Silver Lake Water & Sewer District

Cross Connection Control and Backflow Prevention Program

Tokay Web Test Guide

If you have any questions, please contact us at (425) 337-3647

or by email at backflowtests@slwsd.com.

Introduction

Silver Lake Water & Sewer District's Water Quality Department is excited to introduce you to our new online web test submittal process, provided by Tokay Software. We will be utilizing Tokay Web Test to give our testers the opportunity to enter test reports and review information for our mutual customers.

This guide was created by Silver Lake Water & Sewer District to facilitate an easy transition into using the online portal. If you have any questions, concerns, or suggestions please contact our office, either by phone or by email.

(425) 337-3647

backflowtests@slwsd.com

Silver Lake Water & Sewer District

How to Login to Tokay Web Test

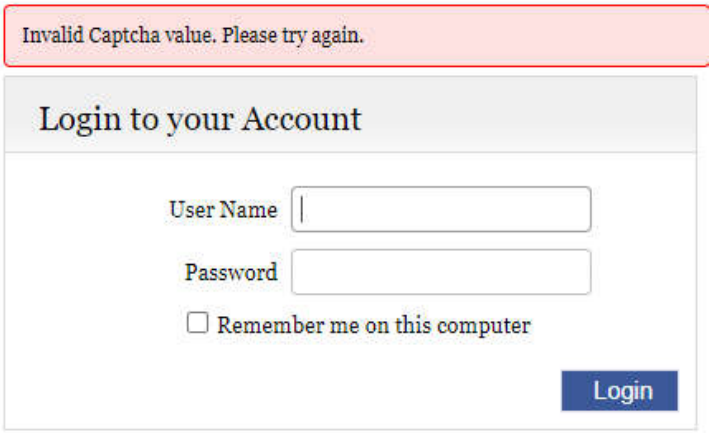
As a Tester

Go to https://slwsd.tokaytest.com/

Enter your User Name and Password

User Names and Passwords are unique to each technician and testing company. They are issued by Silver Lake Water & Sewer District. Please email service@slwsd.com to request your credentials.

If you receive an “Invalid Captcha value” error, just enter your password again to login.



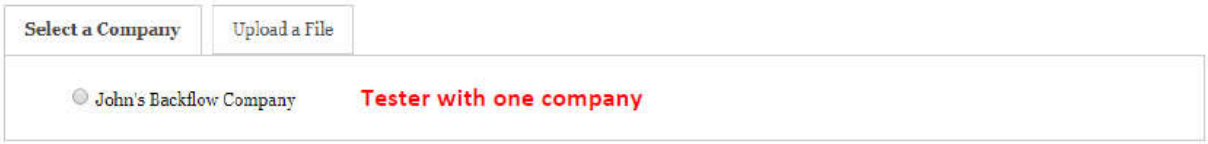
NOTE: You will not be able to login if your Certification Card has expired and you will not be able to submit test reports if your Test Kit Calibration has expired.

Please send Certifications and Test Kit Calibration Reports to backflowtests@slwsd.com.

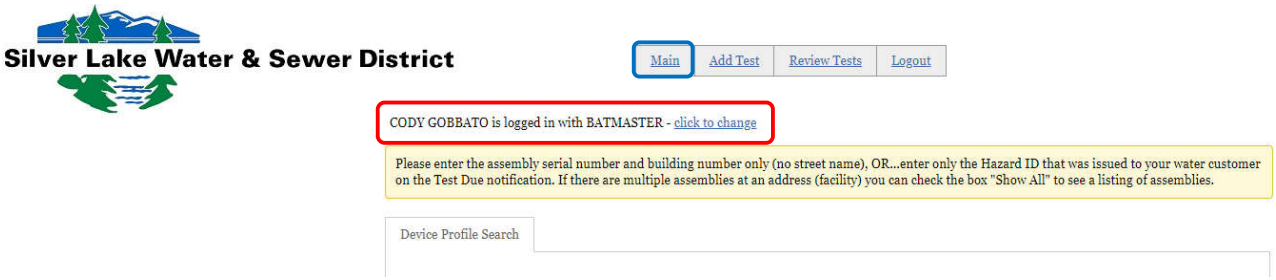
How to Login to Tokay Web Test

As a Tester

Once logged in, select the company you are submitting tests for. If you test 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 Web Test.



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

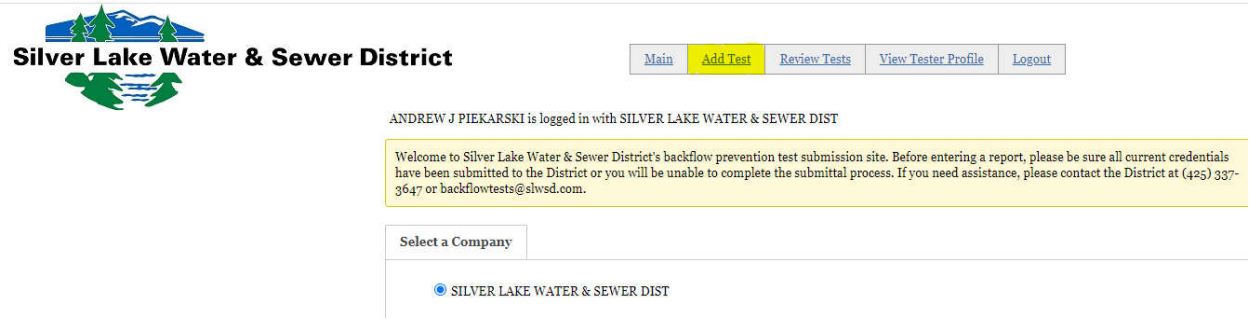


For testers with more than one company, your name and company's name will be followed by click to change. This link will direct you back to the *Main* screen where you can change the selected company, or you can click Main at the top of the page to return to the *Main* screen.

