Best **A**vailable **T**echnology **M**anagement and **N**etwork (BATMN)
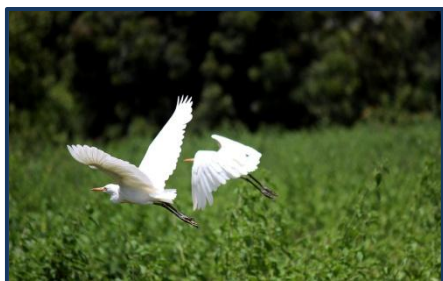## Operating Procedure for Service Providers

Last updated June 2018

Table of Contents

How to…
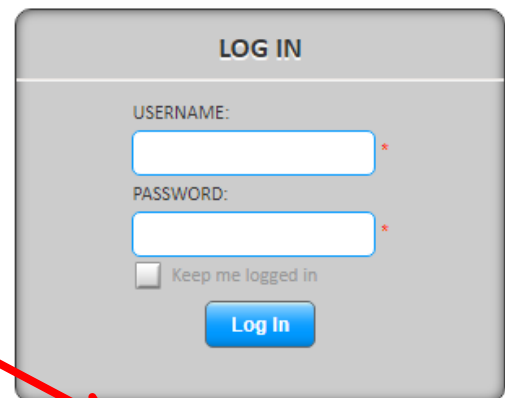
Creating a BATMN Account

Go to:

http://wwppbat.mde.state.md.us/WWPPBatReg/

The following screen should appear. Click on "Register".

You will be brought to this screen. Fill out the following information. When done, click "Create Account".

CREATE A NEW ACCOUNT

Use the form below to create a new account.

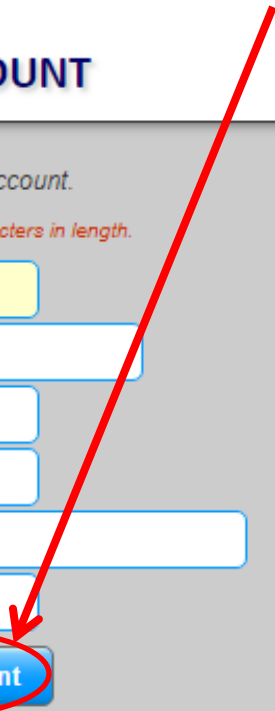Passwords are required to be a minimum of 8 characters in length.

USER NAME*: _____ *

E-MAIL*: _____ *

PASSWORD**: _____

CONFIRM PASSWORD*: _____

SECURITY QUESTION*: _____ *

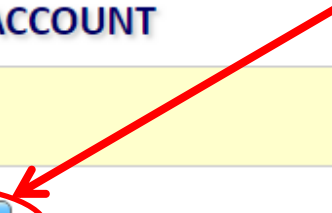SECURITY ANSWER*: _____ *

Cancel   Create Account

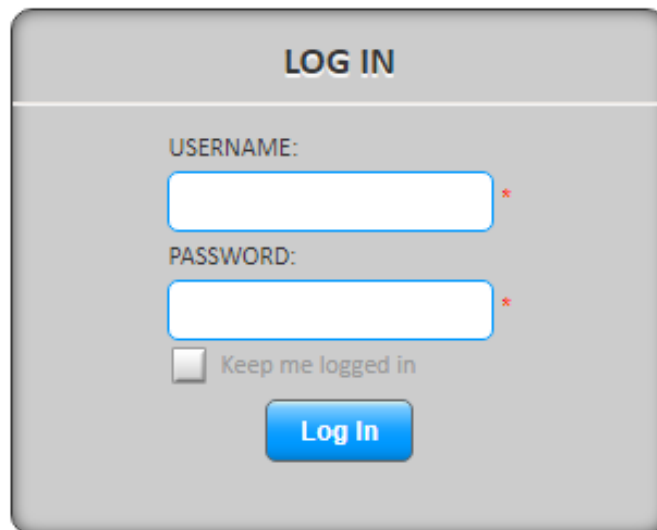Note that all fields with an asterisk* **must** be filled out

The following screen will appear after you clicked "Create Account". Click "Continue".

