



Backflow Prevention Program Online Services

Instructions to "Submit a Cross Connection Control **Survey Report**"

(Updated: March 2021)





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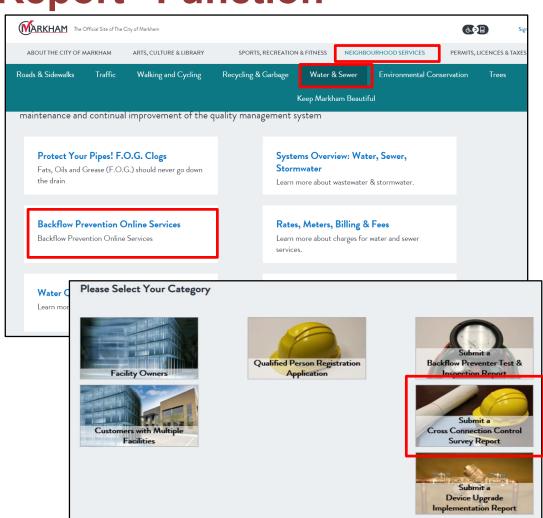


Use "Submit a Cross Connection Control Survey Report" Function

- Go to <u>www.markham.ca</u>
- Follow the path:
 "Neighbourhood Services"
 → "Water & Sewer" →
 "Backflow Prevention
 Online Services".
- 3. Click "Submit a Cross

 Connection Control Survey

 Report" icon.

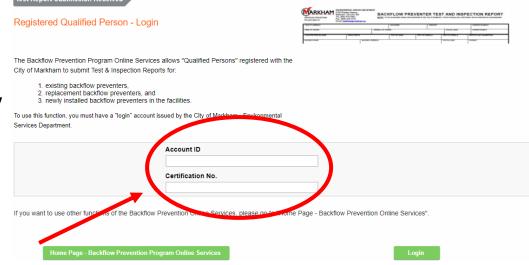






"Log in" to your Registration Account

- 1. Sign in with your login account issued by the City of Markham.
 - **Account ID** is assigned by the City.
 - **Certification No.** is your OWWA Backflow
 - Certification Number.



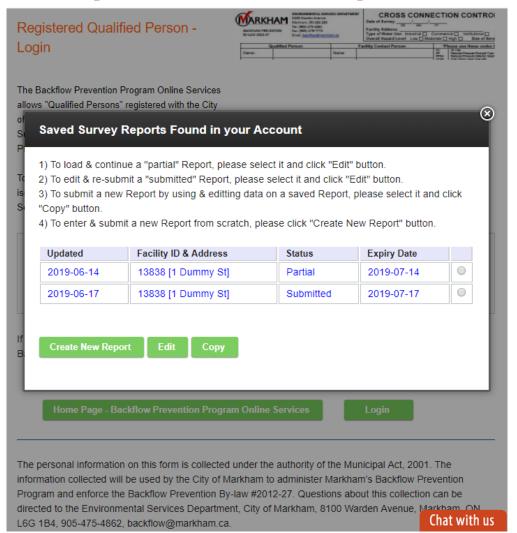
2. Click "Login" button.

Note: You must register with the City of Markham first. Otherwise, you can not use this System.





"Uploaded/Incomplete Survey Reports" Window



This page will only show if there are previously uploaded/incomplete Survey Reports that require further submission:

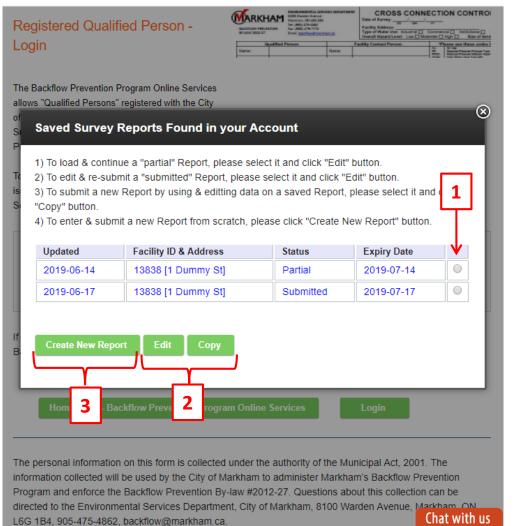
- was previously saved in your account or submitted through your account and you would like to complete submission or edit information.
- These uploaded/incomplete survey reports are kept in your account only for 30 days. After 30 days, the System will delete the incomplete Reports automatically.
- Follow next step on pg. 6 if edits/changes are required, if NOT please skip to pg. 7

Note: Edits/changes you made to a saved or submitted Report will not be received by the City until you submit that Report.





