Device Testers Instructions

Cross Connection Control Portal Manual

CRD
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About this Document

Some of the screen shots may appear slightly different in this document than in the portal. This document is intended as an introduction to the portal for training purposes only.

Terminology

Facility Contact is referred throughout this document as the Facility Mailing Contact. This is the person that is responsible to receive Device Testing Email Notifications and is authorized to Assign Devices for testing.

Email Contact List

The portal and the Cross Connection Control Program use the email address ccc@crd.bc.ca. To prevent your email server from rejecting emails from this address as spam or junk mail, add it to your email contacts list.

Assistance

Contact the Cross Connection Control team at 250.474.9667 for additional information or assistance.

System Requirements

The portal works best using the Google Chrome browser; download it here: https://www.google.com/intl/en/chrome/. Internet Explorer 9.0 and higher can also be used. Please verify and upgrade your system software version before signing onto the portal.

Device Testers Database Requirements

Access requires the portal database to have a record of the Device Tester's current BCWWA Certification report and calibration record of all Test Gauges the Device Tester may use. To enable Facility Mailing Contacts to assign Devices the Device Tester, they must have an email address stored in the database.

Accessing the Portal

Click www.crd.bc.ca/service/drinking-water/cross-connection-and-backflow/ccc-portal to access the portal.

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How to Use the Portal

The first page displayed is the **Portal Welcome** page. Please review the **How to Use the Portal** link to verify your computer software is set up as required to run the portal.
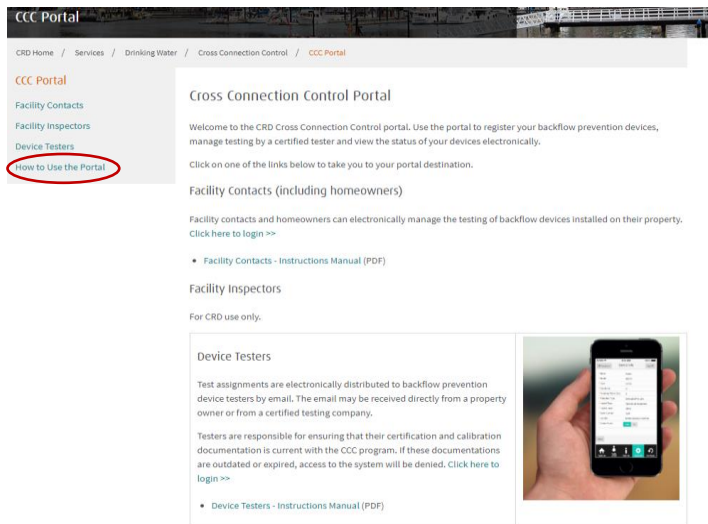
To use the portal, please ensure your browser has JavaScript enabled and you have cleared your browser cache. The portal works best using Google Chrome, Mozilla Firefox, Safari and Internet Explorer 9.0 and higher. To check which browser and version you are using, please click **Help** then **About** to find out or visit https://www.whatismybrowser.com/. If you need to contact us regarding this issue, we will need this information.

If you have Internet Explorer 8 or lower, please update your browser to the latest version. We recommend you always use the current version of browsers to ensure our web pages display quickly, and that you have the latest security updates to help protect your personal security. You may also want to make sure your version of Windows is completely up to date. To do that, visit the Windows Update site at: http://windowsupdate.microsoft.com/.

Testing Assignments

Device Testers receive Test Assignments electronically through email notifications. The notification may be received directly from a Facility Mailing Contact or redirected from a Device Testing Organization. The notification contains a Login ID which provides the Device Tester access to a Facility to complete assigned Device Testing. The Device Tester must highlight and copy the Login ID before clicking the link that goes to the portal Login screen.

