

# Backflow Preventer Testing Portal User Guide

CUSTOMER EDITION

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## Creating an Account and Logging In

There are three steps to get access to the Backflow Preventer Testing Portal:

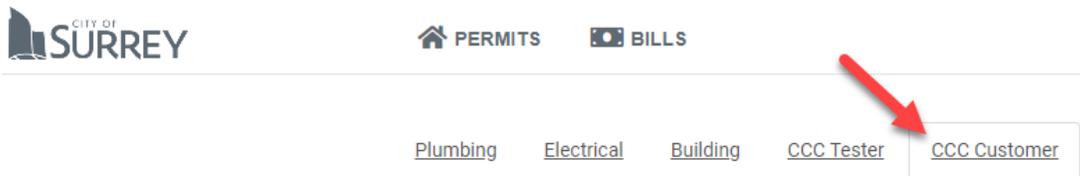
1. Register for a MySurrey Account using the following URL: <https://www.surrey.ca/mysurrey-account>. Once setup you can also use the direct URL below.
2. Send an email to [ccinfo@surrey.ca](mailto:ccinfo@surrey.ca) with your customer account # (CA #) found in the letter received from the City requesting access to the Portal (include all #s if you have multiple).
3. You will receive an email from City staff shortly with further instructions.

Direct URL: <https://citizenportal.surrey.ca/citizenportal/integration/ssoStart.html?type=ccccustomer>

## Using the Portal

### Getting Started

As a customer, you can view information about your backflow preventer devices and manage notification preferences. Click the “CCC Customer” tab to get started.



### Viewing Device Information

When you click the “CCC Customer” tab, you will be presented with the below page. If you have existing devices, they will be displayed here.

#### CCC Customer

Use the section below to view information about your backflow preventer devices. Click 'Notification Preferences' to indicate whether you'd prefer to receive communications via email or not.

For more information about Cross Connection Control Program, refer to this link [Drinking Water Protection](#).

Type to filter the table columns...

**Notification Preferences**

| Customer Account Number | Address                 | Status     |
|-------------------------|-------------------------|------------|
| 1681827                 | 13458 107A Ave Surrey   | In Process |
| 1681809                 | 16555 Fraser Hwy Surrey | In Process |

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#### Device

| Record ID | Serial # | Assembly | BFP Type | Hazard    | Location | Expiry Date | Status | Last Tested |
|-----------|----------|----------|----------|-----------|----------|-------------|--------|-------------|
| 1682167   | 123      | Domestic | DCDA     | Aspirator |          | 2024-06-29  | Pass   | 2023-06-01  |
| 1682165   | AM-123   | Domestic | DCDA     | Aspirator |          | 2024-06-19  | Pass   | 2023-06-20  |

Click the Customer Account Number at the top, then your devices will be displayed in the “Device” section below.

Here you can view device information such as location, expiry date, status of the device, and the date it was last tested.

## Setting Notification Preferences

If you wish to receive email notifications instead of regular mail, you can update your preferences from the Customer home page.

### CCC Customer

Use the section below to view information about your backflow preventer devices. Click 'Notification Preferences' to indicate whether you'd prefer to receive communications via email or not.

For more information about Cross Connection Control Program, refer to this link [Drinking Water Protection](#).

Type to filter the table columns...

| Customer Account Number | Address                 | Status     |
|-------------------------|-------------------------|------------|
| 1681827                 | 13458 107A Ave Surrey   | In Process |
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**Notification Preferences**

### Device

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In the screenshot above, click the “Notification Preferences” button, then you will be brought to the below page. Select “Yes” or “No” depending on your preference, then click “Save”.

### Notification Preferences

Please indicate below whether you'd like to receive email notifications instead of paper mail for matters like annual device test reminders. If you select Yes, then you acknowledge you will no longer receive notices via paper mail.

Receive Email Notifications

Yes  No

Back

Save