

The logo for KnowledgeBase, consisting of four overlapping rectangular shapes in shades of blue, purple, and green, arranged to resemble a stack of books or documents.

# KnowledgeBase

AN ONLINE RESOURCE

The Online Knowledge Base offers instant, updated information. Technicians in the field and office staff now have immediate access to a wealth of invaluable information previously only available in WQA's textbooks.

As the "Wikipedia" of the industry, Knowledge Base will give members a comprehensive reference tool on their computers and mobile devices. Set in the cloud, it provides short articles with practical facts, treatment options and instructions on a wide range of topics.

## Using the Knowledge Base:

### Logging in



### Login

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**Username:**

**Password:**

**LOGIN**

WQA's Online Knowledge Base may be accessed with desktop/laptop computers, tablets, and smartphones. The URL is: <http://kbase.anancloud.com/>.





WQA members have a company-wide login as a member benefit. The company's login information is at the bottom of a member's page when logged into wqa.org.

Modular Education Program subscribers with a current subscription may access the Knowledge Base with their wqa.org & MEP user ID and password.

## Locating information using the table of contents

The table of contents is on the left side of the screen. It will usually appear in the collapsed view.



Welcome !    Logout

SEARCH

Content Management » Browse By Topic

KEYWORD SEARCH

[expand all / collapse all](#)

- + [Understanding Water](#)
- + [Treating Water](#)
- + [Designing Treatment Systems](#)
- + [Sizing Water Treatment Devices](#)
- + [Selling Water Treatment Devices](#)
- + [Installing Water Treatment Devices](#)
- + [Troubleshooting Water Treatment System Problems](#)
- + [Serving the Customer](#)
- + [Consumer FAQs](#)
- + [Defining Terms](#)
- + [Understanding the Law](#)
- + [Supporting Materials for Learning Activities](#)

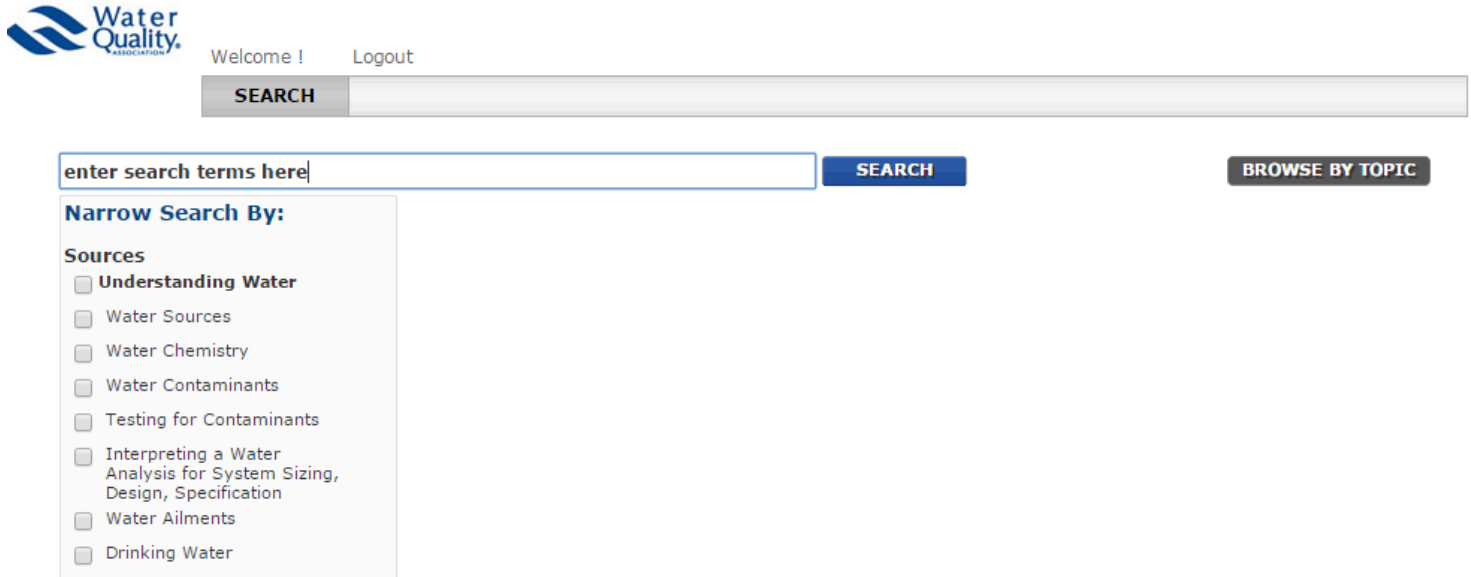
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Clicking on the box to the left of each heading will produce subheadings and articles. The plus to the left of the subheadings indicates additional levels/articles underneath.

To expand the table of contents in full, click the "expand all" option above the heading names. Click "collapse all" to see only the main headings.

## Locating information using the Keyword Search

Click the Keyword Search button in the top right of the screen to search the Knowledge Base. The Search screen will appear, as illustrated below.