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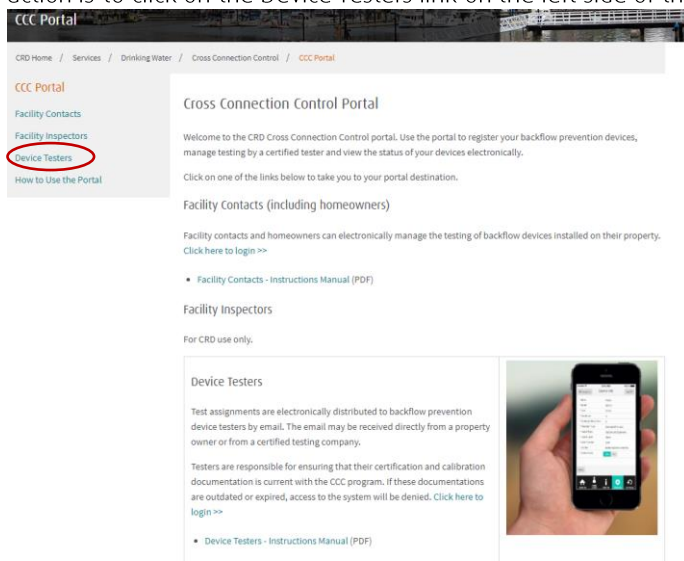
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Below is a sample email showing the Login ID and the link to the portal:
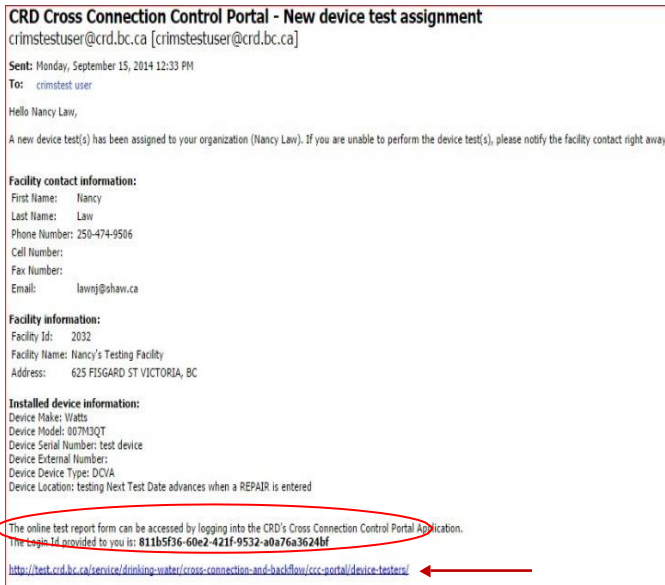
Welcome Page

The first page displayed is the portal Welcome Page which provides general information. As a Device Tester the first action is to click on the Device Testers link on the left side of the page.

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Login Procedures

Complete all * required fields. This information must match the information currently stored in the portal database:

- Email Address
- Login ID (paste in this information provided in the email)
- BCWWA Certification Number
- Test Kit Serial Number

Click **Remember Me** if the Device Tester has multiple Facilities to test. **Remember Me** stores the email, BCWWA Certification Number and the Test Kit Serial Number. The Login ID is specific to a Facility so must be entered each time. Click **Login**. Installation Type defaults to **Existing**. The Installation Type **New** is used to create a New Facility. Reports for New Facilities require the entry of a Permit Number in place of the authorized Login ID.

Outstanding Device Tests

The Outstanding Device Test screen displays after a successful Login. This screen shows the Facility Name and the list of Devices assigned for testing at the Facility.

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The Outstanding Device Tests screen enables the Device Tester to Add New Devices to the Facility. If a New Device needs to be installed the Device Tester must add the New Device or Device's prior to performing the Device Test assignments for all the existing Devices.

Note: A New Device is defined as a device that has never been installed in the Facility. It is not a replacement device for an existing device.

Once all the Device Test assignments have been completed, access to the Facility is terminated so it is important that New Devices be added before Device Testing is complete. Device Details can be viewed by clicking on the Device.

