Cross Connection and Backflow Prevention Program

Tokay Web Test User Guide

If you have any questions, please contact us at (425) 392-6256
or by email at Crossconnection@spwater.org
Introduction

Sammamish Plateau Water® is excited to introduce an online backflow inspection report submittal process powered by Tokay Software. Tokay’s Web Test online portal gives backflow assembly testers the opportunity to enter test reports and review information for our mutual customers. This User Guide was created to facilitate an easy transition to using this online portal.

If you have any questions, concerns, or suggestions, please contact our office, either by phone or by email.

Sammamish Plateau Water® Cross Connection Program
(425) 392-6256
Crossconnection@spwater.org
To sign in, visit https://Sammamish.Tokaytest.com/

- Enter your User Name, using your first name initial.last name (EX: J.Doe)
- Password will be your first name initial, the first two letters of your last name, and the 4 digits of your BAT. (EX: JDO1234)

NOTE: You will not be able to login in if your BAT card and device calibrations are not current, or have expired.

Please send Certifications to Crossconnection@spwater.org
Once logged in, you will then select a company. If you are testing backflow devices for more than one company, the list on this page will reflect as such. If you do not see your company listed, please notify us. Any updates to your tester profile will take 24 hours to reflect in Tokay.

After a company has been selected, your name along with the company will appear at the top of the page.

For testers with more than one company, you your name and the company’s name will appear at the top of the page followed by Click to Change. This link allows you to change the company you are testing for, or you may simply click the “Main” tab to return to the company selection page.
To enter a backflow test, click the “Add Test” tab at the top of the page.

Before you enter a test results, you will need to find the backflow assembly. You can enter the assembly serial number and building number (no street name), or the Hazard ID (provided on the notice they received), or the customer’s water meter number. Click Locate Device.

* Indicates Required Field

<table>
<thead>
<tr>
<th>Serial Number</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>House/Building Number</th>
</tr>
</thead>
</table>

--- OR ---

<table>
<thead>
<tr>
<th>Hazard #</th>
</tr>
</thead>
</table>

--- OR ---

<table>
<thead>
<tr>
<th>Meter #</th>
</tr>
</thead>
</table>

Show All Hazards at Site

Locate Device or Clear Form
This will bring you to the device verification page. Here you will be able to confirm there are no changes to the device, suggest changes, or replace the device.

If there are no changes, select “No Changes” and click Confirm and Enter Results located at the bottom of the page.
If the device information does not match what is displayed (device type, serial numbers, etc.) click “Suggest Changes”. This will unlock all the fields that allow for editing. Once the changes have been made, click “Confirm and Enter Results”. If something is missing from a drop down menu, please let us know before proceeding.

*NOTE: Selecting “Confirm and Enter Results” will submit changes to be reviewed by Sammamish Plateau Water, regardless if you actually submit a report or not. Please review your suggestions before submitting.
If the device has failed beyond repair and has been replaced OR if the serial number in our records is entirely different from the one on the device, this constitutes a replacement. If the device has been replaced by you (or another company), select “Replace Device”. This will reset the device fields allowing you to enter in the new information. Once complete, select “Confirm and Enter Results”.

*NOTE: Selecting “Confirm and Enter Results” will submit changes to be reviewed by Sammamish Plateau Water, regardless if you actually submit a report or not. Please review your replacement before submitting.*
Once you have selected a device, it will take you to the Test Data Entry tab. On the next few pages, you will see examples of how the reports will appear with each type of device.

Example of Device Type: DC
# Test Data Entry

## Backflow Report Form Examples

### Example of Device Type: RP

<table>
<thead>
<tr>
<th>Test Data Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serial Number: 123456</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Initial Test</th>
<th>Check Valve #1</th>
<th>Check Valve #2</th>
<th>Relief Valve</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Pass</td>
<td>[ ] Leaked</td>
<td>[ ] Leaked</td>
<td>[ ] Did not Open</td>
</tr>
<tr>
<td>[ ] Fail</td>
<td>[ ] Closed Tight</td>
<td>[ ] Closed Tight</td>
<td>[ ] Opened at</td>
</tr>
<tr>
<td>Date: [ ] held at [ ] PSI</td>
<td>[ ] Closed Tight</td>
<td>[ ] Closed Tight</td>
<td>[ ] Opened at [ ] PSI</td>
</tr>
</tbody>
</table>

