

Question	Answer
Do all your passwords need to match for all WBKey areas?	Your WBKey password will open all Portals you are registered for. So, you will only need to manage ONE password for your WBKey account.
What website do I go to register for a WBKey account that will allow me access to the eAR Portal?	https://ear.waterboards.ca.gov/ and select the Register hyperlink.
Do I need to register a WBKey account in order to complete and submit my eAR?	Yes.
Once we complete the registration for the WBKey, we will no longer be using the SAFER Clearinghouse Portal to report drought and inventory data, correct?	No, that is not correct. WBKey is a "passport" to access those Portals.
Do multiple people use same password?	No! Each user will need to register for a WBKey account with a unique email address.
Will the WBKey also be used for CLIP, GeoTracker and CIWQS?	We don't know the implementation phase/timeframes for those applications.
We have a WBKey account at the water plant but have multiple departments that need access to the eAR. Can you have multiple logins for the same eAR?	Yes. Each person accessing the eAR will need to register for an WBKey account, then each user will need to associate themselves to the water system.
Is the CalWATRS password the same WBKey?	No, CalWATERS has not implemented WBKey yet.
What is the name of the authenticator app?	Microsoft Authenticator
Who do we contact if we've lost the answer to the questions or if need to recover our password?	Go this link for password reset: https://www2.waterboards.ca.gov/wbkey/help/gettingstarted#reset-password-for-wbkey-account
If two of us have a WBKey, can we both associate ourselves with the same water system so we can both complete different sections of the eAR?	Yes.
If I already have a WBKey account for SAFER Clearing House or any other Water Board application using WBKey for access, do I use the same exact login to get into the eAR?	Yes. You will have to register your WBKey account with the eAR Portal first and when that is completed, you can access both the SAFER Clearinghouse and eAR Portal with the one WBKey account.
How long does it generally take for approval?	This will depend on your regulating agency but they generally respond quickly. You can always contact them if you have any questions regarding your approval status.

Where do I get my water system number(s)?	You can often get a water system number going to the Public Drinking Water Watch webpage and search on the following criteria: -Water System Name -Principal County Served -Water System Type -Water System Status -Primary Source Water Type
Is there a contact number where we can talk with someone whenever we have questions or need help guiding us through problems we might encounter	Unfortunately, we currently do not have a number for customer service inquiries. Please email us at DDW-EAR@Waterboards.ca.gov or fill-out a Customer Service Account Form.
I completed the "Send Verification Code" process in the registration process and did not enter anything in the fields below. I don't see my verification code in the email inbox.	Make sure your email is spelled correctly and it did not accidentally go into your SPAM folder.
Does this apply to school Districts?	This would apply to all public water systems.
Can I have my entire account reset?	Yes, you would need to request this by sending an email to DDW-EAR@waterboards.ca.gov or filling out the eAR Customer Service Request Form.
How many programs are associated with WB Key, and what are they?	https://www2.waterboards.ca.gov/wbkey#SupportedApplications
How remove email and password when someone leaves?	You can email us (ddw-ear@waterboards.ca.gov) to remove contacts. Please provide us with their name, PWSID and email address.
There are multiple consultants on the team and we complete the eAR for most of our clients - about 100 accounts. Does each member of the team need to create their WBKey access account, and will we all still have access to the previous eARs for the clients we provide this service for?	Yes. Each person accessing the eAR will need to register for an WBKey account, then each user will need to associate themselves to the water system(s) they will need access for. If one person needs access to >100 water systems with their account they will need to email us at DDW-EAR@waterboards.ca.gov for us to manually add those water systems to the user's account.

