




SAFE WATER COMMISSION

Testing Portal Quick Reference Guide


Tester Registration and Authentication

Testers can register for services via the Tester Registration link on the Safe Water Commission web site. Only registered Minnesota Backflow Testers and Rebuilders can register on the site. To register, proceed to the TESTERS/TESTER REGISTRATION link in the top menu to access the registration page. Testers will need to complete the form with valid information to be registered.

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 [TESTER LOGIN PAGE](#)
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TESTER REGISTRATION



By registering with Safe Water Commission as a certified backflow device tester, you are eligible to submit test reports to any City that has contracted with Safe Water Commission to provide backflow prevention management services. This opens a wealth of testing opportunities for registered Safe Water Commission testers because only registered testers will be allowed to submit testing results to the contracted city.

When a city contracts with Safe Water Commission, it means that they are committed to enforcing annual backflow testing. This includes notifying and educating property owners that they need to test annually, so you do not need to market aggressively to find test customers!

Complete the form below to register as a Safe Water Commission tester. You must be an approved Minnesota ASSE certified backflow tester/rebuilder to perform backflow tests, so the initial step of the registration process will be to validate your certification #.

First Name	<input type="text"/>
Last Name	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>
Certification #	<input type="text"/>

Submit Tester Details

Once the information is validated, the tester will be registered. An email will be sent that contains the initial username and password to access the testing portal. The username will be the tester's email address.

Welcome to the Safe Water Commission Portal. Your login information is listed below. Once you have successfully logged in to the site, you can change your password by clicking on Change Password in the upper right corner of the site.

User ID : bwater@gmail.com

Password: [yyyyyyy](#)

<https://safewatercommission.com/portal>

Portal Information

The portal provides access to Test Results and Device details. It also includes a ticketing system so you can submit tickets if you experience issues or have questions.

Knowledge Base

Periodically we update frequently asked question based on our customer experiences. You can access the latest articles from the **Knowledge Base** tab.

Thank you,

Safe Water Commission LLC

<http://safewatercommission.com>


490 Villaume Ave., Suite 900 South Saint Paul, MN 55075

Telephone: (651) 319-9911

Email: support@safewatercommission.com

To login to the site, navigate to <https://safewatercommission.com/portal> and enter the username and password provided in the email. Click **Login** to enter the site.

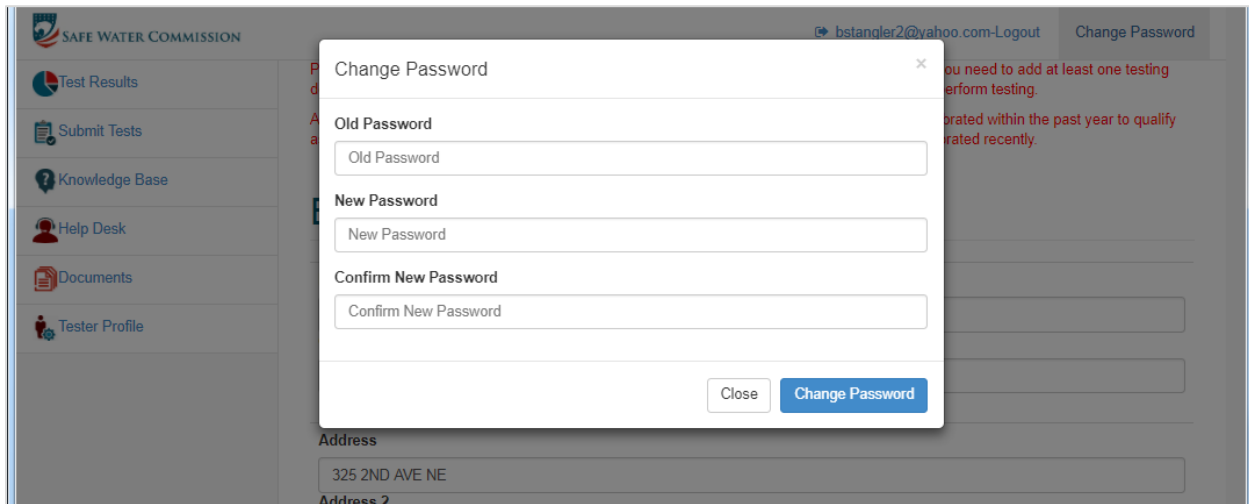
Please Sign In

 SAFE WATER COMMISSION

Login

Forgot Password

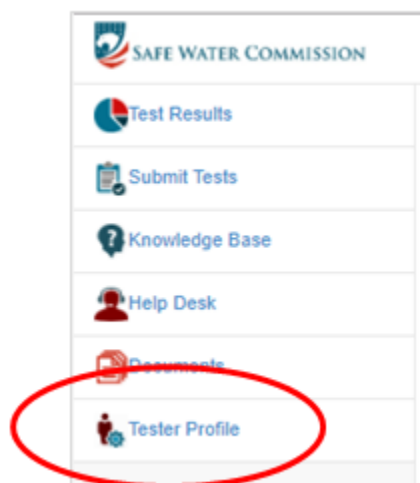
In order to create a secure and memorable password, click on **Change Password** in the upper right corner of the portal. Enter the Old Password, a New Password and Confirm the New Password in the popup window. Click **Change Password** to actually update the password to the new value.




