



Important changes to Backflow Prevention application

Our *Backflow Prevention* application is being upgraded and will be unavailable from **4pm Friday, November 27.**

Services will resume using the upgraded *Backflow Prevention* application from **9am Monday, December 7.**

Why change?

Our current *Backflow Prevention* application has been in operation for more than a decade. During that time, technology has greatly improved.

We will soon replace the current application with a more secure and reliable platform, improving the way in which you submit backflow reports online.

How to access

On December 7th, you need to click a link on the existing *Backflow Prevention* page and register for access to the new *Backflow Prevention* application.

Each plumber needs their own account with their own licence.

No company licences will be accepted.

Upgraded features

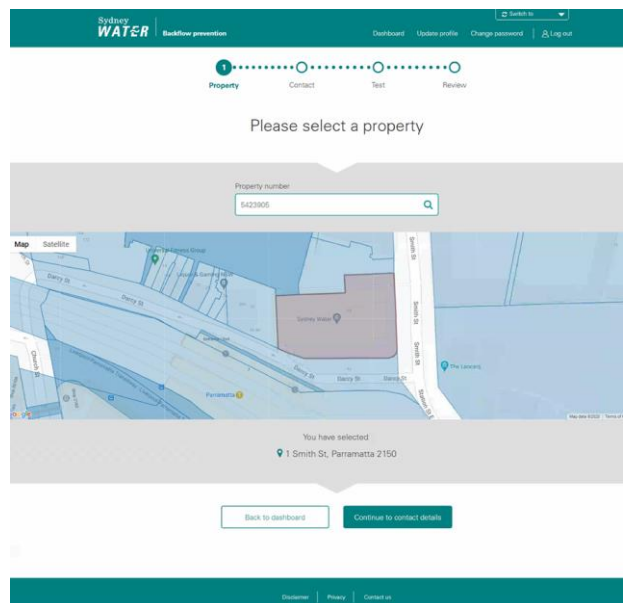
The upgraded *Backflow Prevention* application will have the capability to manage all your backflow prevention trade and compliance tasks, including:

- Managing your **account details**:
 - Personal details, eg. Name, eMail, Mobile No.
 - Plumbing licence details, eg. Licence No., Expiry Date
 - Testing gauge

- Backflow accreditation details, eg. College Name, Course Completion Date
- Managing your backflow prevention **test report details**:
 - Reviewing and submitting annual test reports and site contact details for a backflow prevention device
 - Receiving a confirmation of a submitted annual test report for an existing backflow prevention device
 - Viewing inspection details for a containment device/ accessing previous reports



You cannot access your old test reports using the upgraded application. You will need to download any reports you need **BEFORE 4pm Friday, November 27.**



A property search result page of the upgraded *Backflow Prevention* application

What are the changes?

In addition to more secure and reliable access, using the upgraded *Backflow Prevention* application provides you with:

- 24/7 application availability with quicker application response time
- clearer and intuitive interface that is easier to use
- easily maintained user profile, eg. storing plumber certification and test kit details
- user-friendly dashboard with easy access to past reports
- single sign-on (for registered users of *Tap in™* and *Backflow Prevention* applications)
- enhanced property search with interactive maps
- clear delineation between device test and defect rectification submissions
- optimised navigation to make report submission easier, especially for the same property
- more reliable confirmation of device testing
- improved alerts and error messages with relevant support information
- more comprehensive report details

Accessing the upgraded *Backflow Prevention* application


Access to the current *Backflow Prevention* application does not automatically give you access to the upgraded application, ie. you will need to submit a new request to access the upgraded *Backflow Prevention* application.

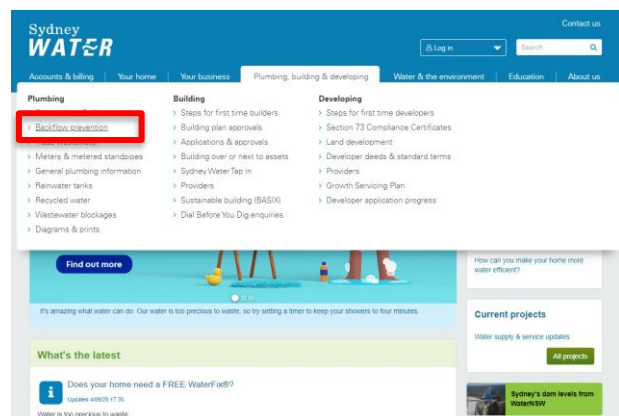
Already a user of *Tap in™*?

Accessing the upgraded *Backflow Prevention* application is even easier for registered users of our customer portal - *Tap in™*. Use your existing *Tap in™* eMail and password when you request access to the upgraded *Backflow Prevention* application. This will allow you to log-in once and have access to multiple applications.

Requesting access for the first time

If you are a 'first time user' of the upgraded *Backflow Prevention* application, simply request access using the easy-to-follow, self-registration process.

-  You need a valid eMail account for registration. Ensure you have access to this eMail account, as a notification will be sent to it which you will need to access to complete your registration.



Backflow prevention link in Sydney Water homepage

Want to find out more?

For more information about the upgraded *Backflow Prevention* application, eMail us on backflow@sydneywater.com.au.