The screenshot shows the Water Quality Association website's search interface. At the top left is the logo. To its right are links for 'Welcome!' and 'Logout'. Below these is a search bar with a 'SEARCH' button. A second search bar below it contains the text 'enter search terms here' and has a 'SEARCH' button to its right. To the right of this second search bar is a 'BROWSE BY TOPIC' button. Below the search bars is a 'Narrow Search By:' section with a 'Sources' heading and a list of categories, each with an unchecked checkbox: Understanding Water, Water Sources, Water Chemistry, Water Contaminants, Testing for Contaminants, Interpreting a Water Analysis for System Sizing, Design, Specification, Water Ailments, and Drinking Water.

The Keyword Search is performed on the titles of the articles as well as the body of the articles. Multiple keywords may be used in sequence to narrow the results. For example, using the search string:

iron permanganate

will produce 9 results. Using:

iron permanganate acid

will produce 5 results.

Click the Browse by Topic button in the top right of the screen to return to the table of contents.

## Bookmarking/saving Knowledge Base content

At this time, bookmarking and highlighting features are not available in the Knowledge Base. Portions of the articles may be clipped for future reference using cloud based programs such as Evernote (evernote.com). Please note that the Knowledge Base content is copyrighted by the Water Quality Association and clipping of content may not extend beyond what's allowed by Fair Use under copyright law without written permission from WQA's Professional Certification & Training department.

# ANATOMY OF AN ONLINE ACTIVITY SCREEN

Click on the **Knowledge Base links** to access specific information that helps answer the question.

The **Menu Tab** lists the screens in the learning activity.

To go to another screen, click the screen name on the list.

Click the **Transcript Tab** to see the audio script for the screen.

The **Feedback Panel** gives more information on individual answer choices, and when you click **CHECK ANSWER**.

The **Audio Control Bar** allows you to change the volume, Pause, Play the audio, or Restart the audio.

Most activities do NOT have audio – the Welcome screen will note whether audio is used for the activity.

Click **CHECK ANSWER** to see if you got the right answer. The feedback panel will tell you how you did.

# USING THE KNOWLEDGE BASE

Click **SEARCH** or **KEYWORD SEARCH** to find topics related to a keyword.  
The search results can be filtered to narrow down the search.

Water Quality Association  
Welcome Testi Logout

**SEARCH**

Content Management >> Browse By Topic **KEYWORD SEARCH**

expand all / collapse all

- Understanding Water**
  - Water Quality
  - The Hydrologic Cycle**
  - Water Treatment Throughout History
  - Water and the Human Body
  - Importance of Water
- Water Sources**
  - Water Sources
  - Groundwater
  - Groundwater Variations
  - Surface Water
  - Cistern Water
  - Meteoric Water
- Water Contaminants**
  - Water Impurities
  - How Water Becomes Contaminated
- Life Forms**
  - Life Forms
  - Microorganisms in Water
  - Algae
  - Bacteria
  - Protozoa
  - Viruses
  - Coliform Bacteria
- Testing for Contaminants**
  - Testing for Contaminants
  - Why Test Water?
  - Conducting Water Tests
  - Testing Methods
- Water Ailments**
  - Corrosion
- Drinking Water**
  - Drinking Water Options
- General Water Issues**
  - Acidic
  - Chloride
  - Manganese
  - Methane
  - Sodium
  - Silica
  - Local Water Issues
- Health-Related Water Issues**
  - Water Contaminants That Cause Health Problems
  - Categories of Drinking Water Contaminants

### The Hydrologic Cycle

- The world's water supply is continually cleaned and recycled through a series of natural processes that make up the hydrologic cycle.
- Water falls from the clouds as precipitation in the form of rain, snow, sleet, and hail.
- As it falls through the atmosphere it picks up pollutants such as dust or gases.
- After it falls to the ground, water infiltrates the soil and percolated through the ground where it is filtered and collects as groundwater.
- The sun gradually evaporates water from the precipitation and surface water into the air to form clouds leaving the impurities behind.
- Plants give off water that they extract from the ground through their roots. This water enters the atmosphere through transpiration.
- As it forms clouds, water vapor condenses and leaves impurities behind.
- The cycle repeats as precipitation begins.
- The same amount of water on the planet is the same since the beginning of time; including all of the forms water takes in the hydrologic cycle.

Water Treatment Often (Not Always) Parallels the Hydrologic Cycle:

- Soil acts as a filter to remove some of water's impurities just as we do when using filters for drinking water
- Evaporation purifies water in a way similar to creating distilled water by boiling it
- Sunlight destroys some bacteria in the natural purification of water just as exposing water to ultraviolet light destroys pathogens

The **Table of Contents** lists the topics included in the Knowledge Base.

The **yellow highlighted topic** is selected, and its content is shown on the right ("The Hydrologic Cycle" in this example).

Click the "+" or "-" symbols to expand or collapse a topic.

The content for the selected topic is displayed in the center of the screen.

Click on "See Also" links to access related topics.