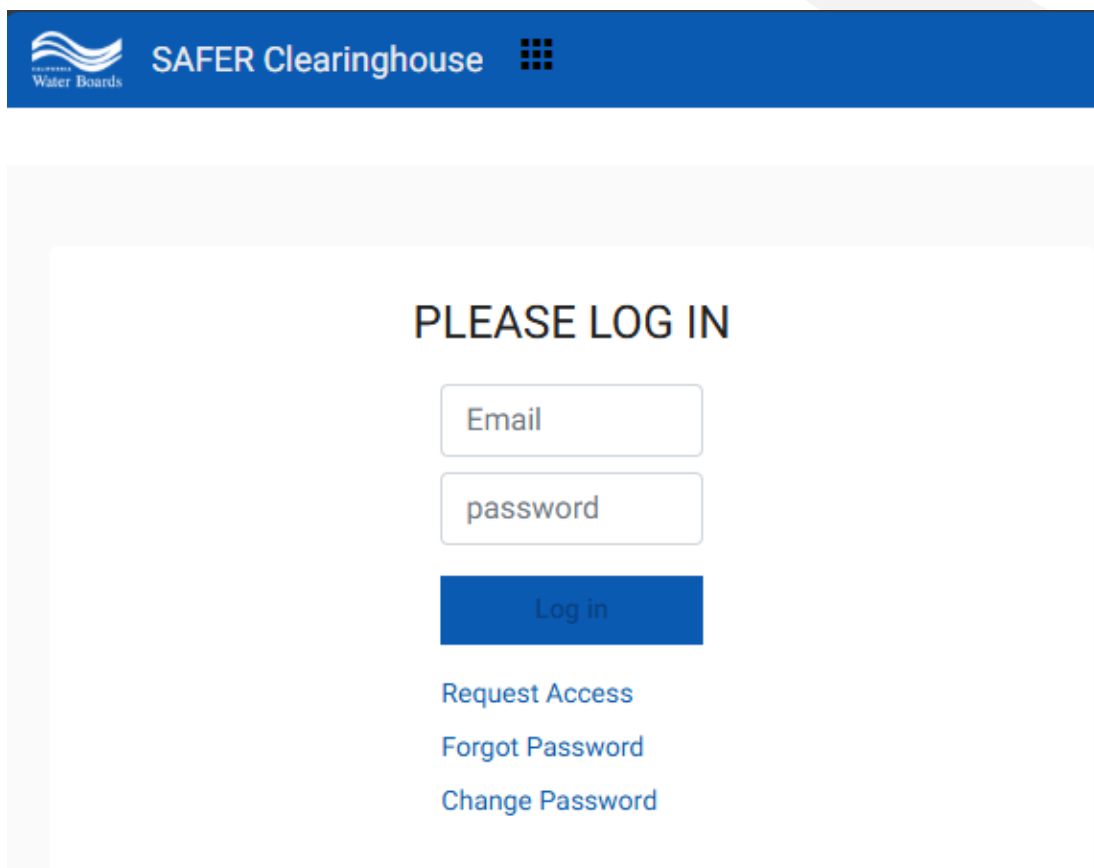
WBKey features:

- One secure password for all Waterboards Websites
- Multi-factor Authentication using many possible methods including voice, text, or email
- Future convenience as more sites are switched over



What is Changing?

Old Login Screen



The image shows the old login screen for the SAFER Clearinghouse. It features a blue header with the California Water Boards logo and the text 'SAFER Clearinghouse'. Below the header, the text 'PLEASE LOG IN' is centered. There are two input fields for 'Email' and 'password', followed by a blue 'Log in' button. At the bottom, there are three links: 'Request Access', 'Forgot Password', and 'Change Password'.

