

## New Module News!

Great news, ESOHTN users! Our learning development team recently completed a new multi-module training course, now available for your training benefit. This new curriculum consists of six modules, each with a separate and dedicated focus around Drinking Water.

### Introduction to Drinking Water Systems: Part 1 of 6

An introduction to the first drinking water systems awareness training course. This module reviews and explains what drinking water systems are, as well as the importance of avoiding both city wide and individual facility water system contamination. Further, it covers the Clean Water Act, the roles and responsibilities of a certified drinking water operator, and the dangers of water contamination.

Average completion time: 20 minutes    Version: general

### Introduction to Drinking Water Systems: Part 2 of 6

This module reviews and explains the historical role waterways had on industry and cities in the United States, and the regulations and procedures currently enforced to ensure safe drinking water. In addition, it covers the requirements and key components of the Safe Drinking Water Act (SDWA), the roles of the state in implementing the provisions of the SDWA, operator certification facts, and what the public has the right to know about their drinking water.

Average completion time: 20 minutes    Version: general

### Introduction to Drinking Water Systems: Part 3 of 6

This module reviews and defines cross connection and the importance of a cross connection control. It also covers the two different types of cross connections, typical residential cross connections, submerged inlet, low inlet, aspirators, and where cross connections are installed.

Average completion time: 20 minutes    Version: general

### Introduction to Drinking Water Systems: Part 4 of 6

This module reviews and defines backflow, and explains how pressure determines the flow of water. Also covered are the two different types of backflow (backsiphonage and backpressure), examples of backsiphonage, examples of backpressure, drinking water distribution networks, flow, water pressure, and the two types of hazards backflow can cause (non health hazards and health hazards).

Average completion time: 20 minutes    Version: general

### Introduction to Drinking Water Systems: Part 5 of 6

This module reviews and educates on the dangers of backflow and the importance of preventing backflow from occurring. Additionally, it covers what a backflow prevention device is and discusses the various devices used to prevent backflow: air gap separation, reduced pressure principle assembly (RP), double check valve assembly (DC), pressure vacuum breaker (PB), spill resistant vacuum breaker (SB), and atmospheric vacuum breaker (AVB).

Average completion time: 20 minutes    Version: general

### Introduction to Drinking Water Systems: Part 6 of 6

This module provides the conclusion to the drinking water systems awareness training course. It reviews and explains the proper installation of various backflow prevention devices. Further, it covers choosing a backflow prevention device and installation requirements for the following backflow devices: double check valve assembly (DC), reduced pressure (RP) assembly, pressure vacuum breaker (PB), spill resistant vacuum breaker (SB) and atmospheric vacuum breaker (AVB).

Average completion time: 20 minutes    Version: general

## 2015 End of Year Wrap Up

What a year! Check out these impressive numbers taken from our ESOHTN sites:

Number of people registered: **364,955**

Number of tests taken: **611,511**

Grand total of tests taken in ALL YEARS: **3,843,089**

Keep up the great work, ESOHTN users!

## Winter Support Tip

Are personnel at your base having trouble either creating or accessing ESOHTN accounts? Occasionally, we receive reports of people getting error messages when trying to log in even though the ESOHTN system is working properly. It has been determined that most often these error messages are the result of the settings at your base or on your computer. Some troubleshooting options include:

- \* Make certain your browser is set to accept all session cookies.
- \* Check with the IT department at your base to make sure ESOHTN is listed as a safe site.
- \* Try updating your browser or try a different browser.
- \* Use a different machine or a smartphone.

And, as always, feel free to contact [support@esohtn.com](mailto:support@esohtn.com) if you need further assistance.

## More Site Visits

This past November, Jerry Arcaro, our Senior VP of ICLD (the parent company that powers ECATTS & ESOHTN), traveled to the Northeast to meet with two of our Naval Clients on base, Naval Submarine Base New London in Connecticut and Naval Weapon Station Earle in New Jersey.

Site visits can be extremely beneficial for all parties involved and can include system presentations, site and feature overviews, updates and enhancements, and new module discussions. In addition to being a great learning experience, site visits can provide a platform to discuss current user satisfaction and overall base feedback.

Both visits served to be very productive with follow up meetings scheduled early in the new year. If you would like to request a site visit for your ESOHTN base, please contact us at **407.833.8150** or [narcaro@ecatss.com](mailto:narcaro@ecatss.com).



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