The following slides contain the step by step process to successfully register with the AquaResource site and submit passing backflow tests on behalf of Apex customers.

A COUPLE OF IMPORTANT THINGS TO KNOW BEFORE YOU GET STARTED

1) This site does not work with Internet Explorer or Edge. Chrome or Firefox are the preferred browsers.

2) The site allows the following file format types for upload: jpg or png. If you take a picture of your school and test kit calibration certificates they will be in the correct format for upload.

3) Corporate/company accounts are not allowed. Per our Cross Connection Control Ordinance each tester must register with their own username and password. The site will not allow the same email.

LET’S GET YOU REGISTERED TO BE A TESTER WITH THE TOWN OF APEX!
Step 1) Complete the registration fields
Visit [www.backflow.tecnxs.com](http://www.backflow.tecnxs.com) to begin the Registration process. Remember to use Chrome or Firefox as your browser. Internet Explorer and Edge are not supported browsers. Click on the Register tab on the page, complete the required fields, upload a copy of your school certificate (jpg or png formats only – no pdf), click the “I accept the Terms & Conditions button, then click Register.

Step 2) Confirm your email address
After you register you will receive an email from aquasresource@tecnxs.com requiring you to confirm your email. You cannot continue with the registration process until this step occurs. The email will be sent to the tester after successfully completing the registration information below. If you are an admin creating registrations for your staff you will need to ask them to complete this step for you. A copy of the email that the tester should receive is below. The tester may need to check their junk or spam folder for the email. Simply click on the link in the email to complete this step.

Registration Email:

Welcome!

Welcome to AquaResource! Once you have verified your email address, you'll be able to request access to purveyors and start testing, repairing, and rebuilding backflows!

PLEASE READ: Once you have verified your email address, you must still request access to the water purveyor that told you to register. You have registered with TecNXS, LLC., not the water purveyor. Once you request access to the water purveyor AND they have approved your request THEN you will be registered with the water purveyor.

Click here to verify your email address: [https://backflow.tecnxs.com/verifyEmail?token=some_token_goes_here](https://backflow.tecnxs.com/verifyEmail?token=some_token_goes_here)
Step 3) Request Access to the Purveyor
Once the email has been confirmed the tester will need to log back in to the site and Request Access to the Purveyor. Follow the steps on this page to complete this step of the process.

In the search bar type in Town of Apex and click search.

Click on the result here to populate the result.

Click on your certification here to populate the field.

Lastly click Request Access. If you are successful a banner at the top will appear informing you thusly.

NOTE: Once you have successfully requested access you will have to wait for the purveyor to approve your access before you can continue with the registration process.
The tester will receive another email from aquaresource@tecnxs.com informing them that they have been approved by the purveyor. After this email is received the tester can log back in to the site and complete the final two steps that will allow him/her to submit a passing backflow test. To begin go to your profile and use the Payment and Pressure Gauges menus to complete the last two steps in the process.
Step 4) Add Payment Information
Click on the Payment menu on your profile and add the credit card information. By default the “Use my profile information as billing information” is checked. If you uncheck it the fields below it will appear. When finished completing the fields click Add Card at the bottom.
Step 5 – Add Pressure Gauges
Click the Pressure Gauges menu at the top then click the plus button to add a Pressure Gauge the following window will appear. Complete the fields and click Add Pressure Gauge.

Next click on the Pressure Gauge you added and the following screen will appear. Click on the plus button on the right hand side of the screen to add the calibration certificate. The following window will open. Add the calibration date browse to your photo and Click Add Calibration at the bottom. Remember the site only accepts jpg or png formats for upload.
With the completion of Step 5 you are now ready and able to submit backflow tests. The following slides will demonstrate how to submit a passing backflow test on the site.

**Step 1) Search for your customer**
You can search for a customer in multiple ways. By name, Account #, Group ID, Address, Everything. You can also search by the backflow serial number. Once you have located your customer click on the correct result to see the customer’s backflow information.

Click on one of the customer’s backflows below to open it or if this is a new install you can click Add Backflow.
Step 2) Create Test Report
Once you click on one of the customer’s backflows the window expands to provide additional information about the device. You can click the GPS locate button to see the location on a map. From here you can print a blank test report or the last test report. Most importantly you can Create the Test Report by clicking on the button.
Step 3) Complete and Submit the Test Report
The following window pops up after you select the Create Test Report button. Select the Report type. The choices are
- Recurring Test (Annual)
- Rebuild and Test
- Repair and Test (use this type if the tester was required to make repairs to get a passing backflow test)
- Removed and Replaced (use this type if the tester had to replace the device or in the case in bold below).
- Removed Device and Capped Line

After the report type is selected the appropriate testing fields will appear and you can begin entering in your testing values. The buffer value is automatically calculated. Note if for some reason you find that the device type is incorrectly listed as DC instead of an RP or the other way around, please change the Report type to a remove and replace so you will get the correct testing fields for the assembly.

Please use the Flag Report for Admin field to supply notes regarding the backflow. For instance if the manufacturer, make, model, serial number, or size is incorrect you can note it here and clicking on the button here.

Click the radio button affirming you are the person that performed the test and then click Submit Report. If you are successful a banner will appear at the top telling you so.

The system will not allow you to submit a failing backflow test and your credit card will not be charged. The Remove and Cap report type is a free report.
Under the Contact menu you can update your email address and phone number if necessary and you can decide what information is available to the customer. The site is defaulted to only provide the phone number. If you want the email address displayed as well click the “Show on customer portal” button.

You can add a Bcc email address to your profile where copies of the submitted test reports can also be received.

You can add an email address to the Payment Receipt so your company will receive a copy of the credit card transaction email.

The remainder of these slides provide some other options and settings that you can apply to your profile that may be useful to office staff and customers alike.
You can add additional licenses by clicking on the plus (+) button. Additional licenses might include plumbing, irrigation, or fire sprinkler licenses.

From the Test Reports menu tab you can:
1) View and search for tests you have submitted.
2) Change what you receive in an email. By default only the first option is checked. If you want to provide your customers with copy of the passing backflow test via email click the 2nd option and click Save.