"Uploaded/Incomplete Survey Reports" Window



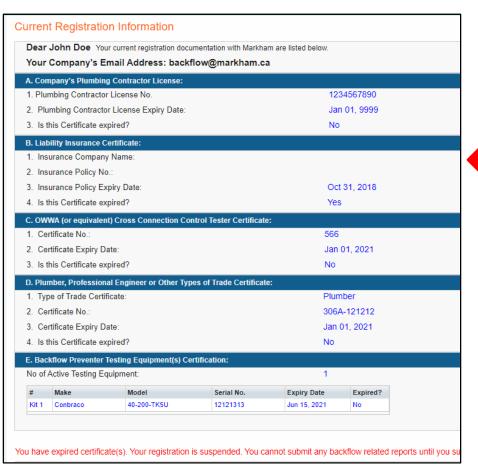
- If you wish to edit a uploaded/incomplete Report before your submission/re-submission, select the Report and click "Edit" button.
- If you wish to copy a saved/submitted Report and then edit & submit it for other Facility ID, select the Report and click "Copy" button.
- If you wish to create a Report from scratch, click "Create New Report" button.

Note: Edits/changes you made to a saved or submitted Report will not be received by the City until you submit that Report.

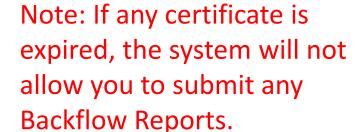




On "Current Registration Info" Page (1) – Ensure No Expired Certificate



 Confirm all certificates & their expiry dates are correct.



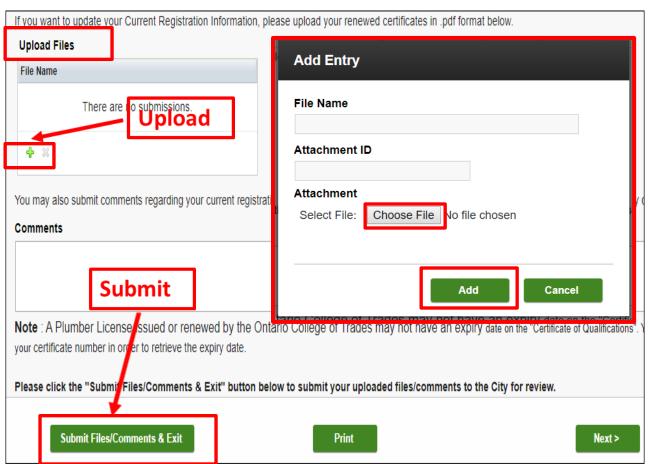
Scroll to bottom and click "Next>" button.

Note: If any certificate are expired, please follow pg. 8, if not proceed to pg. 9





On "Current Registration Info" Page (2) Upload Renewed Certificates



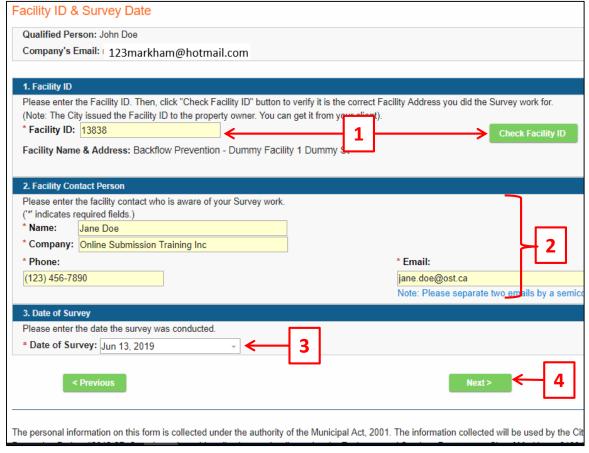
- 1. Click green "+" icon to open a "Add Entry" window.
- 2. Click "Choose File" button to select your renewed certificates.
- 3. Click "Add" button to upload your selected files to the system.
- 4. Click "Submit File/Comments & Exit " button to submit those files to the City.

Note: After the submission, the system will show a "Registration Update" Received" page & the City will update your info within 2 - 3 business days.





