



FREQUENTLY ASKED QUESTIONS

GENERAL

WHO DEVELOPED THE ESII TOOL?

The ESII Tool was developed by The Nature Conservancy, The Dow Chemical Company, and EcoMetrix Solutions Group (ESG). Read more about it [here](#).

WHO OWNS AND MANAGES THE ESII TOOL?

Version 1 of the ESII Tool is owned by The Nature Conservancy. ESG is the sole licensee for the ESII Tool and is charged with the long-term management and expansion of the tool. For more information, contact us at info@esiitool.com.

IS THERE A FEE FOR USING ESII?

There is no fee for using Version 1 of the ESII Tool, unless you would like access to private data storage (for that, there is a fee – please [contact](#) us).

WHERE HAS ESII BEEN USED/TESTED?

The ESII Tool has been used and tested in inland, temperate climates across the US. It was constructed to be broadly applicable across geographies, but we won't make any claims in that regard until we – or you – test it and provide feedback regarding how it works and whether or not we need to make modifications to fit a specific geographic context.

CAN ESII BE APPLIED ANYWHERE IN THE WORLD?

The current version of the ESII Tool has been designed and constructed for application in temperate climates. Outside of the US, you will need to find alternative global datasets for certain parameters, but we can help you with that (support@esiitool.com).

WHICH ECOSYSTEM SERVICES ARE CURRENTLY IN ESII?

- Aesthetics - Noise Attenuation
- Aesthetics - Visual Screening
- Air Quality - Nitrogen Removal
- Air Quality - Particulates Removal
- Climate Regulation
- Carbon Uptake
- Erosion Control
- Mass Wasting
- Flood Mitigation
- Water Quality Control – Nitrogen

- Water Quality Control - Sediment Removal
- Water Provisioning
- Water Quantity Control

WILL ADDITIONAL ECOSYSTEM SERVICES BE ADDED TO ESII IN THE FUTURE?

Yes, we will work with users of the ESII Tool to identify and prioritize new additions. Join us in the [Commons](#) to be a part of the expansion conversation.

CAN ESII BE CUSTOMIZED FOR MY COMPANY? WHAT ASPECTS OF ESII CAN BE CUSTOMIZED?

Yes, all aspects of the ESII Tool can be customized to meet your specific needs under a fee for service arrangement. Please [contact](#) us for more information.

WHERE CAN I MAKE SUGGESTIONS FOR IMPROVING ESII? IS THERE A FORUM FOR DISCUSSION?

Yes! Please join the [Commons](#) and you'll be able to engage with the tool developers on future revisions to the ESII Tool.

USE

DOES ESII COME WITH ANY DATA?

No. The ESII Tool uses data you collect in the field and data you download from public data sources.

WHAT DATA WILL I NEED TO RUN ESII?

You will need to collect site specific data about your property to use the ESII Tool and you will need to download regional data for things like local climate conditions. The [User's Guide](#) will walk you through the data collection process.

HOW LONG WILL IT TAKE TO USE ESII?

It depends – largely on the size/complexity of the site and the complexity of the analysis you'd like to run. Initially, plan on giving yourself a couple of hours to get familiar with the tool, collect some data, and then run some initial reports.

WHAT KIND OF TRAINING DO I NEED TO USE ESII?

The ESII Tool has been designed to allow a user to complete all tasks with little training. However, the more you learn and the more training you have, the better your results will be! Please see the [User's Guide](#) and instructional videos and check our website for periodic free training sessions. More in-depth, personalized training can be arranged as a service by [contacting](#) us directly.

IS THERE A CERTIFICATION PROGRAM FOR ESII USERS?

Yes, training and certification programs will be accessible through the [Commons](#) in Q2 of 2016.

OUTPUTS

CAN SOMEONE HELP ME UNDERSTAND THE ESII OUTPUTS?

Yes. Please see the [User's Guide](#) materials provided. If that doesn't answer your question, please [contact](#) us for basic support. More in-depth support is available as a service – just [contact](#) us for more information.

CAN ESII CALCULATE THE MONETARY VALUE OF ECOSYSTEM SERVICES?

No, but the ESII Tool can provide [outputs](#) that you can use in a variety of valuation exercises

WHAT VALUATION METHODS ARE USED IN THE ESII TOOL?

