



January 7, 2020

**Now Available**  
**Online Accounts for Managing Your Backflow Prevention Assemblies**

We are pleased to announce that you may now register for an **online account** to manage information related to the backflow prevention assemblies on your property. Our new online system allows you to:

- Choose to receive email notices reminding you when your assembly is due for testing.
- Select or change your preferred test company (or companies).
- Elect to have your preferred test company notified by email when your assembly is due for testing.
- Add/manage linked accounts.
- Access the testing history of a backflow prevention assembly from the time of your registration.
- Print test forms.
- Manage your customer profile.

Instructions for registering for and setting up a customer account in the San Francisco Public Utilities Commission's CCAMS database are attached. Note: If you would like to receive notification by email rather than by US mail, please register at least one month before your annual test month. You will then be able to select a preferred test company to receive notification at the same time you do.

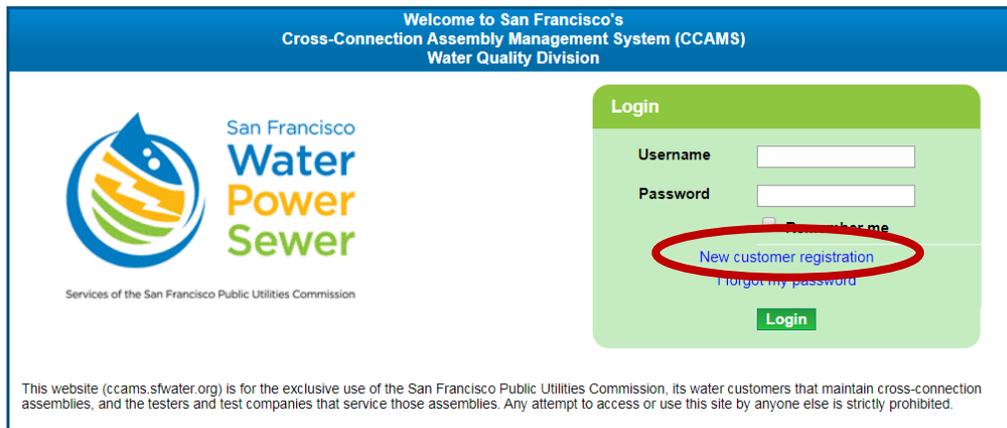
If you have questions, you may contact the Cross-Connection Control Program at (650) 652-3199 or by email at [backflow@sfwater.org](mailto:backflow@sfwater.org).



## Customer Instructions for Using CCAMS

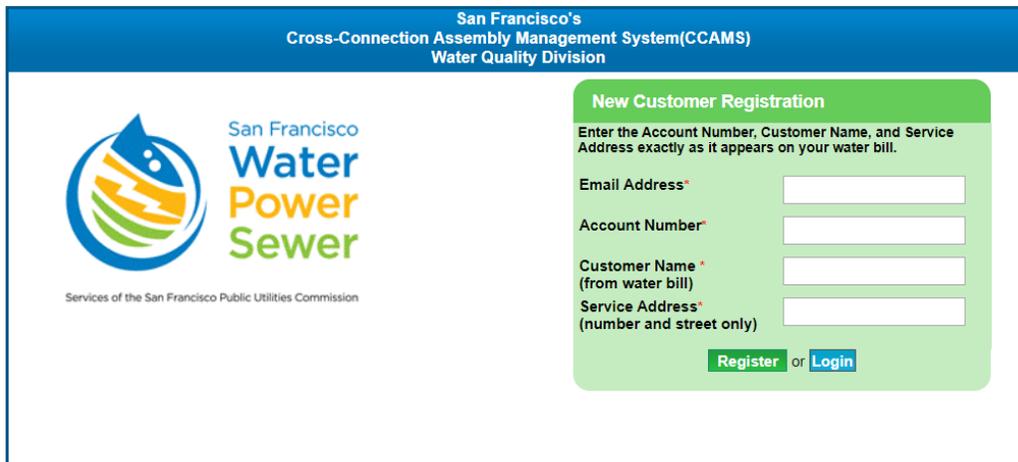
### Creating an Account

1. Go to the CCAMS website at <https://ccams.sfwater.org> and click on the “New customer registration link, shown in Figure 1.



