Backflow Prevention Program Online Services

Instructions to "Submit A Backflow Preventer Test & Inspection Report"

Scenario 3 – A device not recorded in the City's Database
Scenario 4 – New Device

Note: There are two potential scenarios:

(1) The device is an existing device and just not recorded in the City's database.
(2) The device is newly installed.

(Updated: March 2021)

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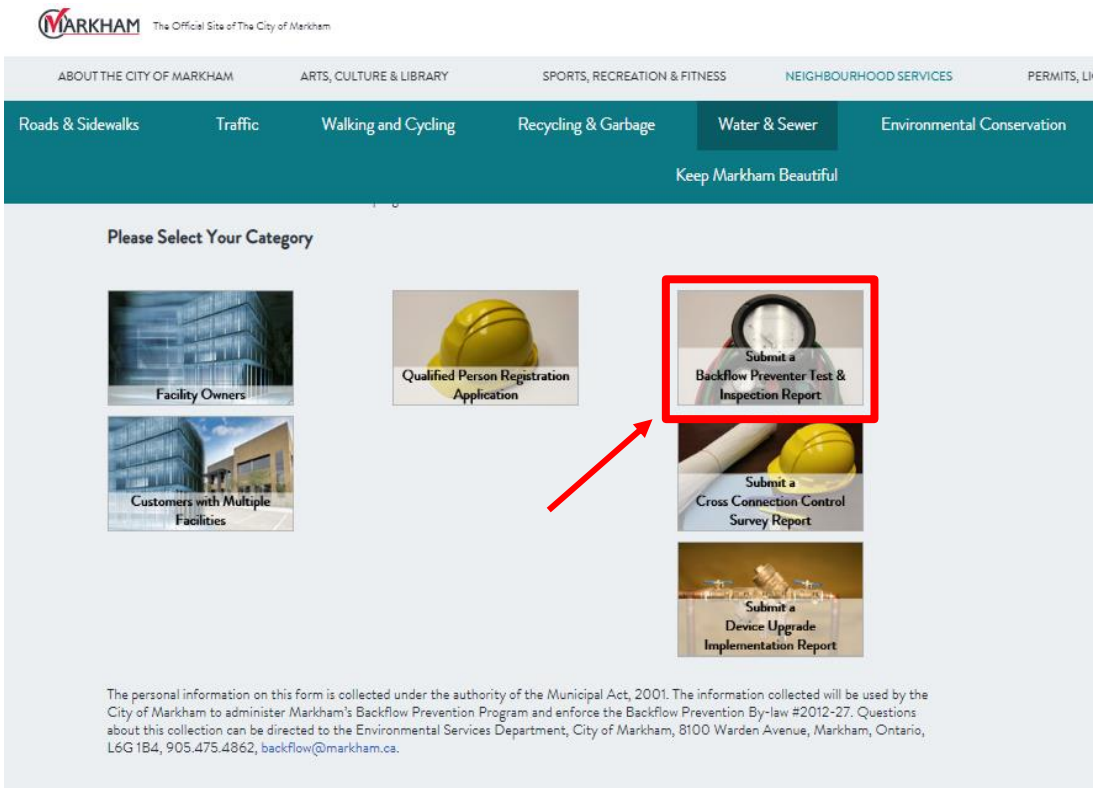
Use "*Submit a Backflow Preventer Test & Inspection Report* " function

1. Go to www.markham.ca
2. Follow the path: *"Neighbourhood Services" → "Water & Sewer" → "Backflow Prevention Online Services".*
3. Click "***Submit a Backflow Preventer Test & Inspection Report***" icon.



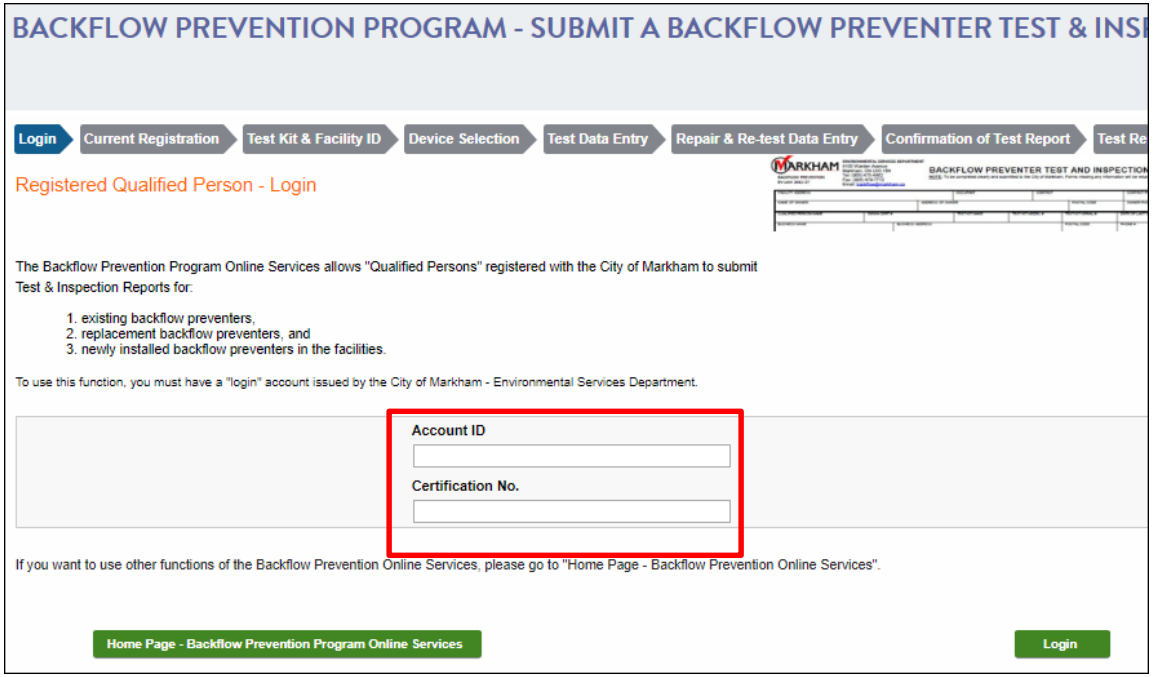
"Log in" to your Registration Account

1. Log in with your account info issued by the City of Markham – Environmental Services.

- *Account ID* is assigned by the City.