Device Test Assignment

Details associated to a Device are viewed on the Device Test Assignment page. The Device Tester can view information on the Facility, Facility Contact, Tester Information, Device and Test Results by clicking the tabs at the top of the form.

Facility Information Tab
The Facility Information screen is displayed first. This is information about the Facility; Physical Address and Facility Type.

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Facility Contact Tab

This screen provides information about the Facility Mailing Contact.

Tester Information Tab

This screen provides information on the Device Tester. Contact the CRD to have address information added or changed.

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Device Information Tab

This screen provides information about the installed Device. Incorrect information can be changed by the Device Tester. Click **Save** if changes are made.
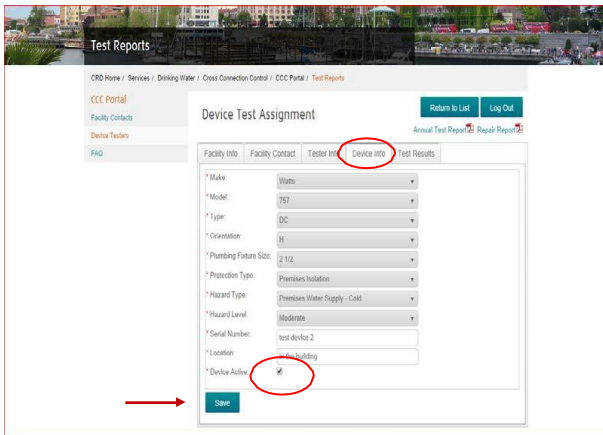
Deactivate a Device

The Device Tester can remove a Device so that it no longer appears on the Device list within a Facility. The reason for deactivating the Device must be provided. When the **Active** button has been removed making a Device no longer active an email report is sent to CRD staff. The report provides the Device Testers contact information and the reason the Device is being deactivated.
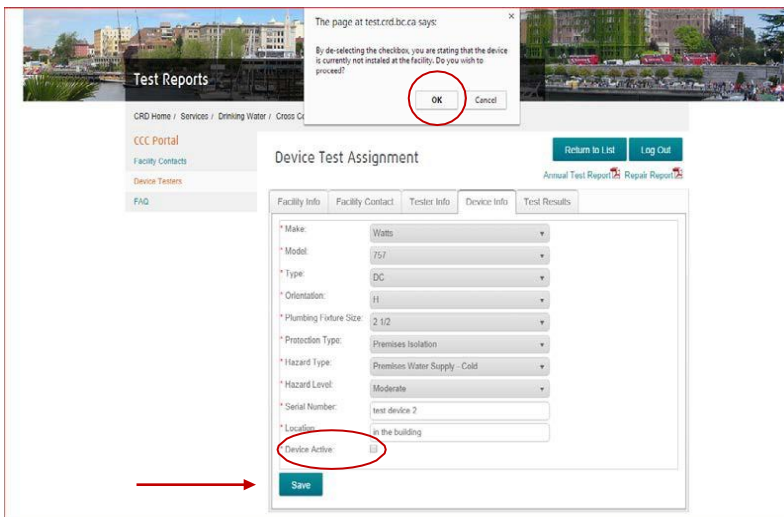
Staff reviews the report and either authorizes to Deactivate the Device on the database or they may elect to further investigate the reason for the deactivation first.

Click on the **Device Active** box to remove the check mark and click **OK** on the message box.

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Deactivated Devices must have a reason provided for the deactivation. Enter details of the deactivation in the **Comments** box and click **Save**.

Test Results Tab

The Test Results screen is where Device Results are entered.

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Completing Test Results

Once Device Test Results have been entered the Device Tester clicks **Save** and the save is confirmed. The Device Tester then clicks **Submit** and must confirm the additional prompts.

The Device Tester must click **Yes** to the displayed message to confirm the transmission of the Test Report to the database.

A **No** response saves the Device Test Results. The Device Tester must remember to submit saved Test Reports in a timely manner.

The portal confirms the transmission and the Device Tester must click **Ok** to complete the process.

