



Best Available Technology Management and Network (BATMN) Operating Procedure for Service Providers







Last updated June 2018





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Creating a BATMN Account

Go to:

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

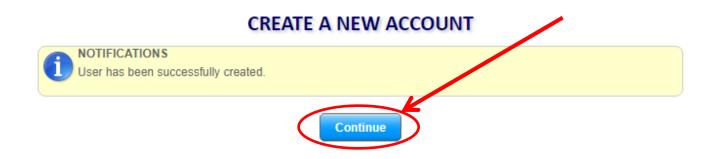


You will be brought to this screen. Fill out the following information. When done, click "Create Account".

	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".



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



Please Register if you don't have an BAT account.

Forgot your password? Reset Password

Change Password

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.

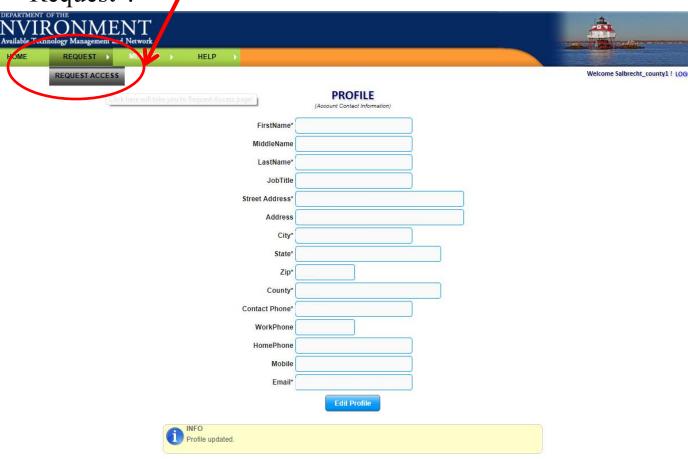
	(Account Contact Information)
FirstName*	
MiddleName	
LastName*	
JobTitle	
Street Address*	
Address	
City*	
State*	▼
Zip*	
County*	Please select county ▼
Contact Phone*	
WorkPhone	
HomePhone	
Mobile	
Email*	
	Save Profile Reset
Note that all fiel	ds with an asterisk* must be filled out

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

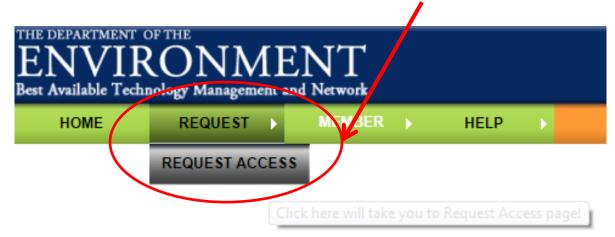


Requesting Access

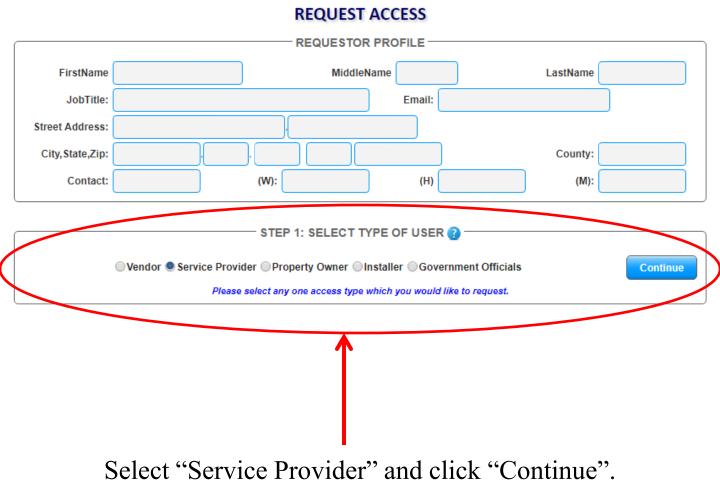
Look to the top left hand side of your screen. Click on "Request".