On "Facility ID & Survey Date" Page



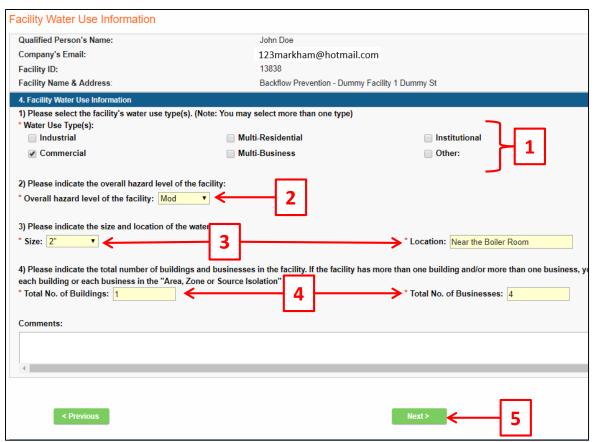
- 1(a). Enter "Facility ID".
- 1(b). Click "Check Facility **ID**" button to ensure Facility Name & Address are correct.
- 2. Enter all required "Facility Contact info".
- 3. Enter "Date of Survey" by clicking calendar icon.
- 4. Scroll to bottom and click "Next>" button.

Note: The "Next" > button will not work if you:

- forget to enter data in some mandatory field *. OR
- forget to click "Check Facility ID" button.



On "Facility Water Use Information" Page



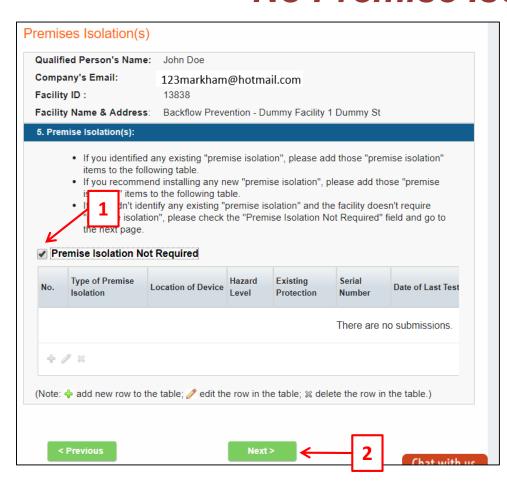
- 1. Select "Water Use Type(s)".
- Select "Hazard Level" by using drop-down menu (i.e. Low, Moderate, High)
- 3. Indicate the "Size (inches)" and "Location of the Water Meter".
- 4. Indicate "Number of Buildings" & "Number of Businesses" located in facility.
- Scroll to bottom and click "Next" button.

Note: The "Next>" button will not work if you forget to enter data in some mandatory field *.





On "Premise Isolation(s)" Page (1) - "No Premise Isolation" Field



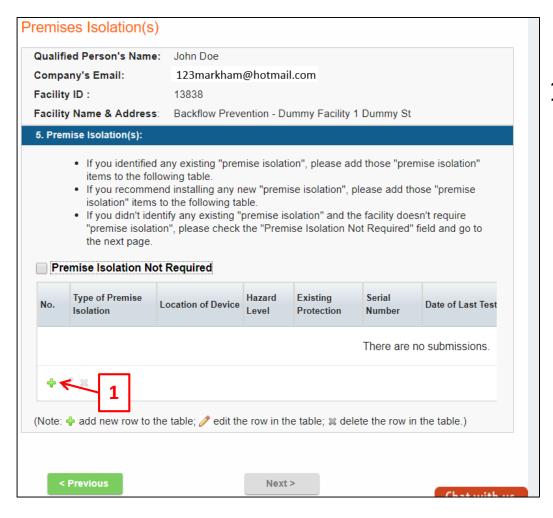
Note:

- If premise Isolation is not required for the Facility, complete steps 1 & 2 on this page and proceed to page 16.
- If <u>premise isolation is required</u> for the Facility, skip this page and continue on next page.
- Check "No Premise Isolation" box.
- Scroll to bottom and click "Next>" button.





On "Premise Isolation(s)" Page (2) - Add a Premise Isolation Entry [i]

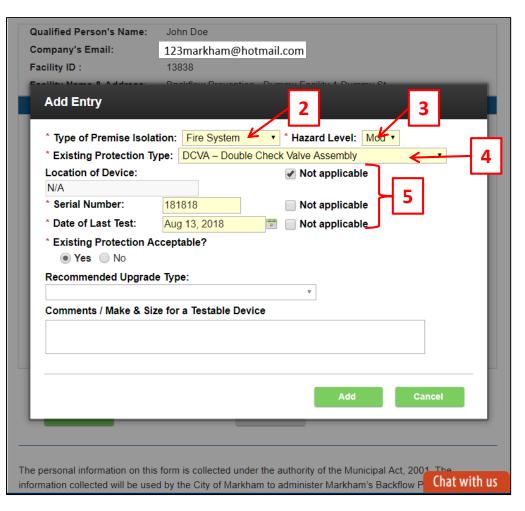


If premise isolations are required or they are already existing, click the green + (plus) sign to open the "Add Entry" window.





