

BONDS MANAGEMENT SYSTEM

Frequently Asked Questions for Public Users

Department of Water Resources

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Items in bold have been recently added to the FAQ.

1. Introduction

1.1. Purpose

The purpose of this document is to answer the most commonly asked questions about the Bonds Management System (BMS) in a simple step-by-step manner. The answers to these questions are designed in a way that public users should be able to follow these steps and accomplish related tasks. Questions were identified during BMS development and answered in the original July 2010 version. In the November 12, 2010 revision updates have been made and several topics have been added (see **bolded topics in the Table of Contents**).

1.2 Scope

This document only provides a brief step by step process of doing the most commonly executed tasks in BMS. For more detail and screen shots, please refer to the Public BMS User Guide.

2. Frequently Asked Questions

BMS runs best in Internet Explorer (IE 7 or above). If you use other website browsers, BMS may not run properly or at all. You can download IE at:

<http://www.microsoft.com/windows/internet-explorer/default.aspx>

2.1 Public User

1. How do I get an account on the BMS?

- 1) Navigate to www.water.ca.gov/bms.
- 2) Click on the “Registration” link.
- 3) Enter the required information on the “Contact” tab and click on the “Next” button.
- 4) Enter the required information on the “Organization” tab and click on the “Next” button. If your organization is not in the drop-down list, then add your organization first (See FAQ 2).
- 5) Enter the required information on the “Account” tab and click the “Submit” button.
- 6) This will create an account for you in BMS and a prompt will be displayed to register your organization if the organization is not already registered with BMS.

2. How do I add my organization on the BMS?

- 1) Navigate to www.water.ca.gov/bms.
- 2) Click on the “Registration” link.
- 3) Enter the required information on the “Contact” tab and click on “Next” button.
- 4) Click on the “Add New” link below the “Organization” drop-down list
- 5) Enter the required information and click the “Save” button.
- 6) On the “Account” tab enter your login information and click the “Save” button.

Note: Adding your organization does not mean that the organization is registered. To register your organization, see FAQ 3.

3. How do I register my organization with the BMS?

You can do this in two ways –

- 1) Follow the steps in FAQ 2, and click “Yes” on the pop-up when asked “Do you want to register your organization with BMS.” Enter the required information and click the “Register” button.

Note: While providing the “Administrator’s Email,” please make sure that the user (and hence the email) is registered with BMS. To register a user, see FAQ 1.

- 2) Follow the steps in FAQ 2, and click “No” on the pop-up; “Do you want to register your organization with BMS.”
 - a) Navigate to “Home->My Profile.”
 - b) Click on the “Organization” tab.
 - c) Click on the link “Selected Organization <Your Organization Name> is not Registered” on the top right corner of the “Organization Data” table.
 - d) Enter the required information and click “Register” button.

Note: You can also logout and login later to complete the registration process by navigating to “Home->My Profile” and then following the steps in 2.

4. How do I become an Authorized User when I join an existing organization?

- 1) Navigate to your Home tab and you will see the email address of your Organization Administrator.
- 2) Ask the Org Admin to “Authorize” your account.

5. How do I authorize new users joining my organization?

- 1) Click on the “Organization Admin” tab and click on “User Management.”

- 2) Select your Organization from the drop-down list.
- 3) Enter the email id of the user you wish to authorize
- 4) Check the “Authorized” checkbox
- 5) Click “Save.”

6. What do I do if I forget my Password?

- 1) Navigate to www.water.ca.gov/bms.
- 2) Click on the “Forgot Password” link.
- 3) Enter your registered email id and click “Validate User ID” button.
- 4) Answer the security questions correctly.
- 5) An email will be sent to you with your temporary password.

Note: If you answer your security questions incorrectly thrice, your account will be locked and you will need to contact the DWR BMS Administrator by emailing at bmsadmin@water.ca.gov or phoning at 1-888-907-4267 to get your account unlocked.

7. How do I become the Organization Administrator for my Organization?

- 1) Navigate to www.water.ca.gov/bms.
- 2) If you are a new user and you belong to an organization which is not registered with BMS, follow FAQ 1 to set up an account.
- 3) Follow FAQ 2 to register your organization. While registering your organization, enter your registered email address in the “Organization Admin’s email” box.
- 4) If your organization is already registered with BMS then it already has an admin. Contact your organization admin to add you as one.