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



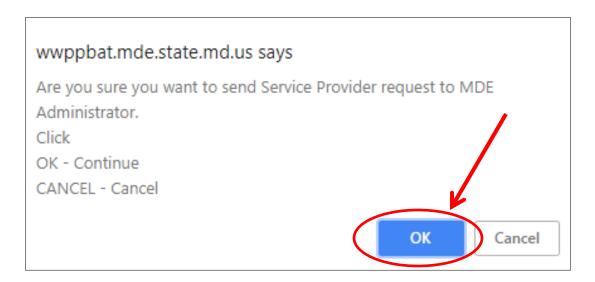
The following screen will appear with your profile information already imported.



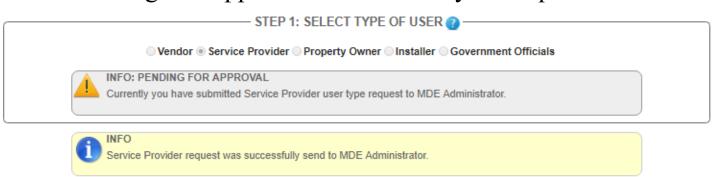
The general information screen will appear below. Enter the requested information, and click "Submit Request".

	○ Vendor Service Provider Property Owner Installer Government Officials Continue										
	Please select any one access type which you would like to request.										
If you are coor	dinator or owner of a Ve	ndor/Company		Y/BUSINESS			emation be	fore you reque	t agger to	PAT data/feat	1000
ii you are coor	umator or owner or a ve	rdor/company, i		indicates ma	ndatory.		illation be	nore you reques	or access to	DAT Gata/Teat	n eo.
			GEN	NERAL INFO	RMATION						
Comp	any/Business Name*								_		
Alternate Com	pany/Business Name										
	Business Type*	Service Provide	er		•						
	Owner Type	Individual/Sole	Proprietor	▼]							
	DUNS			NAI	cs			SIC			
Company/I	Business Description										
			COMPANY/	BUSINESS P	HYSICAL A	DDRESS					
Address Name											
Building Name											
Street Address*						Address					
City*			St	ate* Maryla	nd	•	County*	Please select	county		•
Zip Code*		=									
		_	COMPANY/	BUSINESS N	AILING A	DDRESS					
Building Name					Street A	ddress*					
Address				City*				State*	Maryland	,	•
County*	Please select county		▼	Zip Code*				·			
COMPANY/BUSINESS CONTACT											
Work Phone*			Work	Ext		Alternate	Phone		Fax		
Email*				Alterna	ate 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."

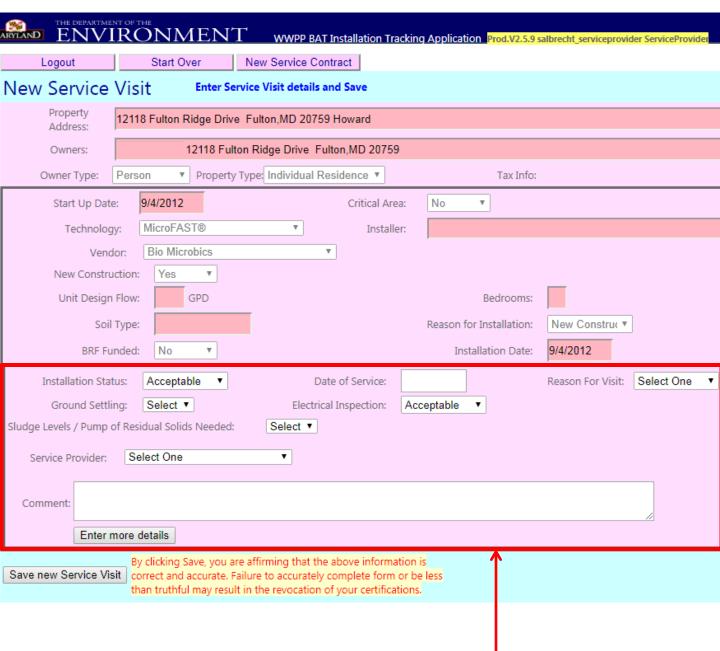


Click on the property.