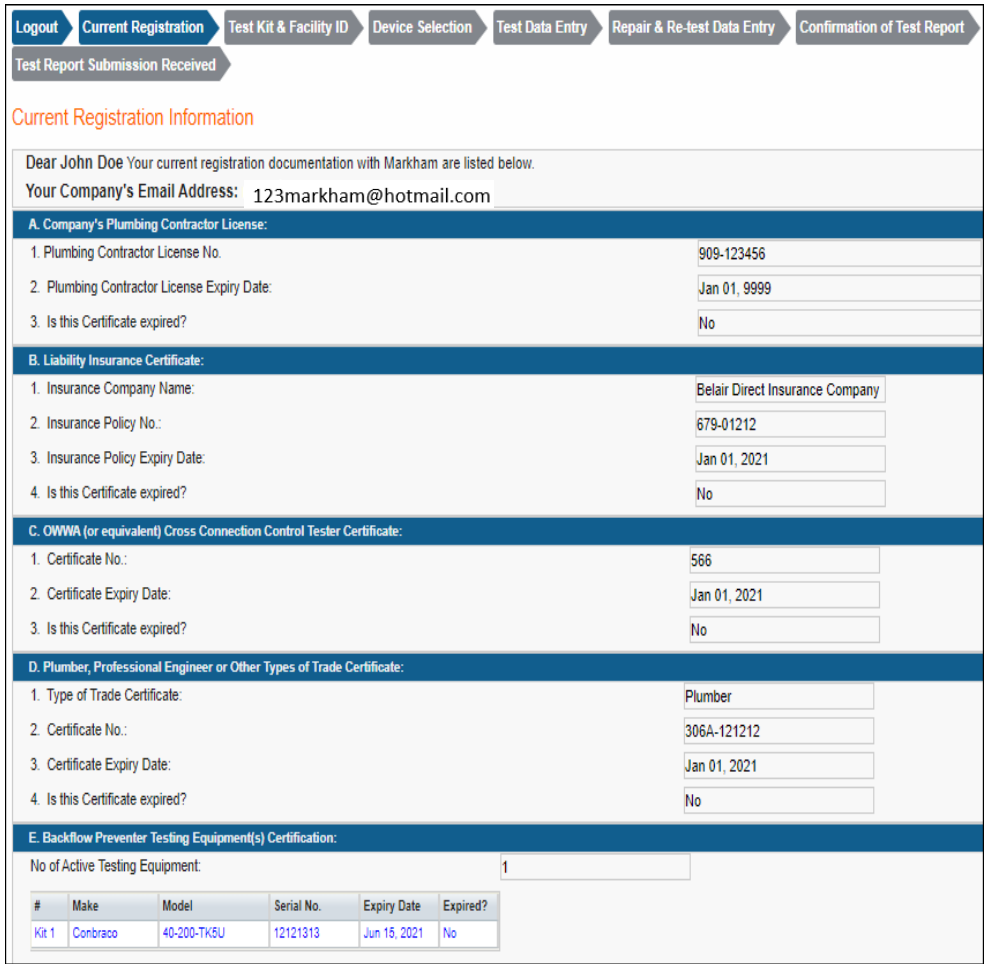
- *Certification No.* is your OWWA Backflow Certification Number.