8. How do I add another user as an Administrator for my Organization?

- 1) Navigate to www.water.ca.gov/bms.
- 2) Login with your Organization Admin ID and password.
- 3) Click on the “Organization Admin” tab and click on “User Management.”
- 4) Select your Organization from the drop-down list.
- 5) Click on the “Add New” link.
- 6) Enter the email id of the user you wish to add as an Admin.
- 7) Check the “Organization Admin” and “Authorized” check-boxes.
- 8) Click “Save.”

9. How do I allow other users to see my Organization’s proposals?

- 1) Navigate to www.water.ca.gov/bms.
- 2) Login with your Organization Admin ID and password.
- 3) Click on the “Organization Admin” tab and click on “User Management.”
- 4) Select the Organization from the drop-down list.
- 5) Click on the “Add New” link.

- 6) Enter the email id of the user you wish share your proposals with.
- 7) Check the “Authorized” checkbox
- 8) DO NOT check the “Organization Admin” checkbox.
- 9) Click “Save.”

10. What do I do if I get locked out of the BMS and cannot log in?

Organization Administrators - contact the BMS Admin at the number or email provided on the bottom of BMS Login page (BMSAdmin@water.ca.gov or 1-888-907-4267).

Other Public Users – Contact your Organization Admin.

11. How do I unlock accounts of the locked users of my organization?

- 1) Navigate to www.water.ca.gov/bms.
- 2) Login with your Organization Admin ID and password.
- 3) Click on the “Organization Admin” tab and click on “User Management.”
- 4) Select the Organization from the drop-down list.
- 5) Click on the locked user’s email id from the list of user id’s displayed.
- 6) Uncheck the Lock/Unlock check box.
- 7) Click “Save.”

12. How do I start a proposal by responding to a Proposal Solicitation Package (PSP)?

- 1) Navigate to www.water.ca.gov/bms.
- 2) Login with your username and password.
- 3) Click on the number of new solicitations link on your homepage OR navigate to “PSP’s->All PSP’s” tab.
- 4) Choose the PSP you are interested in from the available list and then click on the “Start Proposal” link in the “Action” column. You should save your work by clicking on the “Save” button and visit later to complete your proposal.
- 5) Once the proposal is saved the first time, it is added to your “My Proposals” list. The next time you login you can continue preparing your proposal by navigating to “PSP’s->My Proposals” and clicking on the proposal name.

If the PSP’s due date has already passed, you cannot start a proposal for it.

13. How do I submit a proposal?

- 1) Follow the steps in “[How do I start a Proposal](#)” to start preparing a proposal and completing it. Make sure you have filled out all the tabs in the proposal before submitting. The system will not allow you to submit it unless all required fields are filled.

- 2) Once it is complete, click on the “Submit” button on the bottom of any of the tabs in the PSP.

14. How can I access all the attachments associated with a PSP?

- 1) Navigate to www.water.ca.gov/bms.
- 2) Login with your Organization Admin ID and password.
- 3) Click on the “PSPs.”
- 4) On the list of all Active PSPs you can select the PSP of your choice and click on the “Attachments” link in the “Attachments” column to go to the attached files.
- 5) If you have created the PSP on your own then you can click on the link in the “Status” column on My PSPs page. This will take you to the status page where you can find the attachments associated with the PSP.

15. How do I submit a comment or document to DWR?

You can submit:

- A proposal related comment/document.
- A project-related comment/document.
- A contract-related comment/document.

For proposal related comment/document –

- 1) Navigate to www.water.ca.gov/bms.
- 2) Login with your user ID and password.
- 3) Click on the “PSPs” tab and then click on “My Communications.”
- 4) Click on “Add New.”
- 5) Enter relevant information and click “Save.”

For project related comment/document –

- 1) Navigate to www.water.ca.gov/bms.
- 2) Login with your user ID and password.
- 3) Click on “Projects” tab.
- 4) Select the project you want to add the communication to by selecting the program and the year and clicking filter.
- 5) Click on the project name.
- 6) Click on the “Communication” tab.
- 7) Click on the “Create Note” link.
- 8) Enter relevant information and click “Save.”

For contract related comment/document –

- 1) Navigate to www.water.ca.gov/bms.
- 2) Login with your user ID and password.

