

# Facility Contacts Instructions

## Cross Connection Control Portal Manual

### Capital Regional District |

#### 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](mailto: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.

#### Accessing the Portal

Click [www.crd.bc.ca/service/drinking-water/cross-connection-and-backflow/ccc-portal](http://www.crd.bc.ca/service/drinking-water/cross-connection-and-backflow/ccc-portal) to access the portal.

#### How to Use the Portal

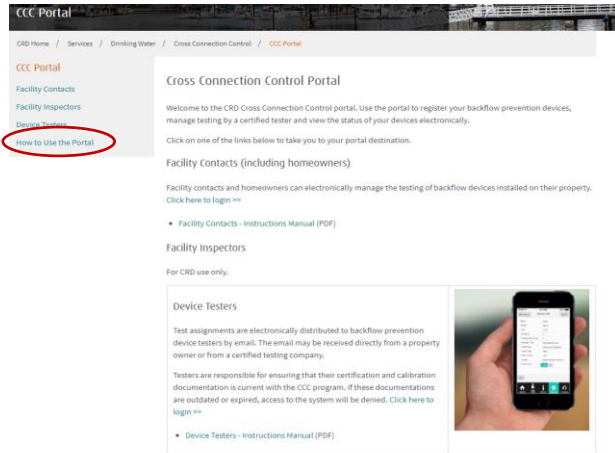
The first page displayed is the **Portal Welcome** page.

Please review the **How to Use the Portal** link to verify your computer software is set up as required to run the portal.

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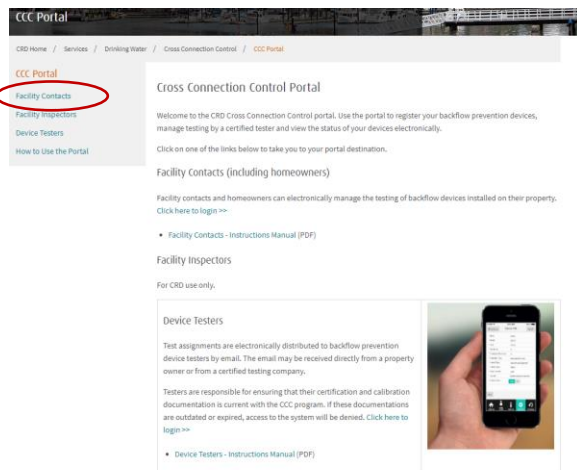
To use the portal, please ensure your browser has [JavaScript](#) enabled and you have cleared your [browser cache](#). The portal works best using Google Chrome, Mozilla Firefox, Safari and Internet Explorer 9.0 and higher.

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/>.

### Welcome Page

The first page displayed is the portal Welcome Page which provides general information. As a Facility Mailing Contact (or Homeowner) the first action is to click on the Facility Contacts Testers link on the left side of the page.

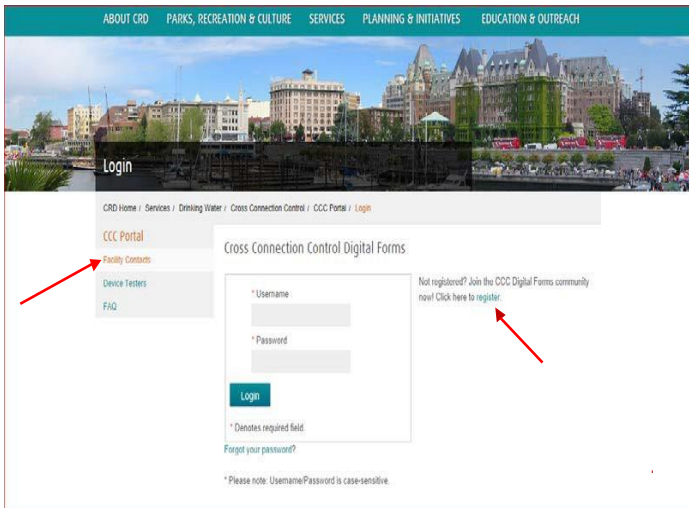


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#### Login and Registration Page



The Login and Registration page is presented. The Login page is where registered Facility Mailing Contacts access the portal. Facility Mailing Contacts must register before permitted access to the portal.