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.

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When entering service visits, the following information is **REQUIRED**

- Installation Status (status of BAT)
- Date of Service
- Reason for Visit
- Service Provider

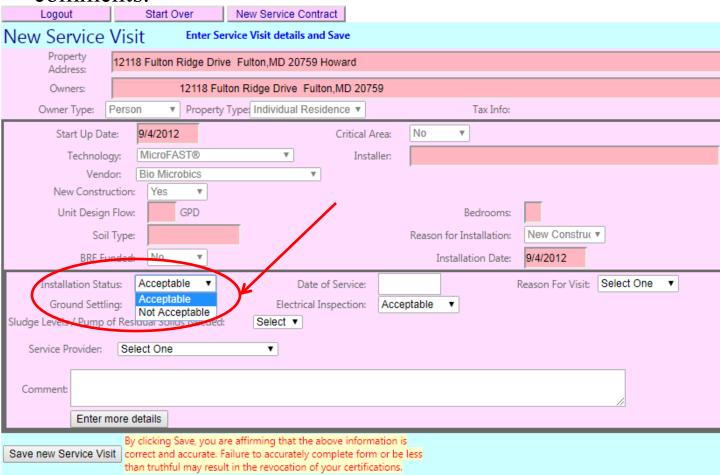
The following information is **RECOMMENDED**

• 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.

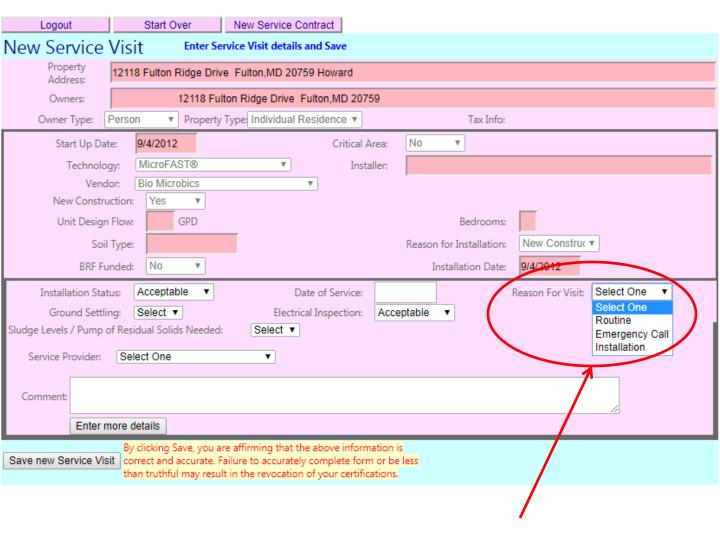
Required: Date of Service

Select the date that the service was performed.

Logout	Start Over	New Service Contract		
New Service	Visit Enter Se	rvice Visit details and Save		
Property Address:	12118 Fulton Ridge Driv	e Fulton,MD 20759 Howard		
Owners:	12118 Ful	ton Ridge Drive Fulton,MD 20	759	
Owner Type:	Person Property	Type: Individual Residence 🔻	Tax Info	
Start Up Da	te: 9/4/2012	Critical	Area: No ▼	
Technolo	gy: MicroFAST®	▼ Ins	staller:	
Vend	or: Bio Microbics	V	,	
New Constru				_
Unit Design	Flow: GPD	_	Bedrooms	:
Soil	Type:		Reason for Installation	: New Construc ▼
BRF Fu	ınded: No ▼		Installation Date	9/4/2012
Installation Stat	tus: Acceptable v	Date of Service:		Reason For Visit: Select One ▼
Ground Settli	ng: Select ▼	Electrical Inspection:	← June, 2018	
Sludge Levels / Pump	of Residual Solids Needed:	Select ▼	Su Mo Tu We Th Fr S	
Service Provider:	Select One	▼	27 28 29 30 31 1 3 4 5 6 7 8	2 9
			10 11 12 13 14 15 1	6
Comment				3
			1 2 3 4 5 6	7
Entern	nore details		Today: June 4, 2019	
Save new Service Vis		re affirming that the above infor ailure to accurately complete fo	matronia	
		t in the revocation of your certif		
			1	

