

## ***Frequently Asked Questions***

### **What type of form is the annual backflow test report form?**

The new test form is an online web-based form intended to be used for existing assemblies that require annual backflow testing. There is no PDF document associated with the new test form. There is still a PDF associated with the New, Replaced or Removed assemblies which can be found here:

<https://www.waterone.org/home/showdocument?id=229>

### **What Internet Browser should I be using?**

In order to effectively utilize the new form, we recommend using Google Chrome, Microsoft Edge, Firefox or Safari. Internet Explorer has been shown to have issues and will no longer be supported in the future.

### **How is the form processed online?**

Using the 'Submit' button after all the test data has been input will automatically submit the results to WaterOne. The old form required a PDF submission, but the new form does not.

### **How do I know if my form has been successfully processed?**

If the test data is successfully submitted, then the form will automatically send the user back to the initial notification page with a message at the top stating "Thank you for your submission". There is no email confirmation sent with the new form. If you require a copy of the information, we suggest you take a screen shot of the data submission page before submission or utilize a paper form of your choosing to keep a record.

### **Do I still use the [DWQ@waterone.org](mailto:DWQ@waterone.org) email address when I submit the new annual backflow test form?**

No. Test reports should NOT be emailed to WaterOne. Please do not send scans, flattened forms, or any other documents to [dwq@waterone.org](mailto:dwq@waterone.org). They will not be processed.

### **I submit multiple test reports frequently. How can I make this new form easier for me to keep using it time after time?**

The new form has been enhanced to provide a much faster and streamlined input by the user. You will find that test submissions are much more user-friendly now. We suggest bookmarking the webpage for quick access. Also, downloading the Notifications excel file and utilizing the notification number for the test will expedite the submission online.

### **What is the 'Redo Search' button for?**

Occasionally, the data we have within our system may not correspond with the assembly you are trying to submit results for. Please verify all data for the assembly and location, and if there is a discrepancy, please try searching for the proper notification number again.

**Is it possible to complete and save the forms, and then send them as individual PDF attachments to the new automated inbox email at [WaterOne backflowtests@waterone.org](mailto:backflowtests@waterone.org)**

No, the new form is web-based only. No PDF submissions will be permitted.

**May I print the form?**

Only using the screencapture feature on your computer will work with the new web-based form. There is no PDF form.

**Will the online automated test result system accept scanned or faxed forms?**

No, only online submissions through the form will be accepted.

**I don't use a computer or am not computer-proficient. The only way I submit test reports is by fax or scan. What do I need to do now?**

If needing to submit scanned or faxed files, **at this point in time**, you can continue using the old email inbox, ([dwq@waterone.org](mailto:dwq@waterone.org)) **Keep in mind, this option will be phased out eventually and all tests will be required to utilize the new online form.**

**Please refer to our user manual located on our website for specific information regarding the use of the new online form.**