Logging In/Creating a CCAMS Customer Account

1. Go to the CCAMS website, found at *https://ccams.sfwater.org*. The "*Login*" screen appears as shown in **Figure 1**.
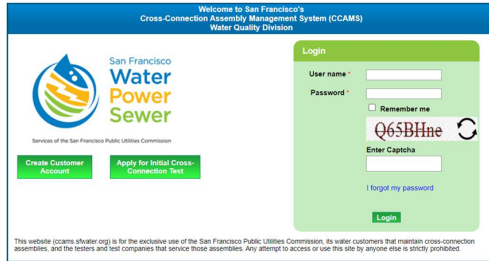

Figure 1

2. To open a CCAMS account, click on the "Create Customer Account" link at lower left of the screen. The "*New Customer Registration*" screen appears (**Figure 2**).
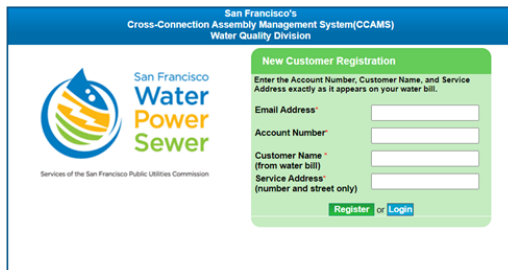

Figure 2

3. Type in the required information, which must match the information on the water account. (This information can be found on your water bill.) When finished, click "Register."

4. The customer account registration will be approved or rejected by the CCAMS administrator by the next business day.

   If the registration is approved, the customer receives a temporary password via the email account provided on the New Customer Registration form. Once approved, customers can log in to CCAMS using the registered email address as their username and the temporary password. During the initial login, customers must accept the CCAMS Disclaimer and change their temporary passwords to continue access to CCAMS.

5. Once an account is active, log in at *https://ccams.sfwater.org* with the registered email address as the username and the user's password.

Selecting a Preferred Test Company

1. Click on the *Customers* tab and then on "Manage Linked Accounts." The "*Customer Accounts*" screen appears and displays a list of customer account(s), as shown in **Figure 3**.
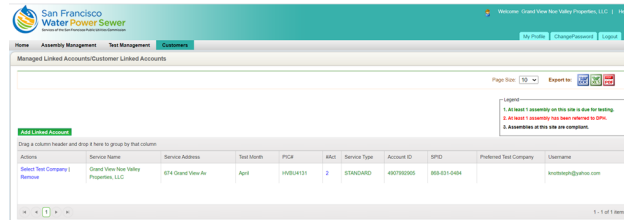

Figure 3

2. Identify the account for which you'd like to select a test company. Click the "Select Test Company" link under the *Actions* column. "*Test Company*" popup screen appears, listing available test companies (**Figure 4**).
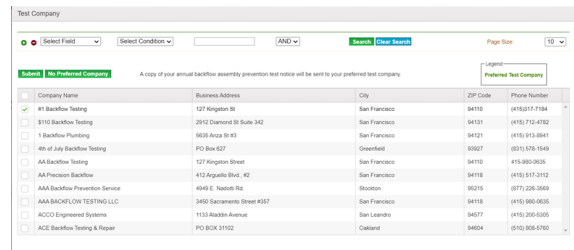

Figure 4

3. Mark the box next to the Preferred Test Company/ies. Customers can select more than one test company for an account, depending on the number of assemblies. Customers can select different testers for each linked account.

   Note: When notices of testing due are emailed out, all the selected preferred test companies on an account will receive notices. Customers must inform the testers separately which assemblies they are to test.

4. Click "Submit**."**

   The popup window closes and a message appears stating that the preferred test company has been successfully linked.

   To unselect a preferred test company, click "No Preferred Company."

Linking Additional Accounts

1. Click on the *Customers* tab and then on "Manage Linked Accounts."

2. Click "Add Linked Account" button. The "*Add Linked Account*" popup screen appears (**Figure 5**).
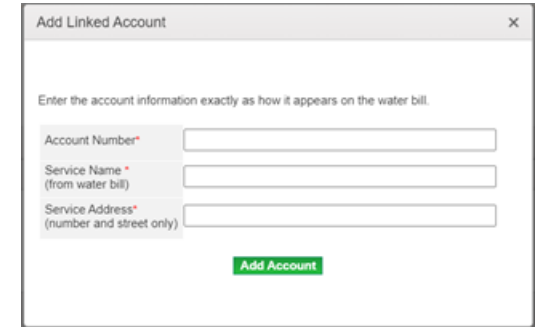

Figure 5

3. Type in the required information on the "Add Linked Account" popup. This information must match the information on the water account (which can also be found on the water bill). When finished, click "Add Account. "

4. The customer account registration will be approved or rejected by the CCAMS administrator by the next business day.

   If approved, the customer receives a notification by email that the new account has been linked successfully.