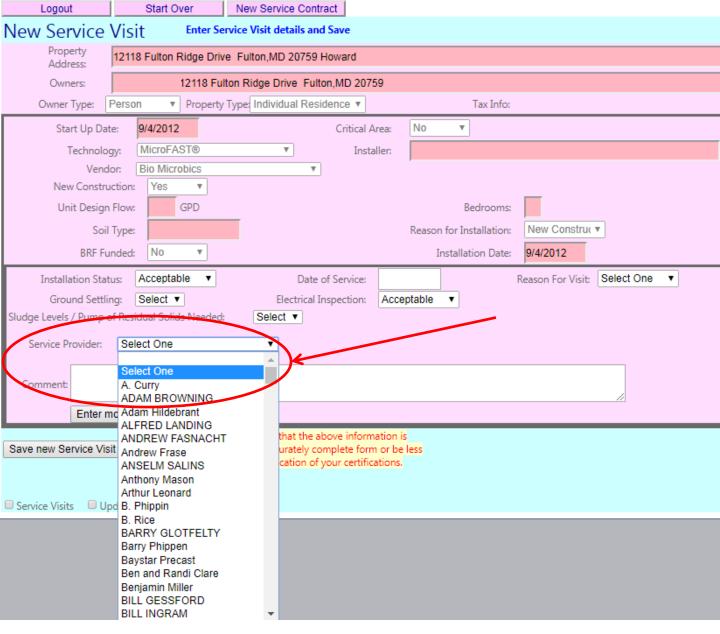
Required: Reason for Visit

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

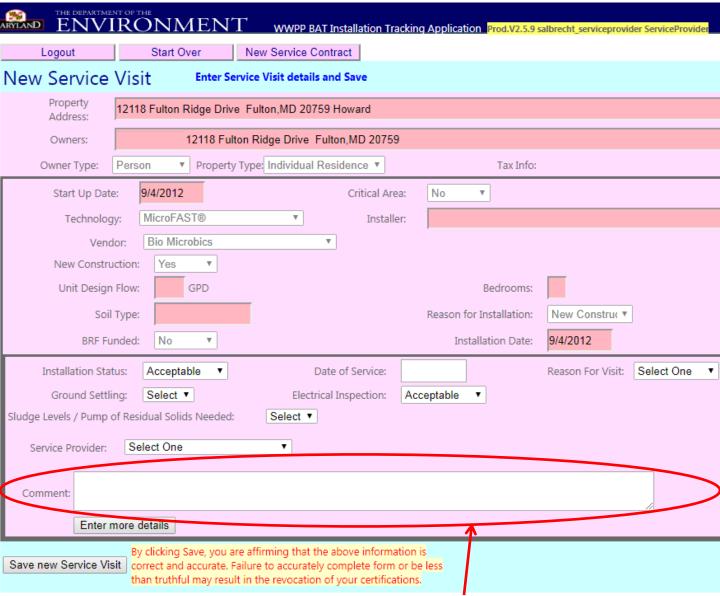
Select the name of the MDE-certified and manufacturer-certified service provider. If their name does not appear in the list, please contact the BAT/BRF program at MDE to add the service provider.



Recommended: Comments

Relevant comments may include (but are not limited to):