2. Click *"Login"* button.



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

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

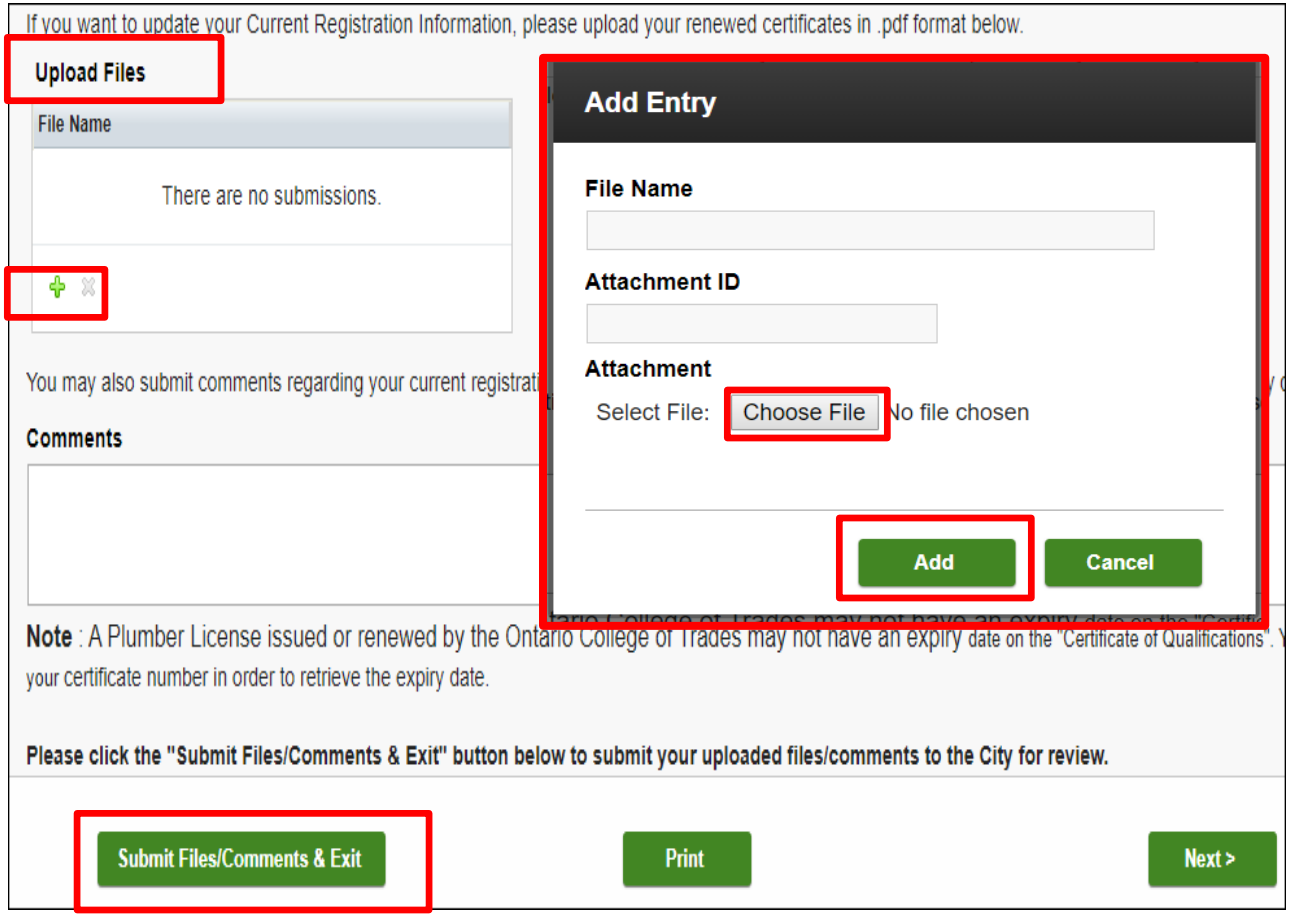


1. Confirm all certificates & their expiry dates are correct.
2. Scroll to bottom and click *"Next>"* button.

Note: If any certificate is expired, the System will not allow you to submit any Backflow Reports and the *"Next>"* button will not work.

Note: If any certificate are expired, please follow pg. 6, if not proceed to pg. 7

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

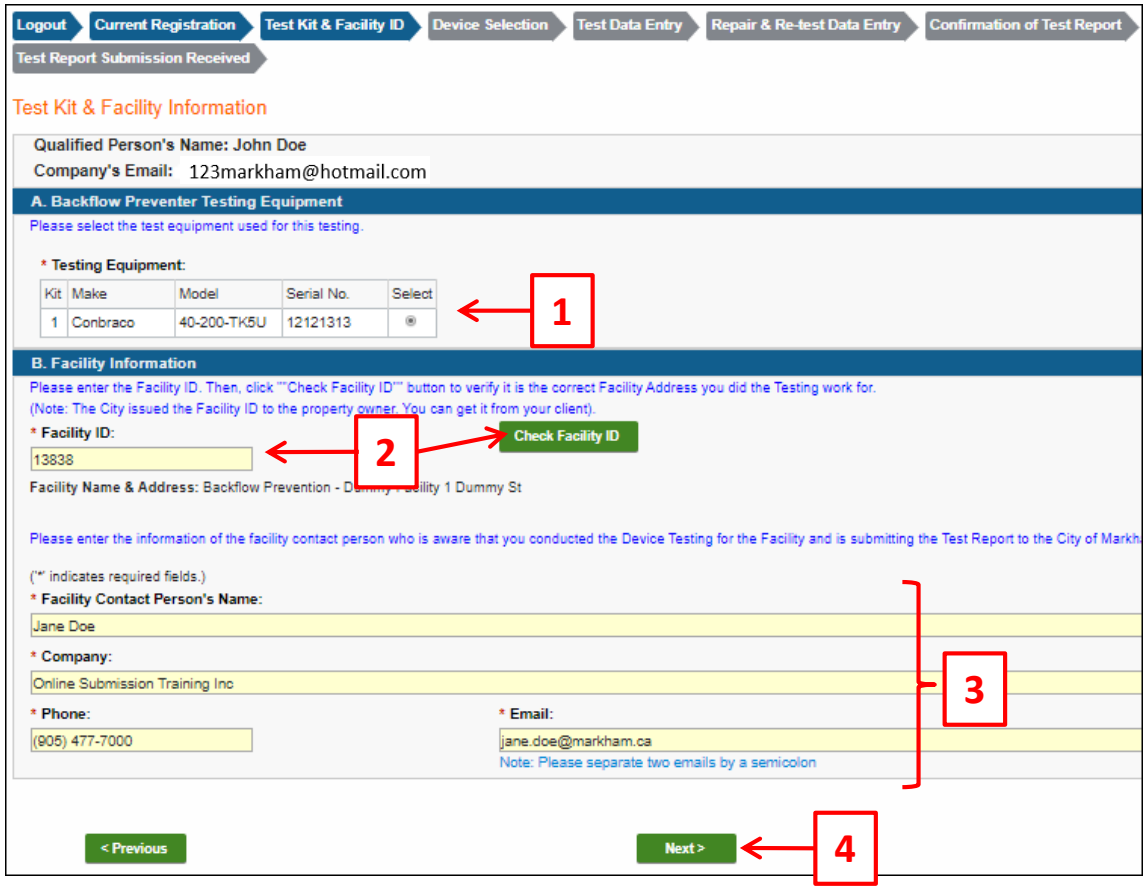


1. Click green "**+**" icon to open a *"Add Entry"* window.
2. Click *"Choose File"* button to select your renewed certificates.
3. Click *"Add"* button to upload your selected files to the system.
4. Click *"Submit File/Comments & Exit"* button to submit those uploaded files to the City.