Tester Profile Updates

Some key information must be captured from each Tester the first time they log into the portal. This includes validating contact information as well as entering test equipment details.

If a Tester's profile information is not up-to-date when they authenticate to the site, they will be redirected to the Tester Profile page. At any time, a Tester can navigate to this page by clicking on **Tester Profile** on the left-hand navigation menu.





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Please update your Profile details as shown below. If this is your first time logging into the portal, you need to add at least one testing device with corresponding calibration date details to your account in order to be in compliance to perform testing.

At least one piece of testing equipment must be entered in your profile, and it must have been calibrated within the past year to qualify as valid test equipment. You will also be sent to this page if your test equipment has not been calibrated recently.

Brett Water Profile Details

Mobile Phone

Office Phone

Address

Address 2

City

State

Zip

Test Equipment Details

Listed below are the backflow testing devices registered to you. Update the details of the device or delete a registered device by clicking on the "X" if it is no longer used.

Add a New Test Device

Manufacturer of Testing Device (i.e. Mid-West Instruments)

Model of Device (i.e. 845)

Serial Number

Calibration Date

Each Tester must register a test device used for Backflow Prevention testing. The Manufacturer, Model and Serial Number of the test equipment must be populated. Plus, the Calibration Date of the device must be entered as well. Once this information is entered, click the **Add Testing Equipment** button.

Test Equipment Details

Listed below are the backflow testing devices registered to you. Update the details of the device or delete a registered device by clicking on the "X" if it is no longer used.

Add a New Test Device

Manufacturer of Testing Device (i.e. Mid-West Instruments)

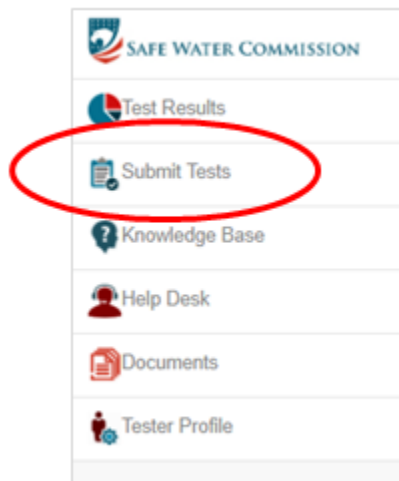
Model of Device (i.e. 845)

Serial Number

Calibration Date

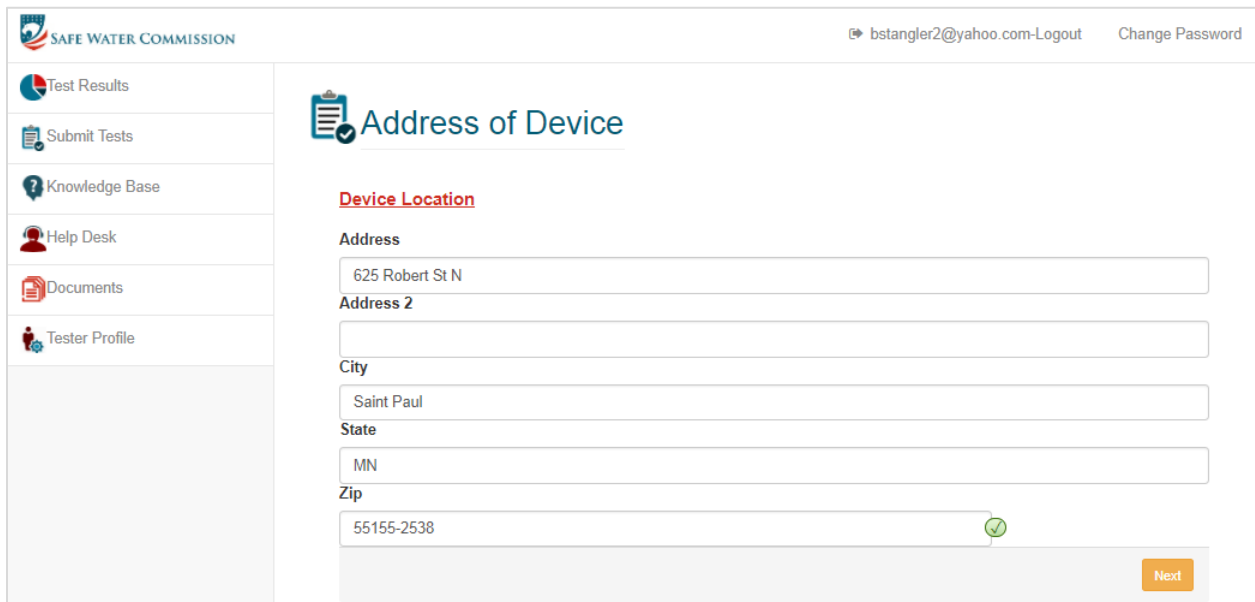
Submit Test Results

The primary area used by Testers will be the Submit Tests portion of the site which allows Testers to capture details of a test and submit the results to the city. Clicking on **Submit Tests** in the left-hand menu will start the process.



