

Backflow online

Frequently asked questions

This fact sheet will help you find answers to the most commonly asked questions about the backflow online system.

[How do I enter a report for a zone device? When I select the meter, all I can see is the containment device?](#)

[The fire service device I wish to enter does not appear on the records. How do I enter my report?](#)

[How do I update my details in My Profile?](#)

[Though I've entered a date, when I try to process the report, there is an error message requesting I enter a valid date. What's wrong?](#)

[How do I enter in a backflow inspection and maintenance form for an initial test?](#)

[How do I enter in a backflow inspection and maintenance form for a property with no meter?](#)

[I've forgotten my Username and Password – what do I do?](#)

[I've already sent my report in, why are you still sending letters to my client?](#)

[I made a mistake on the report I submitted. Can I change it?](#)

1.1. How do I enter a report for a zone device? When I select the meter, all I can see is the containment device?

Don't select a meter for a zone report.

When entering in zone reports, don't click on the meter. We only keep records for containment devices, so you'll have to enter the details for each zone report.

SELECT A BACKFLOW DEVICE AND METER					
Meter No	Meter Size	Requires Backflow Device?	Device Type	Last Test Date	Serial No.
BDXB3609	20 mm	Yes			

TEST TYPE, DEVICE PURPOSE AND METER		
Test Type * <input checked="" type="radio"/> Annual Test <input type="radio"/> Audit Test <input type="radio"/> Initial Test <input type="radio"/> Retest	Device Purpose * <input type="radio"/> Containment <input type="radio"/> Individual <input checked="" type="radio"/> Zone	Water Meter No. <input type="text"/>

CONTACT PERSON DETAILS	
Contact Person <input type="text"/>	Contact Phone <input type="text"/>
Position in Company <input type="text"/>	

EXACT LOCATION OF DEVICE/AIR GAP
Location <input type="text"/>

DEVICE/AIR GAP DETAILS		
Device Type * <input checked="" type="radio"/> RPZD <input type="radio"/> DCV <input type="radio"/> PVB <input type="radio"/> RAG <input type="radio"/> RBT <input type="radio"/> DCDA	Serial No. * <input type="text" value="11111"/>	
Size (mm) * <input type="text" value="20"/>	Make * <input type="text"/>	Model <input type="text"/>

TEST RESULTS		
Reduced Pressure Zone Device		
Check Valve Number 1	Check Valve Number 2	Relief Valve
<input type="text"/> kPa	<input type="text"/> kPa	Opened At <input type="text"/> kPa

1.2. The fire service device I wish to enter does not appear on the records. How do I enter my reports?

Please check the address to ensure you are entering details on the right property. If you are sure, please enter the report in as an initial test. In the 'Water Meter No.' field, enter 'FIRESERVI'

SELECT A BACKFLOW DEVICE AND METER

Meter No	Meter Size	Requires Backflow Device?	Device Type	Last Test Date	Serial No.
BDXB3609	20 mm	Yes			

TEST TYPE, DEVICE PURPOSE AND METER

Test Type * Annual Test Audit Test Initial Test Retest

Device Purpose * Containment Individual Zone

Water Meter No. **FIRESERVI**

CONTACT PERSON DETAILS

Contact Person

Contact Phone

Position in Company

EXACT LOCATION OF DEVICE/AIR GAP

Location

DEVICE/AIR GAP DETAILS

Device Type * RPZD DCV PVB RAG RBT DCDA

Serial No. *

Size (mm) *

Make *

Model

TEST RESULTS

Fire Service DCDA			Bypass Detector Check		
Check Valve Number 1	Check Valve Number 2	Relief Valve	Check Valve Number 1	Check Valve Number 2	Relief Valve

If you are unsure, or have any questions, don't hesitate to contact the backflow team.

1.3. How do I update my details in My Profile?

The web lodgement system allows you to update your profile at any time.

1. After accessing the web lodgement system select 'My Profile'.
2. Select "Update my profile"

BACKFLOW PREVENTION CONTAINMENT SYSTEM

My Profile	2011-01-20 09:07:29.0
Update my profile	
Forms	<h2>Welcome to Backflow Online!</h2>
Reports / Certificates	

3. Update your personal details

BACKFLOW PREVENTION CONTAINMENT SYSTEM

My Profile	SYDNEY WATER BACKFLOW TEGAN V	PLUMBER'S DETAILS	27/01/2011
Update my profile	Please use this page to update your contact details if they have changed from those recorded below.		
Forms	<input type="button" value="Save Profile"/>		
Reports / Certificates	YOUR DETAILS		
	Name *	Address *	
	SYDNEY WATER BACKFLOW TEGAN V	Liverpool Office	
	Trading Name	License No.	License Expiry Date *
		SW05	30/11/2011
	Contact Phone No.	Email Address *	Printing to a Duplex Printer? *
	9350 5548	BACKFLOW@SYDNEYWATER.COM.AU	<input type="radio"/> Yes <input checked="" type="radio"/> No
	TESTING GAUGE		
	Make	Serial No.	Date Test Equipment last verified
	<input checked="" type="radio"/> I declare that the license details shown are current and correct * <input type="radio"/> Do not Agree		

