

eWell Permitting and Reporting System Application Manual

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1. INTRODUCTION TO THE eWELL and TIMS Web SYSTEMS

System Overview

The Bureau of Safety and Environmental Enforcement (BSEE) eWell Permitting and Reporting System (eWell) and Technical Information Management System (TIMS Web) are comprehensive Internet permitting and reporting systems for collecting information concerning well operations for each wellbore and well completion. This includes permits needed before drilling and other well operations can take place, and reports containing data and information provided at certain times during and after operations on a wellbore. The data collected are in the interest of resource evaluation, waste prevention, conservation of natural resources, and protection of correlative rights, safety, and the environment. Once the data are collected, the eWell System has a built-in review process that allows BSEE to approve/disapprove the information submitted. These systems are also shared with the Bureau of Ocean Energy Management (BOEM), and users utilizing these systems will have access to data and information from both BSEE and BOEM.

The eWell and TIMS Web systems use the latest technology to provide lessees and operators with a means to submit and retrieve well data and information via the Internet; provide secure web input and file transfer; eliminate data redundancy by showing the data and information BSEE already has collected for each wellbore; and offer a means by which lessees and operators provide only the data and information that the BSEE needs and does not yet have.

Purpose of This Manual

The purpose of this manual is to provide the needed information guidance for obtaining access to the eWell System to submit information related to permitting or the operation of a well. Forms and instructions are provided as appendices. To gain access to the system, the user needs to determine the appropriate user type, read the disclaimer, follow the process outlined for the user type, and have an eWell administrator grant the proper access to the system.

Several other topics about user IDs and general operations of the eWell System are discussed in this document.

Process for Accessing the eWell System

There is a two-step process to grant a person access to the eWell System. First, the user must submit paper application(s) to request a user ID. BSEE cannot accept electronic copies of this application. With a user ID, a person can sign on to the system, but can do nothing else. Second, the company eWell administrator for the user needs to grant the user the appropriate access to the eWell System data and functions.

2. eWELL SYSTEM USER TYPES

The 2 general eWell user account categories are administrators and users. Administrators and users may work directly for the company or may work for a different entity under a contract with the company to serve as an agent.

Administrators –

Company Administrator

A company administrator is a company employee assigned to administer the eWell “entitlement rights” (*i.e.* access or user rights) for a company in the eWell System. Company administrator duties include reviewing user request forms for completeness and submitting them to BOEM Gulf of Mexico (GOM) OCS Region; maintaining entitlement groups of leases, wells, and users; and entitling groups of users to perform various functions on groups of leases or wells. To become a company administrator, a person needs to complete the eWell and BSEE TIMS Web Administrator Access Request form (see Appendix B).

Agent Administrator

An agent administrator is a person assigned by a company to administer the eWell System entitlement rights on behalf of that company in the eWell System. Agent administrator duties include reviewing user request forms for completeness and submitting them to BSEE; maintaining entitlement groups of leases, wells, and users; and entitling groups of users to perform various functions on groups of leases or wells. To become an agent administrator, a person needs to complete the eWell and TIMS Web Administrator Access Request form (see Appendix B).

General Users -

Company User

A company user is a company employee who completes the eWell System forms and submits them to BSEE for the company. To become a company user, this person needs to complete the eWell and BSEE TIMS Web User Access Request form (see Appendix A).

Agent User

An agent user is a person assigned by a company to complete eWell forms for that company and send them to BSEE for the company. To become an agent user, a person needs to complete an eWell and BSEE TIMS Web User Access Request form (see Appendix A).

3. eWELL SYSTEM ACCOUNT APPLICATION PROCESS

To apply for an eWell System account, follow the procedures listed below, depending on the type of user account needed.

Company Administrator

1. The company administrator completes the eWell and BSEE TIMS Web Administrator Access Request form (see Appendix B) and sends it to the company representative who has signature authority with BSEE.
2. The company representative signs the form, lists on the form the companies whose records the administrator needs access to, and mails the form to the following office:
BOEM GOM OCS Region
Adjudication Section
Attention: Section Chief (eWell User Requests)
1201 Elmwood Park Blvd.
GM231A
New Orleans, LA 70123-2394
3. The BSEE Technology Services Division (TSD) Security Manager notifies the company administrator by certified mail that the user ID has been created.
4. The company administrator signs on and changes the password.