On "Premise Isolation(s)" Page (3) - Add a Premise Isolation Entry [ii]



- 2. Select "Type of Premise Isolation" by using the drop-down menu.
- 3. Select "Hazard Level" (i.e. Low, Moderate, High) by using the drop-down menu.
- 4. Select "Existing Protection Type" by using the drop-down menu.
- 5. For an existing device, indicate "Location", "Serial Number" and "Date of the Last Test" if applicable. Otherwise, select "Not Applicable" for each of those fields.





On "Premise Isolation(s)" Page (4) – Add a *Premise Isolation Entry* [iii]

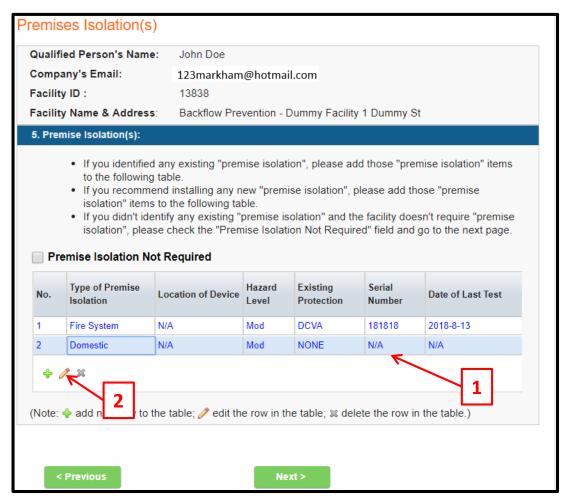
ualified Person's Name:	John Doe	
ompany's Email:	123markham@hotmail.com	
acility ID :	13838	
aailiisu klama 9 Addusaa	Packflow Provention - Dummy Facility 1 Dummy Ct	
Add Entry		
* Type of Premise Isolat	ion: Fire System ▼ * Hazard Level: Mod ▼	
* Existing Protection Ty	pe: DCVA – Double Check Valve Assembly ▼	
Location of Device:	✓ Not applicable	
N/A		
* Serial Number:	181818 Not applicable	
* Date of Last Test:	Aug 13, 2018	
Recommended Upgrade	₹ 7	
Comments / Make & Siz	e for a Testable Device	
	8 Add Cancel	
personal information on this	form is collected under the authority of the Municipal Act, 2001. The	
	by the City of Markham to administer Markham's Backflow P Chat with	

- Select "Yes" or "No" to indicate if existing protection is acceptable.
- 7. If "No" is selected, input
 "Recommended Upgrade
 Type" by using the dropdown menu. [Note: This
 field is required only if the
 existing protection is not
 accepted and selected as
 "No".]
- 8. Click "Add" button to close the window.





On "Premise Isolation(s)" Page (5) – Edit a *Premise Isolation Entry* [i]



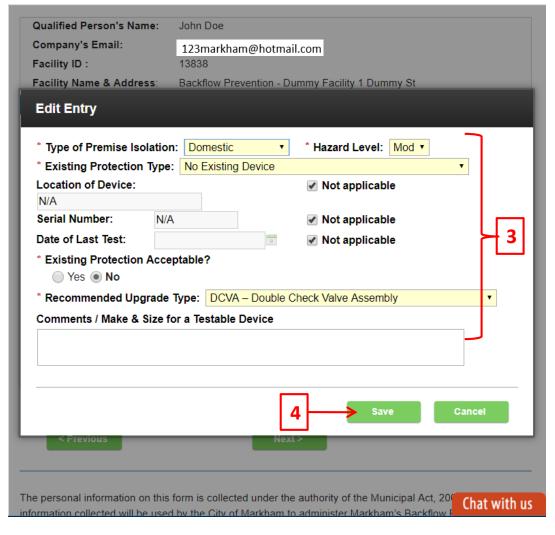
- Select the entry you would like to edit.
- Click the pencil icon to open the "Edit Entry" window.

Tip for Steps 1 & 2:
Double click the entry you
wish to edit. The System will
open the "Edit Entry "window.