What kind of information will I report in the WB key Reporting	You can find a description on our website (https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/ear.html) under the Log-in and Reporting Information section.
If you cannot remember your security questions, can those be reset?	Yes they can. Please refer to instructions found in the WBKey Help Center: https://www2.waterboards.ca.gov/wbkey/help/article/cannot-answer-my-security-questions
If I register for the WBKey account in the eAR Portal, will I still have access to previous eAR reports?	Yes, you will still have access to previous reports for the water system(s) you are associated to.
Did the SAFER Clearing House monitoring due date change from last year?	You can check out the Division of Drinking Water Technical Reporting Order: https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/docs/2025/ddw-technical-order.pdf
This is what I keep getting: The verification code entered does not match the code from your authenticator app. It's the Microsoft authenticator.	For further assistance please email us at: ddw-ear@waterboards.ca.gov , you may need to reset your MFA method.
How can I reset my MFA option to 'send text msg'?	You can find information on how to reset your MFA here: https://www2.waterboards.ca.gov/wbkey/help/article/reset-mfa
Who gives me access to enter the water system data in eAR?	That would be the regulating agency for your water system. If you email us we can get you in contact with them. DDW-EAR@Waterboards.ca.gov
can you confirm the website to login in the WBKey	https://ear.waterboards.ca.gov/
How can I use the “submit” button on the registration page to get to the next screen? It is not accessible.	You have first verify your email before filling out the rest of the registration fields. Once you do this, the submit button will become accessible.
What is the definition of water system staff?	This can be personnel responsible for the operation, maintenance, repair, and administration of water infrastructure etc. It can also include the users reporting in the eAR
Do you have a step by step document for our use after this webinar?	https://www2.waterboards.ca.gov/wbkey/help/gettingstarted

Is having the Authenticator app required? I'll never use this on my phone; only from work computer	No it is not required. You can get your MFA code via email or by phone (txt or voice call)
Do the WBKey passwords expire after a certain date?	No.
Why doesn't the authenticator open automatically? I have to search for it and remember that it is called authenticator.	It could be a notification setting on your phone. You can try turning on notification alerts for the app on your phone
I have completed the eAR for my agency the past several years. Do I need to register as a new user this year because of the WBKEY?	Yes.
I keep getting emails that if I don't log in to my WBKey, that it will be disabled. I have logged in, but I keep getting an email that my account will be disabled. How do I stop getting the emails?	You should only be receiving an email for an account that is being disabled if the system does not see a valid login. If you have any account(s) that are experiencing this issue, please forward the email to DDW-EAR@waterboards.ca.gov.
I have an eAR account from years prior but once I set up my WBKey I cannot log in to my existing eAR portal. Should I create a new account?	Yes. With the implementation of WBKey, you'll need to register for the eAR even if you have accessed it in years past.
If you have previously register for a WBKey account and e-mail is already connected with the eAR Portal, then you can select the log in links?	Yes.
I get the following error when I try to log into my eAR account: "Your WBKey account does not have access to this application. Return to the application and request access. Please submit a support request for any further assistance: WBKey Support Request."	This means you haven't registered with the eAR, so you will need to select the "Register" link and follow this guidance: https://www2.waterboards.ca.gov/wbkey/help/gettingstarted
another employee handles SAFER reporting for my agency. Do we need to share the same WBKEY?	Everyone needs to have their own WBKey account. But multiple WBKey accounts can access the same SAFER and eAR account
Is there a phone number for Customer Service that we can reach directly for questions?	We do not have a direct line but if you message us over email or through the request form, we can help you and if you are having issues, we can often get on the phone with you.
How do you change receipt of verification code from email to phone call?	https://www2.waterboards.ca.gov/wbkey/help/gettingstarted#reset-mfa-for-wbkey-account

Will this webinar recording be available afterward to review?	This will be posted on the eAR website, under the Login & Reporting section: https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/ear.html
You cannot change your security questions until you have logged in. Cannot log in because it says Verification code entered does not match the code from authenticator app.	https://www2.waterboards.ca.gov/wbkey/help/gettingstarted#reset-mfa-for-wbkey-account
Are security questions required? I set up my WBKey and logged in successfully to EAR but never got prompted to enter any security questions. Did I miss a step?	Security questions are required and typically configured upon first login. The prompt to configure security questions will appear if the system does not have any record of a user's security questions
Once I have successfully registered for a WBKey account, how do I associate myself to a water system(s)?	You can watch this short video: https://youtu.be/CvPgR8vel-k