

# **BSEE eWell and TIMS Web Application Manual**

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## **I. Overview of the BSEE eWELL and TIMS Web Systems**

The Bureau of Safety and Environmental Enforcement (BSEE) has created the eWell Permitting and Reporting System (eWell) in 2004 to provide oil companies an Internet-based tool to obtain permits to conduct well operations. Then in 2015, BSEE implemented a new system called the Technical Information Management System (TIMS Web) to provide additional planning, permitting, and reporting functions. Currently these systems are separate systems with separate functions and require separate usernames and passwords. However, the forms and the process for obtaining accounts are the same. The BSEE is working to consolidate these into a single system within the near future and will normally grant accounts in both systems when you request an account.

The purpose of this manual is to provide information about the process for obtaining accounts and gaining access to these systems. The required forms and detailed instructions are provided as appendices.

Several other topics about user accounts and general operations of the eWell and TIMS Web Systems are discussed in this document.

### **General Process for Obtaining eWell and TIMS Web Accounts**

The following are the steps in the process to obtain access to the eWell and TIMS Web systems.

1. Determine the type of account you require, either “general user” or “administrator”
2. Complete the correct form and submit to BOEM
3. After your account has been created, Your company administrator will then grant the security entitlements required to view your company’s data and use the system(s).

## **II. System Account Types**

There are 2 basic types of accounts: (1) Administrator account; and (2) General user account.

**Each company must have at least one “Administrator.”** The Administrator account is given the rights to assign user security roles to themselves and all other employees/users under their company(s). A company can have multiple administrators.

**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 –**

A company administrator is a company employee or an agent assigned to administer on behalf of the company foreWell and TIMS Web “entitlement rights” (*i.e.* access or user rights and security roles) for a company.

The 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 an administrator, a person needs to complete the “eWell and TIMS Web Administrator Access Request Form” under **Appendix B**.

## **General Users -**

A general user is a person assigned by a company or an agent assigned by company to view company data and conduct business with BSEE/BOEM on behalf of the company in the eWell and TIMS Web systems but who does not have administrator rights. To become a company user, this person needs to complete the “eWell and TIMS Web User Access Request Form” in **Appendix A.**

## **III. System Account Application Process**

### **Administrator**

1. A person who requires administrator account must complete the eWell and TIMS Web Administrator Access Request Form in Appendix B, read the disclaimer, sign the form, and then send the signed form to the company’s officer or representative who has signature authority with BSEE and BOEM.
2. The company official or representative must initial and mark the appropriate items on the form; list on the form the companies whose records the administrator needs access to; then sign the form; and mail the completed/signed form to the following office:

BOEM GOM OCS Region  
Adjudication Section  
Attention: Section Chief (eWell/TIMS Web User Requests Forms)  
1201 Elmwood Park Blvd.  
GM 276A  
New Orleans, LA 70123-2394

2. The BOEM GOM Adjudication office will verify that the form is marked and signed correctly and forward it to the BSEE Technology Services Division (TSD).. Once the accounts are created, the TSD will notify the new company administrator by certified mail that the user account for each system has been created and temporary passwords assigned.
3. The administrator logs onto each system using their appropriate username and temporary password and then must change the password.
5. The administrator must then add himself/herself to the correct entitlement user group in order to use the modules in each system.

### **General User**

1. The person who only requires a general user account must complete the “eWell and TIMS Web User Access Request Form” in Appendix A, read the disclaimer, sign the form, and then send the signed form to the company’s officer or representative who has signature authority with BSEE and BOEM.

2. The company official or representative must initial and mark the appropriate items on the form; list on the form the companies whose records the administrator needs access to; then sign the form; and mail the completed/signed form to the following office:

BOEM GOM OCS Region  
Adjudication Section  
Attention: Section Chief (eWell/TIMS Web User Requests Forms))  
1201 Elmwood Park Blvd.  
GM 276A  
New Orleans, LA 70123-2394

2. The BOEM GOM Adjudication office will verify that the form is marked and signed correctly and forward it to the BSEE Technology Services Division (TSD).- Once the accounts are created, the BSEE TSD- will notify the new company administrator by certified mail that the user account for each system has been created and temporary passwords assigned.

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

5. The new general user should then contact their company's administrator. The company administrator must then add the new general user to the correct entitlement user group in order to use the modules in each system.

## **IV. How To**

### **Obtain Access to a New Company for an Existing General User or Administrator User account**

General users who require access to additional companies must fill out the "eWell and TIMS Web User Access Request Form" in Appendix A and check the "Add Company" box. Administrators who will administer additional companies must fill out the eWell and TIMS Web Administrator Access Request Form" in Appendix B and check the "Add 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 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](mailto:EnterpriseITServiceDesk@bsee.gov) to ask for a new password. A service desk ticket will be generated and sent to the appropriate group for processing. Someone from the group will contact you by phone or email to have your password reset. The new password will be e-mailed to the user. Once the user signs on with the new

password, the system requires the user to change the password. Alternatively, the user can reset the password themselves by answering security questions from the application, if they are setup.