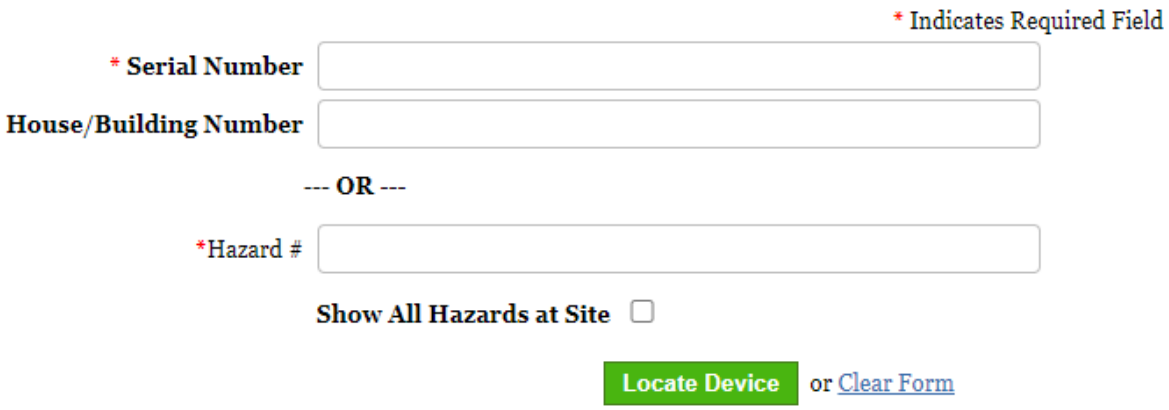
Test Data Entry

Finding a Backflow Device

To enter a backflow test, click Add Test at the top of the page.



Before you can enter a test result, you will need to find the backflow assembly. You can enter the assembly serial number and house/building number (no street name), or the **Hazard ID** (provided to the customer on their annual reminder notice). Click Locate Device.



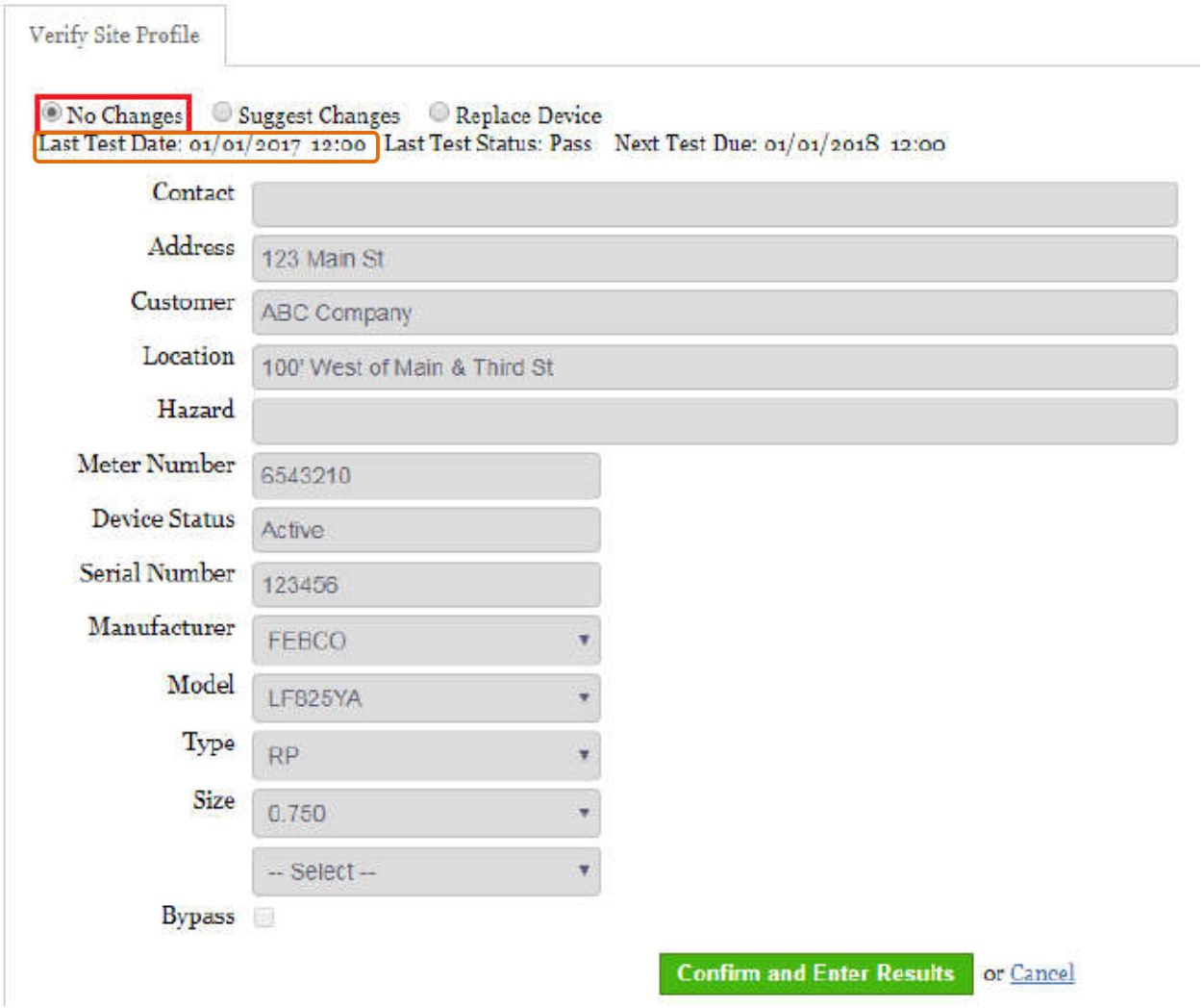
Test Data Entry

Confirm/Change/Replace the Device

You will be directed to the *Device Verification* screen where you will confirm if there are no changes to the device, suggest changes, or replace the device.

The **Last Test Date** is displayed so you can confirm you are not entering a duplicate test report.