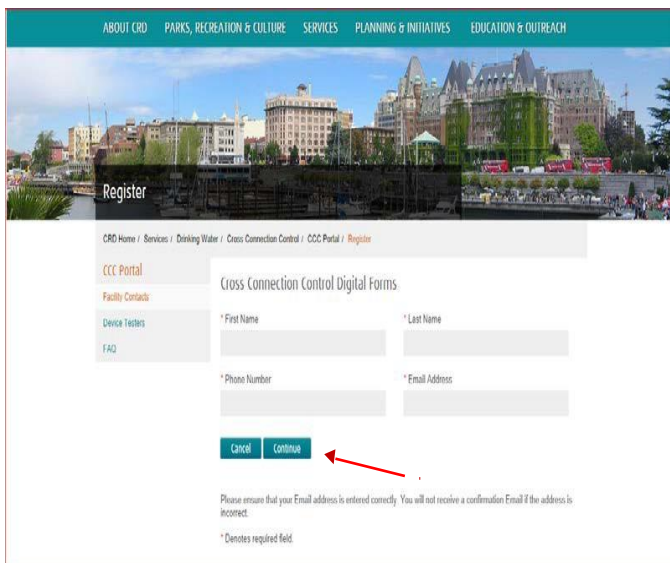
Click **register** on the right to begin.

#### Registration Procedure

Complete all \* required fields. This information must match the information currently stored on the CCC database.

- Enter first name (remember this must be the name provided on the earlier form. For example, if you put William on the form but you go by Bill, you must enter William).
- Enter last name.
- Enter phone number (xxx-xxx-xxxx). Hyphens must be entered. Do not enter the prefix 1 to indicate long distance.
- Enter email address.

Then click **Continue**.



Now you must create and enter a password. The password must be a minimum of 7 characters or digits (capitals or lower case). Entry of the password will not be displayed so enter carefully and remember your entry selection. Retype the password in the next field to confirm entry selection.

The Terms of Use box must be selected; click on the box to select. Terms of Use can be reviewed by clicking the link. Click **Register**.

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Register

CRD Home / Services / Drinking Water / Cross Connection Control / CCC Portal / Register

CCC Portal

Facility Contacts

Device Testers

FAQ

Cross Connection Control Digital Forms

\* First Name  
Nancy

\* Last Name  
Lawr

\* Phone Number  
250-474-9506

\* Email Address  
lawrj@shaw.ca

\* User Name  
lawrj@shaw.ca

\* Password  
\*\*\*\*\*

\* Re-Type Password  
\*\*\*\*\*

Terms of Use  
 Yes, I accept the Terms of Use

Cancel Register

Please ensure that your Email address is entered correctly. You will not receive a confirmation Email if the address is incorrect.

\* Denotes required field

Registration Complete message is displayed.

ABOUT CRD PARKS, RECREATION & CULTURE SERVICES PLANNING & INITIATIVES EDUCATION & OUTREACH

Registration Complete

CRD Home / Services / Drinking Water / Cross Connection Control / CCC Portal / Registration Complete

CCC Portal

Facility Contacts

Device Testers

FAQ

Registration Complete

You have successfully registered with the Cross Connection Control Digital Forms! You will receive a confirmation email shortly. Please follow the instructions contained within the email to finalize your registration process. Account activation is required.

To finalize the Registration process you must access your email and confirm the registration.

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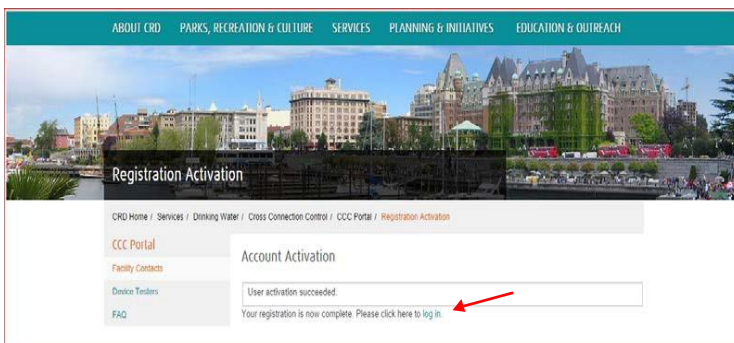
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Sample email:



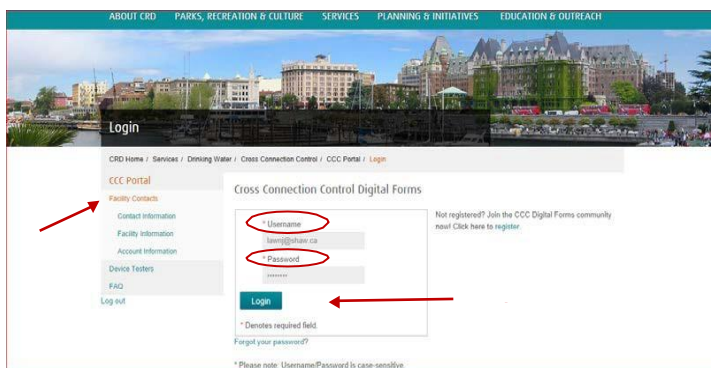
Once you click the link in your email the screen indicating your account is active is presented and the registration process is complete.



Click **Log In** to access the portal. Future access to the portal is via the Login Screen. See following instructions.

### Login Procedure

On the Welcome Page click the Facility Contacts link on the left side and the Login screen is presented. Enter your Username (your email address) and the Password you created during the registration process. Click **Login**.





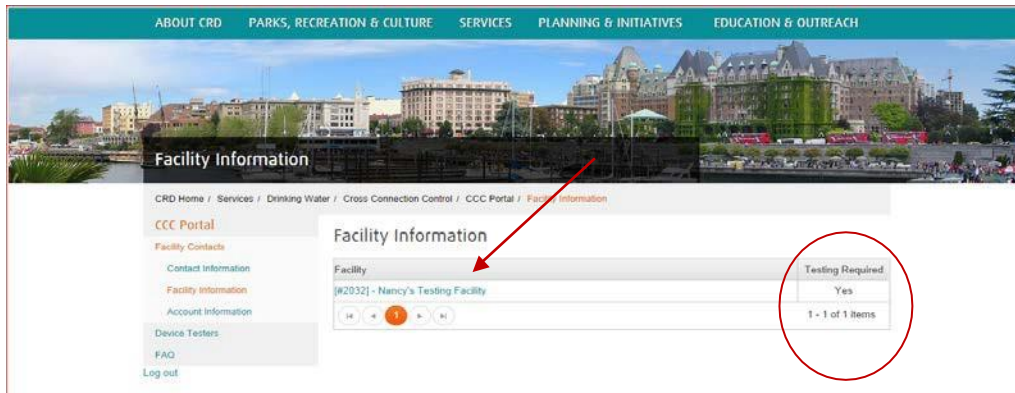
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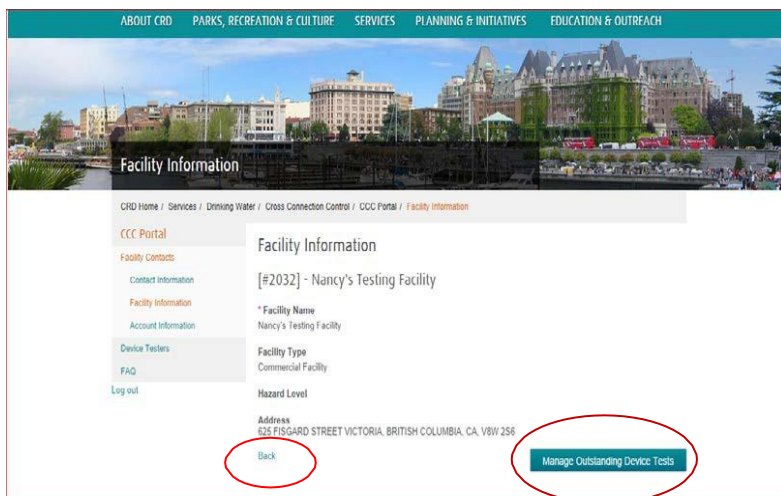
#### Facility Information

The first screen is the Facility Information screen that shows the Facilities associated to the Facility Mailing Contact and the Devices needing to be tested in each. Details on each Facility are viewed by clicking on the Facility Name.



#### Facility Information Details

If the Facility List or Facility details are incorrect (facilities are missing, listed facilities aren't yours, Facility Name or address is incorrect, etc.) please contact the CRD.



Click **Manage Outstanding Device Tests** to assign the Test Reports or click **Back** to return to the Facility Information list.