**Figure 1: Welcome Screen**

2. The “New Customer Registration” screen appears (Figure 2).



**Figure 2: New Customer Registration Screen**

3. Type in the required information, which must match the information on your water account, shown on your water bill. When finished, click “Register.”
4. If your account is approved, you will receive a temporary password by email within one business day.
5. Log in to CCAMS using your email address as your username and the temporary password.
6. Accept the CCAMS Disclaimer and enter a new password to continue access to CCAMS.

## Using Your Account

Once your account is active, log in at <https://ccams.sfwater.org> with the registered email address as your username and the password you created in Step 6 above. You will reach the home screen (Figure 3).

The screenshot shows the home screen of the CCAMS application. At the top, there is a navigation bar with 'Home', 'Assembly Management', 'Test Management', and 'Customers' tabs. Below the navigation bar, there is a 'Customer Disclaimer' section, followed by a 'Consumer Guide to Backflow Prevention' section. The main content area features a table titled 'Customer Linked Accounts/Managed Linked Accounts' with columns for Service Name, Service Address, Test Month, PIC#, #Act, Service Type, Account ID, SPID, Preferred Test Company, and Username. Below the table, there is a section for 'The Video Tutorial & Customer FAQ' and a 'Preferred Test Company Selection' section.

Service Name	Service Address	Test Month	PIC#	#Act	Service Type	Account ID	SPID	Preferred Test Company	Username
SFPUC - WQD, Navy Treasure Island Rugby Field	Bldg 34 California Avenue	April	CQ005725	3	IRRIGATE	123456789		\$50 Testing	ccamscustomer@gmail.com
SFPUC - WS&T, Thomas	Thomas Shaft	June	NKMB0612	3	MUNI	000123456			ccamscustomer@gmail.com

Figure 3: Home Screen Upon First Login

## Selecting a Preferred Test Company

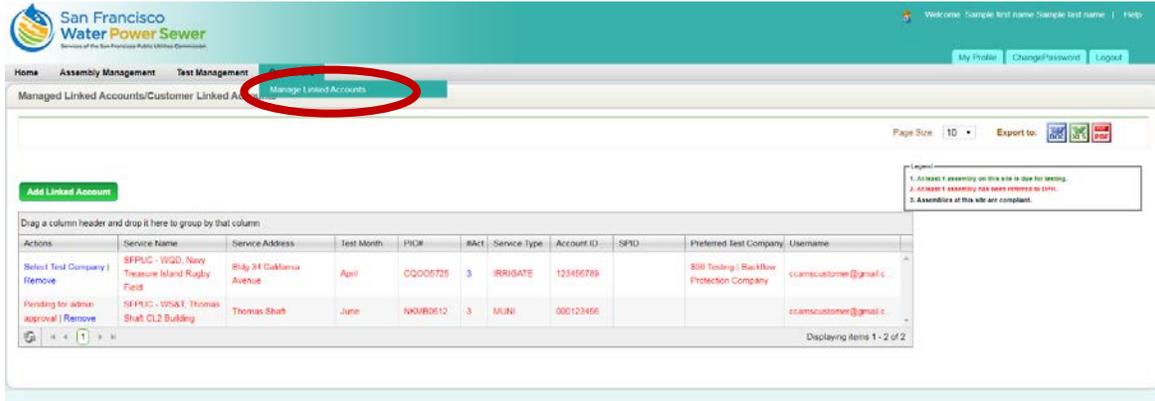
1. Click on the “Customers” tab (Figure 4).

The screenshot shows the 'Customers' page in the CCAMS application. The 'Customers' tab is highlighted in red in the navigation bar. Below the navigation bar, there is a 'Managed Linked Accounts/Customer Linked Accounts' section. A green message box indicates 'Customer favorite company linked successfully.' Below this, there is a table with columns for Actions, Service Name, Service Address, Test Month, PIC#, #Act, Service Type, Account ID, SPID, Preferred Test Company, and Username. The table contains two rows of data.

