Backflow Portal Frequently Asked Questions

Have a question about the City of Boulder's Backflow Web Portal? Start by reviewing these FAQs or the User Guides available at bouldercolorado.gov/services/backflow-prevention.

Contents

Accessing the Portal, Registering and General Questions

- What is the portal website address?
  - https://backflow.bouldercolorado.gov
  - It may take a few moments for the site to respond.
  - If you get an error message, ensure https:// is typed before the site address.

- Can non-testers (e.g., admin staff at the testing company) enter tests on behalf of certified testers?
  - Yes. Each certified tester must have their own registration, but administrative staff may enter tests on behalf of certified testers using the testers' unique log-ins.

- I am an admin staff and will be entering tests on behalf of certified testers. When registering, what do I use for User Name and Display Name? Can I use the same email address for multiple registrations?
  - You can use the same User Name and email address multiple times to register multiple testers. The User Name can be whatever you can remember (for example, your name or email address).
  - The Display Name should be the certified tester's first and last name.

- Can testers or company staff look up past test reports that have been submitted?
  - You can find limited backflow device information by looking up tests using the test entry function in the portal (see Test Entry User Guide, through step 7). After you find that information, you will need to cancel the test entry.
  - The backflow portal does not have the capability to view last test reports. We recommend printing or saving tests as a PDF as test reports are entered, so that you have those records for the future.
  - For more detailed information about devices and past tests, please call 303-413-7401 or email nobackflow@bouldercolorado.gov.

- I registered in the portal before June 7, 2022. Do I need to register again?
  - Yes. The city asked certified testers to participate in user testing prior to the official launch. We are asking those testers who have already registered to register again to confirm their credentials are current.

- I registered in the portal, but I'm getting a message that my account is not verified.
  - Check your email, including your spam or junk folder—you should have received a message from noreplyutb@bouldercolorado.gov to verify your account. (Note: Do not use this email address for questions—please use nobackflow@bouldercolorado.gov.)
  - If you don't see an email, try logging into the portal anyway. You will see a message at the top of the screen that you have an unverified account and a hyperlink to resend the verification email.
  - If you don't receive an email after trying the above, try registering again. You may have mistyped your email address.
  - If none of the above work, email nobackflow@bouldercolorado.gov or call 303-413-7401 for support.

- I tried to register in the portal but got a message that my registration was rejected. What happened?
  - Likely there is a mismatch with the tester's certification number and our database. Please email nobackflow@bouldercolorado.gov or call 303-413-7401.

- What is the "Generate Test Form" button/function for?
  - This generates a blank test form to print and fill out on paper. This form is not required by the City of Boulder and may not be frequently used.

Entering Backflow Tests

- The search function isn't working (serial number, account number or address isn't pulling up any devices or the right device).
  - If your serial number isn't listed in the search results, there may be a discrepancy between the serial number in our system and what the tester wrote down. Try searching on the account number or address to see if you can find the correct device. Remember to use ALL CAPS for the addresses.
  - If the address search isn't working or you can't find the right address in the search results:
    - Remember to use all caps.
    - Do not use street type (St., Ave., etc.) or direction (N, E, S, W).
    - Try typing the first few numbers and/or letters of the address. (For example, "100" will return 1001, 1005, etc. "MA" will return Martin Drive, Marine Street, etc.)

- I can't find the device in the system (and the search function solutions above didn't work).

- Look up the account number or address and see if there is a close match to the serial number. Sometimes a number gets mistyped into our system.
  - NOTE: Please be aware of sequential serial numbers, especially where there are multiple devices at an address. Sometimes a "close match" is actually a different device.
- If you are confident that you're entering the test for the right device found in the portal, please proceed with entering the test data.
- Add a Note with the information you'd like to correct in our system.
- If you're not sure you have the right device, email nobackflow@bouldercolorado.gov or call 303-413-7401 for help.
- If you're entering a test report for a new device, start with New Device Installation.

- What is the account number?
  - The account number is the customer account for the City of Boulder's water utility. It is printed on the reminder letters that go to customers saying their backflow device needs to be tested.

- When I'm entering a test, does the system check to make sure the test result data I enter is correct?
  - No, that functionality is currently not active in the system. Please ensure you're entering test data accurately and all relevant fields are filled out.

- After I printed my test, do I need to confirm the test submission again?
  - No. After you print a test, you have already confirmed the submittal, and you can simply click on the Search tab near the top of the screen to search for another device and enter another test.

Adding a New Device
- The Search function isn't working (address isn't pulling up).
  - Please see Search help under the "Entering Backflow Tests" section above.

- What if multiple account numbers appear after searching for an address?
  - The account number refers to the water customer account and is printed on the letters that remind water customers their backflow device needs to be tested.
  - If multiple account numbers appear in the search, and you don't know which is correct, please contact the property owner to determine the correct account number.
  - If you're still not sure, please email nobackflow@bouldercolorado.gov or 303-413-7401 to troubleshoot.

- Can I enter a test for the new device immediately?
  - Yes. When you're submitting a test for the new device, please supply the following information in the Notes field for the test:
    - Indicate the containment type (Isolation, Containment, or Containment by Isolation).
    - If you are replacing a device, please also include the previous device serial number.

Contact Us

Still have questions? Please email us at nobackflow@bouldercolorado.gov or call 303-413-7401.