Device Location

The first step in submitting a test is to enter the address of the device. Enter the address details in the form and click **Next**. Address validation will occur to ensure a valid address is entered.



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Tester Profile

Address of Device

Device Location

Address

625 Robert St N

Address 2

City

Saint Paul

State


MN

Zip

55155-2538

Next

If an invalid address is entered, an error will appear. Click **Fix It** in the error dialog box to fix the address details prior to clicking **Next**.



Address of Device

Device Location

Address

YOU ENTERED AN UNKNOWN ADDRESS:

123 Oak St. richfield mn USA

Fix It Continue Anyway

Richfield

State


mn

Zip

Once the address of the device is entered, the application will search to see if any devices already exist at that location. It will also check to see if any tests are pending at that location.

Pending Failed Test Detected

If an existing failed initial test is pending for a given location, a certified Rebuilder will be given the option to either Rebuild the device and complete the Retest or Replace the device entirely and complete a new test. Click the desired option OR, click the **Continue** button to select a completely different device for the test.



Device Identification

Test Details


At least one pending failed test was discovered for this location. If you are performing rebuild/testing activities on an existing failed device, please select the appropriate action on the desired device listed below. If you are not working on an existing failed device, click the Continue button at the bottom of the page.

Failed Device	Serial #	Action Desired	
Ames A200	98347923	Rebuilt-Perform Retest	Replace-Test New Device

Continue

Existing Device Detected at Location

If a device is detected at the location, the option will appear to choose from a drop-down list to select the device. Owner contact details can be updated once the device is selected as well.



Device Identification

Test Details
Choose an Existing Device Found at this Address (for testing or replacing)

Apollo/Conbraco 40205A2Z- S.N.YY121212 ▼

[Click here to decommission this device and replace it with another device](#)

Or...Add a New Device for this Location

Select Manufacturer of Device ▼

Owner Details
An existing device owner was detected at this address.

John Smith - Phone:2341232345 ▼

Delete This Owner

Owner Organization

New Device at Location

If no devices are discovered for the address, the Tester will be prompted to enter details about a new device. The Tester will be prompted for a Manufacturer, Backflow Type, Size of Device and finally the actual Model of the device to help them choose the correct device.

The Serial Number will then need to be entered for the device along with the property owner details. If the property owner resides at an address different from the device address, check the **“Owner Address is Different from Device Location”** checkbox and complete the address details. Click **Next** to proceed.

Serial Number of Device

YY121212

Owner Details

Delete This Owner

Owner Organization

Smith's Hardware

Owner First Name

John

Owner Last Name

Smith

Email Address

jsmith@jsmith.com

Phone Number


2341232345

☐ Owner Address is Different from Device Location

Next

Enter Test Results

After the Device is chosen, test results can be entered. Depending on the device type (RP, DC, PVB), different fields will be shown to enter results.


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Initial Test Results

Date of Test

Time of Test

Static Line Pressure

Equipment Used

☐ **Air Inlet Valve Failed to Open**Air Inlet Valve Opened (psid value)

Check Valve #1

Check Valve #1 Pressure Drop (psid)

Shutoff Valve #2

☐ **Test Failed. Repairs are needed**

[Next](#)

Failed Test

If certain attributes are entered for the test that result in a failed test, options may appear at the bottom of the screen to take action. For instance, if “Leaking” is chosen, the “**Test Failed. Repairs are needed**” checkbox will be selected and option buttons will appear.

The **Continue to Retest Results** button allows a Rebuilder to proceed to enter final results. The Rebuilder can also select **Save Test for Later**. This option will allow the Rebuilder to re-open it from the Test Results page to complete the final test at a later time.

Check Valve #2

Shutoff Valve #2

Check Valve #1

Check Valve #1 Pressure Drop (psid)