Note: If submission is successful, the System will show a *"Registration Update Received"* page.

The City will update your info within 2 - 3 business days.

On "Test Kit & Facility Info" Page

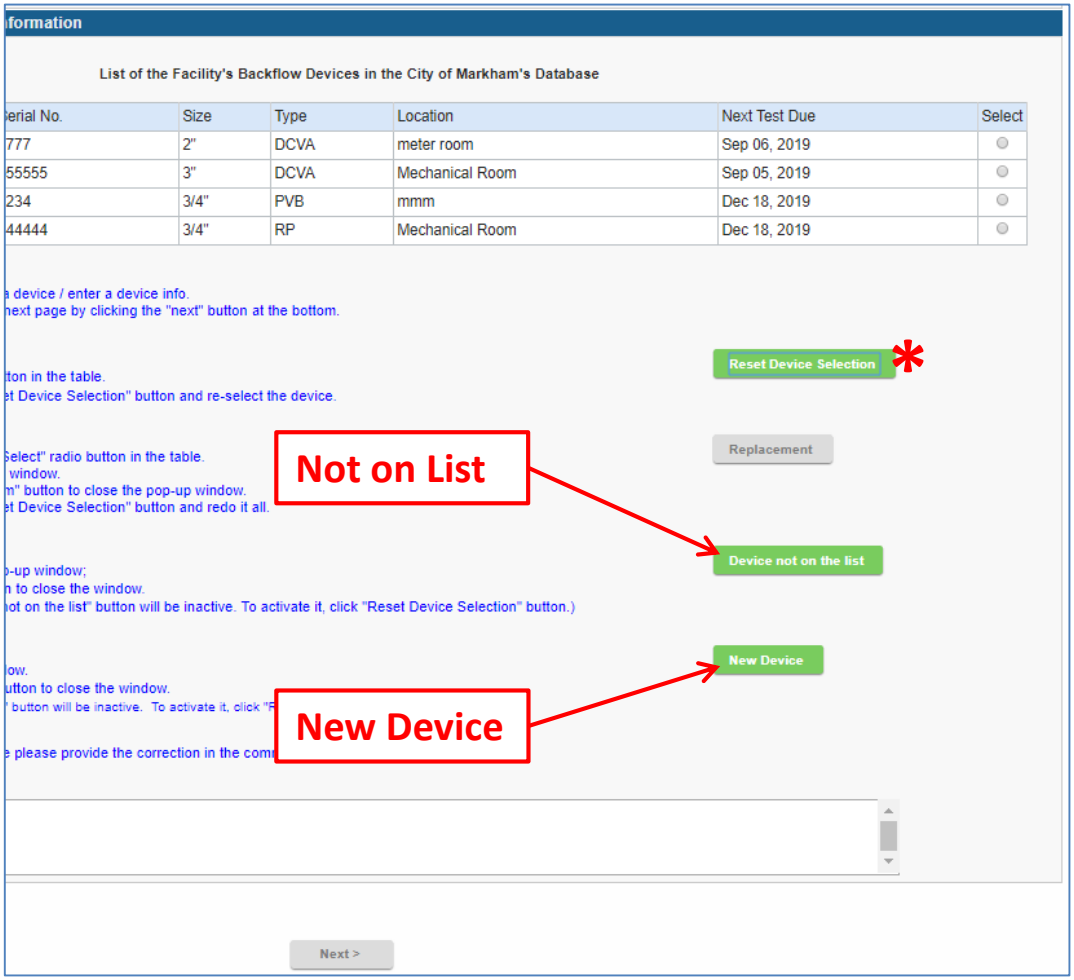


1. Select a *"Testing Equipment"* you used.
2(a). Enter the *Facility ID*.
2(b). Then, click *"Check Facility ID"* button to ensure the Facility address is correct.
3. Enter those required *facility contact info*.
4. Scroll to bottom and click *"Next>" button.*

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

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

On "Device Selection" Page (1)

