

## Logging in to CCAMS allows the user to:

- ◆ Self-register for a CCAMS customer account
- ◆ Select/unselect preferred test companies
- ◆ Add/manage linked accounts
- ◆ Choose to receive annual notices of testing due by email to both the customer and preferred test company
- ◆ Access the history of assembly tests performed
- ◆ Print test forms
- ◆ Manage the customer profile

*For detailed instructions, the complete “CCAMS External User’s Manual” can be found on our website, <https://ccams.sfwater.org>.*

### **SFWPS Water Quality Division Cross-Connection Control Program**

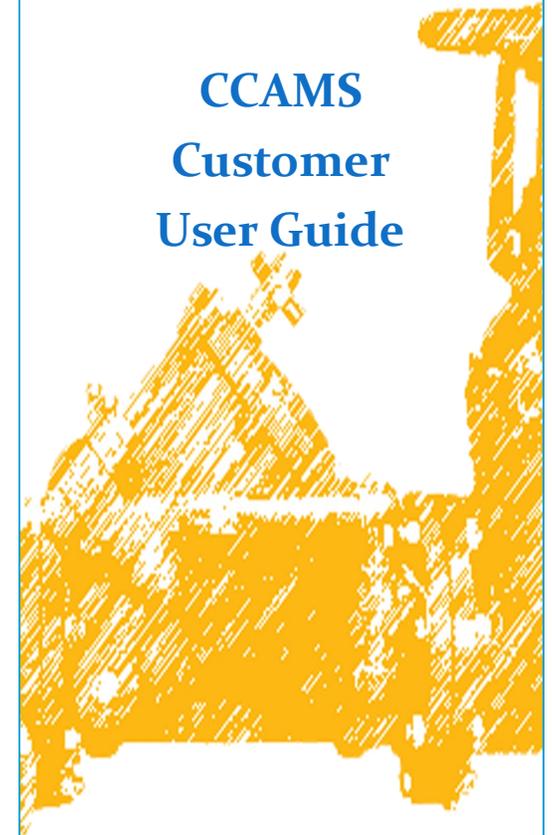
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URL: <https://www.sfwater.org/backflow>



San Francisco  
**Water Power Sewer**  
Services of the San Francisco Public Utilities Commission

## **Cross-Connection Control Program**

### **CCAMS Customer User Guide**



## 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 “New customer registration” link, highlighted in **Figure 1**. 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**.

Address	Login ID	Account ID	SPD	Pick #	Test Month	Service Name	Service Address	Service Type	#Act	Preferred Test Company
1325-21 Greenwich St Propella Inc	santhanam@geneslec...	828800000	828-888-8300	HL31K1SG	February	1325-21 Greenwich St	1325 Greenwich St	FIRE	2	
LPT One Lombard Inc	santhanam@geneslec...	687950254	678-391-8882	ES0NTMK	July	Lombard St	Lombard St	STANDARD	2	ASTI Services
Esombras Inc	santhanam@geneslec...	364910000	364-918-0725	V338BR	May	1011 Bayard St	1011 Bayard St	FIRE	1	
Conix, Martha	santhanam@geneslec...	485400000	486-946-6425	389KCSH	May	1 Chen St	1 Chen St	STANDARD	1	
UCSF-CPTB	santhanam@geneslec...	165120000	165-612-0883	EXKLCPFS	June	1481 4th St	1481 4th St	STANDARD	8	

**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**).

Company Name	Business Address	City	ZIP Code	Phone Number
75 dollar Backflow Tests	P. O. Box 6493	San Mateo	94403	(415) 269-4555
All About Backflow	1194 Pleasant Hill Circle	Lafayette	94549	(510) 504-4192
Barber Backflow	PO BOX 920	San Leandro	94577-0920	(800) 870-8378
THE BACKFLOW GUY, INC.	855 E Camino Real, Ste. 13A-191	Palo Alto	94301	(877) 384-3489

**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.