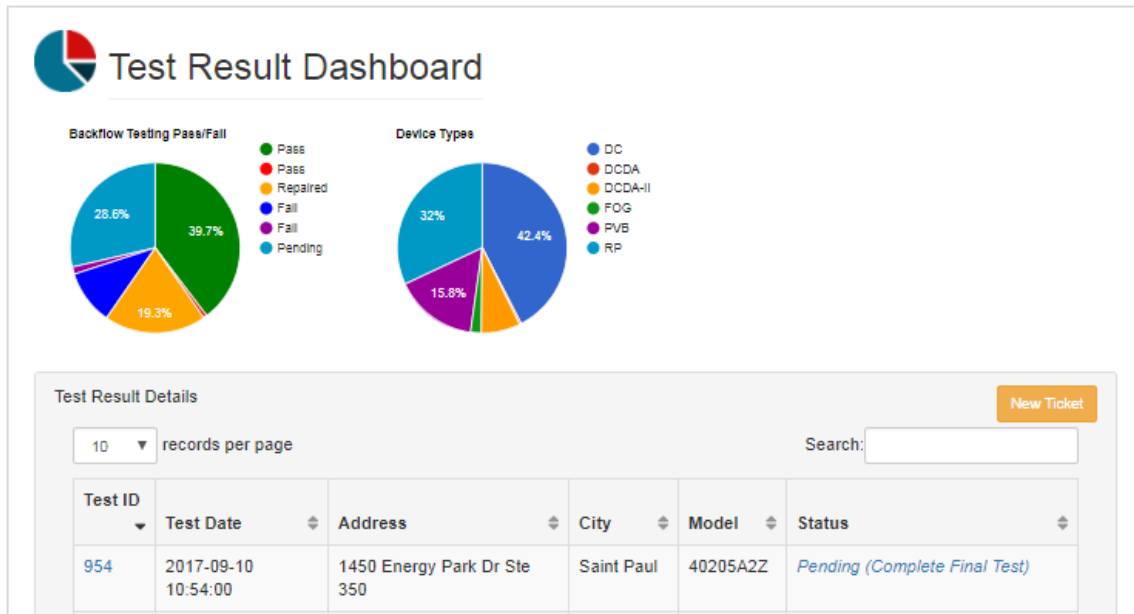
Pressure Differential Relief Valve Opened at (psid)

☒ **Test Failed. Repairs are needed**

[Continue to Retest Results](#)
[Save Test for Later](#)

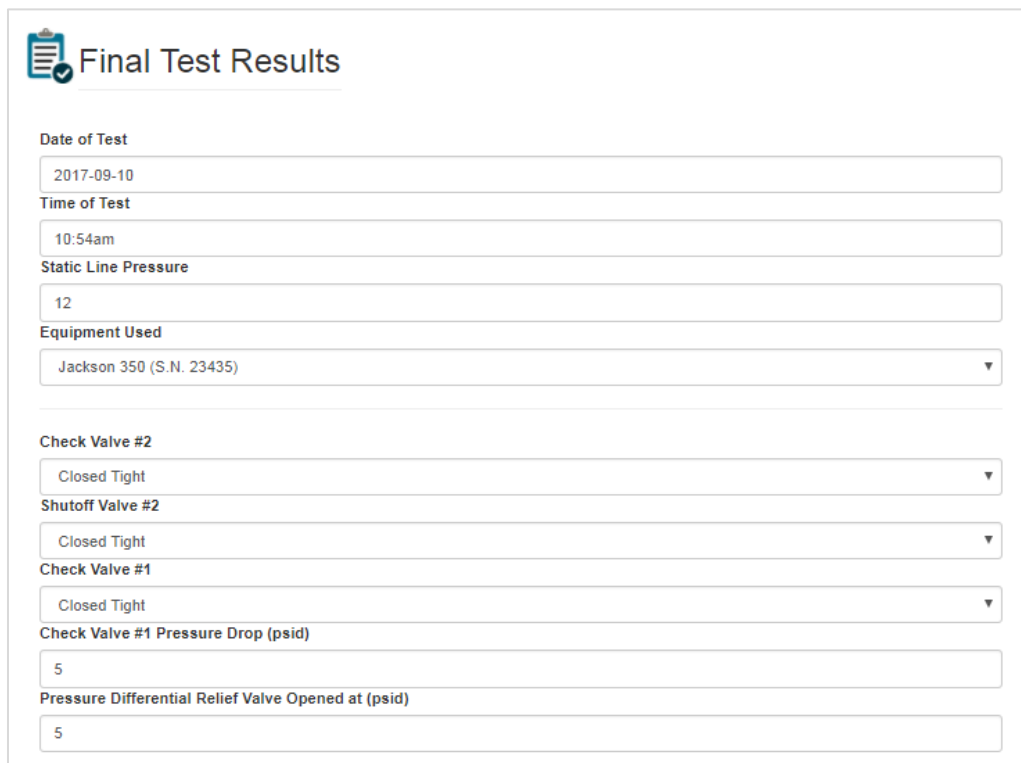
Saved Test

When tests are saved per above, they will appear in the Test Results section with a Pending status. Simply click on the link to re-open the test to complete it.



Final Test

If a final test is required because of a previous failed result, similar test results will be captured. Click **Continue** to proceed.



Final Test Results

Date of Test: 2017-09-10

Time of Test: 10:54am

Static Line Pressure: 12

Equipment Used: Jackson 350 (S.N. 23435)

Check Valve #2: Closed Tight

Shutoff Valve #2: Closed Tight

Check Valve #1: Closed Tight

Check Valve #1 Pressure Drop (psid): 5

Pressure Differential Relief Valve Opened at (psid): 5

Confirmation and Payment







Once the tests are complete, they can be confirmed and submitted. An initial confirmation screen is shown before submitting payment. Click on **Submit Payment** to proceed with the submit.