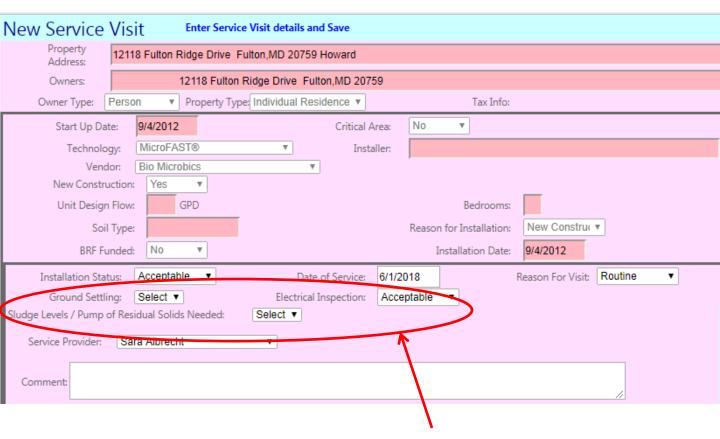
- Issues you encountered and/or resolved
- How you informed homeowner (verbal vs. left note)
 - Be sure to communicate thoroughly with homeowner
- Is pumping required?
- Was there trouble locating the BAT unit?
- Is follow up required?



Write your comments here.

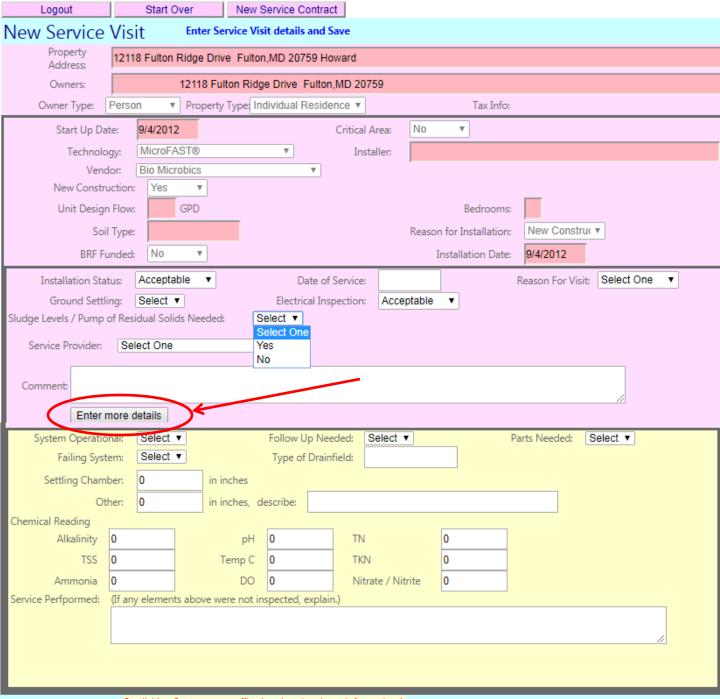
Other Considerations

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

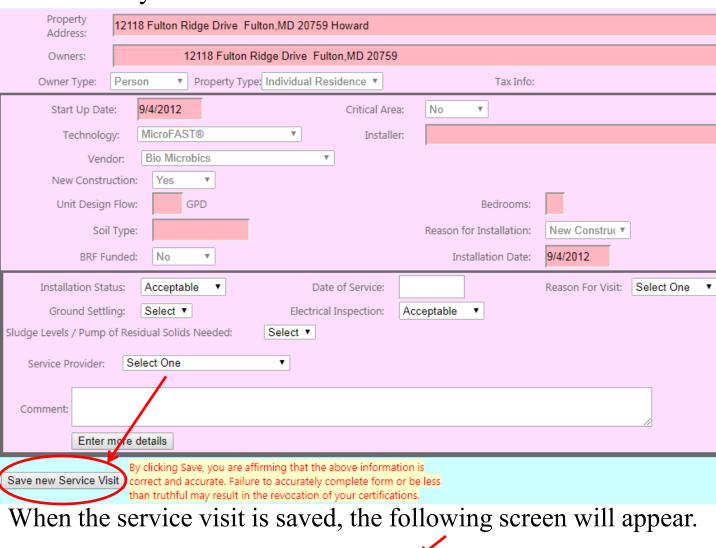
If you click on "Enter more details," you may also provide additional information in the yellow box. Additional information could include whether follow up is needed, whether parts are needed, and whether the system is failing.



