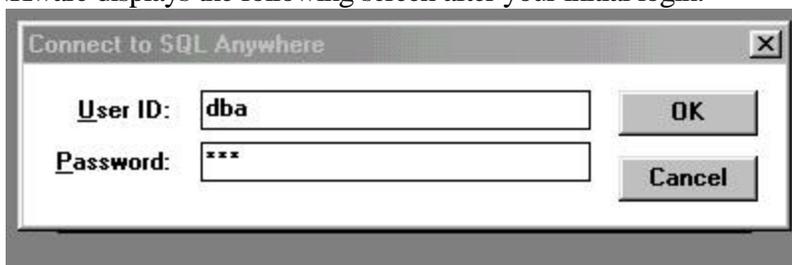


FAQ's:

1. If you are not certain of the version currently on your system, go to the help menu and choose "about" and it will display the current version.
2. Before you can electronically report through DRINKware, you must have a Personal Identification Number (PIN) assigned to you and the reporting facility. Contact Brian Tarver at (614) 728-1740 for a PIN request form.
3. The log-in password initially will be SQL until it is changed.
4. The e-mail address for submittal of DRINKware data is: Drinkware@www.epa.state.oh.us or DRINKware@ohio.epa.state.oh.us.
5. The e-mail with the attached file should NOT have anything written in the subject line or the message lines.
6. Upon receipt of the data file, an e-mail verification response will be returned to the sender. This indicates that the data was accepted.
7. If the computer running DRINKware does not have e-mail capabilities, the exported file may be copied to a diskette and taken to a machine that does have e-mail and be submitted from there.
8. A list of data submitted may be checked on our website at:
<http://www.epa.state.oh.us/ddagw/ddagwmain.html>, under the heading of Received Data Listing. This is generally updated daily.
9. It is a good idea to periodically save a back-up copy of the database file. Save a copy of the file drinkware.db, located in the DEMs folder, into another folder or disk. This could prevent you from losing and having to re-enter all of your past data, if something should go wrong with your system.
10. DRINKware is designed to run on a stand-alone machine and not specifically made to be placed on a network. If it is networked, you may run into problems.
11. FYI for SWIMware users, do not un-install DRINKware or SWIMware from the same machine. Contact OEPA-DDAGW or OEPA-DSW.
12. If DRINKware displays the following screen after your initial login:



Then: Cancel out and go into my computer or explorer to the **Dem**s folder and delete the file **drinkware.log** be certain that it is the **“.log”** file. You should then be able to log in without seeing this screen again.

13. An error may occur, not allowing you to access an existing Biological MOR or SSR. If this occurs and you have recently installed a new printer, and is commonly due to the new print driver. In order to work around this problem, it is recommended that when you are using DRINKware, to set the default printer back to the old printer. This will allow the forms to be opened and edited. When you need to print, select the appropriate printer from the print dialogue box.