Confirmation of Results


Test Date	2017-09-10
Test Time	10:50pm
Model	Apollo/Conbraco 40205A2Z
Address	1450 Energy Park Dr Ste 350
City/State/Zip	Saint Paul, MN 55108-5265

Your test is ready to be submitted to the city. Please complete payment by clicking on the button below.

[Submit Payment](#)      

Confirmation and Payment


Payment processing is handled through Stripe, which is a secure payment processing service. Once the initial account setup and payment details are entered once, Stripe will remember these details for future purchases.




Confirmation of Results

Test Date	2017-09-10
Test Time	10:55pm
Model	Apollo/Conbraco 40205A2Z
Address	1450 Energy Park Dr Ste 350
City/State/Zip	Saint Paul, MN 55108-5265

Your test is ready to be submitted to the city. Please complete payment by clicking on the button below.

 **Safe Water Commission L...**
Submit Testing Payment
test.user@safewatercommission.com
[Log out](#)

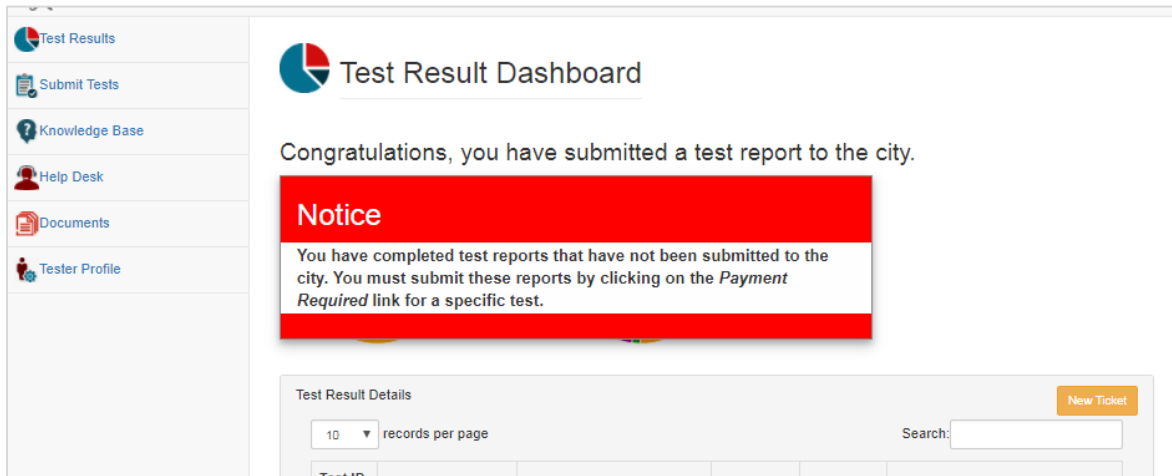
 **** * 4242
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[Pay \\$16.95](#)

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Payment Complete

After payment is complete, a confirmation will appear in the Test Results page. The completed test and all other past tests will appear in the Test Results page.



Test Result Dashboard

Congratulations, you have submitted a test report to the city.

Notice

You have completed test reports that have not been submitted to the city. You must submit these reports by clicking on the *Payment Required* link for a specific test.