Agent Administrator

1. The agent administrator completes the eWell and BSEE TIMS Web Administrator Access Request form (see Appendix B) and sends it to the company representative who has signature authority with BSEE for the company for whose records the agent administrator needs access to.
2. The company representative signs the form, lists on the form the companies whose records the agent administrator needs access to, and mails the form to the following office:
BOEM GOM OCS Region
Adjudication Section
Attention: Section Chief (eWell User Requests)
1201 Elmwood Park Blvd.
GM231A
New Orleans, LA 70123-2394
3. The BSEE TSD Security Manager notifies the agent administrator by certified mail that the user ID has been created.
4. The agent administrator signs on and changes the password.

Company User

1. The company user completes the eWell and BSEE TIMS Web User Access Request form (see Appendix A).
2. The company representative signs the form, lists on the form the companies whose records the user needs access to, and mails the form to the following office:
BOEM GOM OCS Region
Adjudication Section
Attention: Section Chief (eWell User Requests)
1201 Elmwood Park Blvd.
GM231A
New Orleans, LA 70123-2394
3. The BSEE TSD Security Manager notifies the company user and company administrator by certified mail that the user ID has been created.

4. The company user signs on and changes the password.

Agent User

1. The agent user completes the eWell and BSEE TIMS Web User Request form (see Appendix A) and sends it to the company representative who has signature authority with BSEE and BOEM for the company for whose records the user needs access to.

2. The company representative signs the form, lists on the form the companies whose records the user needs access to, and mails the form to the following office:

BOEM GOM OCS Region
Adjudication Section
Attention: Section Chief (eWell User Requests)
1201 Elmwood Park Blvd.
GM231A
New Orleans, LA 70123-2394

3. The BSEE TSD Security Manager notifies the agent user, the agent administrator, and the principal company administrator by certified mail that the user ID has been created.

4. The agent user signs on and changes the password.

4. HOW TO

Obtain Access to a New Company for an Existing eWell User ID

Company users and agent need to fill out the eWell and BSEE TIMS Web User Access Request form and check the “New Company” box. The user ID for the person wanting access to the company data must be included. From this point, the process flow is the same as for company users and agent users to complete the account application process.

Change an eWell Password

For a user to change a password, the person must call the BSEE Enterprise IT Service desk by telephone at 1-877-256-6260 or send an e-mail at EnterpriseITServiceDesk@bsee.gov to ask for a new password. The person must answer a question with the correct answer and verify their e-mail address. Then the password is changed. The new password will be e-mailed to the user. Once the user signs on with the new password, the user changes the password.

Terminate a User

Before a user can be terminated, the company administrator needs to eliminate the user from all user groups in the eWell Entitlements system. The company administrator then completes a eWell and BSEE TIMS Web User Request form and checks the Delete User box. Sign the form and mail it to the following office:

BOEM GOM OCS Region
Adjudication Section
Attention: Section Chief (eWell User Requests)
1201 Elmwood Park Blvd.
GM231A

New Orleans, LA 70123-2394

Once the form is received, the BSEE TSD IT Security Manager will terminate the user ID and notify the company administrator by certified mail that the user ID has been deleted.

Unlock a User ID

If a user ID is locked, a user notifies the service desk by telephone at 1-877-256-6260 or by e-mail at EnterpriseITServiceDesk@bsee.gov, and the BSEE administrator unlocks the account for the user after he/she answers a question with the correct answer.

Report a Problem to the BSEE Service desk

Service desk hours are 6:30 a.m. to 5:00 p.m., central time, Monday through Friday. A user can call the BSEE Enterprise IT service desk at 1-877-256-6260 during these hours, and a service desk ticket will be generated and routed to the appropriate person. After hours, the user can either send an e-mail to the service desk at EnterpriseITServiceDesk@bsee.gov or leave a message on the service desk telephone line, and a service desk ticket will be generated the next day. The BSEE TSD will assign a member from the eWell team to the BSEE Enterprise IT Service desk to resolve any software problems. Service desk problems will be resolved during the regular working hours of the person assigned for the month. The telephone number and e-mail address for the service desk will be included on the eWell Welcome page as well as in the eWell system help.

5. USER IDs AND PASSWORD

Make sure that your User IDs and password follow the BSEE user ID and password standards listed below. Every three months, a user must change his or her eWell System password. If a user ID has not been used within the last six months, the user ID will be locked, and the company administrator will be notified.