On "Premise Isolation(s)" Page (6) – Edit a *Premise Isolation Entry* [ii]

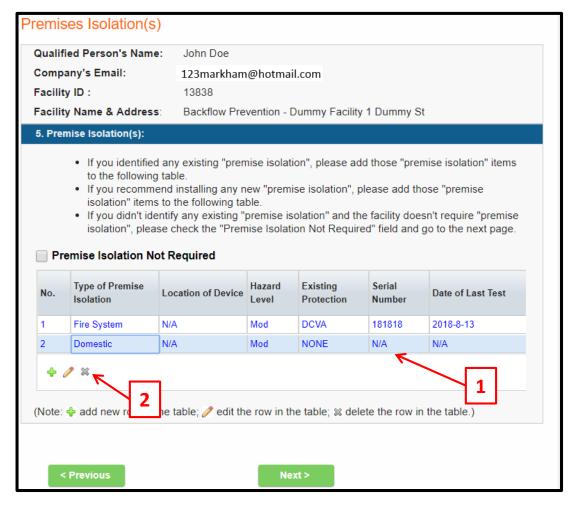


- 3. *Edit* any of those data entry as necessary.
- Once all changes have been made, click "Save" button to close the window.





On "Premise Isolation(s)" Page (7) – Delete a *Premise Isolation Entry*

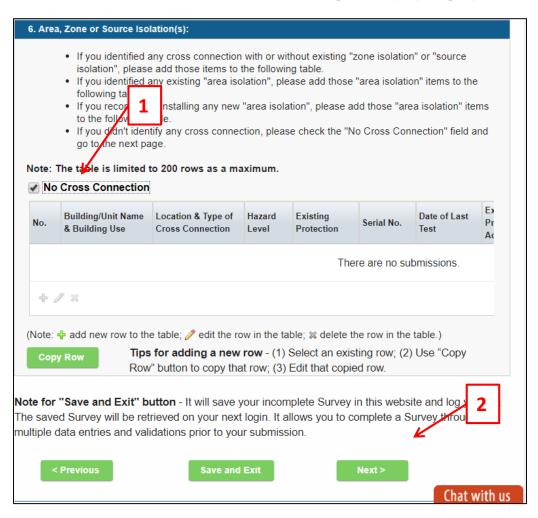


- 1. Select the entry you wish to delete.
- 2. Then, click the cross sign to delete the selected entry.





On "Area, Zone or Source Isolation(s)" Page(1) - "No Cross Connection" field

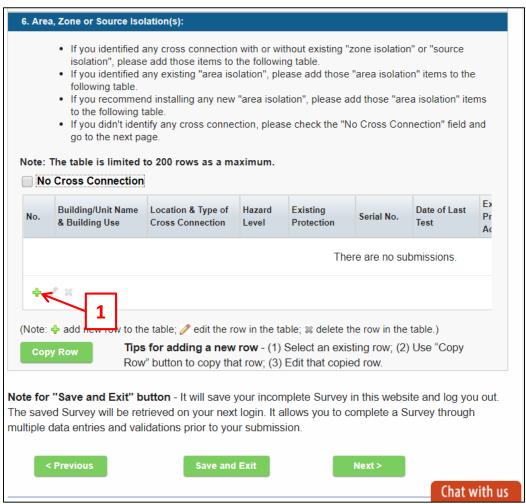


Note:

- If no cross connection(s) are identified in the Facility, complete steps 1 & 2 on this page.
- If <u>cross connection(s) are</u> <u>identified</u> in the Facility, skip this page and proceed next page.
- Check "No Cross Connection" box.
- 2. Click "Next>" button.



On "Area, Zone or Source Isolation(s)" Page (2) – Add a *Cross Connection Entry* [i]

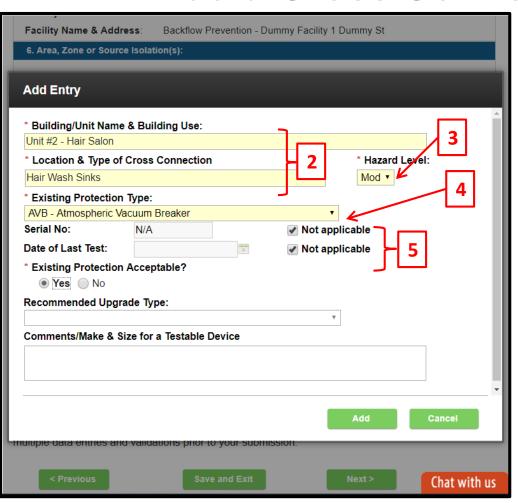


 Select the green + plus sign to open the "Add Entry" window.