CREATE A NEW ACCOUNT

NOTIFICATIONS
User has been successfully created.

Continue

You will be brought back to the Login page. Enter the username and password that you just created and click "Log In".

You will be brought to this page asking you to create a profile. Click "Profile".

Enter the requested information for your profile. Click "Save Profile" when done.

PROFILE
(Account Contact Information)

FirstName*

MiddleName

LastName*

JobTitle

Street Address*

Address

City*

State* ▼

Zip*

County* | Please select county ▼

Contact Phone*
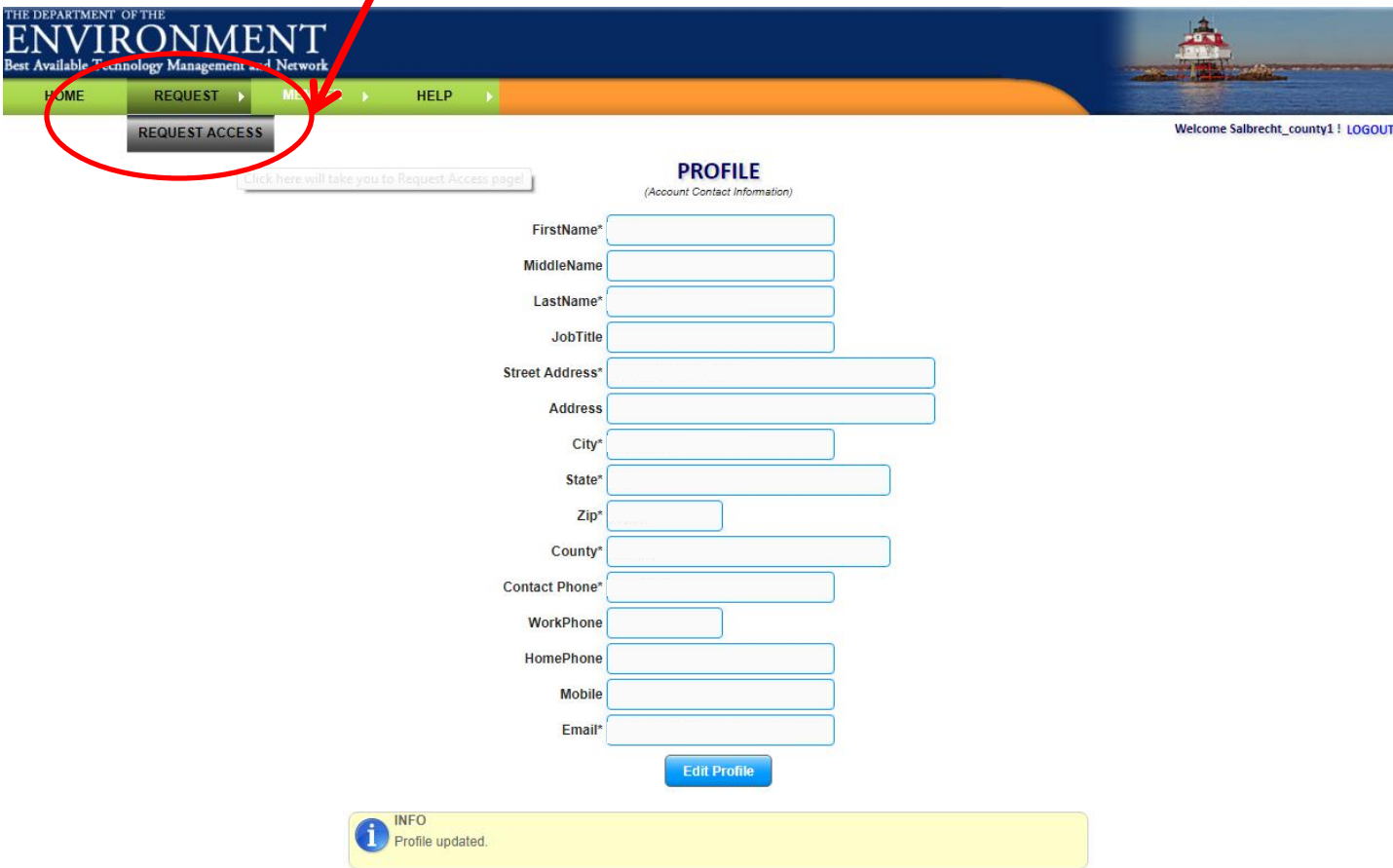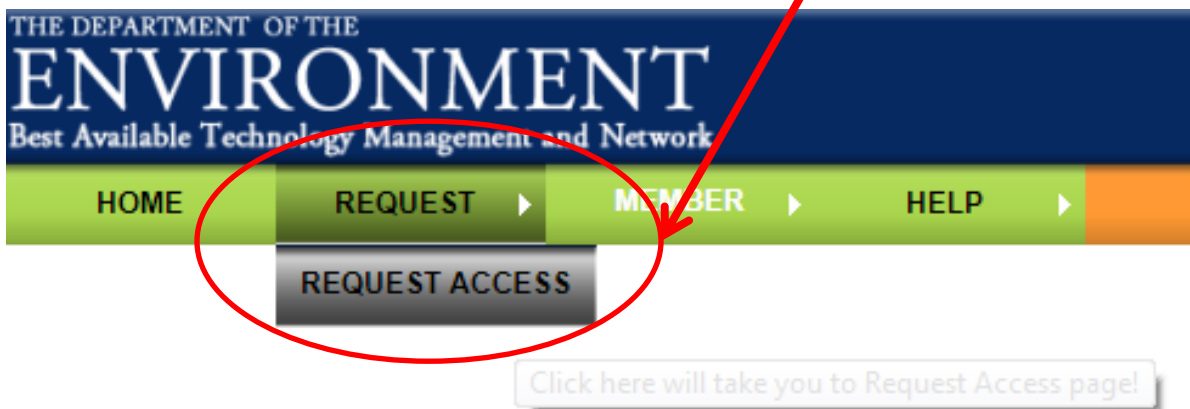
WorkPhone