The ESII Tool supports users in estimating the financial or economic value of ecosystem services to the business and community using. ESII units of measure outputs can be easily used in other valuation models. To understand the business value, businesses can examine the cost-effectiveness of different alternative designs for a greenbelt, for example, by inputting ESII Tool data into their own cost models; or, they can estimate the value of ecosystem services produced by a forest, for example, by calculating the cost to replace the forest using an engineered solution. To understand the community value, the ESII Tool data can be input into publicly available valuation models that calculate the relationship between the aesthetic services that nature provides and property values. If the user is not interested in estimating monetary values, ESII Tool data that shows the percent performance of services or the production of services in physical units of measure can be used as indicators of value.

CAN I USE THE ESII OUTPUTS FOR MY CSR OR SUSTAINABILITY REPORT?

Yes, you can! For ideas, please [contact](#) us.

NOW THAT I HAVE USED ESII ON MY SITE, I'D LIKE SOME HELP WITH SITE DESIGN IDEAS. WHO SHOULD I CONTACT?

Please [contact](#) us if you are interested in our consulting services.

HOW DO I KNOW THAT MY RESULTS MAKE SENSE?

Please check out the Benchmarking guidance found in the [Commons](#). If that doesn't help, please [contact](#) us for basic feedback. For more extensive support, or to engage us in a QA/QC consulting role, please [contact](#) us.

ACCESS, SECURITY, AND BUGS

WHAT ARE THE SYSTEM REQUIREMENTS TO RUN THE ESII FIELD APP AND THE MODELS?

The ESII Field App will work on an iPad running iOS 9.2 or later (standard or pro). The ESII models are run through the Project Workspace which requires a web browser and an internet connection; the models themselves are run on a remote server and do not require 3rd party software on the user's computer beyond the web browser.

WILL THE ESII FIELD APP RUN ON MY PHONE OR TABLET?

The ESII App will run on iPads only, it is not currently available for phones or tablets running operating systems other than iOS.

HOW DO I USE THE ESII TOOL IN THE FIELD IF I DON'T HAVE AN IPAD?

Contact us at support@esiitool.com and we will help you work around this limitation.

WHY DO I NEED TO REGISTER?

The ESII Tool collects registration information to allow assignment of sites and projects to individual users, which helps maintain project integrity and uncluttered project workspaces. Registration on the ESII Tool [Commons](#) also provides access to collaborative resources that allows users to access and provide input into current tool development processes.

I'VE LOST MY PASSWORD – WHAT DO I DO?

From the ESII App login page, tap the 'Forgot password?' link to send a password reset email to your registered email address. From the Project Workspace login page, tap the 'I forgot my password' link to send a password reset email to your registered email address.

WHERE IS MY DATA STORED?

All data in the ESII system is stored on remote servers where it is incorporated in model runs when a user submits their data for analysis. Additionally, data relevant to field work may be downloaded to the ESII App, and data collected in the field will be temporarily housed on the iPad until it can be uploaded through a Wi-Fi connection to the ESII server.

DO I HAVE TO INTERACT WITH ANYONE TO USE THE ESII TOOL?

If you would like to become familiar with the ESII Tool using the *pre-loaded test site*, no, you do not need to interact with anyone on the ESII team. During our rollout period, if you would like to set up your *own project on your own site*, you'll need to [email us](#) so that we can help you get your project set up. Through March 2016, we will be refining user admin roles – once we have completed that process, you will no longer need to contact us in order to set up your own sites. We appreciate your patience during our rollout!

CAN ANYONE ELSE SEE, USE, OR MODIFY MY DATA?

The initial demonstration release of the ESII Tool comes pre-loaded with a *single demonstration site* that lets users try out the system in a public space where any users can work with or modify any data. During our initial rollout period (through March 2016), if you would like to set up your own project and work in a private workspace (in which only you have access to your data), please [contact](#) the ESII team and we would be happy to help you set up a free project specific to your testing needs. Once our initial roll out is complete, you will be able to set up new projects independently. If you decide you would like to continue using the ESII Tool in a more long-term capacity for multiple projects with significant private data storage needs, please [contact](#) the ESII team to discuss the implementation of a private install/instance of the tool for your purposes.

CAN I SHARE MY DATA AND SITE WITH OTHERS?

If users would like to share their data in an open forum, they will be able to do so through the Commons. Alternately, if users would like to invite other users to view or work on their projects, [contact](#) the ESII team and we will help assign permissions to other users of your choosing.

HOW DO I REPORT BUGS AND REPORT TECHNICAL PROBLEMS?

From the main Sites page of the ESII App, tap the 'Report Issue' button to submit direct feedback to the ESII team. From the Project Workspace, click the 'Feedback' button to submit direct feedback to the ESII team. Alternately, send requests via [email](#) to contact the ESII team directly.