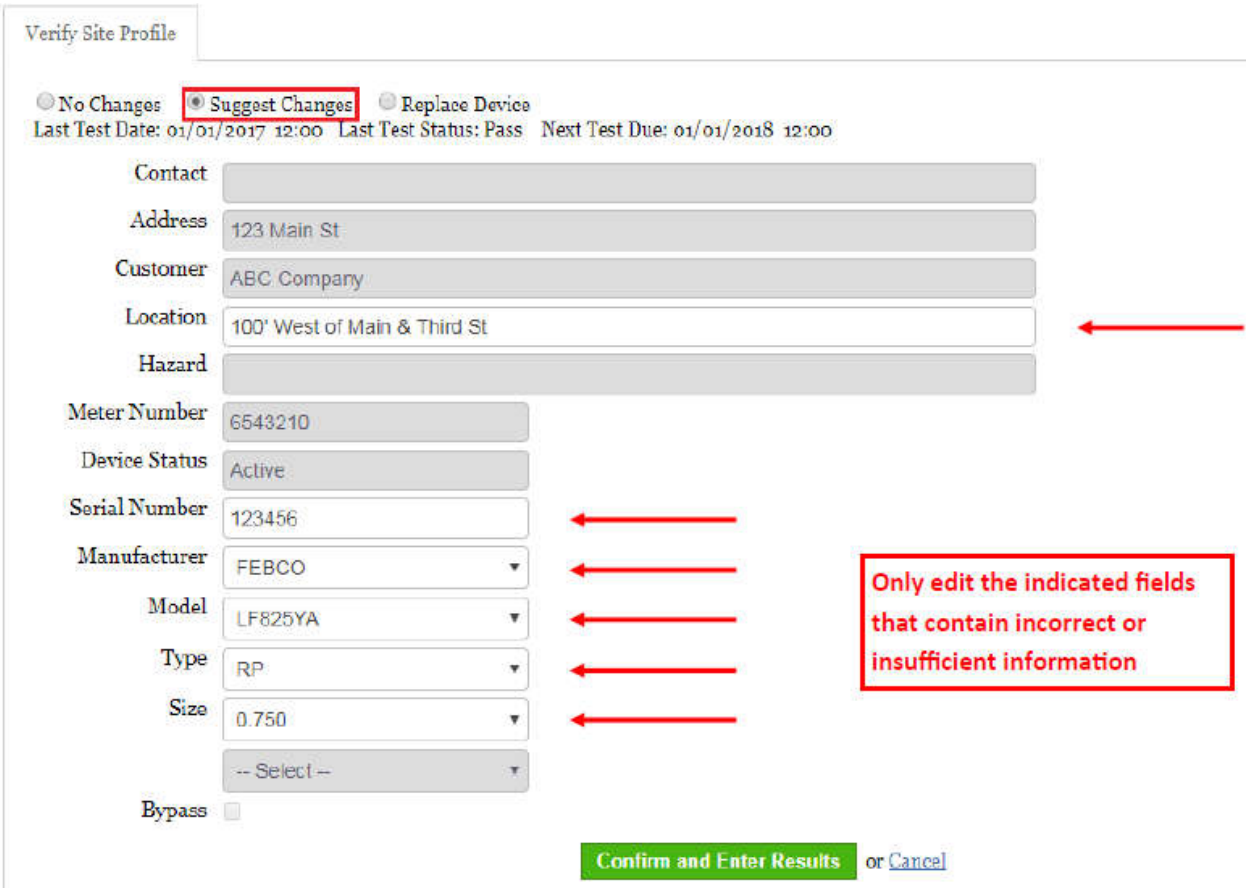
If there are no changes, select “No Changes” and click Confirm and Enter Results.



Test Data Entry

Confirm/Change/Replace the Device

If some of the displayed device information is incorrect (location, serial number, hazard, etc.) click “Suggest Changes”. This will allow you to update the device fields with the correct information. **If the serial number in our records is entirely different from the one on the device, please use “Replace Device” (see pg. 8).** Once changes have been made, click Confirm and Enter Results. If something is missing from a drop-down menu, please let us know before proceeding.

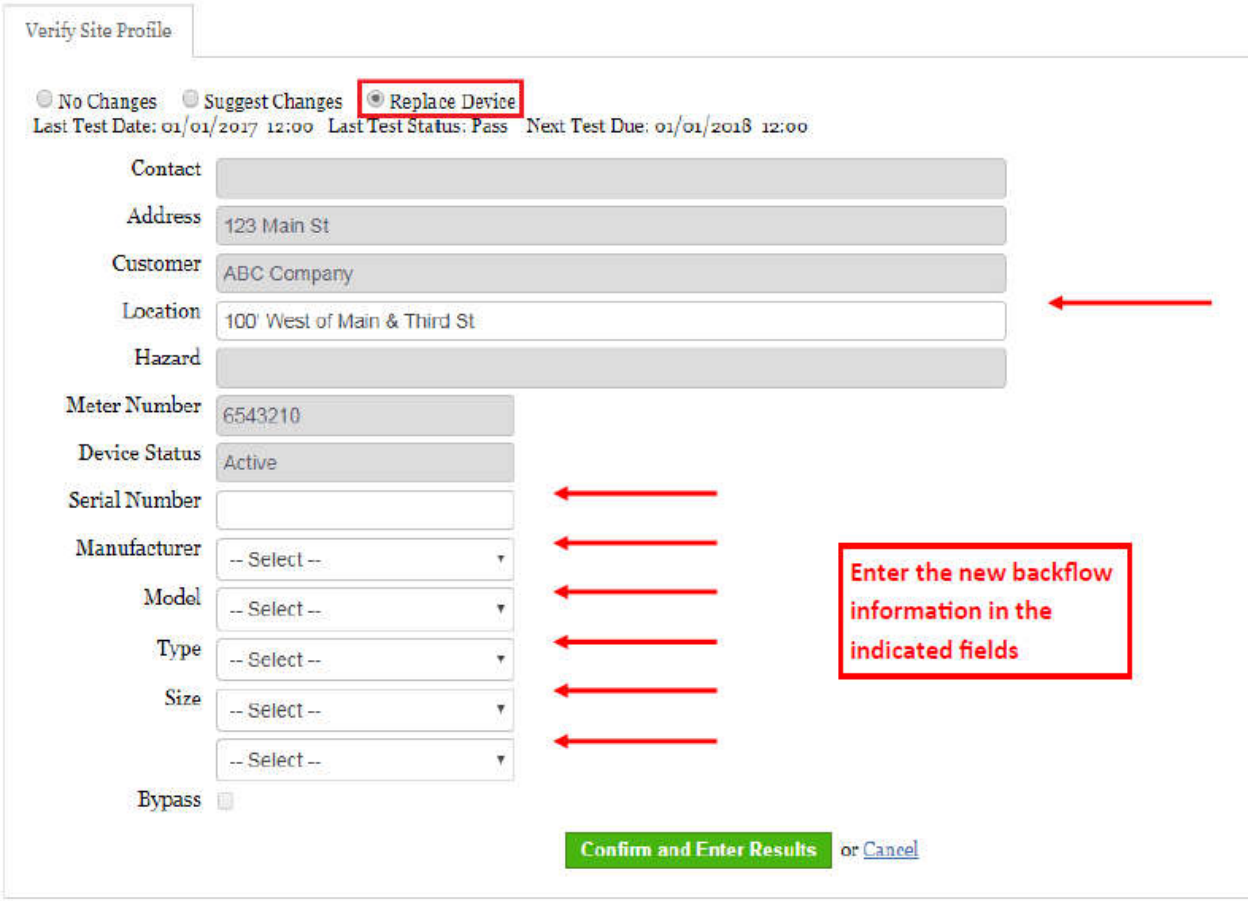


*NOTE: Clicking Confirm and Enter Results will submit changes to be reviewed by Silver Lake Water & Sewer District, regardless if you submit a report or not. Please review your suggestions for accuracy before submitting.