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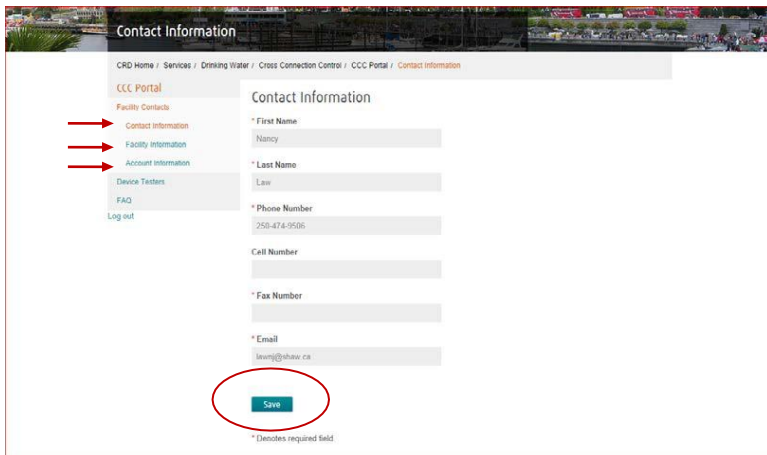
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#### Contact Information

The Contact Information page displays the Facility Mailing Contacts details. Information on this page can be changed. If changes are performed the Save tab must be clicked to store and update changed information on the portal database.

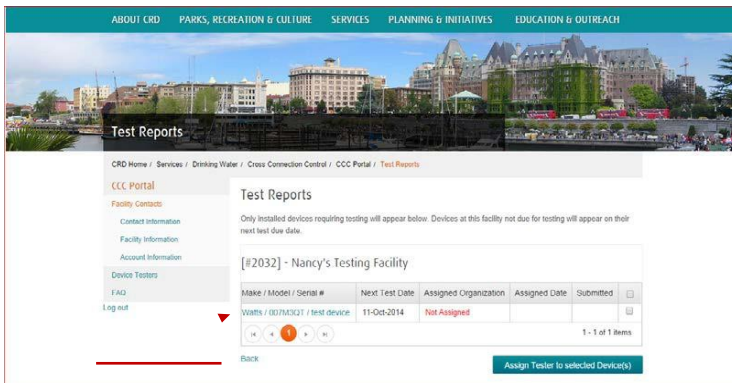
**Note:** Changes to the email will affect the Login Username.



The left hand side of this screen provides links to the screens available to the Facility Mailing Contact.

#### Test Reports

Only Devices requiring testing are displayed. Devices are displayed approximately 35 days before the tests must be assigned for testing. Contact the CRD if you want all Device test dates synchronized.



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#### Device Details

Click on the Device to view Device Details. Click **Close** to exit the screen.

<b>Make:</b>	Watts	<b>Model:</b>	007M3QT
<b>Serial Number:</b>	test device	<b>Size:</b>	Imperial Size: 0.5 Unit: Inch Metric Size: 15 Unit: mm
<b>Type:</b>	DCVA	<b>Orientation:</b>	H
<b>Location:</b>	testing Next Test Date advances when a REPAIR is entered		
<b>Protection Type:</b>	In-Premises Protection		
<b>Process Hazard Type:</b>	Irrigation System - No Chemicals Added		
<b>Hazard Level:</b>	Moderate		

**Close**

#### Assign Test Reports

The Test Reports page enables the Facility Mailing Contact to assign Devices for testing. A Single Device, a Group Selection of Devices or All Devices in a Facility can be selected. Clicking the top box selects All Devices in the Facility for assignment.

In this example one of the devices has already been assigned, so clicking the All Devices box selects only the three outstanding Devices that need assignment.

CRD Home / Services / Drinking Water / Cross Connection Control / CCC Portal / Test Reports

### Test Reports

Only installed devices requiring testing will appear below. Devices at this facility not due for testing will appear on their next test due date.

[#2032] - Nancy's Testing Facility

Make / Model / Serial #	Next Test Date	Assigned Organization	Assigned Date	Submitted
Watts / 007M3QT / test device	11-Oct-2014	Nancy Law	15-Sep-2014	<input checked="" type="checkbox"/>
Watts / 787 / test device 2	11-Oct-2014	Not Assigned		<input type="checkbox"/>
Watts / 007M1PCQT / test device 3	11-Oct-2014	Not Assigned		<input type="checkbox"/>
Watts / 007M3Q2 / test device 4	11-Oct-2014	Not Assigned		<input type="checkbox"/>

1 - 4 of 4 Items

**Assign Tester to selected Device(s)**



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Clicking the box on the Device line selects only that Device. Devices can be assigned to different Device Testers or Device Tester Organizations. After selecting the Device or Devices within the Facility, click **Assign Tester to selected Devices(s)** and the following screen is generated.