On "Area, Zone or Source Isolation(s)" Page (3) – Add a *Cross Connection Entry* [ii]



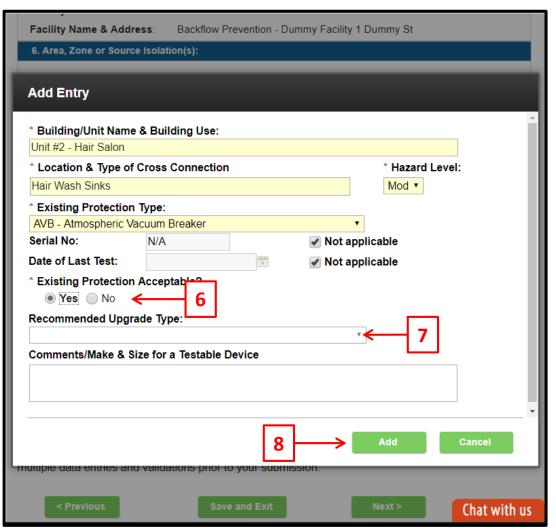
- 2. Fill in "Building/Unit Name & Building Use" and "Location & Type of Cross Connection".
- Select "Hazard Level" by using drop-down menu.
- Select "Existing Protection Type" by using drop-down menu.
- 5. If "Existing Protection Type" is a testable device, input its "Serial No." and "Date of Last Test".

 Otherwise, click "Not Applicable" for each of those fields.





On "Area, Zone or Source Isolation(s)" Page(4) - Add a Cross Connection Entry [iii]



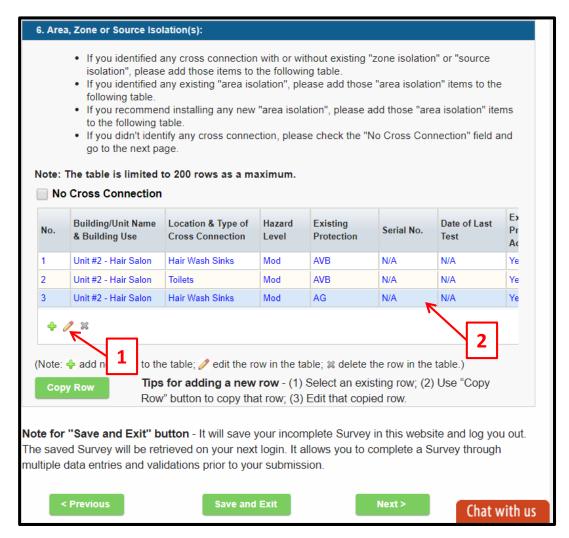
- 6. Select "Yes" or "No" to indicate if Existing Protection

 Type is acceptable.
- 7. If "No" is selected, indicate "Recommended Upgrade Type" by using drop-down menu. [Note: This field is required only if the existing protection is not acceptable and selected as "No".]
- 8. Click "Add" button to close window.





On "Area, Zone or Source Isolation(s)" Page - Edit a Cross Connection Entry [i]



- 1. If necessary, select the entry you wish to edit.
- 2. Click the pencil sign to open "Edit Entry" window.

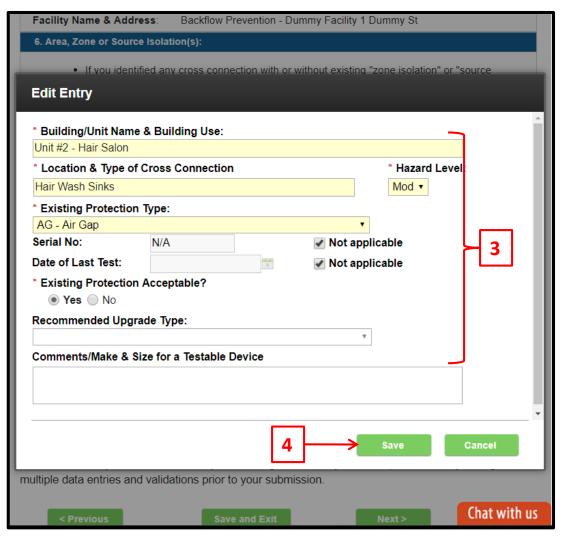
Tip for Steps 1 & 2:

Double click the entry you wish to edit. The System will open the "Edit Entry" window.