Make sure that your passwords adhere to the following standards:

1. They must be 8 characters long.
2. They must contain at least one character from three of the four following groups:
 - a. English upper case letters (A, B, C, ...)
 - b. English lower case letters (a, b, c, ...)
 - c. Westernized Arabic numerals (0 through 9)
 - d. Special characters (i.e., ! @ # \$ % & * ? { } | : " < > ? [] \ ; ' , . / ...)
3. They must not contain a user name or any portion of a user name.
4. They must not contain "dictionary" words (words that can be found in an English, French, German, or Spanish language dictionary).

APPENDIX A

eWELL and BSEE TIMS Web USER ACCESS REQUEST FORM AND INSTRUCTIONS

NOTE: This form has two sides. **Make sure that you print it on the front and back of one sheet of paper.**

ITEM	DESCRIPTION
Front Side	
USER INFORMATION: New User	Check this box when the user does not have a user ID in the eWell and TIMS Web systems.
USER INFORMATION: New Company	Check this box when the user has a user ID and wants access to a new company.
USER INFORMATION: Delete User	Check this box to delete the user from the system. BSEE will accept notice of deleted users only from the company administrator. The Administrator manages user entitlements in eWell and TIMS Web and must terminate the user's entitlements to withdraw the user's authority to access the system before sending in the form.
Name	Enter the name of the user who wants access to the eWell and TIMS Web systems.. The first name, middle initial, and last name are required fields.
Title	Enter the company title of the person requesting access to the eWell and TIMS Web systems.
Address	Enter the company mailing address for person requesting access to the eWell and TIMS Web systems.. This address will be used to correspond with the user.
Phone Number and Fax Number	Enter the numbers for the user who wants access to the eWell and TIMS Web systems..
E-mail Address	Enter the e-mail address of the person requesting access to the eWell and TIMS Web systems.. This address will be used to correspond with the user and is a required field.
Identity Verification Questions	Answer one of the questions. When the user calls the BSEE Enterprise IT service desk, this information will be used to verify the caller's identity before any problem can be addressed.
Consent	Check this box. This verifies that the user has read the certifications and agrees with them.
Signature and Date	The user needs to sign and date the form.
Back Side	
BOEM/BSEE Company Number and Name	Enter the companies to whose records the user needs access and for which the signer has signature authority. BSEE and BOEM will verify the signature for each company before granting the user access to the company's records on the system. If a company is listed for which the signer does not have signature authority, the whole form will be returned and no action will be taken.
Representative Name	Enter the name of the person with BOEM signature authority. This person's name must match the name on the BOEM Qualification File for the company.
Representative Title	Enter the title of the person listed for Representative Name. The title must match the title on the BOEM Qualification File.
Representative Signature	The signature authority block must be filled out to receive a new user ID or access to a new company. The person with BOEM signature authority must sign and date.

U.S. Department of the Interior
Bureau of Safety and Environmental Enforcement (BSEE)

eWell and BSEE TIMS Web User Access Request Form

(This form must be printed on one page only, front and back)

I am requesting the following general user additions or changes:

- New User
 Add Company
 Delete User
 Existing eWell User Requesting BSEE TIMS Web account

User information:

Name: _____
 Prefix First Name MI Last Name Suffix

Title: _____

Address: **Employer Name:** _____
 Division: _____
 Street: _____
 City: _____ **State:** _____
 ZIP: _____ **Country:** _____
 Phone Number: _____ **Fax Number:** _____
 Email: _____

CERTIFICATION

1. I understand that using the BSEE/BOEME TIMS Web system and eWell system means I will be using BSEE/BOEM Computer Systems, Electronic Mail, Internet connections and associated equipment, software and data. These resources are to be used for official government business only and in compliance with Department of the Interior and bureau policies. Law prohibits any other use of these items (18 USC Sec. 641). Violations of the law can result in loss of system access and criminal penalties.
2. If I am aware of a security breach (password sharing, hacking), I will immediately notify the BSEE Enterprise IT Service Desk.
3. I will select my own password and I will NOT share my password or username with anyone. If I no longer need access to the TIMS Web system and eWell system for any reason, I will ask my company administrator to terminate my entitlements and submit the required form to BOEM to delete my username from the system.
4. I will handle sensitive data appropriately and understand that this information is not to be exchanged, divulged or otherwise compromised in any way unless necessary for official government business.
5. I have read the eWell and BSEE TIMS Web disclaimer and agree to the conditions specified in the document.

I consent and will adhere to the above conditions.