Actions	Service Name	Service Address	Test Month	PIC#	#Act	Service Type	Account ID	SPID	Preferred Test Company	Username
Select Test Company   Remove	SFPUC - WQD, Navy Treasure Island Rugby Field	Bldg 34 California Avenue	April	CQ005725	3	IRRIGATE	123456789		\$50 Testing   Backflow Protection Company	ccamscustomer@gmail.com
Pending for admin approval   Remove	SFPUC - WS&T, Thomas Shaft CL2 Building	Thomas Shaft	June	NKMB0612	3	MUNI	000123456			ccamscustomer@gmail.com

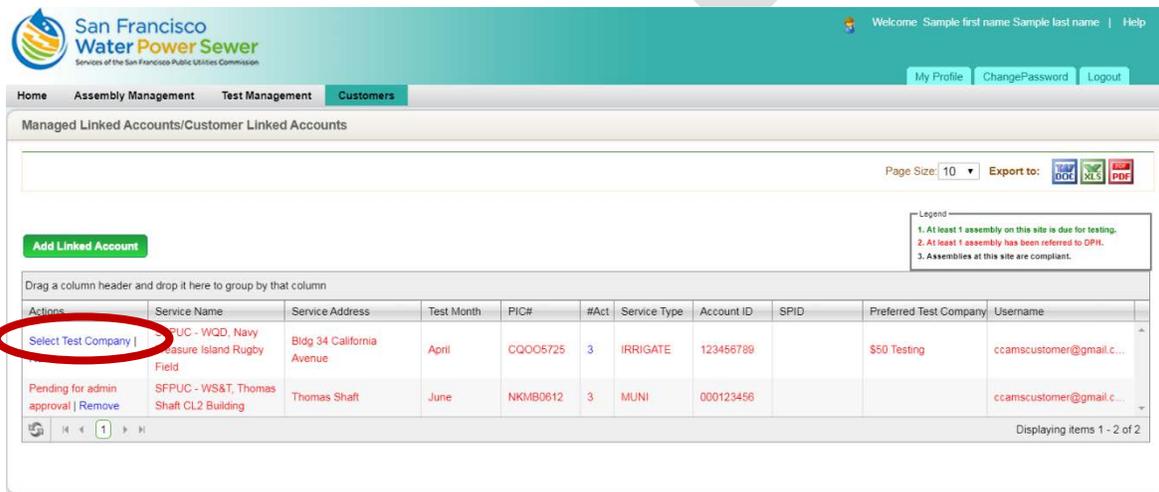
Figure 4: Selecting a Preferred Test Company, Step 1

- Click on “Manage Linked Accounts” (Figure 5).



**Figure 5: Selecting a Preferred Test Company, Step 2**

- Identify the account for which you’d like to select a test company. Click the “Select Test Company” link under the Actions column (Figure 6).



**Figure 6: Selecting a Preferred Test Company, Step 3**

- A “Test Company” popup screen appears, listing available test companies (Figure 7).
- Choose your preferred test company (or companies) by clicking on the box next to the company name(s). You may select more than one test company, up to the number of assemblies on the account. Note that when notices of testing due are emailed out, all the selected preferred test companies on an account receive notices. If you select more than one company on an account, you must inform the tester companies separately which assemblies you want them to test.
- When you are finished, click “Submit.” The popup window closes, and a message appears stating that the preferred test company has been successfully linked (Figure 8). To exit the screen if you decide not to select a preferred test company, click “No Preferred Company.”