HomePhone

Mobile

Email*

Save Profile   **Reset**

Note that all fields with an asterisk* **must** be filled out

The following will appear at the bottom of your screen once saved.

INFO
Profile updated.

Requesting Access

Look to the top left hand side of your screen. Click on "Request".

After you click on "Request" click on "Request Access".

The following screen will appear with your profile information already imported.

REQUEST ACCESS

REQUESTOR PROFILE

FirstName		MiddleName		LastName	
JobTitle:			Email:		
Street Address:		,			
City, State, Zip:		,	,		County:
Contact:		(W):	(H):	(M):	

STEP 1: SELECT TYPE OF USER ❓

○ Vendor ⦿ Service Provider ○ Property Owner ○ Installer ○ Government Officials   **Continue**

Please select any one access type which you would like to request.

Select "Service Provider" and click "Continue".

8

The general information screen will appear below. Enter the requested information, and click "Submit Request".

○ Vendor ● Service Provider ○ Property Owner ○ Installer ○ Government Officials   **Continue**

Please select any one access type which you would like to request.

COMPANY/BUSINESS INFORMATION

If you are coordinator or owner of a Vendor/Company, then please complete below company/business information before you request access to BAT data/features.
* indicates mandatory.

GENERAL INFORMATION

Company/Business Name* [   ]