User Signature: _____ Date: _____

Initial the appropriate authorization. Only one block must be initialed.

USER AUTHORIZATION

Please **initial** if user is employed by a BOEM-Qualified company.

____ I authorize this user to have access to the company's data based on entitlements granted by the company's TIMS Web administrator.

AGENT USER AUTHORIZATION

Please **initial** if user is employed by a third party company acting as an agent.

____ I authorize this user as an agent user who has access to the company's data based on entitlements granted by the company's TIMS Web administrator or by the agent company's TIMS Web administrator.

CONTRACTOR NON-BOEM-QUALIFIED COMPANY AUTHORIZATION

Please **initial** if this account is being created for a company that is not BOEM qualified but is conducting offshore operations under contract for a BOEM-qualified company.

____ I authorize this user to have full access to all my company's data and information stored in the BSEE TIMS Web database.

List all companies for which the user will view or submit data. These must be BOEM-qualified companies for which the representative below has BOEM signature authority, a Non BOEM-Qualified company under contract to a BOEM-qualified company, or a Surety company for which the representative is designated as having Power of Attorney (POA) on the attached POA document.

BSEE/BOEM Company Number

(Leave blank for Surety or
Non BOEM-Qualified Companies)

Company Name

(Must match that on BOEM Qualification File
or the attached Surety POA)

Representative Name: _____

(print)

Representative Title: _____

Representative Signature: _____

Date: _____

APPENDIX B

eWELL and BSEE TIMS Web ADMINISTRATOR ACCESS REQUEST FORM AND INSTRUCTIONS

NOTE: This form has two sides. Make sure that you print it on the front and back of one sheet of paper.

ITEM	DESCRIPTION
Front Side	
USER INFORMATION: New Administrator	Check this box when the user does not have a user ID in the eWell system.
USER INFORMATION: New Company	Check this box when the user has a user ID and wants access to a new company.
USER INFORMATION: Delete Administrator	Check this box to delete the user from the system. BSEE will accept notice of deleted users only from the company administrator. The company administrator must terminate the user's entitlement record in the eWell database to remove the user's ability to access the company's data and information in the system before sending in the form.
Name	Enter the name of the user who wants access to the eWell system. The first name, middle initial, and last name are required fields.
Title	Enter the company title of the person requesting access to the eWell system.
Address	Enter the company mailing address for person requesting access to the eWell system. This address will be used to correspond with the user.
Phone Number and Fax Number	Enter the numbers for the user who wants access to the eWell system.
E-mail Address	Enter the e-mail address of the person requesting access to the eWell system. This address will be used to correspond with the user and is a required field.
Identity Verification Questions	Answer one of the questions. When the user calls the BSEE Enterprise IT service desk, this information will be used to verify the caller's identity before any problem can be addressed.
Consent	Check this box. This verifies that the user has read the certifications and agrees with them.
Signature and Date	The user needs to sign and date the form.
Back Side	
BSEE Company Number and Name	Enter the companies to whose records the user needs access and for which the signer has signature authority. BSEE will verify the signature for each company before granting the user access to the company's records on the system. If a company is listed for which the signer does not have signature authority, the whole form will be returned and no action will be taken.
Entitlement Authorization	Initial to allow the user to act as an administrator.
Representative Name	Enter the name of the person with BSEE signature authority. This person's name must match the name on the BSEE Qualification File for the company.
Representative Title	Enter the title of the person listed for Representative Name. The title must match the title on the BSEE Qualification File.
Representative Signature	The person with BSEE signature authority must sign and date the form.

U.S. Department of the Interior
Bureau of Safety and Environmental Enforcement (BSEE)

eWell and BSEE TIMS Web Administrator Access Request Form

(This form must be printed on one page only, front and back)

I am requesting the following administrator additions or changes:

- _____ New Administrator
- _____ Add Company for existing Administrator
- _____ Delete Administrator
- _____ Existing eWell Administrator Requesting BSEE TIMS Web Administrator account

Administrator information:

Name: _____

Prefix First Name MI Last Name Suffix

Title: _____

Address: **Employer Name:** _____

Division: _____

Street: _____

City: _____ **State:** _____

ZIP: _____ **Country:** _____

Phone Number: _____ **Fax Number:** _____

Email: _____

CERTIFICATION

1. I understand that using the BSEE/BOEM TIMS Web system and eWell system means I will be using BSEE/BOEM Computer Systems, Electronic Mail, Internet connections and associated equipment, software and data. These resources are to be used for official government business only and in compliance with Department of the Interior and bureau policies. Law prohibits any other use of these items (18 USC Sec. 641). Violations of the law can result in loss of system access and criminal penalties.
2. If I am aware of a security breach (password sharing, hacking), I will immediately notify the BSEE Enterprise IT Service Desk.
3. I will select my own password and I will NOT share my password or username with anyone. If I no longer need access to the TIMS Web system and eWell system for any reason, I will expire all my entitlements and submit a new form to BOEM to delete my username from the system.
4. I have read the TIMS Web and eWell disclaimer and agree to the conditions specified in the document.

