WaterOne
Water District No. 1 of Johnson County

Administrative Offices
Department of Developer Services
10747 Renner Boulevard
Lenexa, KS 66219

913.895.1815
dwq@waterone.org
www.waterone.org

Frequently Asked Questions

What type of form is the annual backflow test report form?

The new test form is an Adobe XML form, sometimes referred to as an interactive or dynamic PDF.

What PDF viewer do I need to use?

Adobe Reader must be downloaded and set as the default PDF viewer to process this form. Other PDF viewers will not open the form.

      Windows 10 – drag and drop form to Adobe 'box' and it will open.

What Internet Browser should I be using?

In order to download and use the annual test report form, Internet Explorer must be installed and used. Google Chrome and Safari are not supported by Adobe Interactive forms. Internet Explorer is available for free and may be downloaded from the Internet.

Do I have to change my email address in order to get my test reports to go through the automation?

No, but the type of email provider determines how the tests are submitted. There are two types of email providers, web-based email (also referred to as web mail) or client based email (also referred to as an email client).

Examples of web-based email providers are gmail, yahoo, and hotmail. Outlook is a common email client.

If using a webmail account, the form must be saved onto your computer and then and sent as an attachment to backflowtests@waterone.org. With an email client (such as Outlook), the form may be submitted by hitting 'Submit' directly from the form, or forms may be saved and sent as an attachment to backflowtests@waterone.org.

How is the automated form processed online by using the 'Submit by Email' button?

Using the 'Submit' button opens an email to backflowtests@waterone.org with the filled out form attached. The user then must hit 'Send'. Remember, the 'Submit' button only works with email clients. Web mail users must first save the form and then attach it to an email.

Once the form is sent, it is then verified by our computer system and if all information is correct, it is entered into our database. The process takes around 5 minutes.

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How do I know if my form has been successfully processed?

A confirmation email will be sent to the email listed on the form under the tester information. If there is an error in the test report, an email will be sent explaining a manual review is required. Common errors are bad serial numbers, tester certification dates, and missing fire flush information when required. Double checking all data submitted will help prevent any delays caused by a manual review.

Do I still use the DWQ@waterone.org email address when I submit the new form?

No. Test reports should be emailed to backflowtests@waterone.org . Only the dynamic form should be sent. Please do not send scans, flattened forms, or any other documents to backflowtests@waterone.org

I submit multiple test reports frequently. How can I make this new form easier for me to keep using it time after time?

The Annual Backflow Test Report form may be saved on your personal computer as many times and with as many names as you prefer. Multiple forms may be attached and sent at one time.

Saving the form helps to save time by eliminating the need to input repetitive data with every test report (e.g. saving under a tester name, certification details, company name/phone, etc.).

I test facilities that have numerous backflows from a single service address. Is there a way I can minimize retyping the repetitive information?

Yes. Forms are not automatically cleared after each submission. This will help minimize retyping repetitive information for multiple assembly test submission from a single address or single tester. Use the 'Reset Form' button to clear all data from the form as needed.

What is the 'Reset Form' button for?

Since the forms are not automatically cleared after each submission, the 'Reset Form' button may be used to clear all data from the form as needed.

Is it possible to complete and save the forms, and then send them as individual PDF attachments to the new automated inbox email at WaterOne backflowtests@waterone.org

Yes, however, it's faster to submit each one upon completion.

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May I print the form?

Yes. Forms may be printed using the 'Print Form' button or by choosing File and then Print.

Will the online automated test result system accept scanned or faxed forms?

No. The WaterOne backflow system cannot read a scanned image and will not process anything sent to backflowtests@waterone.org other than the interactive PDF form.

I don't use a computer and I am not computer literate. The only way I submit test reports is by fax or scan. What do I need to do now?

If needing to submit scanned or faxed files, **at this point in time,** you can continue using the old email inbox, (dwq@waterone.org) **Keep in mind, submitting scanned or faxed test reports will result in a delay in processing. In the near future, WaterOne will not accept scanned or faxed test reports.**