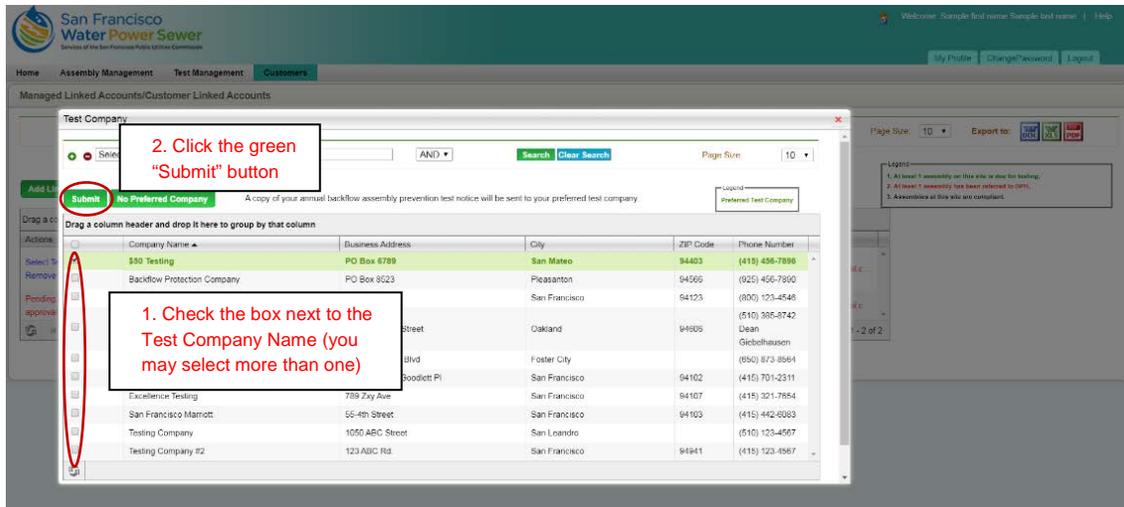


Figure 7: Selecting a Preferred Test Company, Step 4

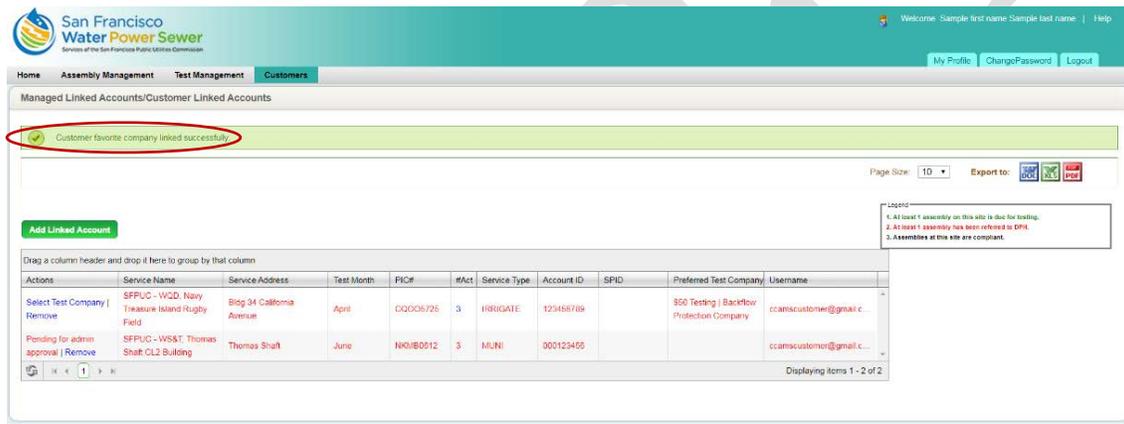


Figure 8: Selecting a Preferred Test Company, Final Screen

## Linking Additional Accounts

1. Click on the "Customers" tab (Figure 4) and then on "Manage Linked Accounts" (Figure 5).
2. Click "Add Linked Account" button. The "Add Linked Account" popup screen appears (Figure 9).
3. Type in the required information. This information must match the information on the water account as shown on your water bill. When finished, click "Add Account."
4. Within one business day, you will receive notification by email that the new account has been linked successfully.

**Add Linked Account** [X]

Enter the account information exactly as how it appears on the water bill.

Login ID*	<input type="text"/>
Account Number*	<input type="text"/>
Service Name* (from water bill)	<input type="text"/>
Service Address* (number and street only)	<input type="text"/>

**Add Account**

**Figure 9: Linking an Additional Account**

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