California Water Boards SAFER Clearinghouse

PLEASE LOG IN

Email

password

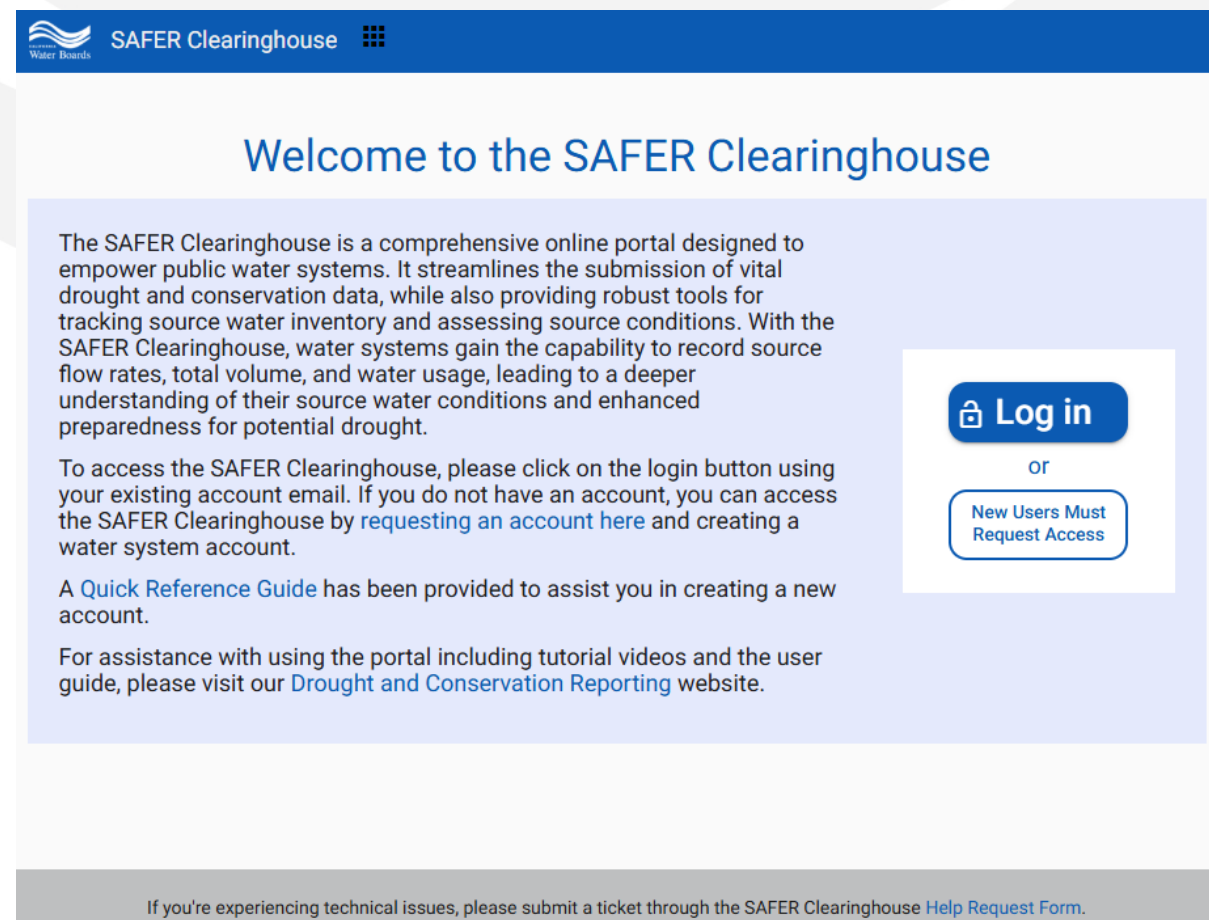
Log in

[Request Access](#)

[Forgot Password](#)

[Change Password](#)

New Login Screen



The image shows the new login screen for the SAFER Clearinghouse. It features a blue header with the California Water Boards logo and the text 'SAFER Clearinghouse'. Below the header, the text 'Welcome to the SAFER Clearinghouse' is centered. There is a large text block describing the clearinghouse's purpose. To the right, there is a 'Log in' button with a lock icon, and below it, a link for 'New Users Must Request Access'. At the bottom, there is a footer with a link to the 'Help Request Form'.

California Water Boards SAFER Clearinghouse

Welcome to the SAFER Clearinghouse

The SAFER Clearinghouse is a comprehensive online portal designed to empower public water systems. It streamlines the submission of vital drought and conservation data, while also providing robust tools for tracking source water inventory and assessing source conditions. With the SAFER Clearinghouse, water systems gain the capability to record source flow rates, total volume, and water usage, leading to a deeper understanding of their source water conditions and enhanced preparedness for potential drought.