- 3) Click on “Contracts” tab.
- 4) Select the Contract you want to add the communication to by selecting the program and the year and clicking filter.
- 5) Click on the contract number.
- 6) Click on the “Communication” tab.
- 7) Click on the “Create Note” link.
- 8) Enter relevant information and click “Save.”

16. I have been assigned the project manager for a project, how do I view my projects?

- 1) Navigate to www.water.ca.gov/bms.
- 2) Login with your username and password.
- 3) Click on the “Projects” link.
- 4) Click on “My Projects” sub-menu.
- 5) To view projects from a specific Program and Year, select these values from the dropdown boxes and click “Filter” button.
- 6) All the projects associated with that program and year will be displayed.
- 7) You can also view all projects by selecting “All Programs” and “All Years” under the dropdowns and clicking “Filter.”

17. I have been assigned the contract manager for a contract, how do I view my contracts?

- 1) Navigate to www.water.ca.gov/bms
- 2) Login with your Organization Admin ID and password
- 3) Click on the “Contracts” link.
- 4) Click on “My Contracts” sub-menu.
- 5) To view Contracts from a specific Program and Year, select these values from the dropdown boxes and click “Filter” button.
- 6) All the Contracts associated with that program and year will be displayed.
- 7) You can also view all Contracts by selecting “All Programs” and “All Years” under the dropdowns, check “View All Contracts” and click “Filter” button.

18. How do I submit an invoice as Organization Admin?

- 1) Navigate to www.water.ca.gov/bms.
- 2) Login with your Organization Admin ID and password.
- 3) Click on Contracts menu and select the contract for which you wish to submit an invoice then click on the Contract Number link.
- 4) Click on the Invoice tab in the Contract workbook.
- 5) Click on the “Add New” link on top left of the invoice list if you are creating the invoice for the first time. If you have already created and saved an invoice and wish to submit or edit it then click on the “Pending” link in the Invoice Number column.

- 6) Enter the required fields and click Add New Line Item link on the Invoice sheet.
- 7) Enter the required fields and click on "Save" button. Click on the "Submit" button to submit the Invoice.

19. What do I do if my attachment file exceeds the file size limit?

There are two options for you in this case. First you can zip (compress) the file if the file is not far over the limit. Second if the file far exceeds the file size limit you can split the file into multiple files and attach them separately. If neither of these options will work for your files please contact the appropriate program staff for further direction.

20. Will multiple personnel be able to access the application for a specific organization?

Yes, all registered members of an organization have access to all applications associated with that organization. By going to the "PSP" tab under "My Proposals" any member of that organization will be able to edit, save, and submit the application on behalf of the organization. It is important to ensure that two users do not access the same application at the same time. Should that occur, work may be overwritten in the event two versions are saved by two users.

21. How does the admin function work for the external user side?

The Organization Admin in tab in BMS allows an Organization Admin to add and authorize users to access projects, contracts, and fill out applications on behalf of their organization. They may also lock out those users who no longer are associated with their organization.

22. How does a consultant select and fill out applications for several clients?

The consultant will either need to get each Organization Admin to add their account to that organization's authorized user list. Consultants must be registered in BMS before another organization can add them as a user. The consultant will need to be authorized by each organization they are assisting.

23. How does an external user admin remove a user that is no longer a part of their organization?

The organization's BMS administrator will go to the "Organization Admin" tab in BMS and select their organization in the drop window. The administrator can then select an individual's account and make appropriate changes by removing their authorization or delete them entirely.

24. Is there a copy of the webinar or is there a how to video available for BMS users?

Yes, there is a "How to" video on the BMS website under the "Getting Started" tab at the following link: <http://www.water.ca.gov/bms/>

25. What is the character limit for the answer boxes?

A small indicator in the lower left-hand corner will indicate the number of character allowed in the box. Please remember characters include letters, numbers, spaces and punctuation. Also, if importing from MS Word or another word processor, often hidden characters can import and exceed your expected count.

26. Sometimes my page won't save or the system crashes when I try to save, what do I do?

Most often there is a answer that has exceeded the character limit; or a answer is required (noted by an *) that hasn't been completed. Go back over the questions carefully and be sure they are complete and that the character limits have not been exceeded. If you think you are close to a limit, remove a few words to account for possible hidden characters due to formatting.

27. Will I receive an automatic e-mail notification that my Proposal has been submitted?

No. The system does not currently generate an e-mail notification when you submit your proposal. You will see a status change on your home page that the proposal has been submitted.