

# Welcome to BSI Online!



Backflow Solutions Inc. (BSI) is the Nation's most recognized firm in the backflow management industry. For over 15 years, BSI has partnered with communities, municipalities and businesses to develop comprehensive backflow prevention programs with the aim of protecting our precious water resources.

As a backflow testing company, we would like to thank you for the work that you perform in keeping our water safe, and we would like to take this opportunity to introduce you to BSI Online, which is our web-based, backflow tracking program that is being implemented across the country.

There are many benefits to the testing community with BSI Online, including:

- All annual backflow test due notifications sent to water customers will contain the testing company name and phone number for the last contractor of record (when available). This will allow your customers to easily contact you to set appointments for testing.
- Upon notification being sent to water customers, BSI Online will also email you, if you are the last contractor of record, that your customer is due for testing. This allows you to anticipate your customer's phone call.
- BSI Online will also provide you with a means to track and store all past test reports performed by your company in communities using the system. These records are maintained indefinitely at no additional cost to you. (Please note - you will only be able to access reports your company has filed, and no other company will have access to your records).
- BSI's award winning customer service will be on hand to answer any questions you may have regarding test due dates, new assemblies, etc.

To better assist you with utilizing BSI Online, instructions on how the system operates are included on the following pages. We appreciate you using BSI Online and continuing to protect our water resources. We look forward to working with you and your company. Should you have any additional questions, please contact us at:

Email: [larsenault@bsionline.ca](mailto:larsenault@bsionline.ca)  
Phone: 604.492.0163  
Fax: 604.492.0164

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Automated



Trusted



Green



Seamless

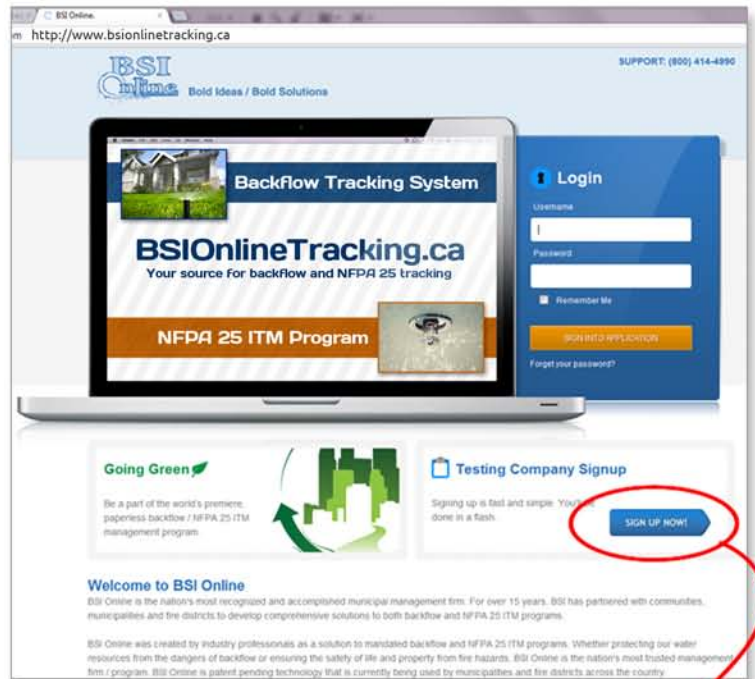


# Registration



BSI Online goes to great lengths to ensure that the testing companies and testers working in our communities carry all the necessary credentials. By ensuring that the companies / testers are properly licensed and that each test kit is annually calibrated, we are able to maintain a high level of program integrity. In order to properly vet your company / testers / test kits, it will be necessary for you to submit all proper and current copies of licenses / test kit calibration certificates to BSI. Here are the steps to getting registered.

- 1 Go to [www.bsionlinetracking.ca](http://www.bsionlinetracking.ca) and complete the Testing Company Sign up Registration.
- 2 Once you login using your new user name and password, you can begin adding testers and test kits using the Manage button at the top of the screen.
- 3 Follow the simple steps to add testers and test kits to your profile.
- 4 Send BSI copies of all applicable licenses and test kit calibration certificates via email ([larsenault@bsionline.ca](mailto:larsenault@bsionline.ca)) or fax (604.492.0164). This is necessary to activate a new tester or test kit.



Simply click to sign up

## Registration Hints

- You must have one active tester and one active test kit in the system to enter reports.
- User names and passwords are case sensitive. Please choose something secure, but also something you will remember.
- BSI Online will track the expiration dates of license and test kits on your dashboard. When the dates start to turn green, that is when you need to send in updated licenses or calibration certificates to BSI. Once they turn red, that tester / kit will be locked out until updated.

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# Test Report Submittal



The most unique feature of BSI Online is that you, the tester, will be submitting the test reports online. The first step in doing this is to obtain your customer's CCN.

**CCN** The CCN is a customer confirmation number assigned to each customer. You will need this number to access your customer's records in BSI Online. This CCN provides security so that other testing companies will not be able to access your customer's records (preventing data mining of community records).

## Hints

- The CCN is listed on the notifications sent to your customer by BSI, as well as the email notification sent to the last tester of record.
- Testing companies have found it helpful to obtain the CCN from their customer when they are setting their appointment.
- The CCN remains constant each year, so once you obtain it, it is a good idea to add that number to your customer's records for future testing.
- If it is a previous customer, you can search for the CCN by using the name or address.

## Entering Reports

Your primary function within BSI Online will be to file annual test reports. Here are the steps to do so:

1. Select "Tests - Enter" from the top blue tool bar and enter your customer's CCN.
2. Click on the appropriate backflow assembly and select "enter test" (you can also add replacement information in this step).
3. Enter the date of the test, then continue to enter the readings from the test into the pre populated report.
4. Select the tester who performed the test, the test kit used, add any applicable comments, verify if it passed / failed, and then click "Add to Cart".

## Hints

- For any new assemblies, either brand new installs (not replacements) or previously undocumented assemblies not in the system, you can simply email or fax these reports to BSI and we will enter them free of charge for the initial year. This is a good way to become the "last testing company of record" for more customers.
- You can enter reports for any communities using BSI Online at the same time without logging in or out. The more neighboring communities using BSI Online, the easier the submittal process will be for you.

## Payment

A key provision within BSI Online is that there will be a filing fee attached to each report submitted. The filing fee is assessed per assembly, so if a property has 3 backflow assemblies, the cost would be 3 x Filing Fee. In order to maintain the integrity of the program, reports can only be filed by the licensed testing company who performed the test, and the fee must be paid by the testing company at the time of submittal. It is entirely your choice as to whether or not you will pass this cost on to your customer, or absorb some / all of the fee.

## Payment Options

- Credit Card: BSI Online is a secure site. We do not store any credit card numbers, and all information is encrypted. We accept Visa, Master Card, Discover, and American Express.
- Balance: You can set up an account by sending in a check to BSI, essentially prepaying for reports. As you submit reports, the applicable filing fee will be subtracted from your balance.

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