Test Result Details

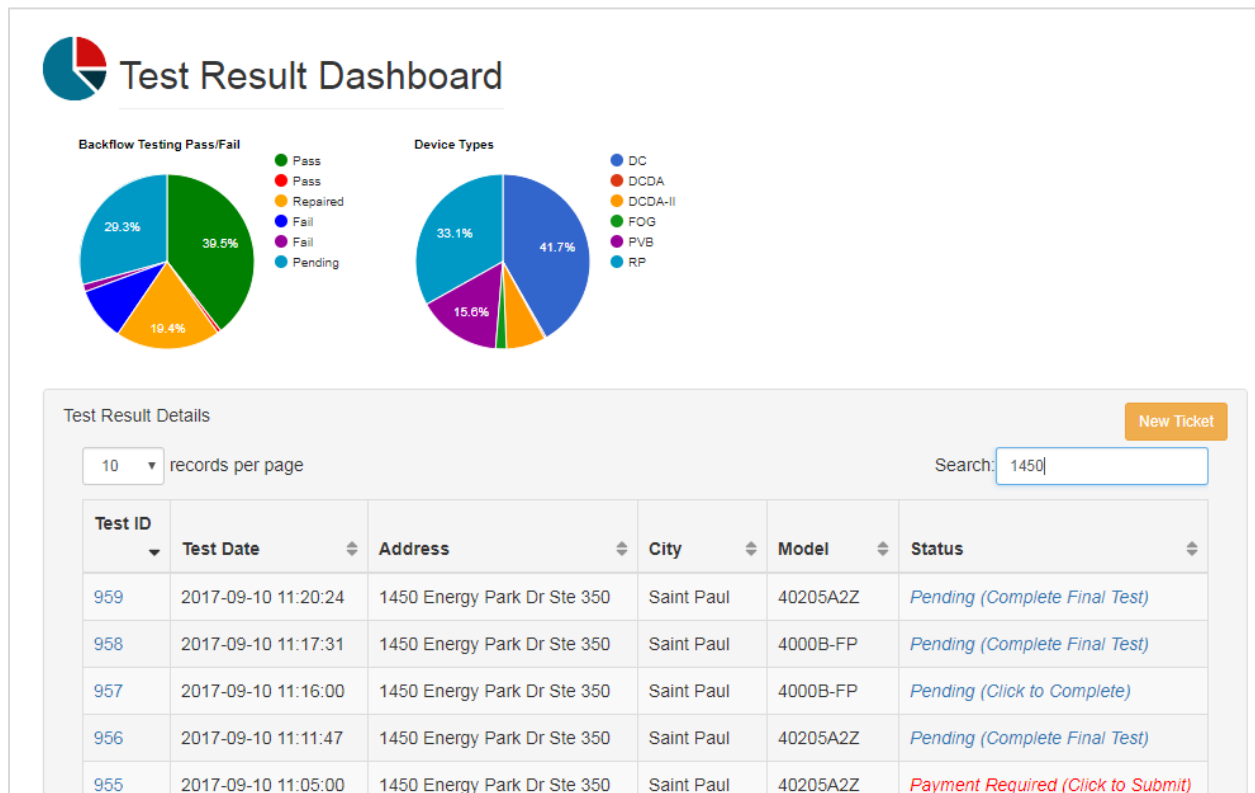
10 records per page

Search:

New Ticket

Test Results

The Test Results page displays all past test results along with some summary graphs. The page allows for searching and sorting of the test result data. Typing text in the Search box will filter the results.



Test Result Dashboard

Backflow Testing Pass/Fail

- Pass (Green)
- Pass (Red)
- Repaired (Yellow)
- Fail (Blue)
- Pending (Cyan)

Device Types

- DC (Blue)
- DCDA (Orange)
- DCDA-II (Yellow)
- FOG (Green)
- PVB (Purple)
- RP (Cyan)

Test Result Details

10 records per page

Search:


New Ticket

Test ID	Test Date	Address	City	Model	Status
959	2017-09-10 11:20:24	1450 Energy Park Dr Ste 350	Saint Paul	40205A2Z	Pending (Complete Final Test)
958	2017-09-10 11:17:31	1450 Energy Park Dr Ste 350	Saint Paul	4000B-FP	Pending (Complete Final Test)
957	2017-09-10 11:16:00	1450 Energy Park Dr Ste 350	Saint Paul	4000B-FP	Pending (Click to Complete)
956	2017-09-10 11:11:47	1450 Energy Park Dr Ste 350	Saint Paul	40205A2Z	Pending (Complete Final Test)
955	2017-09-10 11:05:00	1450 Energy Park Dr Ste 350	Saint Paul	40205A2Z	Payment Required (Click to Submit)

By clicking on the number of the Test ID in the left-hand column, a detailed test report will open. This report shows the actual results of a given test.

Test #954

Pass (Repaired)



DEVICE ADDRESS
1450 ENERGY PARK DR STE 350
SAINT PAUL, MN 55108-5265

Backflow Device Manufacturer	Model	Type	Serial #
Apollo/Conbraco	40205A3Z	RP	YY121212

OWNER DETAILS
SMITH'S HARDWARE
JOHN SMITH - JSMITH@JSMITH.COM - 2341232345
1450 ENERGY PARK DR STE 350
SAINT PAUL, MN 55108-5265

Initial Test Failure

Date of Test:	2017-09-10 10:54:00
Tester Details:	Test User 40289 N Golden Eagle Ct Antioch, IL 60002-6721
Cert #:	
Expiration:	
Test Equipment:	Jackson 350
Calibration Date:	2017-01-20 00:00:00
Static Line Pressure:	34

Check Valve #2	Shutoff Valve #2	Check Valve #1	Pressure Differential Relief Valve
Valve: Closed	Valve: Closed	Valve: Leaking Pressure Drop Across Check Valve #1: 20 psid.	Opened at 20 psid.