Test Data Entry

Confirm/Change/Replace the Device

If the device has been replaced OR if the serial number in our records is entirely different from the one on the device, select “Replace Device”. This will reset the device fields allowing you to enter in the new device information. Once complete, click Confirm and Enter Results.



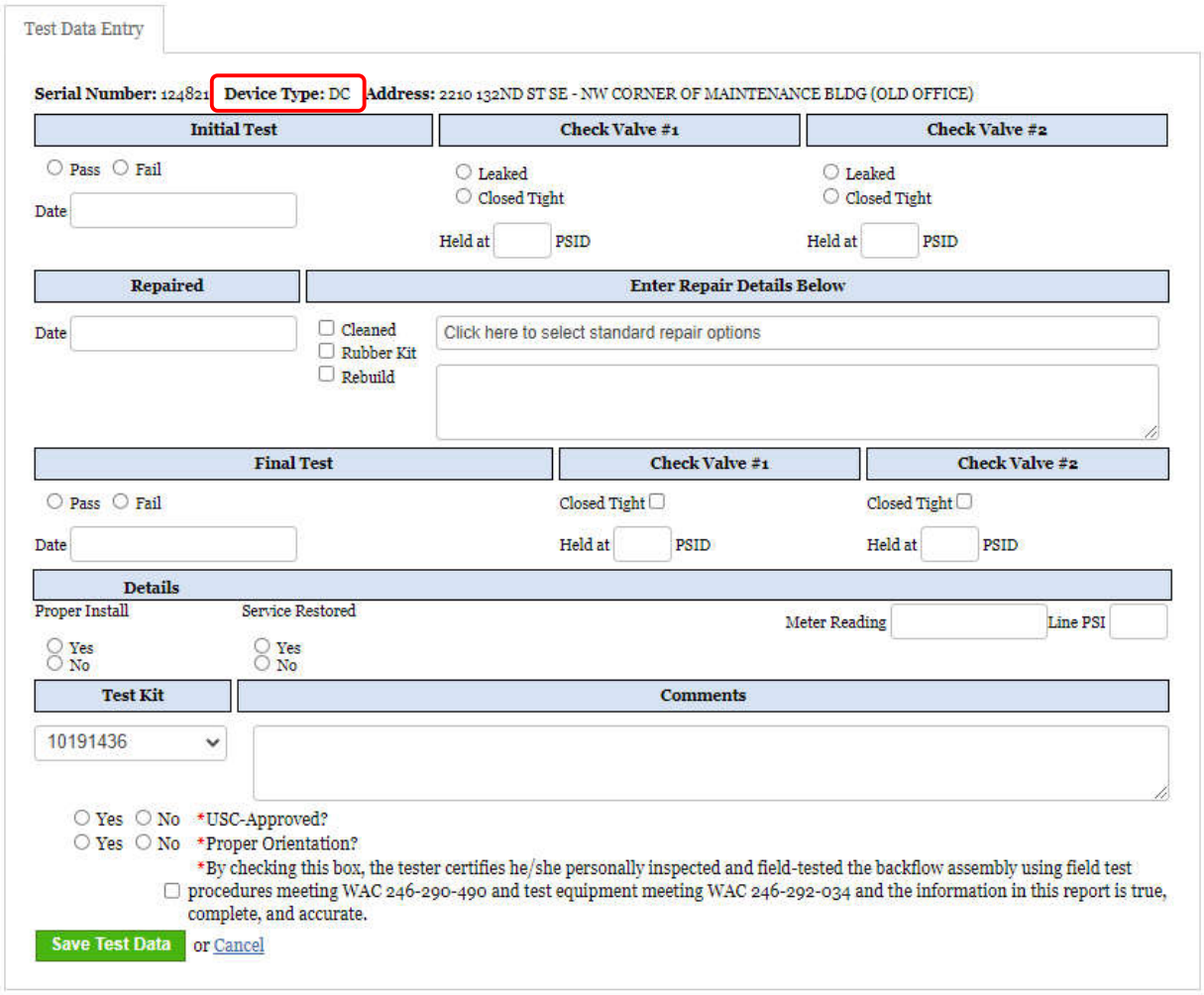
*NOTE: Clicking Confirm and Enter Results will submit changes to be reviewed by Silver Lake Water & Sewer District, regardless if you submit a report or not. Please review your suggestions for accuracy before submitting.

Test Data Entry

Backflow Report Form Examples

After confirming the device information, the appropriate *Test Data Entry* screen will appear based on the device's type. The next few pages are examples of how the *Test Data Entry* screen will appear with each device type.