Alternate Company/Business Name [   ]

Business Type* [Service Provider ▼]

Owner Type [Individual/Sole Proprietor ▼]

DUNS [   ]   NAICS [   ]   SIC [   ]

Company/Business Description [   ]

COMPANY/BUSINESS PHYSICAL ADDRESS

Address Name [   ]

Building Name [   ]

Street Address* [   ]   Address [   ]

City* [   ]   State* [Maryland ▼]   County* [Please select county ▼]

Zip Code* [   ]

COMPANY/BUSINESS MAILING ADDRESS

Building Name [   ]   Street Address* [   ]

Address [   ]   City* [   ]   State* [Maryland ▼]

County* [Please select county ▼]   Zip Code* [   ]

COMPANY/BUSINESS CONTACT

Work Phone* [   ]   Work Ext [   ]   Alternate Phone [   ]   Fax [   ]

Email* [   ]   Alternate Email [   ]

Web [   ]

ADDITIONAL COMPANY/BUSINESS INFORMATION

Comments: [   ]

Submit Request

Once you've submitted your request, the following pop-up will appear. Hit "OK," and your request will be sent to MDE. Once they approve your request, you will be able to access the database using your newly created username and password.
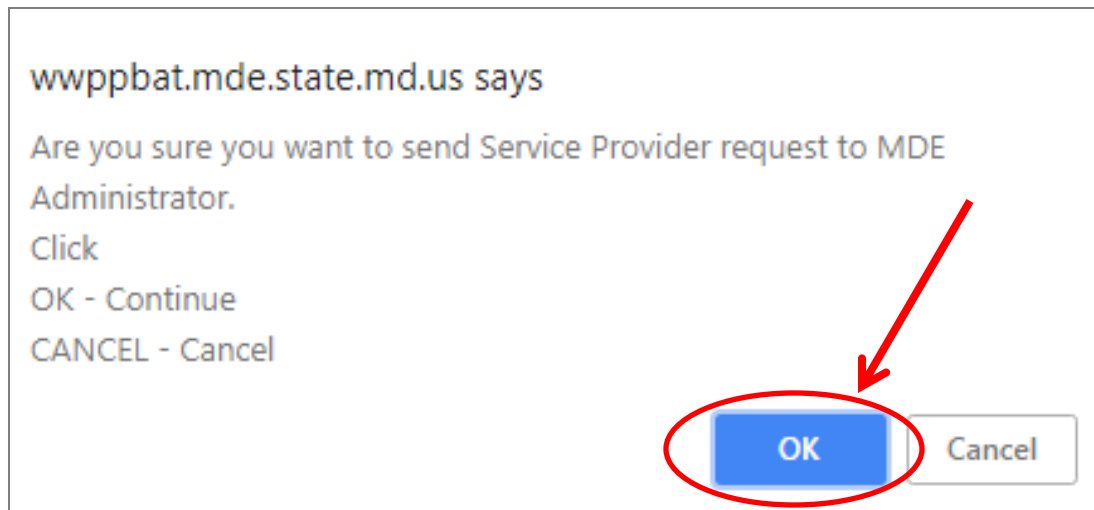
The following will appear to confirm that your request was sent.
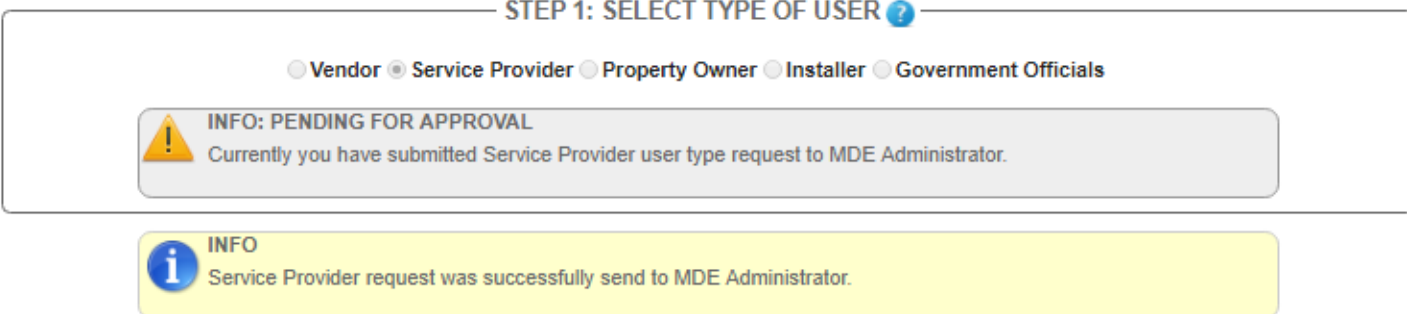
NOTE: Contact the BRF program at MDE to alert them that you have requested access. You may not receive a notification when MDE grants you access. Therefore, you may wish to log in periodically to check your status.