**Repaired**

| Date | [ ] Cleaned | [ ] Rubber Kit | [ ] Rebuild |

**Enter Repair Details Below**

- [ ] Click here to select standard repair options

<table>
<thead>
<tr>
<th>Final Test</th>
<th>Check Valve #1</th>
<th>Check Valve #2</th>
<th>Relief Valve</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Pass</td>
<td>[ ] Closed Tight</td>
<td>[ ] Closed Tight</td>
<td>[ ] Opened at [ ] PSI</td>
</tr>
<tr>
<td>Date: [ ] held at [ ] PSI</td>
<td>[ ] Closed Tight</td>
<td>[ ] Closed Tight</td>
<td>[ ] Opened at [ ] PSI</td>
</tr>
</tbody>
</table>

**Details**

- [ ] Proper Install: [ ] Yes | [ ] No
- [ ] #2 Shutoff: [ ] Leaked | [ ] Closed Tight
- [ ] Service Restored: [ ] Yes | [ ] No
- [ ] RV Exercised: [ ] Yes | [ ] No
- [ ] Held Backpressure: [ ] Yes | [ ] No
- [ ] Meter Reading: [ ] Line PSI

<table>
<thead>
<tr>
<th>Test Kit</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>123456789</td>
<td>[ ] <em>I certify that the above report is true.</em></td>
</tr>
</tbody>
</table>

- [ ] Save Test Data or Cancel
**Test Data Entry**

**Backflow Report Form Examples**

**Example of Device Type:** PVB/SVB

---

<table>
<thead>
<tr>
<th>Serial Number: 123456</th>
<th>Device Type: PVB</th>
<th>Address: 123 Main St - In Front of Main Entrance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Initial Test</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pass</td>
<td>Fail</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PVB/SVB</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Air Inlet</td>
<td>Check Valve</td>
<td></td>
</tr>
<tr>
<td>Did Not Open</td>
<td>Leaked</td>
<td></td>
</tr>
<tr>
<td>Opened at [ ] PSID</td>
<td>Held at [ ] PSID</td>
<td></td>
</tr>
<tr>
<td><strong>Repaired</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleaned</td>
<td>Click here to select standard repair options</td>
<td></td>
</tr>
<tr>
<td>Rubber Kit</td>
<td>Rebuild</td>
<td></td>
</tr>
<tr>
<td><strong>Enter Repair Details Below</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Final Test</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pass</td>
<td>Fail</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PVB/SVB</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Air Inlet</td>
<td>Check Valve</td>
<td></td>
</tr>
<tr>
<td>Opened Fully</td>
<td>Held at [ ] PSID</td>
<td></td>
</tr>
<tr>
<td>Opened at [ ] PSID</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Details</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proper Install</td>
<td>#2 Shutoff</td>
<td>Service Restored</td>
</tr>
<tr>
<td>Yes</td>
<td>Failed</td>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
<td>Closed Tight</td>
<td>No</td>
</tr>
<tr>
<td>Backpressure</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meter Reading</td>
<td>Line PSI</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Test Kit</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>123456789</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Comments</strong></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* I certify that the above report is true.

**Save Test Data** or **Cancel**
Enter all reports in the initial tests section, passing and failing. The online form will not allow a final test without an initial test.

Only if the assembly has passed and no repairs are made, proceed to the section titled “Details”. Select the appropriate options for this report. Line PSI is required.

You will then select the *Test Kit used to test this assembly. You may also leave any additional notes in the comment box. Once complete, click the box that states, “I certify that the above report is true”, and then click “Save Test Data”.

*Note: If you do not see your test device listed, this means we do not have it on record. You must submit the most current Certificate of Calibration to Crossconnection@spwater.org before proceeding. It will take 24 hours for this test kit to appear on your tester profile.

** CLICKING SAVE TEST DATA DOES NOT AUTOMATICALLY SUBMIT YOUR REPORT TO SAMMAMISH PLATEAU WATER. PLEASE CONTINUE THROUGH STEPS UNTIL COMPLETE**
If a device has failed and a repair was made, it can be noted in the web test in multiple ways.

- It can be entered manually by clicking one of the boxes to indicate if parts were cleaned, replaced, or rebuilt. Use the text box to describe the repairs made.

- You can also use the “Standard Repairs” drop down menu. Simply click the box to activate the list. You may select more than one repair. Additional space for comments is available in the box below.

After the initial test and the repair fields have been filled out, you may proceed to the “Final Test” section of the report.

A final test must pass. There will not be options for failed, leaked, and did not open. Once complete, follow the steps on pg. 13 from the details section forward.
After entering a test, the online portal will direct you to the “Review Tests” page. This is where reports are stored until they are ready to be submitted to Sammamish Plateau Water. At this time, you may also add additional reports (click the Add Test tab) before submittal.

To edit a report, click the Serial #/Hazard ID link. This will take you to the Test Data Entry page where you can make changes. To delete a report, simply click the Delete Test on the top right corner of the Test Data Entry page.

