

# Upgraded *Backflow Prevention* application

## Frequently Asked Questions (FAQ)

*This FAQ aims to answer some common questions about the upgraded Backflow Prevention application.*

### Access

*Will I still have access to the previous web lodgement .PDFs I've uploaded on my web lodgement account?*

**No.** You cannot access your old test reports using the upgraded *Backflow Prevention* application. You will need to download any test reports you need **BEFORE 4pm Friday, November 27.**

*When does the upgraded Backflow Prevention application go live?*

The upgraded *Backflow Prevention* application will be live at **9am, Monday December 7.**

**i** Our current *Backflow Prevention* application will be unavailable from **4pm Friday, November 27**, for the upgrade process.


Services will resume using the upgraded *Backflow Prevention* application at **9am Monday, December 7.**

*Do I have to register to gain access to the upgraded Backflow Prevention application?*

**Yes.** Anyone who needs access to the upgraded *Backflow Prevention* application will need to make a request for access.

If you are a registered user of our customer portal - *Tap in™*, simply submit an access request to the upgraded *Backflow Prevention* application quoting your **existing Tap in™** log-in details. This will allow you to use the same log-in to access multiple applications.

If you are a 'first time user' of the upgraded *Backflow Prevention* application, simply request access using the easy-to-follow, self-registration process.

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- You need a valid eMail account for registration. Ensure you have access to this eMail account, as a notification will be sent to it which you will need to access to complete your registration. Please note, **no generic eMail accounts will be accepted**, ie. each plumber must register their eMail account individually with their own plumbing licence details.

Additionally, you will need to enter some specific backflow prevention plumbing information – so have them ready, eg. plumbing licence number, backflow accreditation, calibration kit details and their expiry dates etc.

*What information do I need to have with me when submitting a request to access the new Backflow Prevention application?*

Below is the list of mandatory information required when requesting access to the new *Backflow Prevention* application:

- a. Valid and active individual eMail account, ie. a generic company or group eMail account will not be accepted, eg. info@plumber.com
- b. Licence number and expiry date
- c. Backflow accreditation details, ie. learning institute where you gained your Backflow Prevention accreditation, eg. TAFE NSW – Location, and date of completion. If you do not have record of this, you will need to request it from the learning institute from which have accredited you
- d. Your test kit details – Make, Serial number and last calibration date (last calibration date must be within 1 year)

## Technical

*Will the upgraded Backflow Prevention application be compatible with internet browsers other than MS Internet Explorer 11?*

**Yes.** In addition, the upgraded *Backflow Prevention* application will also be compatible with *Google Chrome and MS Edge*.

## Lodgements

*Can I still lodge reports if my plumbing licence and calibration kit have expired?*

**No.** Reports may only be lodged if your plumbing licence and calibration kit dates are current, ie. not expired.

*What photographs do I need to retain for each lodgement?*

You must now retain at least two (2) photographs for every test you have conducted, one (1) for the backflow device you tested with the serial number visible, and the other for the test kit attached.

See below for example photographs.



*Why do I need to retain photos for each lodgement?*

Sydney Water will now conduct audits of lodgements. As part of this audit, we may ask you to provide two (2) photographs for any backflow containment device test you have registered with us. We will ask for this via eMail and expect a response within five (5) working days. Failure to comply may result in your access to the upgraded *Backflow Prevention* application being blocked.

*Can I view and change my details in the upgraded Backflow Prevention application?*

**Yes.** You can view and change your account details, eg. update your plumber licence number.