On "Area, Zone or Source Isolation(s)" Page (2) - Edit a *Cross Connection Entry* [ii]

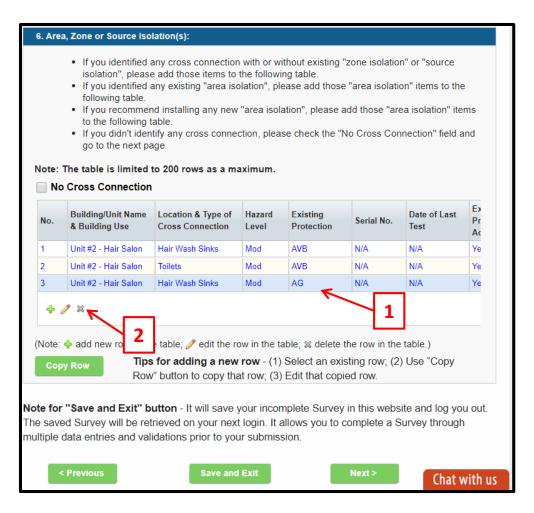


- Edit any of the existing data entry as necessary.
- 4. Once all changes have been made, click "Save" button to close the window.





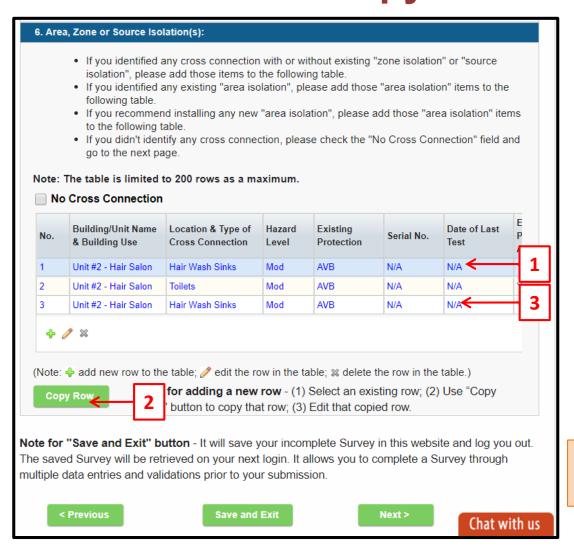
On "Area, Zone or Source Isolation(s)" Page (3) Delete a Cross Connection Entry



- 1. Select the entry you wish to delete.
- Click the™ cross sign to delete the selected entry.



On "Area, Zone or Source Isolation(s)" Page(4) – "Copy Row" button



<u>Note:</u> This function is intended to reduce repetition and increase your data entry efficiency.

- Select the row (i.e. Cross
 Connection Entry) that is
 similar to the one you plan to
 enter.
- 2. Click "Copy Row" button.
- 3. The System will add that copied row to the bottom.

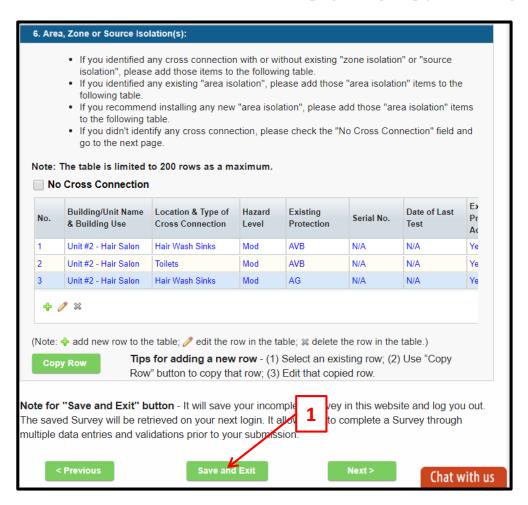
Then, Refer to the Area, Zone or Source Isolation(s) Page – Edit a Cross Connection Entry to edit that copied row.

<u>Tip:</u> Double click the copied row to open the "Edit Entry" window.





On "Area, Zone or Source Isolation(s)" Page (5) - "Save & Exit" button

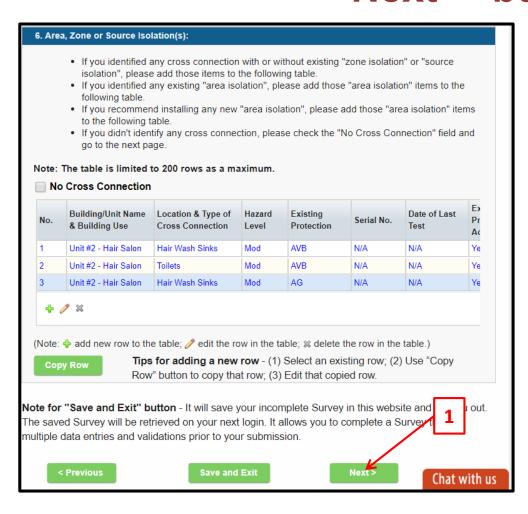


Note: This function is intended to save your complete or partial data entry. You can edit your data entry within 30 days every time you clicked on "Save and Exit" button. If you won't do any changes and won't submit saved report to the City all data will be automatically deleted from your account after 30 days and you will need to enter all the data from the beginning.