### Manage Devices

**Manage Devices**

**Selected Devices (Serial #):** test device 2, test device 3, test device 4

**Tester Organization:** Nancy Law

**Login ID:** 2afdeead-24f7-4de2-9fd8-5b1b396c68a5

**Organization Mailing Contact Information**

Phone Number: 250-474-9506

Cellular Number:

Fax Number:

Email Address: lawnj@shaw.ca

**Generate Login ID** **Save** **Cancel**

The selected Device serial numbers are listed at the top of the form.

Open the **Select Tester Organization** drop menu and select a Device Tester or Device Testing Organization. The portal displays the phone number and email address of the Device Tester or Device Testing Organization selected.

Click **Generate Login ID** and a computer Login ID is generated (this Login ID is required by the Device Tester or Device Testing Organization to access the Facility and the assigned Devices for testing).

Click **Save** and the portal sends an email containing the Login ID to the Device Tester or the Device Testing Organization.

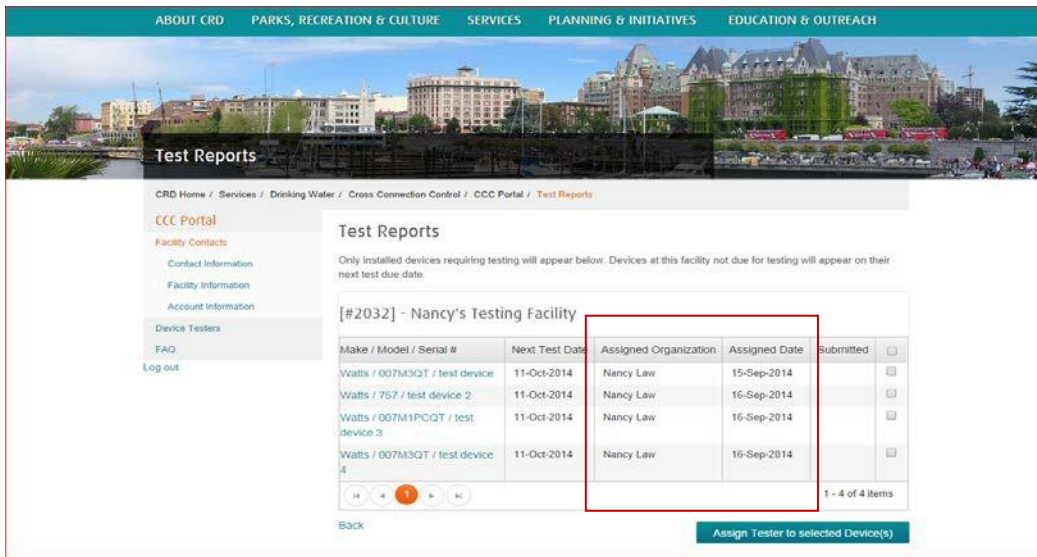
The portal returns to the Test Reports screen once the Save has completed. Do not exit this page until the page has finished updating (see following).

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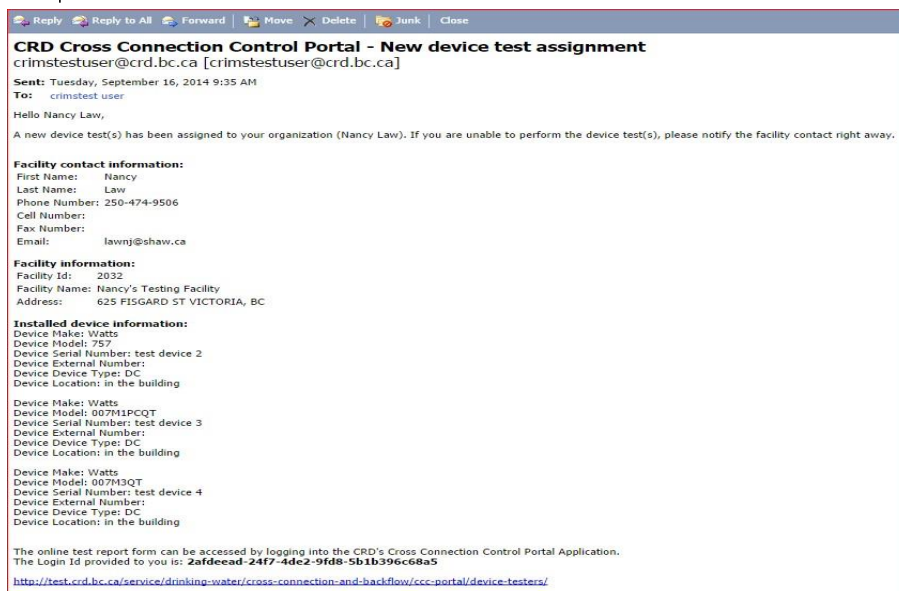
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The Test Reports screen now shows the Assigned Tester/Organization and the date the Device was assigned.