Certificate of Compliance and BFPD Inspection and Maintenance forms submitted using the Web Lodgement facility may be customised by displaying your company's name at the top of the form. If you want to take advantage of this facility please supply your Trading Name in the above box provided

4. Click 'Save Profile' to save your updated details.

Note: if your licence number changes, you will need to register for a new account

1.4. Though I've entered a date, when I try to process the report, there is an error message requesting I enter a valid date. What's wrong?

Backflow Online only accepts date in DD/MM/YYYY format. (i.e. 01/02/2011). We use a CALENDAR BUTTON to help you format the date correctly.

The Calendar button (see below) will appear next to date fields



To select a date you have a number of options:

If the month that is displayed is the required month, run the mouse over the displayed dates until the required date is highlighted, click on the required date.

If the month/year displayed is not correct, move the mouse pointer over the month title bar and click on the relevant navigation buttons:

These navigation buttons are:

- ▶ Moves the display forward one month at a time.
- ◀ Moves the display backwards one month at a time.
- ▶▶ Moves the display forward one year at a time.
- ◀◀ Moves the display backwards one year at a time.

Once the correct month and/or year is displayed repeat step “ a.) ” from above.



The date will be placed in the date field where the Calendar button was activated.

1.5. How do I enter in a backflow inspection and maintenance form for an initial test?

If the Backflow team has no knowledge of a backflow device onsite, we will not have any details on record. You will need to enter the device in as an initial test.

1. Select the BFPD I/M form

My Profile	SYDN
Forms	
BFPD I/M form	
Non Compliance Rectification Form (Test Report Not Required)	
Non Compliance Rectification Form (Test Report Required)	
Certificate of Compliance	
Reports / Certificates	

2. Enter the Property/Account Number

LICENSEE'S DETAILS		
Name SYDNEY WATER BACKFLOW TEGAN V	Address Liverpool Office	
Phone No. 9350 5548	License No. SW05	License Expiry Date 30/11/2011

PROPERTY DETAILS	Confirm Property
Property/Account No * <input type="text"/>	

3. Check the address details to ensure you have the correct Property/Account Number

PROPERTY DETAILS	
Property/Account No * <input type="text" value="3100000"/>	Address <input type="text" value="1 A--on Pl, Carlingford 2118"/>

4. Select the meter if applicable

SELECT A BACKFLOW DEVICE AND METER		
Meter No	Meter Size	Requires Back
BDXB3609	20 mm	Yes

5. Select 'Initial Test' in test type selections

TEST TYPE, DEVICE PURPOSE AND METER

Test Type *

Annual Test
 Audit Test
 Initial Test
 Retest

6. Select a device purpose (either containment, individual or zone)

Device Purpose *

Containment
 Individual
 Zone

7. Enter Contact Person Details, and Exact Location of Device/Air Gap

CONTACT PERSON DETAILS

Contact Person	Contact Phone
Angelina Jolie	9555 5555
Position in Company	
Site Maintenance Manager	

8. Enter all details for Device/Air Gap details – Device Type, Serial Number, Size, Make, Model

DEVICE/AIR GAP DETAILS

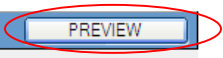
Device Type *		Serial No. *
<input checked="" type="radio"/> RPZD <input type="radio"/> DCV <input type="radio"/> PVB <input type="radio"/> RAG <input type="radio"/> RBT <input type="radio"/> DCDA		12121212
Size (mm) *	Make *	Model
32 mm	SPECTRA	DX1212

9. Enter Test Results and Summary Details.

TEST RESULTS		
Reduced Pressure Zone Device		
Check Valve Number 1	Check Valve Number 2	Relief Valve
1 kPa	1 kPa	Opened At 1 kPa
Strainer Installed <input checked="" type="radio"/> Yes <input type="radio"/> No	Secondary Water Supply/System <input type="radio"/> Yes <input checked="" type="radio"/> No	Secondary Water Supply/System Details
Nature of Water Use after Device/Air Gap MECHANICAL WORKSHOP		

TESTING GAUGE		
Make RYE	Serial No. 1111111111	Date Test Equipment last verified 01/01/2011