## **Terminate a User**

Before a user can be terminated, the company administrator needs to eliminate the user from all user groups in the eWell and TIMS Web Entitlements.. The company administrator then completes a eWell and BSEE TIMS Web User and/or Administrator 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/TIMS Web User Request Forms)  
1201 Elmwood Park Blvd.  
GM 276A  
New Orleans, LA 70123-2394

Once the form is received, the BSEE TSD will terminate the user account and notify the company administrator or representative by certified mail that the user account has been deleted.

## **Unlock a User account**

If a user account is locked, a user notifies the service desk by telephone at 1-877-256-6260 or by e-mail at [EnterpriseITServiceDesk@bsee.gov](mailto: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. During after hours, , the user can either send an e-mail to the service desk at [EnterpriseITServiceDesk@bsee.gov](mailto:EnterpriseITServiceDesk@bsee.gov) or leave a message on the service desk telephone line, and a service desk ticket will be generated the next day.

When contacting the help desk, please identify yourself as an External eWell and/or TIMS Web user and provide your first and last name, user ID, phone number, email address, and the system you are having issues with. Explain the specific issue with as much detail as possible as best you can. The BSEE TSD will assign a member from the eWell or TIMS Web 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.

## **V. USER IDs AND PASSWORDS**

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 or TIMS Web system password. If a user account has not been used within the last six months, the user account will be locked.

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 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
<b>Front Side Options</b>	
<b>New User</b>	Check this box when the user does not have a user account in the eWell and TIMS Web systems.
<b>Add Company</b>	Check this box when the user has a user account and wants access to a new company.
<b>Delete User</b>	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.
<b>Existing eWell User Requesting TIMS Web account</b>	Check this box to if the user has an eWell account and is now requires a TIMS Web account to conduct additional functions.
<b>External Reviewer Role</b>	Select this option when user performs reviews on permits and plans. This applies to Federal, State agencies, universities, etc.
<b>Front Side User Information</b>	
<b>eWell User ID</b>	If the user has an eWell account and BSEE has assigned a User ID, record the current eWell User ID. Leave this blank is the user is a new user and BSEE has not yet assigned a user ID.
<b>TIMS Web User ID</b>	If the user has an eWell account and BSEE has assigned a User ID, record the current eWell User ID. Leave this blank is the user is a new user and BSEE has not yet assigned a TIMS Web user ID.
<b>Name</b>	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. Legal names only, no nicknames.
<b>Title</b>	Enter the company title of the person requesting access to the eWell and TIMS Web systems.
<b>Address</b>	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.
<b>Phone Number and Fax Number</b>	Enter the numbers for the user who wants access to the eWell and TIMS Web systems.
<b>E-mail Address</b>	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.
<b>Identity Verification Questions</b>	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.
<b>Consent</b>	Check this box. This verifies that the user has read the certifications and agrees with them.
<b>Signature and Date</b>	The user needs to sign and date the form.
<b>Back Side</b>	
<b>BOEM/BSEE Company Number and Name</b>	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.
<b>Representative Name</b>	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.
<b>Representative Title</b>	Enter the title of the person listed for Representative Name. The title must match the title on the BOEM Qualification File.
<b>Representative Signature</b>	The signature authority block must be filled out to receive a new user account or access to a new company. The person with BOEM signature authority must sign and date.

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

**eWell and 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 TIMS Web account

I am requesting the following External Reviewer Role:

- OSRP External Reviewer

User information: (leave User ID blank for new users)

eWell User ID: \_\_\_\_\_ TIMS Web User ID: \_\_\_\_\_

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 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.

### NON-BOEM-QUALIFIED COMPANY AUTHORIZATION

Please initial if this account is being created for an External Reviewer (e.g., other Federal or State government agency) or a company that is not BOEM qualified (e.g. State-only operators or Service providers), conducting offshore operations under contract for a BOEM-qualified company, or is a State Lease holder with no Federal leases, or providing information to BSEE on a voluntary basis.

\_\_\_\_ 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, if applicable)

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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
<b>Front Side Options</b>	
New Administrator	Select this option when the user performs administrator role for company. An administrator grants entitlements to other user accounts.
Add Company	Select this option when the user has a user account and wants access to a new company.
Delete Administrator	Select this option 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.
Existing eWell User/Administrator or TIMS Web user Requesting TIMS Web Admin account	Select this option if the user has an eWell account and/or has a General User TIMS Web account but now requires an administrator account in TIMS Web
<b>Front Side User Information</b>	
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.
<b>Back Side</b>	
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 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
- Delete Administrator
- Existing eWell User/Admin or TIMS Web user Requesting TIMS Web Admin account

Administrator information: (leave User ID blank for new users)

Current eWell User ID: \_\_\_\_\_ TIMS Web User ID: \_\_\_\_\_

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.

### NON-BOEM-QUALIFIED COMPANY AUTHORIZATION

Please initial if this account is being created for an External Reviewer (e.g., other Federal or State government agency) or a company that is not BOEM qualified (e.g. State-only operators or Service providers), conducting offshore operations under contract for a BOEM-qualified company, or is a State Lease holder with no Federal leases, or providing information to BSEE on a voluntary basis.

\_\_\_\_\_ 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 TIMS Web System Disclaimer**

#### **Security**

BSEE, as developer and manager of the eWell and 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.