Updated in 2020 from 2014 version

Failed Test Reports

If a Device Test fails the required testing criteria, the Device Tester must click **Save** and **Submit**. The portal then prompts the Device Tester to complete a Repair or Replacement form.

If the Device Tester is not able to Repair or Replace the Device at this time, the Device Tester must remember to complete and submit a Repair or Replacement Report before the Device Test Due Date expires.

Failed Test Reports cannot be sent to the database without a Passed Repair Report or a Passed Replacement Report. Once a Passed Repair or Passed Replacement Report is submitted to the database the portal automatically sends both the Failed and Passed Reports. If a Device has been tested and failed multiple times, all failed test reports are transmitted along with the Passed Report.

Repair Test Reports

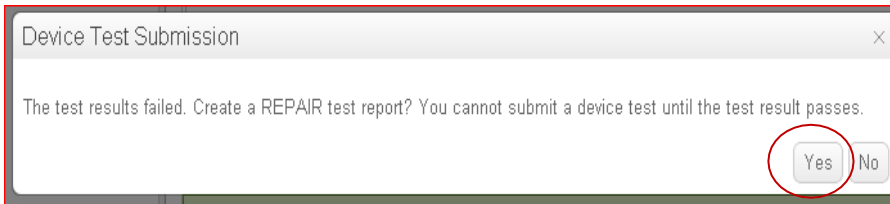To proceed with completing a Repair Test Report click **Yes** to the message prompt.
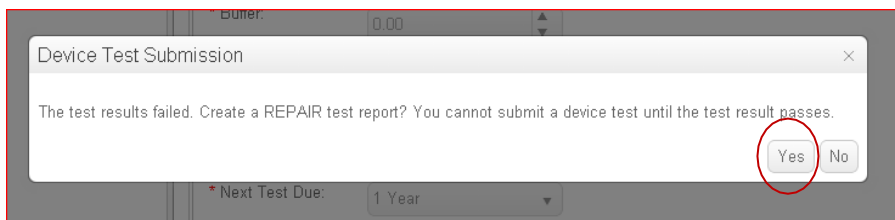
The portal shows the following screen and the Device Tester clicks the **Repair Report** link.
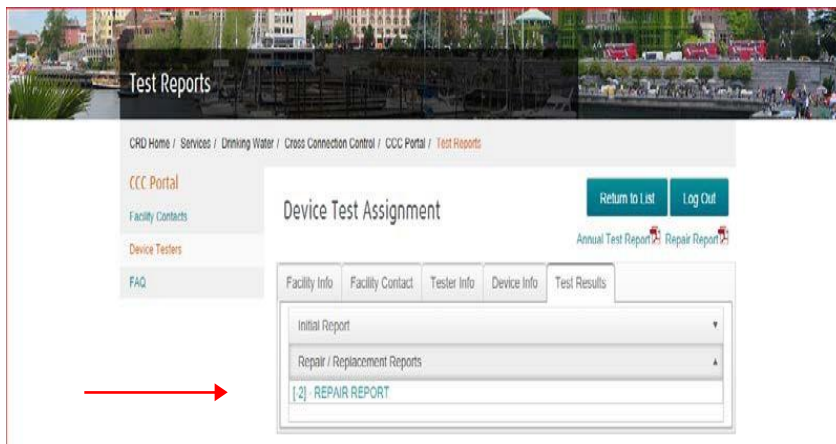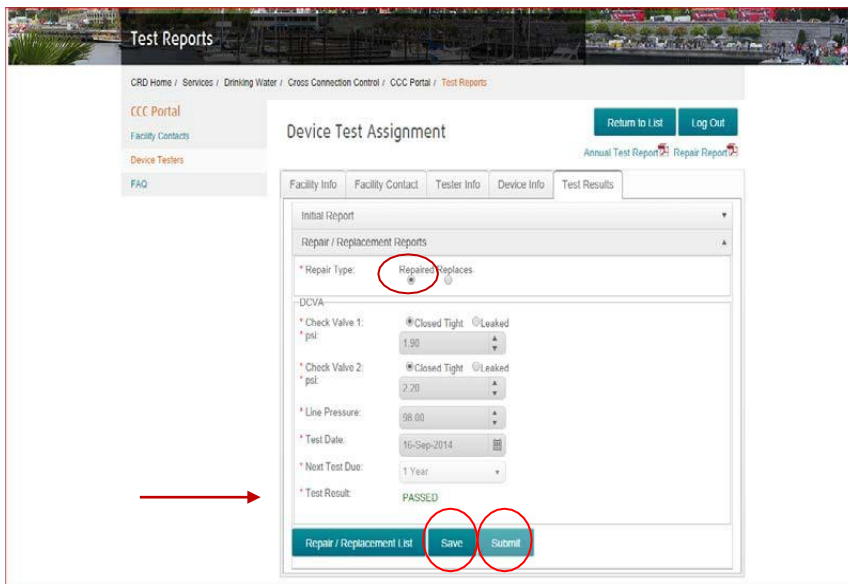
If the Device Tester clicks **No,** the portal returns to the Device Test Assignment page.