___ **I consent and will adhere to the above conditions.**

Administrator Signature: _____ Date: _____

Initial the appropriate authorization. Only one block must be initialed.

ADMINISTRATOR AUTHORIZATION

Please initial if administrator is employed by a BOEM-Qualified company.

_____ I authorize this administrator to have full access to all my company's data and information stored in the BOEM/BSEE TIMS Web and eWell databases. The Administrator will be responsible for granting entitlements/roles (View, Enter, Submit, et cetera) to my company's data stored in the TIMS Web and eWell databases for company users.

AGENT ADMINISTRATOR AUTHORIZATION

Please initial if administrator is employed by a third party company acting as an agent.

_____ I authorize this administrator as an agent administrator. As an agent administrator, they will have full access to all my company's data and information stored in the BOEM/BSEE TIMS Web and eWell databases. The Administrator will be responsible for granting entitlements/roles (View, Enter, Submit, et cetera) to company data stored in the TIMS Web and eWell databases for my company's users and agents.

CONTRACTOR NON-BOEM-QUALIFIED COMPANY AUTHORIZATION

Please initial if this account is being created for a company that is not BOEM qualified but is conducting offshore operations under contract for a BOEM-qualified company.

_____ I authorize this administrator to have full access to all my company's data and information stored in the BOEM/BSEE TIMS Web database. The Administrator will be responsible for granting entitlements/roles (View, Enter, Submit, et cetera) to my company's data stored in the TIMS Web database for company users.

List all companies for which the administrator will grant entitlements/roles. These must be BOEM companies for which the representative below has BOEM signature authority, a Non BOEM-Qualified company under contract to a BOEM-qualified company, or a Surety company for which the representative is designated as having Power of Attorney (POA) on the attached POA document.

BSEE/BOEM Company Number

(Leave blank for
Non BOEM-Qualified Companies)

Company Name

(Must match that on BOEM Qualification File
or the attached Surety POA)

Representative Name: _____
(print)

Representative Title: _____

Representative Signature: _____ Date: _____

APPENDIX C

eWELL and BSEE TIMS Web SYSTEM DISCLAIMER

Security

BSEE, as developer and manager of the eWell and BSEE TIMS Web Systems website, has taken several steps to safeguard the integrity of its telecommunications and computing infrastructure, including but not limited to authentication, monitoring, auditing, and encryption. Security measures have been integrated into the design, implementation, and day-to-day practices of the entire operating environment as part of the BSEE's continuing commitment to risk management. BSEE does not, however, warrant that the security of information provided via the website is fail proof.

Information presented and collected on this website is shared between BSEE and the company or agent users submitting the data. Restrictions have been put in place to maximize the security of the data. All proprietary information collected will be used only for the purposes for which it was provided and will not be shared with another entity except as prescribed by law. The non-proprietary data submitted will be made available in the BSEE Public Information Office. While BSEE makes every effort to provide accurate and complete information, we provide no warranty, expressed or implied, as to the accuracy, reliability or completeness of furnished data.

For site security purposes and to ensure that this service remains available to all users, this Government computer system employs software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. Unauthorized attempts to upload information or change information on this website are strictly prohibited and may be punishable under the Computer Fraud and Abuse Act. Information may also be used for authorized law enforcement investigations.

What Happens to Information You Submit to Us?

The information you submit to us will be transmitted through secure lines to our departmental database. Any private information will only be used for the purposes for which it was provided and will not be shared with another entity except as prescribed by law.

Cookies

This website uses session cookies only. The site will not store a permanent cookie on your computer. The session cookie is used to store a randomly generated identifying temporary tag on your computer and is stored in memory only.

Personally Identifiable Information

You may choose to provide us a comment or question with your personal information. We use the information to improve our service to you or to respond to your request. BSEE will not distribute the e-mail address for any reason except to respond to your request.