The Facility Mailing Contact then repeats the Assign Test Reports procedure until all Facility Devices are assigned.

Sample email to tester:



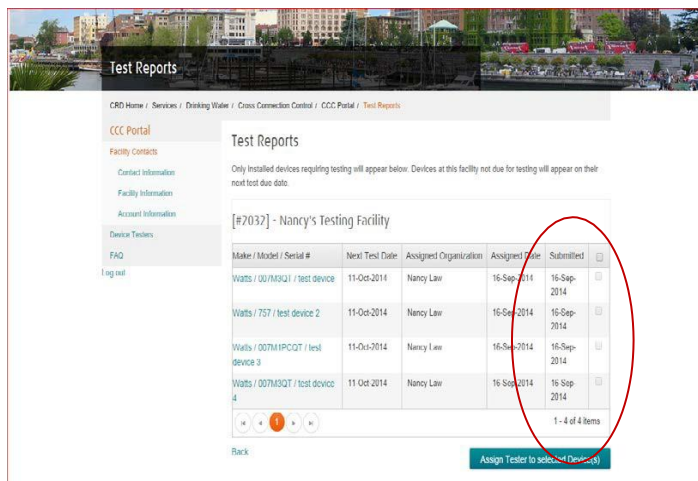
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#### Monitor Device Test Assignments

The Facility Mailing Contact returns to the portal to monitor the completion of the Testing Assignments. When a Device Test Report has been completed and submitted to the CRD, the Submitted date is updated.



The Devices will not display on the list once the database accepts the Test Reports.

#### Assignments Not Completed

The Facility Mailing Contact can re-assign a Test Assignment to another Device Tester or Device Testing Organization. When this action is taken, the Device Tester originally assigned to test the Device is sent an email explaining that the Device has been re-assigned and the originally assigned Login ID is no longer valid. The New Device Tester or Device Testing Organization is sent an email containing a new Login ID providing access to the Facility and Device(s).

The Facility Mailing Contact can also re-assign the device to the original Device Tester or Device Testing Organization. This action may be required if a Device Tester or Device Testing Organization loses the originally assigned Login ID necessary to access the Facility and Device(s).

#### Device Test Assignments

Email notifications are sent to the Facility Mailing Contact as Devices come due for testing. If a Facility Mailing Contact wants all Devices in a Facility to be available for testing at the same time they must contact the CRD.

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Facility Mailing Contacts are encouraged to review the portal frequently to ensure Test Report assignments are being completed on or before the required due date.

### Account Information

The Account Information tab is used when the Facility Mailing Contact wants to change their password. Complete the required fields and click **Change Password**.

The screenshot displays the 'Account Information' page of the Cross Connection Control Portal. At the top, a navigation bar includes links for 'ABOUT CRD', 'PARKS, RECREATION & CULTURE', 'SERVICES', 'PLANNING & INITIATIVES', and 'EDUCATION & OUTREACH'. Below this is a banner image of a cityscape. The main content area is titled 'Account Information' and contains a breadcrumb trail: 'CRD Home / Services / Drinking Water / Cross Connection Control / CCC Portal / Account Information'. A left-hand menu lists various options: 'CCC Portal', 'Facility Contacts', 'Contact Information', 'Facility Information', 'Account Information' (highlighted with a red arrow), 'Device Testers', 'FAQ', and 'Log out'. The main form area is titled 'Account Information' and 'Change Password'. It features three input fields: '\* Password', '\* New Password', and '\* Confirm New Password'. Below the fields are two buttons: 'Cancel' and 'Change Password' (highlighted with a red arrow). A note at the bottom states '\* Denotes required field'.