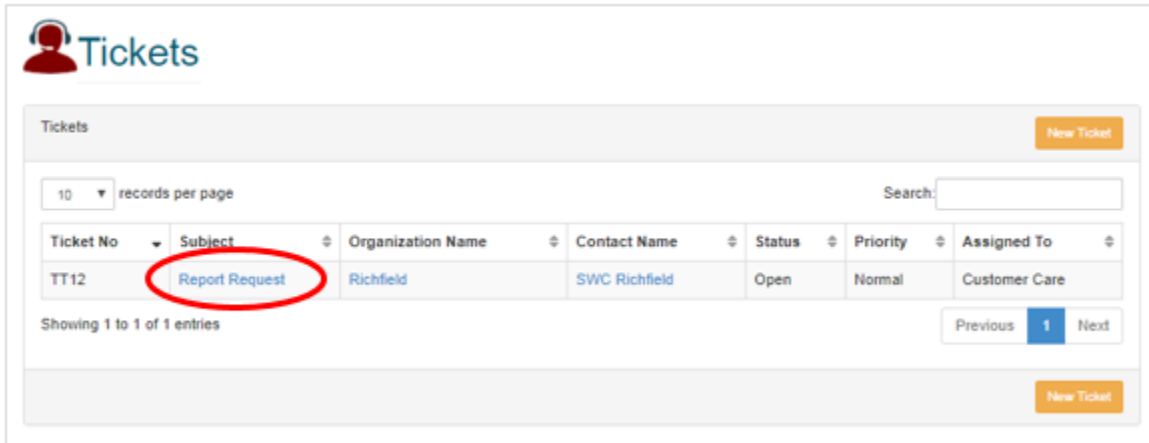
Final Test Pass

Date of Test:	2017-09-10 10:55:00
Tester Details:	Test User 40289 N Golden Eagle Ct Antioch, IL 60002-6721
Cert #:	
Expiration:	
Test Equipment:	Jackson 350
Calibration Date:	2017-01-20 00:00:00
Static Line Pressure:	12

Check Valve #2	Shutoff Valve #2	Check Valve #1	Pressure Differential Relief Valve
Valve: Closed	Valve: Closed	Valve: Closed Pressure Drop Across Check Valve #1: 20 psid.	Opened at 20 psid.

Help Desk Tickets

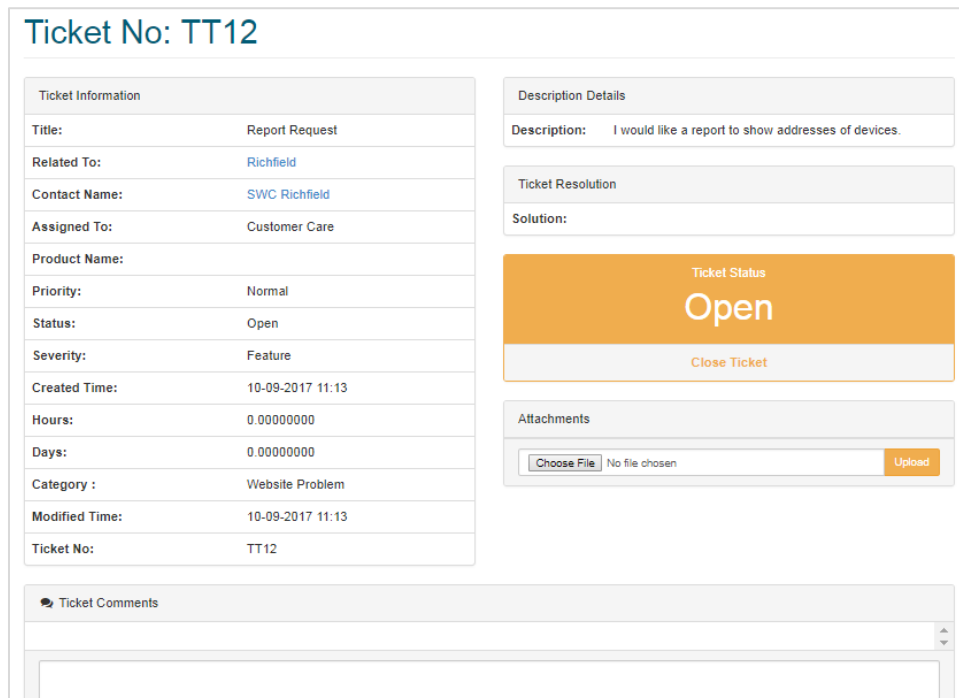
The Help Desk page provides the ability to enter Support and feature request tickets to Safe Water Commission. The main page of the page, shows all tickets submitted by the currently logged in user. To review the details of a given ticket, click on the link of the Subject.



The screenshot shows the 'Tickets' page with a header 'Tickets' and a 'New Ticket' button. Below the header is a search bar and a table of tickets. The table has columns: Ticket No, Subject, Organization Name, Contact Name, Status, Priority, and Assigned To. The first row shows Ticket No: TT12, Subject: Report Request (circled in red), Organization Name: Richfield, Contact Name: SWC Richfield, Status: Open, Priority: Normal, and Assigned To: Customer Care. Below the table, it says 'Showing 1 to 1 of 1 entries' and has 'Previous', '1', and 'Next' buttons. There is also a 'New Ticket' button at the bottom right.