TEST SUMMARY	
Date Tested * 03/02/2011	Test Results * <input checked="" type="radio"/> Passed <input type="radio"/> Failed
Remarks REPLACED OLD DEVICE	
I certify that I have tested the device in accordance with the provisions of AS2845 * <input checked="" type="radio"/> Agree <input type="radio"/> Do not Agree	



10. Click "Preview"

11. Ensure you select "SUBMIT TEST" on the Preview Page and get your receipt number.

Testing Gauge make RYE	Testing Gauge Serial No. 1111111111	Date Test equipment last verified 01/01/2011	
Secondary Water Supply/System No	Secondary Water Supply/System Details		
Nature of Water Use after Device/Air Gap MECHANICAL WORKSHOP			
Remarks REPLACED OLD DEVICE	Final Test Results PASS	I certify that I have tested the device in accordance with the provisions of AS2845 and AS/NZS 3500.1	Date 03/02/2011
		Tested by/Authorised Licensee's Signature	
		Owner's Agent Signature	

1.6. How do I enter in a backflow inspection and maintenance form for a property with no meter?

When entering, simply write "BOUNDARY" in the 'Water Meter No' field.

LICENSEE'S DETAILS					
Name SYDNEY WATER BACKFLOW TEGAN V		Address Liverpool Office			
Phone No. 9350 5548	License No. SW05	License Expiry Date 30/11/2011			

PROPERTY DETAILS	
Property/Account No * 33: 333	Address 19 ckey St, Granville 2142

SELECT A BACKFLOW DEVICE AND METER					
Meter No	Meter Size	Requires Backflow Device?	Device Type	Last Test Date	Serial No.

TEST TYPE, DEVICE PURPOSE AND METER		
Test Type * <input type="radio"/> Annual Test <input type="radio"/> Audit Test <input checked="" type="radio"/> Initial Test <input type="radio"/> Retest	Device Purpose * <input checked="" type="radio"/> Containment <input type="radio"/> Individual <input type="radio"/> Zone	Water Meter No. <input type="text" value="BOUNDARY"/>

You can provide additional details by writing comments in the Test Summary section

TEST SUMMARY		PREVIEW
Date Tested * 01/02/2011	Test Results * <input checked="" type="radio"/> Passed <input type="radio"/> Failed	
Remarks The device is located on the boundary.		
I certify that I have tested the device in accordance with the provisions of AS2845 * <input checked="" type="radio"/> Agree <input type="radio"/> Do not Agree		

1.7. I've forgotten my Username and Password – what do I do?

Your Username is your licence number.

1. To reset your password go to <http://www.sydneywater.com.au/Plumbing/BackflowPrevention/> and select 'Plumber Information'.

Web lodgement of Backflow reports

A licensed plumber can now submit backflow prevention reports by using Web lodgement. A licensed plumber can submit compliance certificates, but only a licensed plumber with backflow accreditation can submit inspection and maintenance test reports. You must register to use this service.

- [Log into Web Lodgement](#)
- [Register for an account for Web Lodgement](#)
- [Reset password for a Web Lodgement account](#)
- [Web Lodgement user guide \(PDF - 360KB\)](#)

If you experience problems accessing the Backflow application or require further information, please email the [Backflow Prevention team](#)

2. Select 'Reset password for a Web Lodgement account'.
3. Enter your username and registered email address then click 'Reset password'.

Password Reset

Please supply the following information to allow us to reset your password

User Id

Email Address

4. We will send your new password to your registered email address with a temporary password. Upon your first login you will be asked to change your temporary password.

If this doesn't work, email us at backflow@sydneywater.com.au and include your Licence Number in the email. We will reset it for you.

1.8. I've already sent my report in, why are you still sending letters to my client?

You can check to ensure our system is up to date by logging into Backflow Online and viewing your client's property.

SELECT A BACKFLOW DEVICE AND METER					
Meter No	Meter Size	Requires Backflow Device?	Device Type	Last Test Date	Serial No.
FJ-----		Yes	Double-check valve assembly	19/01/2011	J19889
FJ		Yes	Reduced Pressure Zone Device	21/01/2010	W201974
G	50 mm	Yes	Reduced Pressure Zone Device	19/01/2011	W125818
G	50 mm	Yes	Reduced Pressure Zone Device	19/01/2011	W215731

1. Check the last test date.
2. If all reports are up to date, you can contact us. There may be an overlap between us sending the client a letter and your report being entered.
3. If some reports are overdue still, and you have not tested the overdue devices, contact your client.
4. If some reports are overdue still, and you HAVE tested and entered the reports, please contact us with the receipt number of the report.

1.9. I made a mistake on the report I submitted. Can I change it?

Once you have a receipt number, you cannot make changes. The Backflow Team can make certain changes, so please contact us with the receipt number as soon as possible.

We may request you re-enter the report, but contact us first.