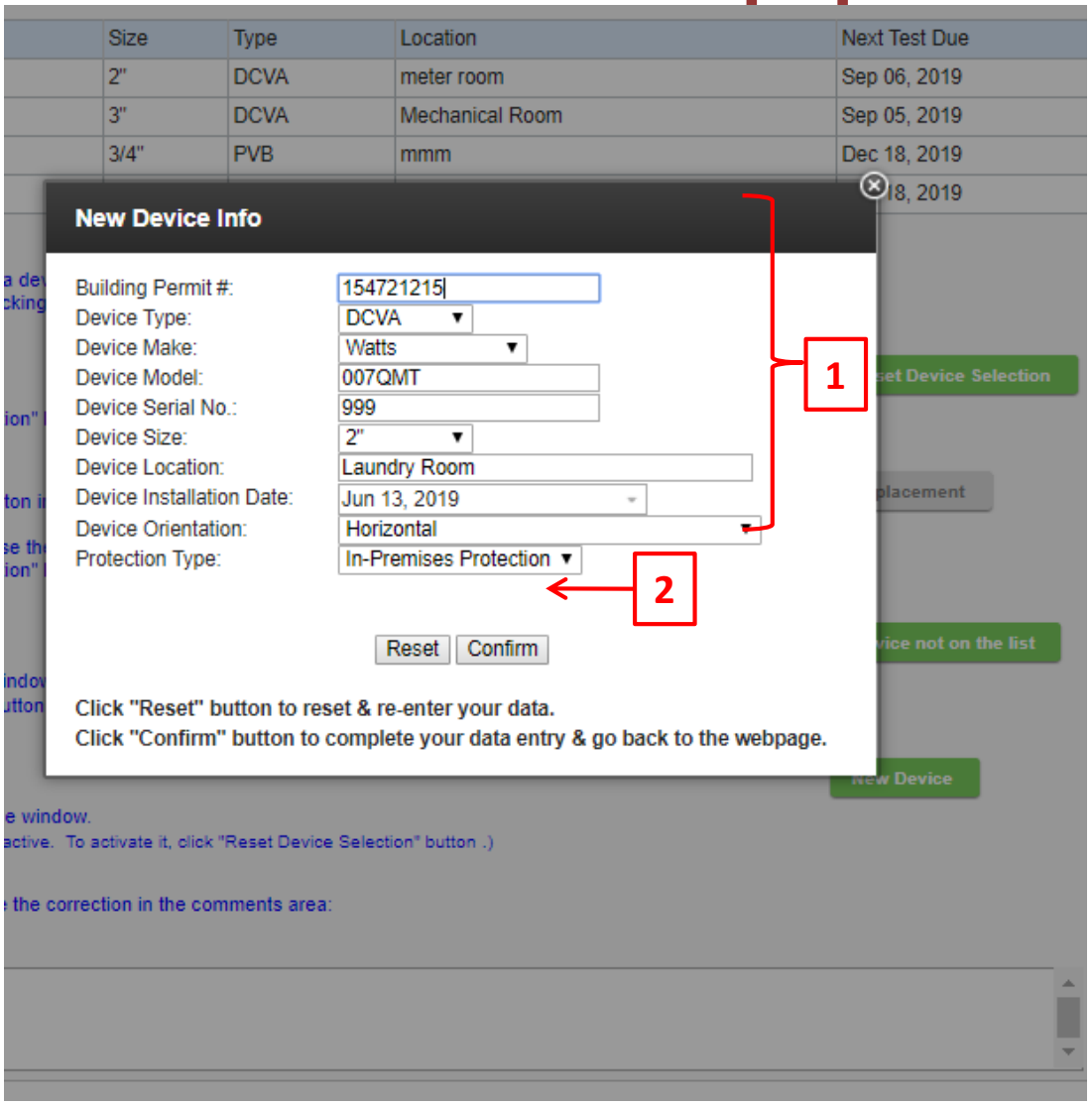


Note: If a device was selected, click *"Reset Device Selection"* button first.

- If a device exists in the Facility *(i.e. found during surveying, by maintenance, old records etc.)* but is not on the list, click ***"Device not on the list"*** button to enter that device info.
- If a device is newly installed, click ***"New Device"*** button to enter new device info.

Continued on next page...

On "Device Not On the List" or "New Device" Popup Windows



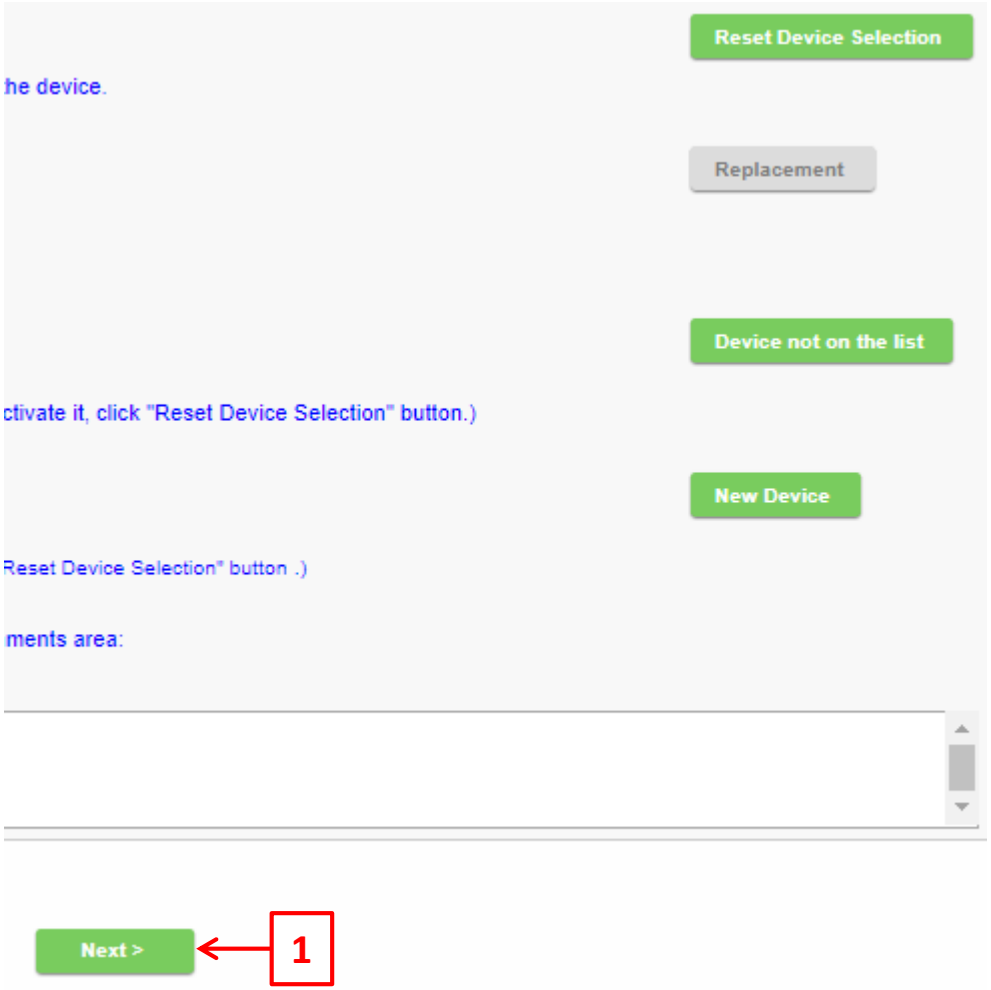
1. Enter **all** the information required for the backflow device.

   Note: For a new device, a building permit number is mandatory.

2. Then, click ***"Confirm"*** to close the popup window.

Continued on next page...