To access the SAFER Clearinghouse, please click on the login button using your existing account email. If you do not have an account, you can access the SAFER Clearinghouse by [requesting an account here](#) and creating a water system account.

A [Quick Reference Guide](#) has been provided to assist you in creating a new account.

For assistance with using the portal including tutorial videos and the user guide, please visit our [Drought and Conservation Reporting](#) website.

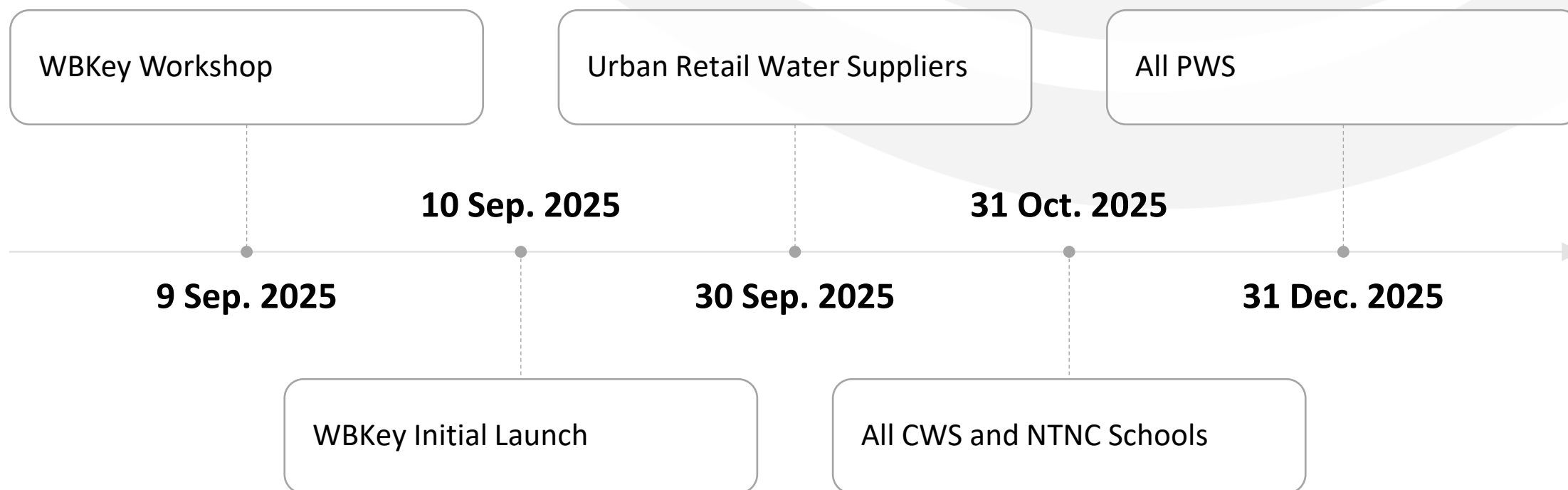
Log in

or

[New Users Must Request Access](#)

If you're experiencing technical issues, please submit a ticket through the SAFER Clearinghouse [Help Request Form](#).

When is This Happening?



What is WBKey?

Think of WBKey as your Digital Passport for all Water Board websites.

- **Your Secure ID:** It's the one secure way to prove who you are online.
- **One "Passport" for Many Places:** You will use this same login for the SAFER Clearinghouse and, in the future, for other portals like the Electronic Annual Report (eAR).
- **Stronger and Safer:** This new system adds extra layers of security to protect your information.

POLL QUESTION 2: What is WBKey

- Based on what we just discussed, what is the best way to think of your new WBKey?
 - A) A new password for the SAFER website only.
 - B) A “Digital Passport” that will eventually work for all Water Board websites.
 - C) A temporary login for today’s training session.
 - D) I’m not quite sure yet.

Getting your WBKey is a Simple, 3-Step Process

Today, we will walk everyone through the same three basic steps to create your new Digital Passport.

Verify Your Email: You'll start by confirming your work email address.

Create a Strong Password: You'll set a new, secure password for your WBKey.

Set Up Your Security Check: You'll choose your preferred method for that extra security step (like a code to your phone or email).