Example of Device Type: DC

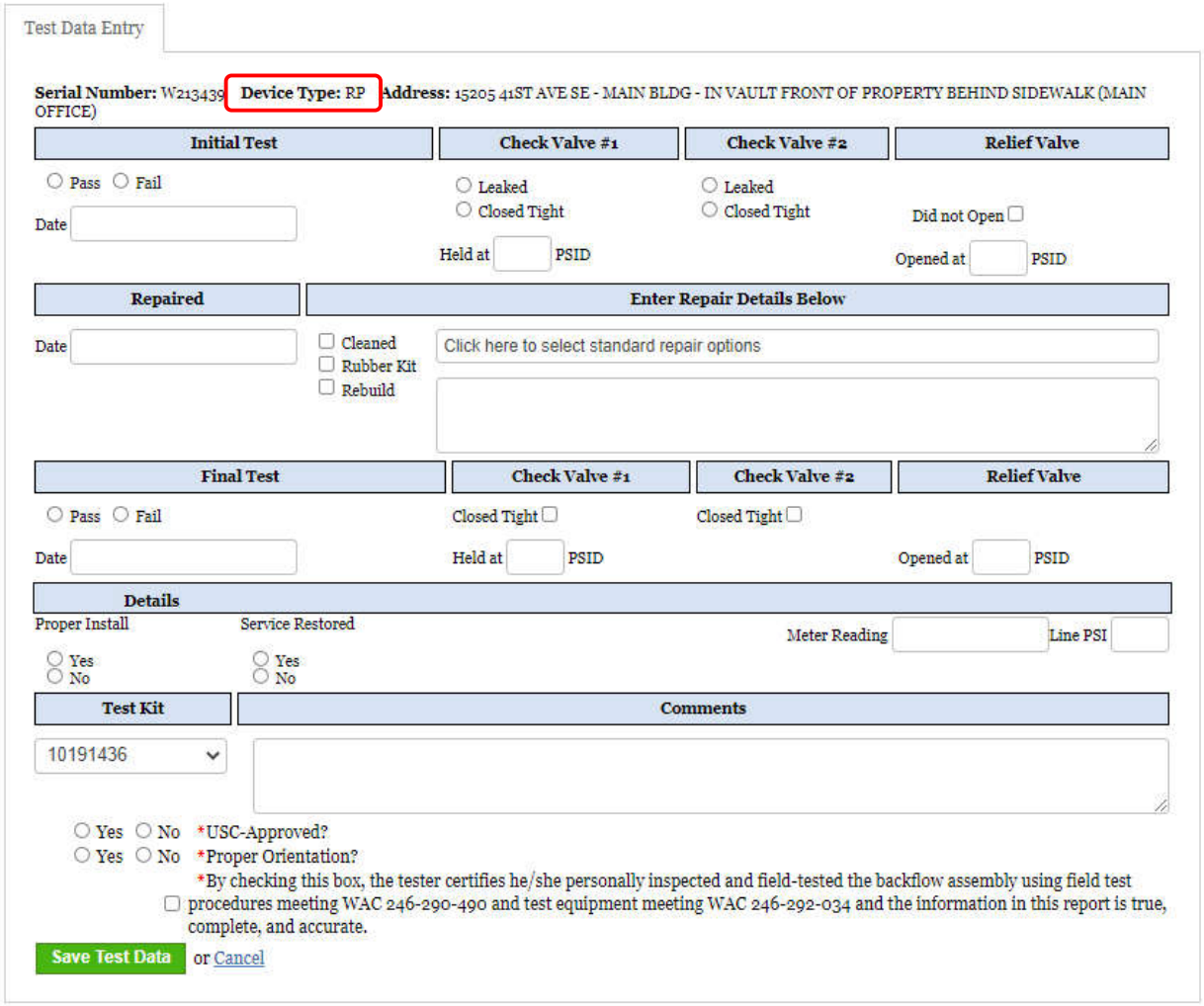


*NOTE: Required fields are marked with an asterisk (*). You will not be able to save the test data until all required fields are completed and the box is checked.

Test Data Entry

Backflow Report Form Examples

Example of Device Type: RP

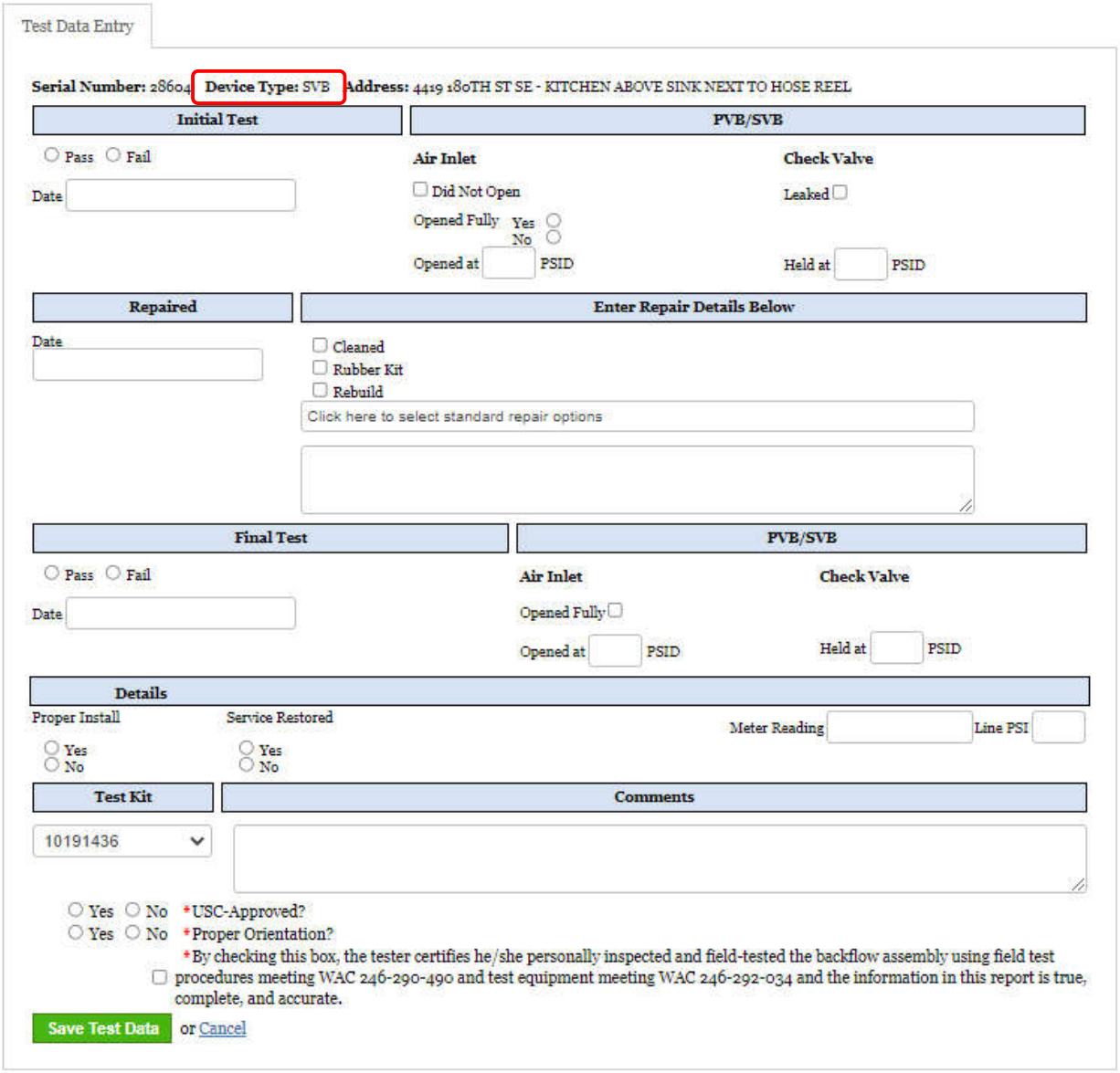


*NOTE: Required fields are marked with an asterisk (*). You will not be able to save the test data until all required fields are completed and the box is checked.