Finding a Property

When you log on to BATMN, the following screen will appear.

Type in the address of the property you serviced, then click "Next" (or hit "Enter" on your keyboard).

CAUTION: BATMN is sensitive to spelling!
For example, if the property is saved as "123 Test Rd" but you search for "123 Test Road," BATMN will not be able to find the property. Try typing only the first part of the street name (for example, "123 Test").

Here is an example of the screen that will appear when you click "Next."

Click on the property.

Entering a Service Visit

The following screen will appear showing information about the property and the installed BAT unit.

This bottom section is where you will enter your service visit information.

When entering service visits, the following information is **REQUIRED**
- Installation Status (status of BAT)
- Date of Service
- Reason for Visit
- Service Provider

The following information is **RECOMMENDED**
- Comments

Required: Installation Status

Select whether the status was "Acceptable or "Not Acceptable."

Note that "installation status" refers more broadly to whether the BAT is in an acceptable or unacceptable state when you complete your service visit. If it was unacceptable when you arrived, but the issue was fixed during your visit, leave as "Acceptable." However, you should note the issue in the comments.

One example of an Unacceptable status is if you are unable to locate and/or access the BAT. Note the issue in the comments.

Required: Date of Service

Select the date that the service was performed.

Required: Reason for Visit

Select your reason for visit. A standard annual/biannual visit is "Routine." An "Emergency Call" visit would be if you were responding to a specific issue or complaint.

Required: Service Provider

Select the name of the MDE-certified and manufacturer-certified service provider. If their name does not appear in the list, please contact the BAT/BRF program at MDE to add the service provider.

Recommended: Comments

Relevant comments may include (but are not limited to):
- Issues you encountered and/or resolved
- How you informed homeowner (verbal vs. left note)
  - Be sure to communicate thoroughly with homeowner
- Is pumping required?
- Was there trouble locating the BAT unit?
- Is follow up required?

Write your comments here.

Other Considerations

You can also specify whether there was ground settling, whether pumping is necessary, and whether the electrical inspection proved acceptable or not.

Enter More Details

If you click on "Enter more details," you may also provide additional information in the yellow box. Additional information could include whether follow up is needed, whether parts are needed, and whether the system is failing.

Save Your Visit

When you are done entering your information, be sure to click "Save new Service Visit". BATMN will not save visits automatically.