Complete the required fields on the Repair Test Report and click **Save.**

Click **Submit** and both the Failed and Passed Test Reports are sent to the database. If the Device was tested and Failed multiple times, all Failed reports are sent to the database with the Passed report. The Device Tester must confirm the transmission of the Test Report and acknowledge confirmation of a successful transmission before proceeding.
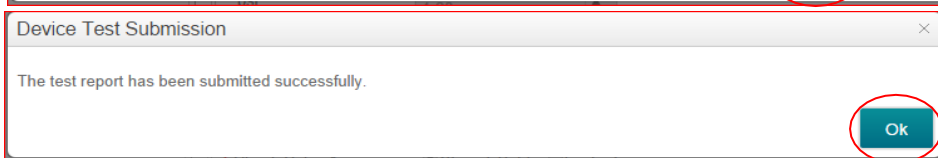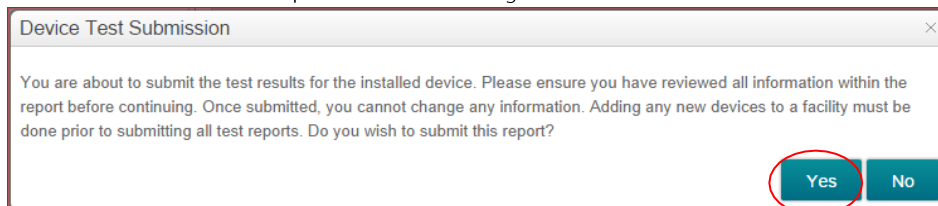
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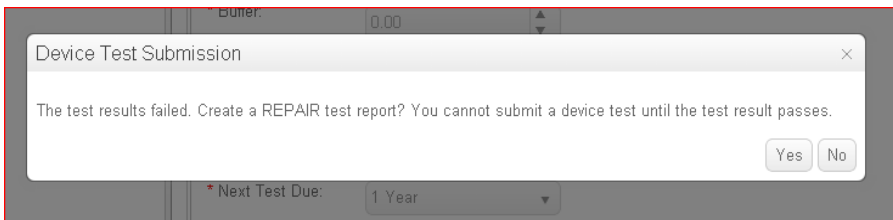

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System returns to the Outstanding Device Tests page to complete any outstanding reports.