Ticket No	Subject	Organization Name	Contact Name	Status	Priority	Assigned To
TT12	Report Request	Richfield	SWC Richfield	Open	Normal	Customer Care

The ticket details will then be shown on the following screen. Additional comments can be added to the ticket as needed.



The screenshot shows the 'Ticket No: TT12' details page. It is divided into two main sections: 'Ticket Information' and 'Description Details'. The 'Ticket Information' section lists various fields: Title (Report Request), Related To (Richfield), Contact Name (SWC Richfield), Assigned To (Customer Care), Product Name, Priority (Normal), Status (Open), Severity (Feature), Created Time (10-09-2017 11:13), Hours (0.00000000), Days (0.00000000), Category (Website Problem), Modified Time (10-09-2017 11:13), and Ticket No (TT12). The 'Description Details' section shows the Description (I would like a report to show addresses of devices.) and the Ticket Resolution (Solution:). Below these is a 'Ticket Status' section with a large orange box saying 'Open' and a 'Close Ticket' button. At the bottom is an 'Attachments' section with a 'Choose File' button, 'No file chosen' text, and an 'Upload' button. There is also a 'Ticket Comments' section at the very bottom.

Ticket No: TT12

Ticket Information	
Title:	Report Request
Related To:	Richfield
Contact Name:	SWC Richfield
Assigned To:	Customer Care
Product Name:	
Priority:	Normal
Status:	Open
Severity:	Feature
Created Time:	10-09-2017 11:13
Hours:	0.00000000
Days:	0.00000000
Category :	Website Problem
Modified Time:	10-09-2017 11:13
Ticket No:	TT12

Description Details

Description: I would like a report to show addresses of devices.

Ticket Resolution

Solution:

Ticket Status

Open

Close Ticket

Attachments

Choose File No file chosen Upload

Ticket Comments

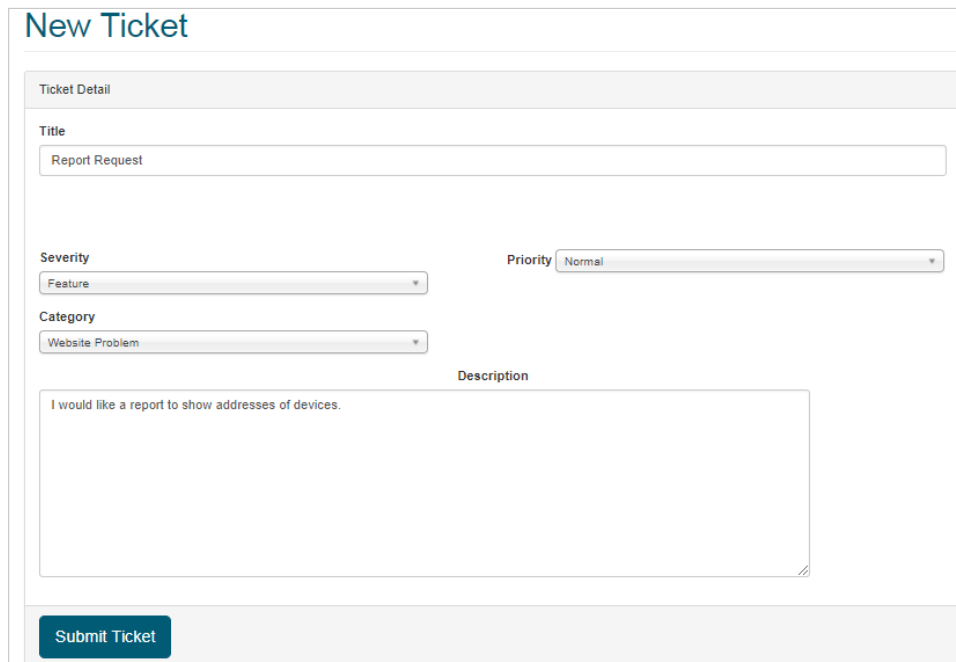
New Help Desk Ticket

To create a new Help Desk ticket, click on the New Ticket button.



The screenshot shows the 'Tickets' interface. At the top left is a red icon of a person with a headset next to the word 'Tickets'. Below this is a grey bar with the word 'Tickets' on the left and an orange 'New Ticket' button on the right. The 'New Ticket' button is circled in red. Below the grey bar, there is a dropdown menu set to '10' and the text 'records per page'. To the right of this is a search bar with the label 'Search:'.

Complete the details in the New Ticket form to submit the ticket.



The screenshot shows the 'New Ticket' form. At the top is the title 'New Ticket'. Below it is a section titled 'Ticket Detail'. Inside this section, there is a 'Title' field with the text 'Report Request'. Below the title field are two rows of dropdown menus. The first row has 'Severity' with 'Feature' selected and 'Priority' with 'Normal' selected. The second row has 'Category' with 'Website Problem' selected. Below these dropdowns is a large text area labeled 'Description' containing the text 'I would like a report to show addresses of devices.' At the bottom of the form is a dark blue 'Submit Ticket' button.