When the service visit is saved, the following screen will appear.
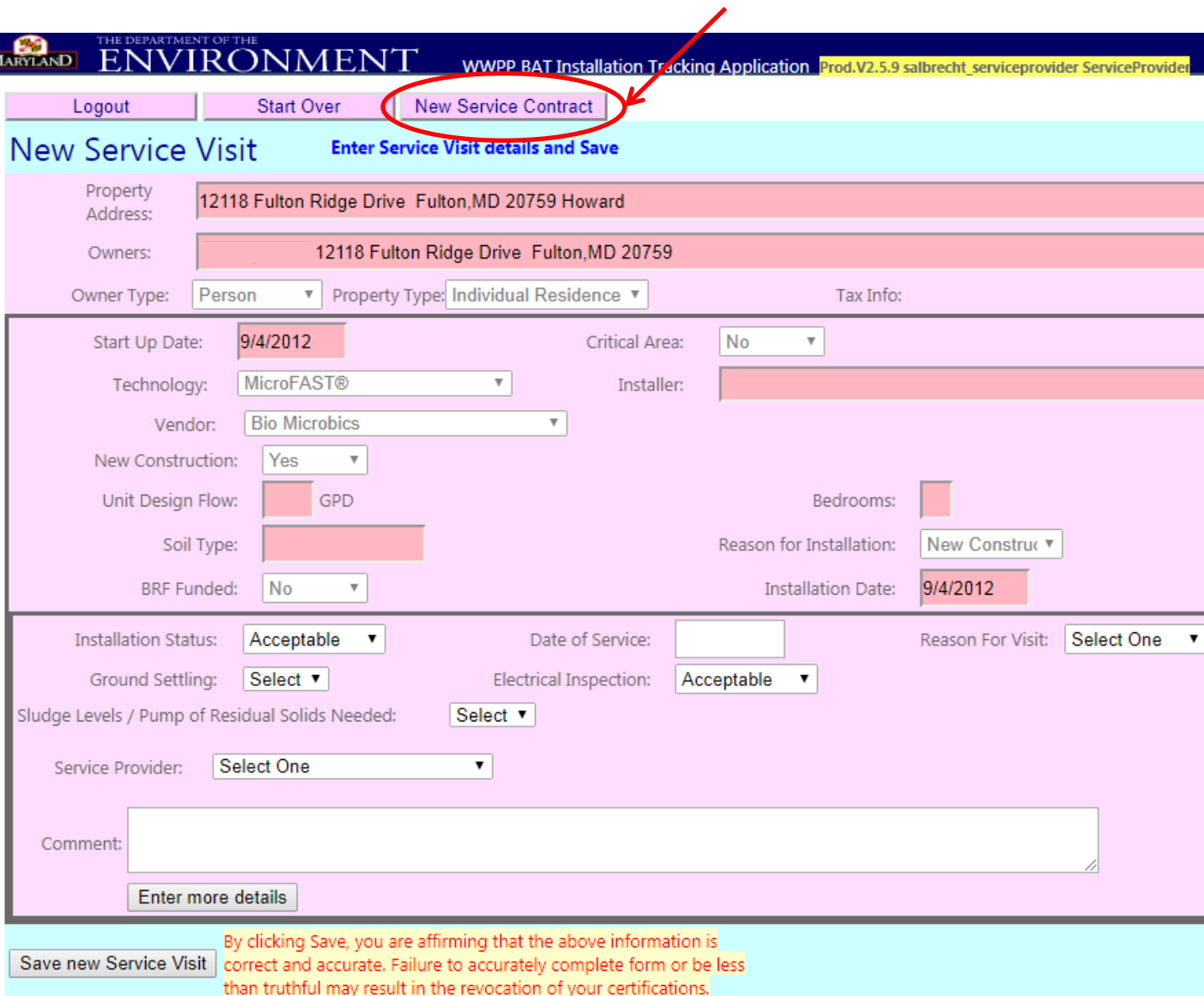
Creating a New Service Contract

Search for the property as described previously. The following screen will appear showing information about the property and the installed BAT unit. Click "New Service Contract".

Select the start date of the contract under "Date of Contract".

Select the end date of the contract under "Date of Expiration".

Select the service provider company for the contract under "Provider".

Enter any comments if necessary. Once your date of contract, date of expiration, and provider is selected, click "Save new Service Contract".

Once saved, the following message will appear.

Viewing Past Service Visits

Search for the property you'd like to see past service visits for, as described previously.

To see past service visits, click the box next to "Service Visits". You can also view updates made to the entry by clicking "Update History."

Note that service visits and update history are now visible.