That's it. Our team will be here to help you through each step during our live session.

Find Your Starting Point



The Newbie

- “I have **never** used the SAFER Clearinghouse before. This is my first time.”



The Veteran

- “I **have used** the SAFER Clearinghouse before, but I have not used WBKey.”



The Pro

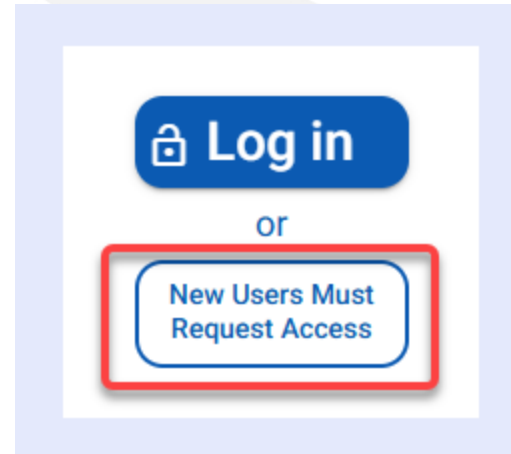
- “I **already use WBKey** for another website, like the Lead Service Line Inventory portal.”

POLL QUESTION 3: The Triage

- Now that you have seen the three paths, which starting point is yours? (This helps us prepare for the help session!)
 - A) I am Path A: A Newcomer (brand new to SAFER).
 - B) I am Path B: A Veteran (have used SAFER before).
 - C) I am Path C: A Pro (already have a WBKey).
 - D) I am not sure which path to choose.

I have **never** used the
SAFER Clearinghouse. This
is my first time.

Request Access



Choose Your Role

NEW ACCOUNT REQUEST

To create a SAFER Clearinghouse account, please select the Account User Type and then complete the applicable form below. This information will be used to review your request and will not be shared outside the State Water Board.

Please select the Account User Type:

Water System

Next

NOTE: most users will choose "Water System"

Verify Your Email



SAFER Clearinghouse



Please enter your work email address to request a registration code.

Work Email *

Request Verification Code

Enter the registration code that was sent to your work email address.

Verification Code *

Submit Verification Code

Create a Secure Password

Password *

0/50

Confirm Password *

- ✓ At least one uppercase letter (A, B, C)
- ✓ At least one lowercase letter (a, b, c)
- ✓ At least one number (1, 2, 3)
- ✓ At least one special character (!, @, #, \$)
- ✓ At least 15-30 characters

Create Your Account

First Name *	Last Name *	County * ▼	
Job Title *		Organization *	
Mailing Address ⓘ *		Apt, Suite, Unit, Building (optional) ⓘ	
City *		State (Ex: CA) * CA	Zip Code *
Work Phone (###-###-####) *	Ext	Work Email chicknfood+safertest12@gmail.com	
Cell Phone (###-###-####)		Confirm Work Email chicknfood+safertest12@gmail.com	
ASSOCIATED WATER SYSTEM(S) Are you associated with a public or private entity that owns or has a controlling interest in one or more public water systems (may include wholesalers)?* <input type="radio"/> Yes <input type="radio"/> No		Account Linked Water Systems* ⓘ	

Wait for Approval

ERROR

You do not have access to SAFER Clearinghouse or your account is still pending access.
Please submit a ticket through the SAFER Clearinghouse [Help Request Form](#) for further assistance.

Close

I have used the SAFER
Clearinghouse before, but I
have not used WBKey



WBKey
SINGLE SIGN-ON AUTHENTICATION

WBKey Account Sign-in

Email Address


CONTINUE

CANCEL

 [Learn more about WBKey](#)

I already use WBKey for
another website, like the
Lead Service Line Inventory
portal

Enter Your Email Address



WBKey
SINGLE SIGN-ON AUTHENTICATION

WBKey Account Sign-In


Email Address

CONTINUE

CANCEL

[Learn more about WBKey](#)

Enter Your Password



WBKey
SINGLE SIGN-ON AUTHENTICATION

WBKey Account Sign-In

Email Address
chicknfood+safertest11@gmail.com

Password


[Forgot your password?](#)

CONTINUE

CANCEL

[Learn more about WBKey](#)

Email MFA Option



WBKey

SINGLE SIGN-ON AUTHENTICATION

Multi-factor Authentication (MFA) for WBKey Account ?