Save new Service Visit

Save Your Visit

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



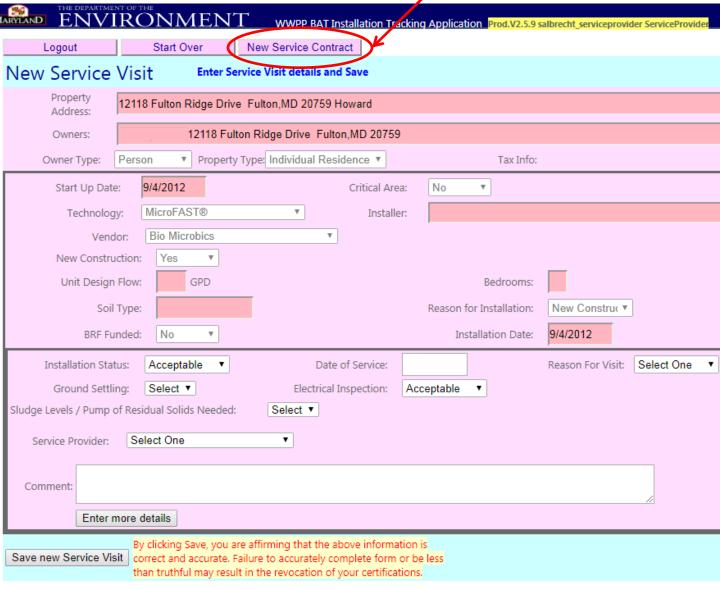
New Service Contract | Service Visit added successfully Logout New Service Visit Enter Next Service Visit or Back to Main Screen Property 12118 Fulton Ridge Drive Fulton, MD 20759 Howard Address: Wendy Peer 12118 Fulton Ridge Drive Fulton, MD 20759 Owners: Person ▼ Property Type: Individual Residence ▼ Owner Type: Tax Info: BAT Installations on this property: Technology Model Dispersal Method Start Up Date Unit Active Unit Design Flow Critical Area MicroFAST® 9/4/2012

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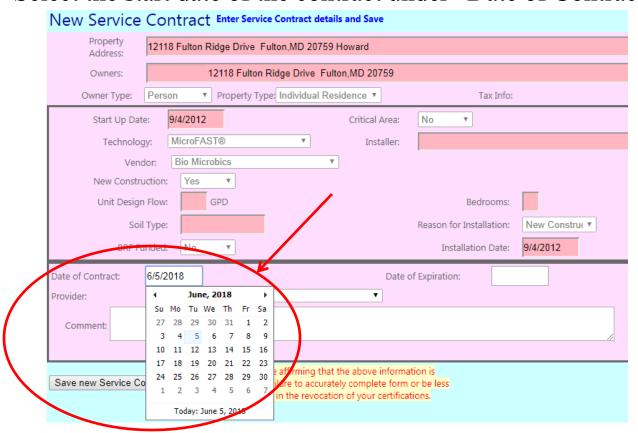
Enter Next Service Visit

Creating a New Service Contract

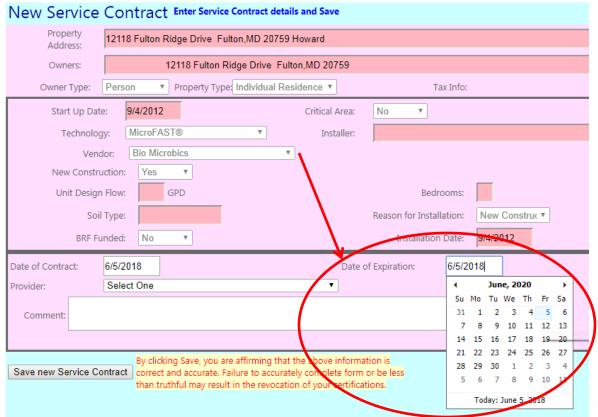
Search for the property as described previously. The following screen will appear showing information about the property and the installed BAT unit. Click "New Service Contract".