*NOTE: Editing a report is very useful, especially when a device was previously failing and is now passing. You would not delete the initial test; just add the repair and final test information.
To submit your test reports, select the checkboxes next to the report and click “Submit Selected Tests”. Submitting the reports will direct you to the Shopping Cart. Tokay Software charges a $1.00 fee per report submittal. Tests submitted individually or in groups of less than five at a time, will be charged an additional service fee of .50 cents per test. Sammamish Plateau Water does not process said payments, nor does the District receive any portion of this fee.

Once in the shopping cart you will have one more opportunity to review the reports you are about to submit and/or remove them. Note the total amount due on the right side. If you believe all data to be accurate and agree to the charges, you may click the “Proceed to Checkout” button.
At this time, you will add a method of payment to your profile. Click “Add a Payment Method”.

Enter all the required fields, then click “Save” to return to the checkout screen. Your card information will be saved to your profile for future use, and can be deleted at any time.
You have two options as to how your payments are processed. It can be done on a per-test basis or you may prepay and have it deducted from your “account”.

To establish an “account” you would make a payment above what is currently owing, which will leave you with a credit balance. The fees are then deducted from the credit on your “account”.

Select the form of payment you wish to use for this transaction.

Enter the email address you would like the receipt to be sent to, and then click “Complete Checkout”.
After the payment is processed it directs you to a receipt/confirmation page.

Your transaction ID is an identifying number associated with all backflow reports submitted in a particular batch.

Your confirmation number is specific to each individual report.

You may print this for your records. You will not be able to return to this page after it has closed.
To view past test submittals, go to the “Review Tests” page and click the “Submitted” tab.

Submitted tests will appear in descending order, starting with the most recent. To change the order in which the reports are listed, click any of the headers at the top. For example, if you click “Initial Test” they will then go in descending order from oldest to newest. You can also use the filters to narrow down your results.

If you click on the “Serial #” or the “Hazard ID”, it will open the Test Data Entry page. You will not be able to alter a test that has already been submitted. If any changes need to be made please contact Sammamish Plateau Water.
You can print reports that have been submitted. Select the checkboxes for the test(s) you wish to print, and then click “Print Selected Tests”.

The report will open using Crystal Reports.

Clicking the print button in the top left corner will prompt you to export to PDF. You must export to PDF to print your document.

Clicking the export button near the top left of the page will prompt you to select a File Format. You may export in various formats. **PDF is recommended.**
Can Web Test be used from a tablet and/or phone?
Yes, Web Test is fully compatible with most tablets and phones.

Can Web Test be used from Internet Explorer? Chrome? Safari?
Yes, Web Test is fully functional in Internet Explorer, Chrome, and Safari.

Can I continue to submit reports via e-mail, fax, or postal mail?
No, Sammamish Plateau Water will no longer be accepting reports via email or any other delivery method. All reports must be submitted through Tokay.

What if I cannot find a backflow device?
The backflow information you enter into the search must match to our records exactly. This information is on the annual notice sent to your client.

What if the backflow at the site does not match the customer’s notification?
If the backflow make, model or size is different, this is a good indicator the information needs to be corrected. Use the Suggest Changes feature on page 8. If the backflow serial number is different, this is a good indicator the device was replaced. Use the Replace Device feature on page 9.

What is a Hazard #? Why do you use it?
A Hazard # is a Tokay-generated identifier for any specific cross-connection. This means that even if the backflow is replaced, the Hazard # remains the same. This number is meant to make finding and referencing a backflow easier.

How do I add a new backflow device?
New devices installed are to be emailed to Crossconnection@spwater.org. New installations are the only exception to the new standard submittal process.
What if I want to change or delete a report I have already submitted?

Tests cannot be changed or deleted once they are submitted. Any changes will need to be reported to the Cross Connection staff via email. Upon review, the staff may or may not accept the changes, and you may be required to submit a new report.

How long can tests stay in the Unsubmitted tab?

Tests will stay in the unsubmitted tab indefinitely until they are either submitted or deleted by your company. Once deleted, a test cannot be retrieved.

Is it possible to customize the printable backflow report?

No, it is not currently possible to change the printable report. If preferred, you may continue to use your company’s own report style for your customers.

Why am I getting a message that says, “There was an error with your request”?

Most-likely your page timed out. If Web Test is idle for more than 30 minutes, it will send you to this page.

What if my customer wants to change the date their tests are due?

For requests related to your customer’s Test Due Month, please contact us either by phone or by email. Do not put this information in the comments box without contacting us, if so the change request will be denied.

How do I submit company documents such as BAT Cards, liability insurance, and gauge calibrations?

Please send all BATs/Certifications/Calibrations to Crossconnection@spwater.org