Please select the "Continue" button to send a verification code to your email and authenticate your account. Verification codes will expire after 2 hours.

Email Address


c*****1@gmail.com

CONTINUE

CANCEL

[Reset Multi-factor Authentication \(MFA\)](#)

Enter Email Verification Code



WBKey

SINGLE SIGN-ON AUTHENTICATION

Multi-factor Authentication (MFA) for WBKey Account ?

A verification code has been sent to your email address. Please enter the verification code and select the "Verify Code" button. Verification codes will expire after 2 hours.

Email Address



c*****1@gmail.com

Verification Code * ([send a new code](#))

VERIFY CODE

CANCEL

Choose Text or Voice Call Option



Multi-factor Authentication (MFA) for WBKey Account ?

Please select an option to authenticate your account via phone.

Phone Number

+* (***-3030

Phone Authentication Type *

☒ Text Message (SMS)

Get a text message (SMS) with a verification code. Verification codes will expire after 5 minutes.


☐ Voice Call

Get a voice call to verify. Voice calls will expire after 2 minutes.

CONTINUE

CANCEL

Reset MFA



WBKey
SINGLE SIGN-ON AUTHENTICATION

Security Question Verification for WBKey Account

Please verify answers to your WBKey account security questions.

Security Question #1

What was the first concert you attended?

Answer #1 *

Security Question #2

What is one of your sibling's middle name?


Answer #2 *

CONTINUE

CANCEL

First Login using WbKey

Choose an MFA Method



WBKey
SINGLE SIGN-ON AUTHENTICATION

Multi-factor Authentication (MFA) for WBKey Account

Please select a method to authenticate your WBKey account. Your choice will be recorded and you will not be asked again for future sign-ins.

☒ Authenticator App

Get a verification code through an app on your mobile device, such as Microsoft Authenticator.

☐ Phone

Get a text message (SMS) with a verification code or get a voice call.


☐ Email

Get an email with a verification code.

CONTINUE

CANCEL

Accept the Terms and Conditions



WBKey
SINGLE SIGN-ON AUTHENTICATION

WBKey Account Terms of Use

Before continuing, you must accept the State Water Resources Control Board Conditions of Use and Privacy Policy:

[Conditions of Use](#)


[Privacy Policy](#)


☐ I have read and agree to the Conditions Of Use and Privacy Policy

CONTINUE

CANCEL

Select Your Security Questions





Security Questions for WBKey Account

Before continuing, security questions & answers must be configured for your WBKey account.

[Show Answers](#)

Security Question #1 *

-- Please select a security question --

Answer #1 *

Security Question #2 *

-- Please select a security question --

Answer #2 *

Security Question #3 *

-- Please select a security question --

Answer #3 *

CONTINUE

CANCEL

POLL QUESTION 4: The Readiness Check

- We're about to move to our hands-on practice session. How are you feeling about creating your WBKey account?
 - A) I feel ready and confident!
 - B) I'm a little nervous, but ready to try.
 - C) I expect I will need some help.






Live Q and A

- **WARNING: Please do not use the Training Server for reporting**
 - Starting 9/10 Use Production Server: <https://wbappsrv.waterboards.ca.gov/>
- If you are still having WBKey issues please use our help request form
 - <https://forms.office.com/g/t3KjRY5ci2>
- Drought and Conservation Reporting Website
 - https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/clearinghouse_drought_conservation_reporting.html

Let's Do It Together



POLL QUESTION 5: Summary

- Thank you for participating in our hands-on session! As a final step, please let us know how we can best support you moving forward. **Please select the one option that best fits your situation.**
 - A)  Success! I have created my WBKey account and feel confident.
 - B)  Almost There. I started the process but got stuck on a specific step (e.g., password, MFA, security questions).
 - C)  (Technical Issue.) I ran into an error message or a technical problem I couldn't solve.
 - D)  Pending Approval. I completed the registration, but am now waiting for my account to be approved.
 - E)  More Training, Please! I would find another, similar webinar helpful in the future.

Thanks for Joining