Test Data Entry

Backflow Report Form Examples

Example of Device Type: PVB/SVB


Test Data Entry

Serial Number: 28604 **Device Type:** SVB **Address:** 4419 180TH ST SE - KITCHEN ABOVE SINK NEXT TO HOSE REEL

Initial Test | **PVB/SVB**

Pass Fail

Date

Air Inlet

Did Not Open

Opened Fully Yes No

Opened at PSID

Check Valve

Leaked

Held at PSID

Repaired | **Enter Repair Details Below**

Date

Cleaned

Rubber Kit

Rebuild

Click here to select standard repair options

Final Test | **PVB/SVB**

Pass Fail

Date

Air Inlet

Opened Fully

Opened at PSID

Check Valve

Held at PSID

Details

Proper Install: Yes No

Service Restored: Yes No

Meter Reading Line PSI

Test Kit | **Comments**

10191436

Yes No *USC-Approved?

Yes No *Proper Orientation?

*By checking this box, the tester certifies he/she personally inspected and field-tested the backflow assembly using field test procedures meeting WAC 246-290-490 and test equipment meeting WAC 246-292-034 and the information in this report is true, complete, and accurate.

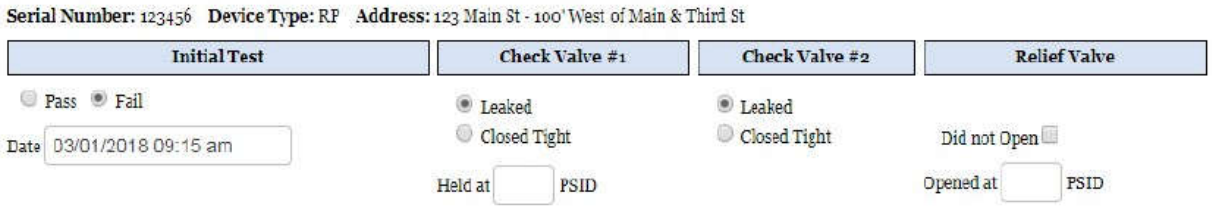
Save Test Data or Cancel

*NOTE: Required fields are marked with an asterisk (*). You will not be able to save the test data until all required fields are completed and the box is checked.

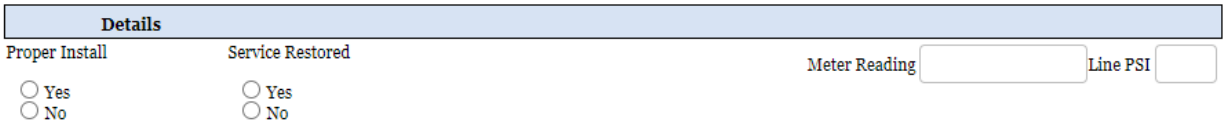
Test Data Entry

Entering a Passing Backflow Result

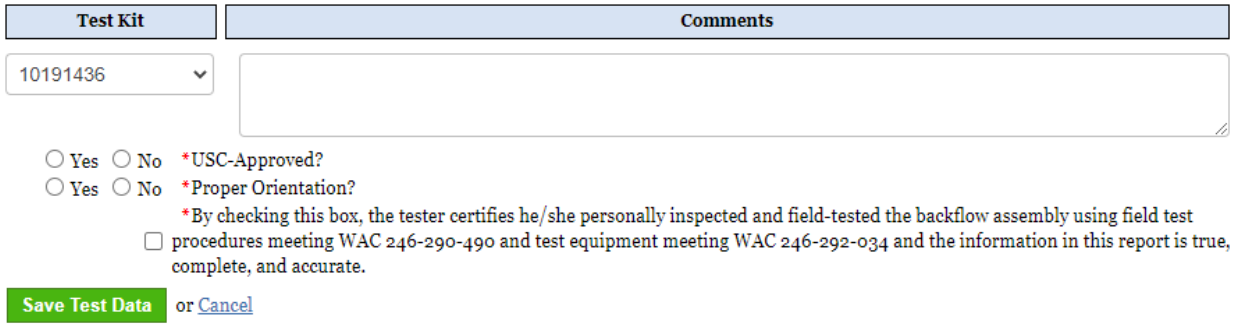
Enter all reports in the Initial Test section, passing and failing. The online form will not allow a Final Test without an Initial Test.



Only if the Initial Test passed and no repairs were made, proceed to the Details section. Line PSI and Proper Install are required fields. Meter Reading should be completed for bypass assemblies.



You will then select the *Test Kit used to perform the test and place any additional notes in the Comments box. Once complete, answer the questions, click the box next the tester's statement and click Save Test Data.



*Note: If you do not see your Test Kit listed, this means we do not have it on record. Submit the most current Test Kit Calibration Report to backflowtests@slwsd.com before proceeding. It will take 24 hours for this Test Kit to appear on your tester profile.

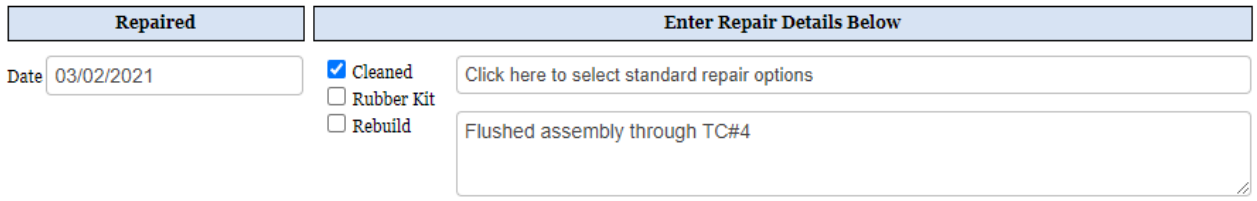
** CLICKING SAVE TEST DATA DOES **NOT** SUBMIT YOUR REPORT TO SILVER LAKE WATER & SEWER DISTRICT. PLEASE CONTINUE THROUGH ALL STEPS UNTIL COMPLETE**

Test Data Entry

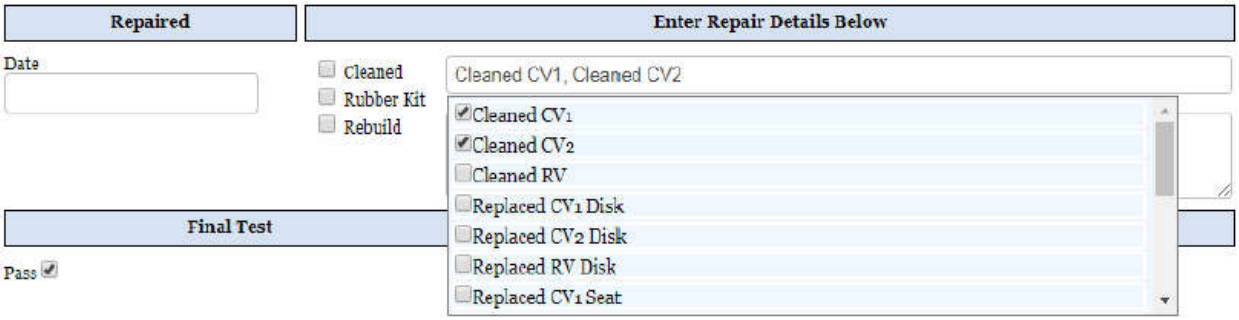
Entering a Failed Backflow Result

If a device failed and a repair was made, please note the following in the online form:

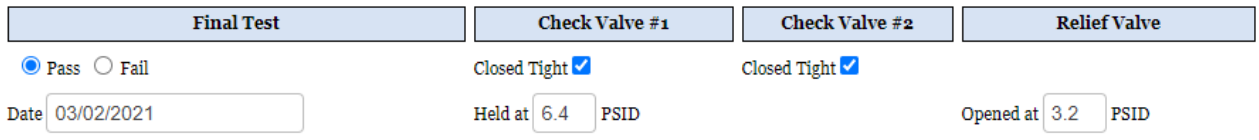
- Please click whether the repair included cleaning the device, installing a rubber kit, or rebuilding part of the assembly. Please click all that apply.



- You may use the Standard Repairs drop down menu (simply click the box to activate the list and select all that apply) OR you may list your repairs and any additional comments in the empty box.



After the Initial Test and the Repair fields have been completed, proceed to the Final Test section.



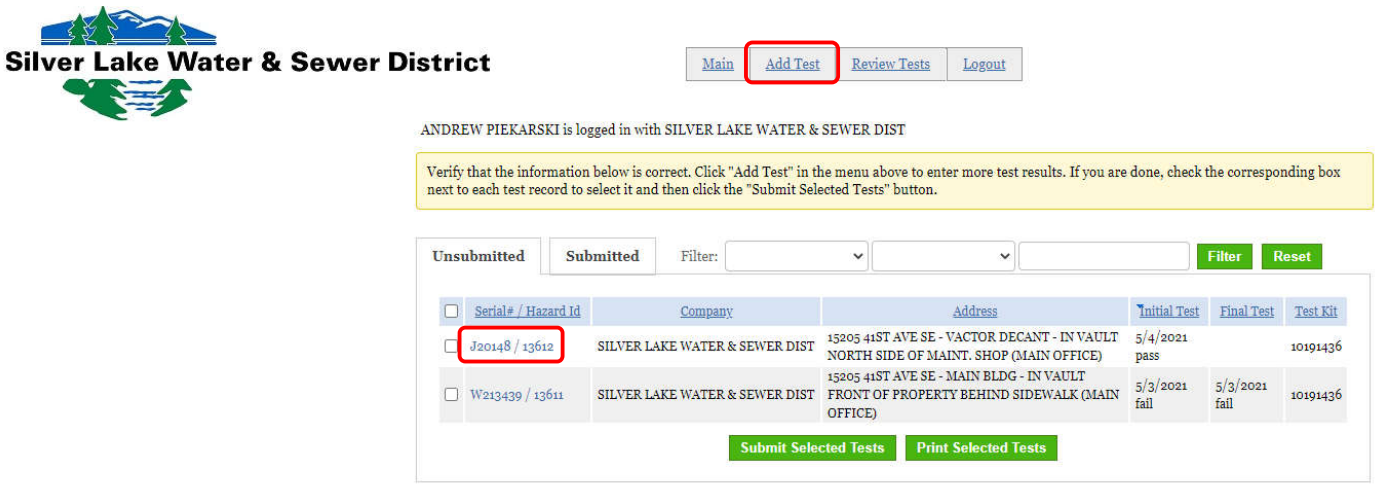
Complete the online form by following the steps on pg. 12 from the Details section forward.

Reviewing Reports

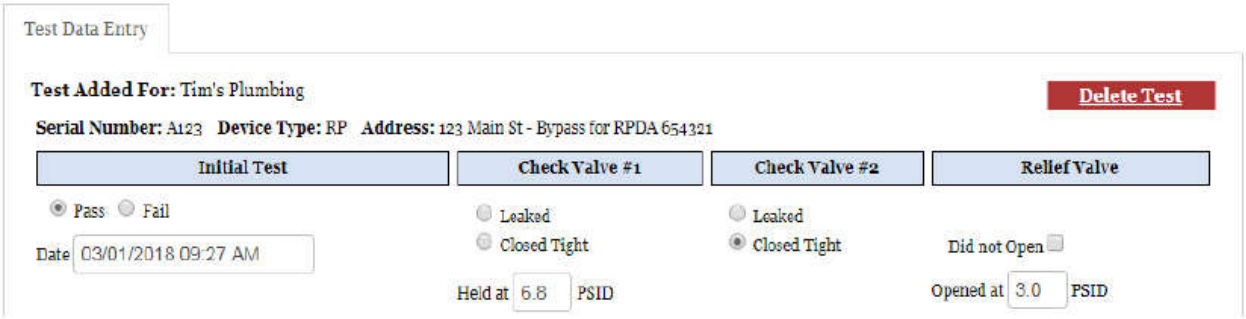
How to Edit or Delete a Test

Once complete, all saved unsubmitted test will appear on the *Review Tests* screen under the Unsubmitted tab. From here you may add additional tests, edit/delete existing test reports, print test reports for your customers, and submit test reports to Silver Lake Water & Sewer District.

To add additional reports, click “Add Test” in the top toolbar.



To edit or delete a test report, click the Serial # / Hazard ID link. This will take you to the *Test Data Entry* screen where you can make changes or click Delete Test to delete the current test report.