1. If necessary, click "Save and Exit" button. The system will log you out.



On "Area, Zone or Source Isolation(s)" Page (6) – "Next>" button

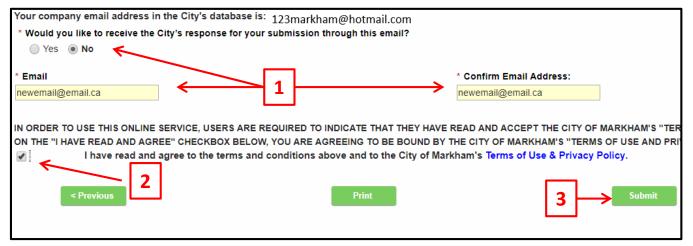


If you complete all adding, editing or deleting "cross connection entries", click "Next>" button to proceed the next page.



On "Confirmation of a Survey Report" Page

- An overview of your data entry will be displayed.
- Review all the data entries before submitting it to the City.

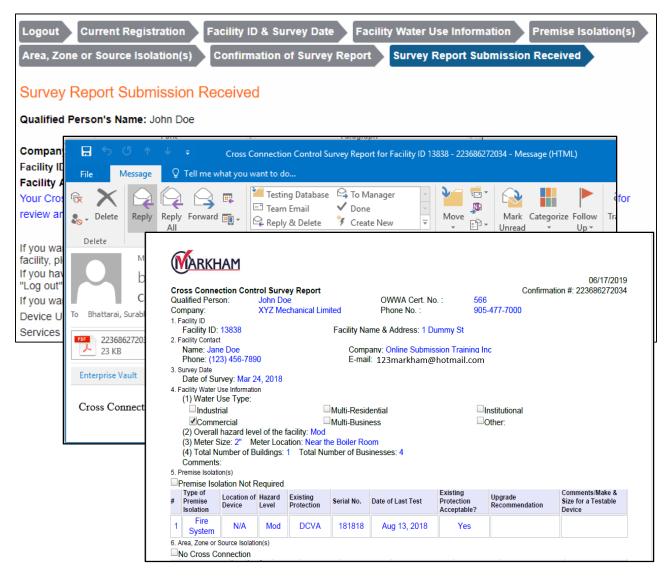


- Ensure the email address in the City's database is correct. If it is
 incorrect, click "No" and enter correct "Email" in those two textboxes.
- Click on the check box if you agree with the "City of Markham's Terms
 of Use and Privacy Policy".
- Scroll to bottom and click "Submit" button.





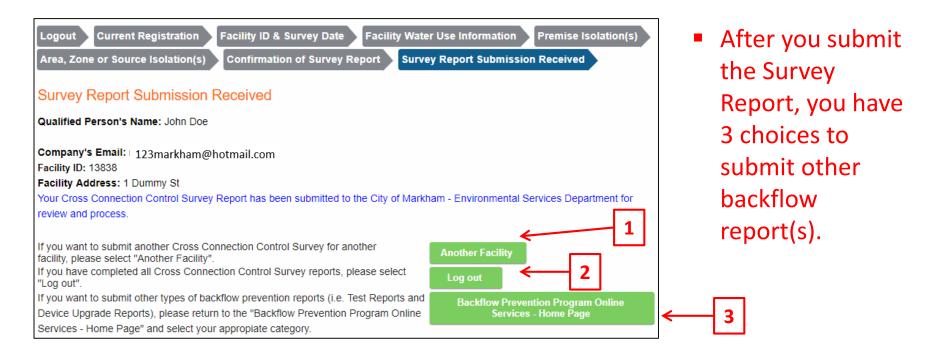
On "Survey Report Submission Received" Page(1)"



- If your submission is successful, the System will (1) show "Survey Report Submission Received" page and (2) email you the Survey Report in pdf file with submission number.
- Otherwise, none of above will happen.



On "Survey Report Submission Received" Page(2)



- Click "Another Facility" button if you wish to submit a Survey Report for other facilities.
- 2. Click "Log out" button if you completed all report submissions.
- 3. Click "Backflow Prevention Program Online Services Home Page" if you wish to submit other types of backflow report.