On "Device Selection" Page (2)

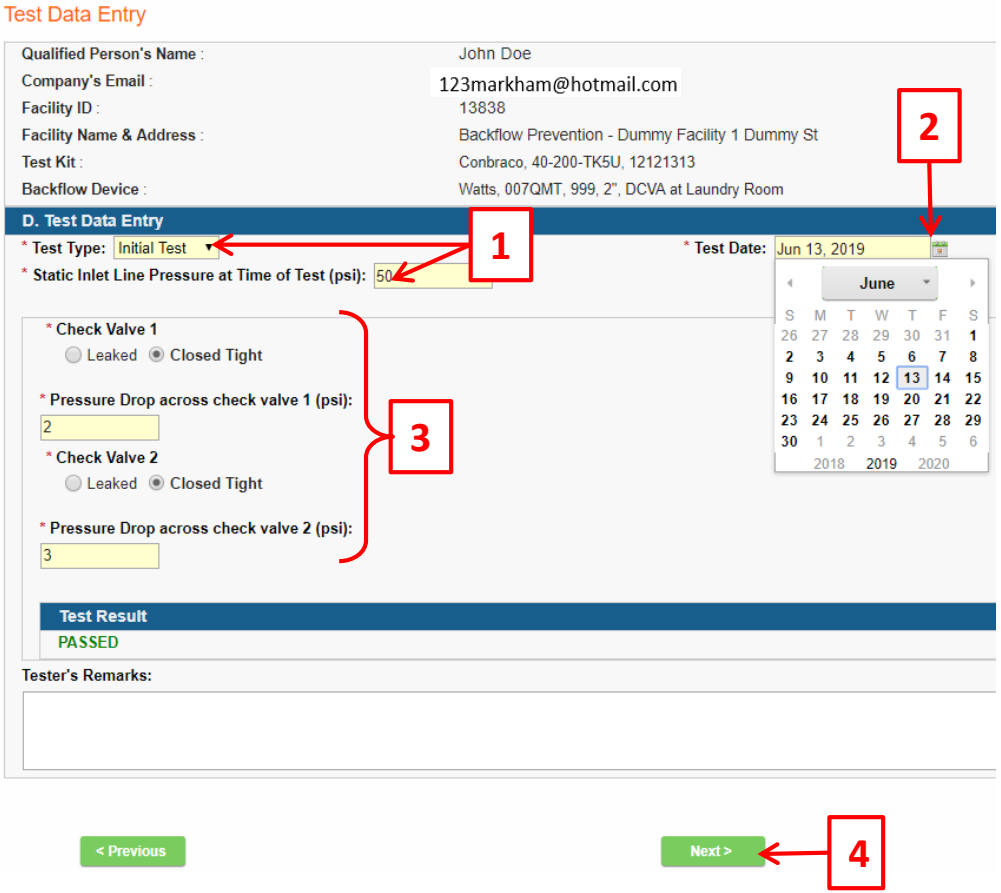


- Once you click the ***"Confirm"*** button on the ***"Device not in City's Record Info"*** or ***"New Device Info"*** window, the System will bring you to the **"Device Selection"** page.

Note: At this stage, you cannot click any button other than "Next>". Otherwise, all of your data entry for the new device will be gone.