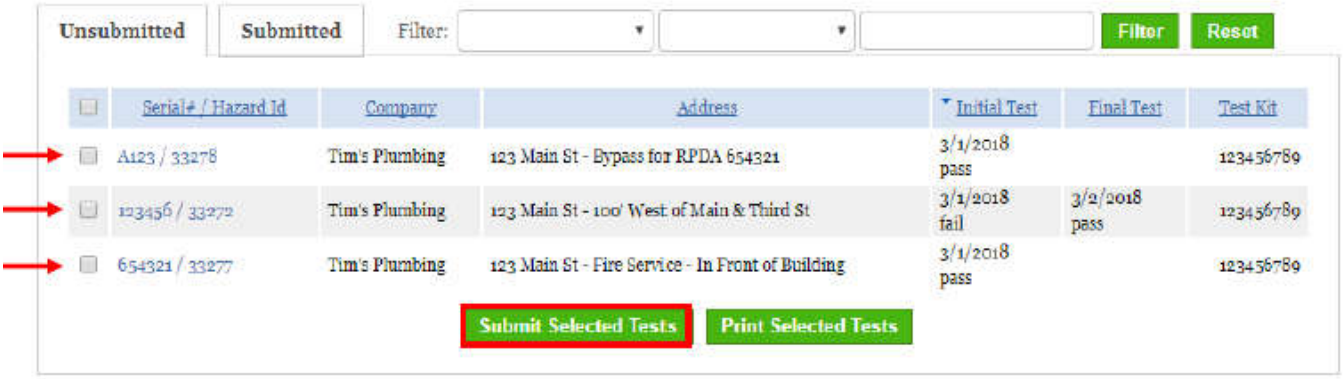


*NOTE: Editing a test report can be useful, especially when a device that initially failed has been repaired and now has a passing final test. You would not delete the Initial Test but add the Repair and Final Test information to the already existing test report.

Submitting Reports

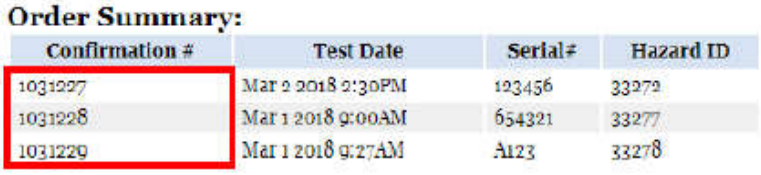
Time to Submit Your Report(s)

To submit completed test reports, select the checkboxes next to each report or to select all reports, click the top box. Click Submit Selected Tests. Submitting the reports will direct you to the *Order Summary* screen.



The Transaction ID is an identifying number associated with all backflow reports submitted in a batch.

The Confirmation # is specific to each submitted report.



You may print a receipt of this transaction for your records by clicking Print Receipt. You will not be able to return to this page after it is closed.

Submitted Reports

For Your Records

To view past test submittals, click Review Tests at the top of the page and click the “Submitted” tab.

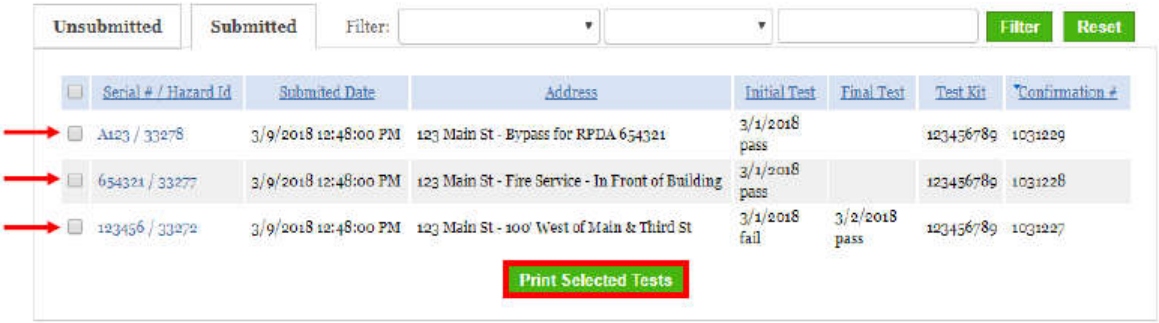
Submitted tests will appear in descending order, starting with the most recent. To change the order in which the reports are listed, click any of the column headers. For example, if you click “Initial Test” they will then go in descending order from oldest to newest. You can also use the filters to narrow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

If you click the “Serial # / Hazard ID” of a report, it will open the report in the *Test Data Entry* screen. You will not be able to alter submitted tests, only review them. If corrections need to be made, please contact Silver Lake Water & Sewer District.

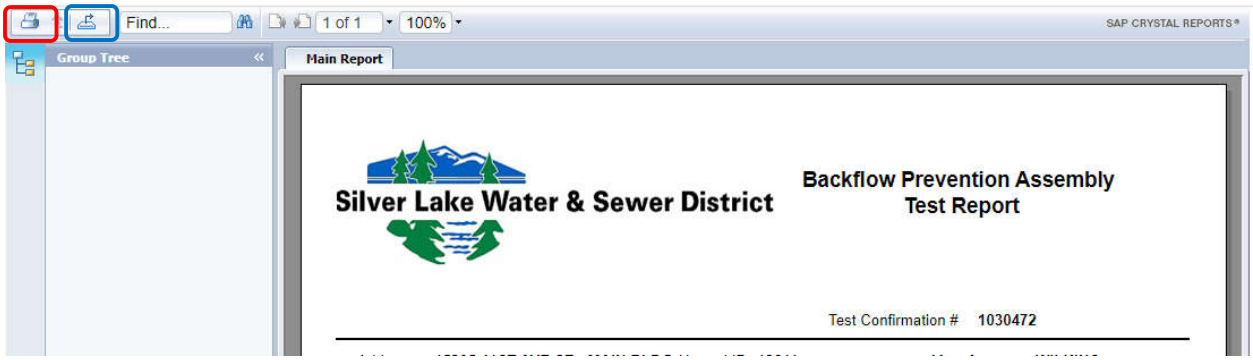
Submitted Reports

For Your Records

From the *Review Tests* screen, you can print test reports for both submitted and unsubmitted tests. 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 Print in the top left corner will prompt you to export to PDF. You must export to PDF to print your document.

Clicking Export in the top left corner will prompt you to select a file format. You may export in various formats. **PDF is recommended.**

FAQs

Frequently Asked Questions

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 all three internet browsers.

Can I continue to submit reports via e-mail, fax, or postal mail?

No, Silver Lake Water & Sewer District no longer accepts reports via email or any other delivery method. All annual reports must be submitted through Web Test.

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 customer. The District recommends using the Hazard ID and saving this number in your records for future reference as this number will not change.

What if the backflow at the site does not match the customer's notification?

If the device 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 device 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 device is replaced, the Hazard # remains the same. This number is meant to make finding and referencing a device easier.

How do I add a new backflow device?

New devices installed are to be emailed to backflowtests@slwsd.com. New installations are the only exception to the new standard submittal process.

FAQs

Frequently Asked Questions Continued

What if I want to change or delete a report I have already submitted?

Tests cannot be edited or deleted via WebTest once they are submitted. Any changes will need to be reported to backflowtests@slwsd.com. 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.

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

Please send all company/technician documents to backflowtests@slwsd.com.