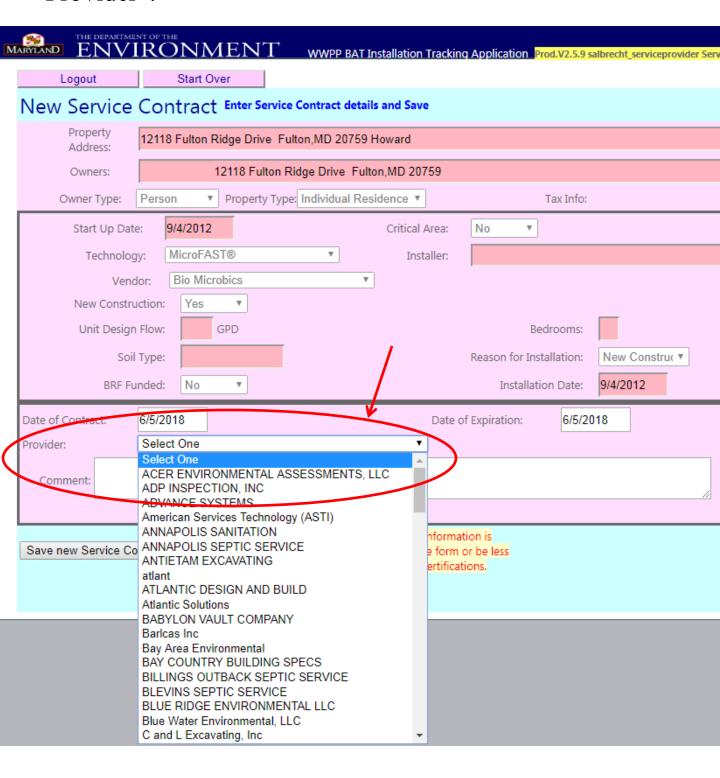
Select the start date of the contract under "Date of Contract".



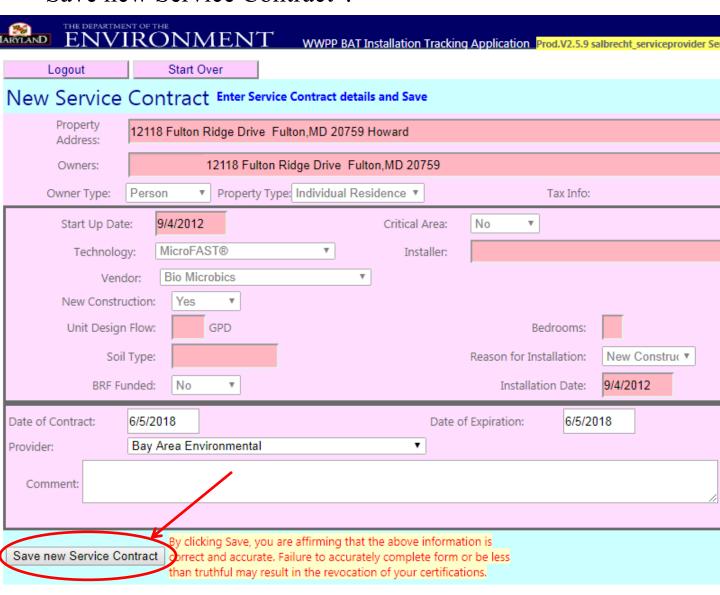
Select the end date of the contract under "Date of Expiration".



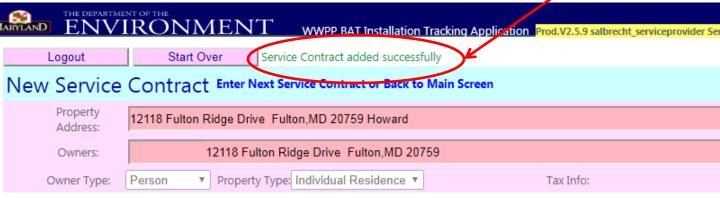
Select the service provider company for the contract under "Provider".