1. Click ***"Next"*** to enter the test data for the new device.

On "Test Data Entry" Page

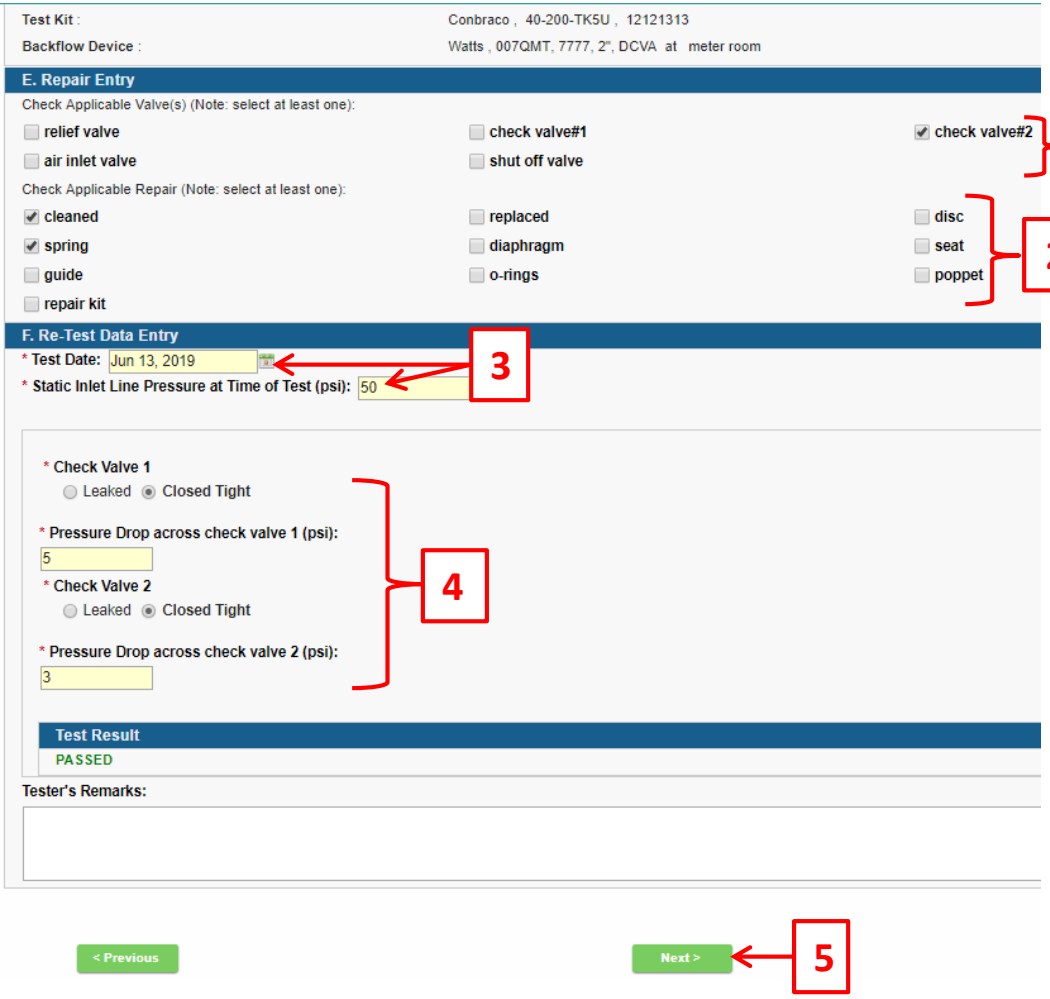


Note: Ensure "Backflow Device" info on the page corresponds to your selection.

1. Select the ***"Test Type"*** by using the drop-down menu bar. (Note: It should an ***"annual test"*** for ***"Device not on the list"*** and an "***initial test***" if it is newly installed). Input the ***"Static Inlet Line Pressure at Time of Test (psi)"*** (Note: A numerical value should be entered).
2. Select the ***"Test Date"*** by clicking on the calendar icon.
3. Select the applicable results based on the test results. The system will determine & enter the "Test Result".
4. Scroll to the bottom and click ***"Next"***

Note: If any mandatory field is missing, the "Next>" button will not work.

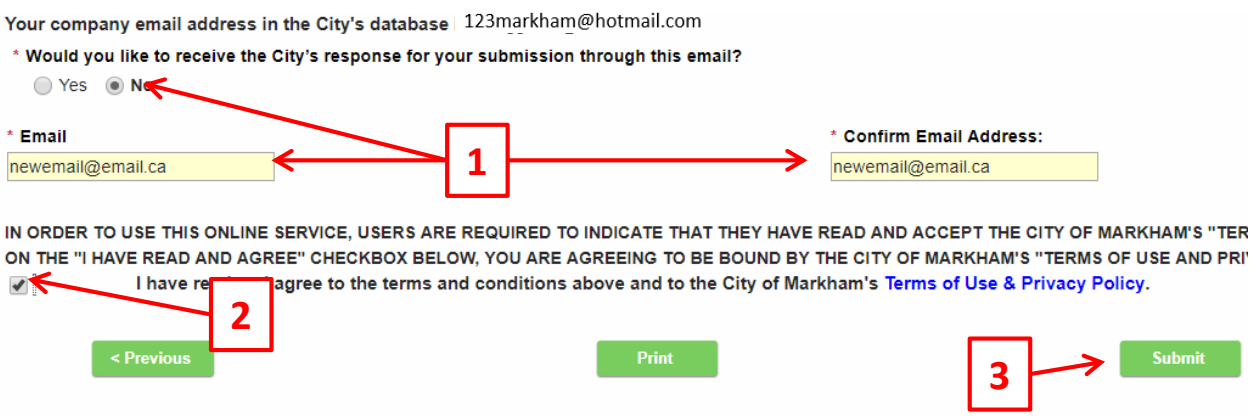
On "Repair & Re-test Data Entry" Page



Note: This page will appear only if **"Test Data Entry"** page has a ***"Failed" "Test Result".***

1. Select the applicable valve(s) on which you conducted the repair.
2. Select the applicable repair(s) that you performed on those valve(s).
3. Enter the ***"Test Date"*** that the re-test was conducted on by clicking the calendar icon. Input the ***"Static Inlet Line Pressure at Time of Test (psi)".*** (Note: Should be a numerical value).
4. Input the applicable results based on the re-test results. The System will determine & enter the "Test Result".
5. Scroll to the bottom and click ***"Next"***