Replacement Test Report

A Device may need to be replaced if it has failed and can't be repaired or if the installed Device needs to be replaced with a different model or size, etc. To Replace a Device the Device Tester must enter a failed Test Report for the existing Device and click **Save** and **Submit**. The Device Tester responds **Yes** to the Create a Repair test report message.
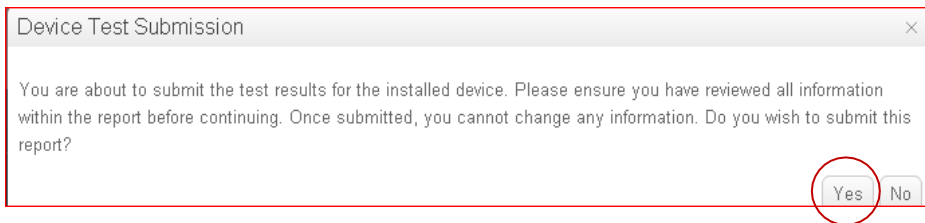

Click the **Replaces** button at the top of the form and enter the new Device information and Test Report values.
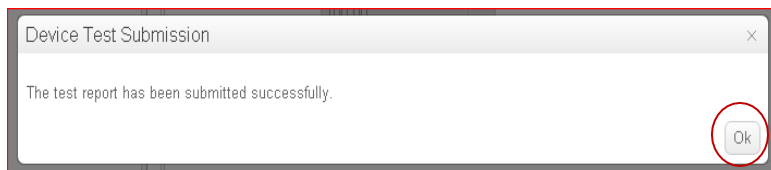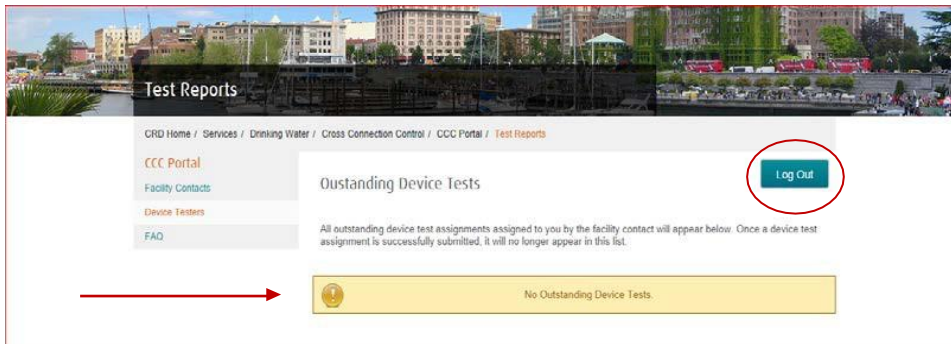Click the **Save** and **Submit**.

The Device Tester responds **Yes** to submit the Replacement Device and Test Report.
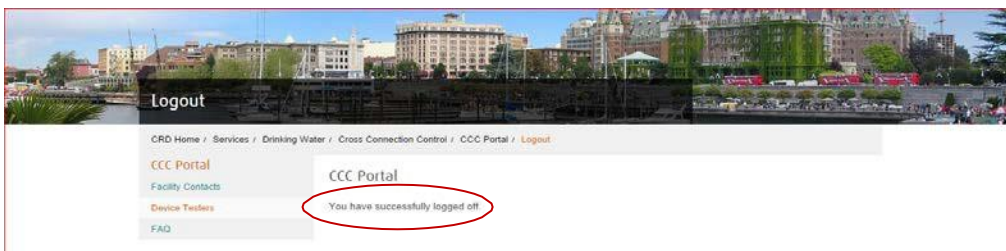

The portal confirms the submission and the Device Tester must respond **Ok** to complete the process.

Once all the Devices for the Facility have been completed the **No Outstanding Device Tests** is displayed. The Device Tester clicks the **Log Out**.

Log Out Confirmation

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Working Offline

A Device Tester may work in an area where an internet connection is not available. The portal stores and saves the data for later transmission to the Cross Connection Program.

It is important the portal is opened while connected to the internet. This process stores the Facility and Device information onto the handheld device making it accessible when the internet connection is not available.

When the internet connection is not available the portal Submit button will not be active. When the internet connection is available the Device Tester must open each of the Devices tested and click **Submit** to transmit the Test Reports to the database.

Blank Paper Reports

On the Device Test Assignment page the Device Tester can print a blank Annual or Repair paper report. Click the PDF link for the required report and print Annual Repair Reports or Repair Reports.