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



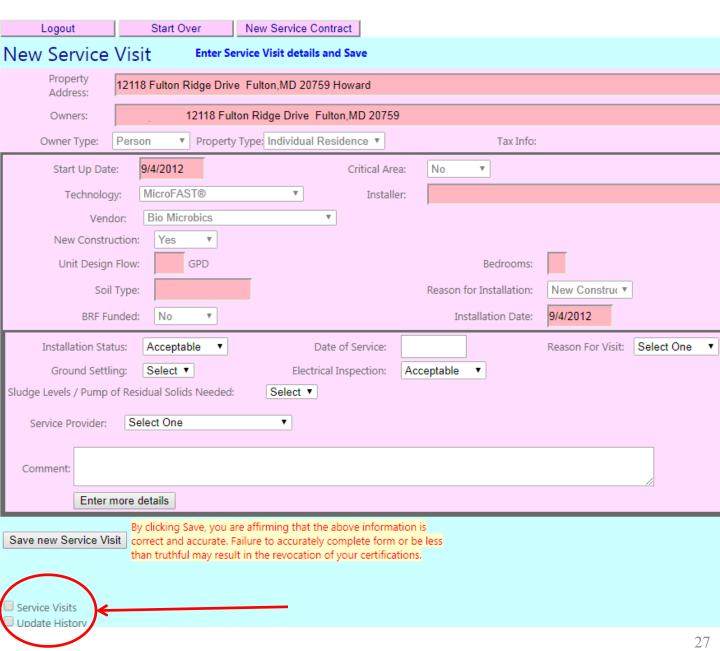
Once saved, the following message will appear.



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.

	HE DEPARTMEN ENVI	RONI	MENT	WWPF	BAT Installat	ion Trackin	a Applica	ation Prod	1.V2.5.9 s	salbrecht_service	provid	ler Servic	eProvide	en
Log	out	Start (Over	New Service						_				
New Se					ails and Save									
Property Address: 12118 Fulton Ridge Drive Fulton,MD 20759 Howard														
Owners: 12118 Fulton Ridge Drive Fulton,MD 20759														
Own	er Type:	Person 1	Property Ty	pe: Individua	al Residence	¥		Tax	x Info:					
	Start Up Dat	e: 9/4/201	2		Criti	cal Area:	No	w						
	Technolog	gy: MicroF	AST®	¥		Installer:								
	Vend	or: Bio Mic	robics		₹									
N	New Constru	ction: Yes	₩											
	Unit Design	Flow:	GPD					Bedr	ooms:					
	Soil	Type:					Reasor	n for Install	lation:	New Constr	u(¥			
	BRF Fu	nded: No	¥				I	nstallation	Date:	9/4/2012				
Inst	allation Stat	us: Accepta	able ▼		Date of Servi	501]		Reason For Vis	iь [9	elect O	ne ▼	
				Elec			eptable	T		neason For VIS	ili O	elect O	ile ,	
	round Settlir els / Pump c	of Residual Sol		Select	ctrical Inspecti	on: Acce	plable							
l '														
Service	e Provider:	Select One		•										
Comme	nt											1		
	Enter m	nore details												
Savo now	Conside Vic		Save, you are d accurate. Fail											
Save new	Service vis		ul may result i											
✓ Service Vi	isits													
Service	Service	Installation	Service		Commented				(Comments				
Provider TIMOTHY	Date	Status	Performed	Date	Ву	Tim: Some	one disc	onnected r		e switch I recor	nacta	d it Tar	oke naai	d numner
COOK	01/23/2015	Acceptable	Routine	05/02/2018	Sara.Albrecht	NOW!! Blov					inecte	CU IC. I'di	iks fieed	u pumper
TIMOTHY COOK	05/08/2014	Acceptable	Routine											
TIMOTHV	09/10/2013	Acceptable	Routine	05/02/2018	Sara.Albrecht	Tim: Air line out (blowe		f I reconne	cted it.	Will be back b	y end	of mon	th to ch	ange par
TIMOTUV	02/09/2013	Acceptable	Routine											
		Acceptable	Installation											
Update H		C												
ByUser Sara Albrech	t 5/2/2018 I	Comment Insert												