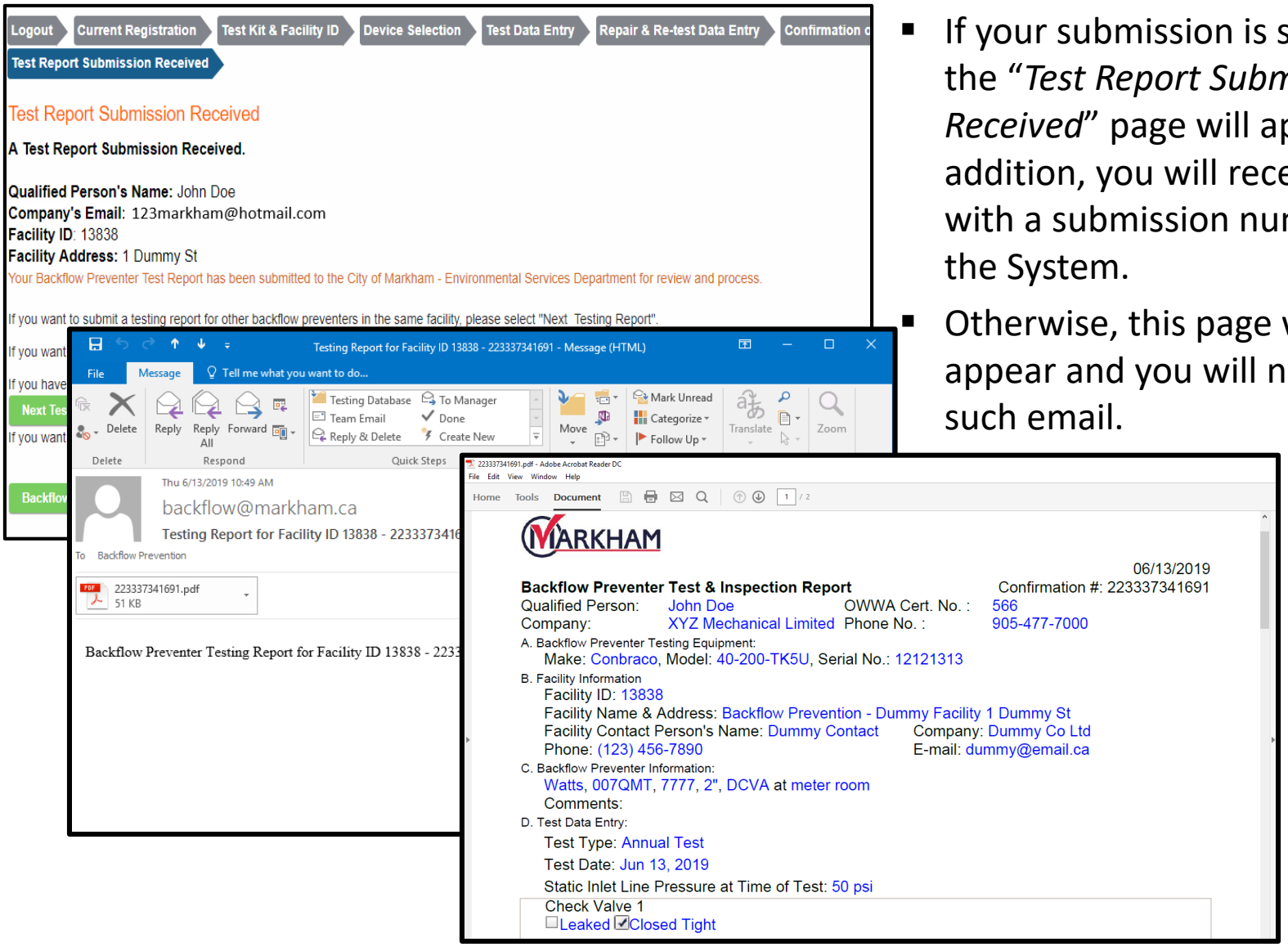
On "Confirmation of Test Report" Page



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

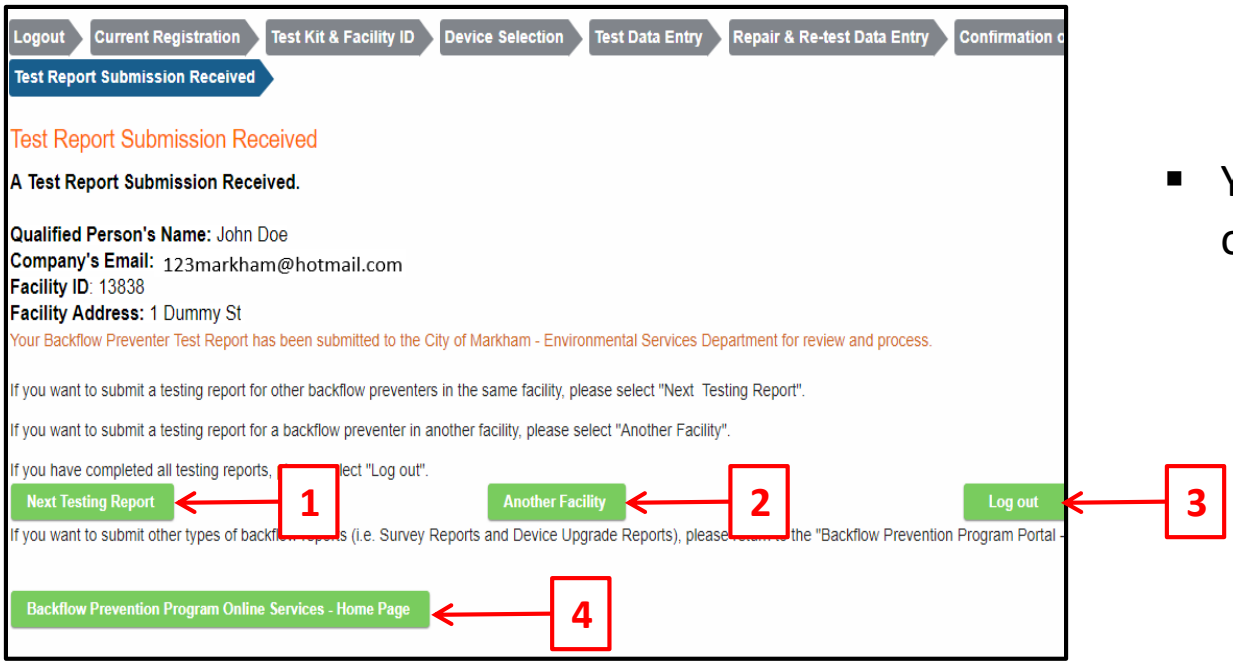
1. Your company's email address in the City's database will be the default for receiving the City's response. If that email address is incorrect or you would like to use other one, click ***"No"*** and enter new one in textboxes as displayed.
2. Select the check box to agree with the ***"City of Markham's Terms of Use and Privacy Policy".***
3. Scroll to the bottom and click ***"Submit".***

On "Test Report Submission Received" Page(1)



- If your submission is successful, the "*Test Report Submission Received*" page will appear. In addition, you will receive an email with a submission number from the System.
- Otherwise, this page will not appear and you will not receive such email.

On "Test Report Submission Received" Page(2)



- You have 4 choices to submit other backflow report(s).

1. Select the ***"Next Testing Report"*** button if you need to submit a Test Report for other backflow preventers in the same facility.
2. Select the ***"Another Facility"*** button if you need to submit a Test Report for backflow preventers in another facility.
3. Select ***"Log out"*** button if you submitted all Test Reports.
4. Select ***"Backflow Prevention Program Online Services – Home Page"*** if you need to submit other types of backflow prevention report.