Welcome To - XC2LIVE! Online User/Tester Guide

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1 - First Contact - Getting your login account from XC2LIVE!

XC2Live! Password Reset Email

When a User Account is created in XC2Live!, a Password Reset Email is emailed to the User. The email comes from netadmin@xc2live.net.

When the email is received, the new User should click one of the highlighted links to continue to the next step.

Password Resets have a 24 hour time limit. If it has passed the Expiration Date, there is another link to request a new password reset.
Creating A New Password

Once the Password Reset link has been clicked, a web page will open. The user must type in a new password.

- Password must contain at least one Uppercase Character and number,
- Password must also be between 6 and 16 characters long.

After typing in a new password, click the Submit button.

Log In Screen

After clicking the Submit button, the user will be sent to the XC2LIVE.net main page. Click the Log In button to type in your user name and password, and get started in XC2Live!
2 - XC2LIVE! - Main Page Access
This page describes how to access the test entry website and how to login.

Accessing The XC2Live! Website

Type "XC2Live.net" in the address bar of your favorite Web Browser.

e.g. Chrome
    Firefox
    Internet Explorer
    Safari

User Log-in
Once you are at the XC2Live! site you need to log-in
Your login page will look like the example below.

- Click the "Log In" button
Enter Login Information

- User Name or Email Address
- Your Password
Main Navigation Page
Once logged in, you will have access to XC2Live!'s Main Navigation Page

Here you will have a Variety of different options

1. You may "Enter Backflow Test Results".

2. You may view previous backflow tests (entered by you or your company) by clicking "View Backflow Test History".

3. To change your login info (for example your user name, password, email address, company name or company phone number), click "Log-in Information".

4. To change your contact info (for example your name, company name/address or phone number), click "Contact Information."

5. To edit your Tester License and/or Tester Insurance info, click "License/Insurance/Permits."

6. To upload your Tester Certificate, License, or Test Kit Calibration documents, click "Documents."

7. To change your Billing Information (for example your name, billing or company name, address, phone number, email address), click "Billing Information."

8. To change the information on your list of testers (for example tester name, address, phone number, certification date/expiration), click "Tester List".

9. To change your test kit information (for example company name, test kit manufacturer, serial and/or model number, date calibrated), click "Test Kit List".
3 - How To Enter XC2LIVE! Backflow Test
This page shows you how to enter backflow tests on XC2Live!

Once you are logged in, click "Enter Backflow Test Results"
Enter Search for the Assembly

First you need to search for the backflow assembly

You are REQUIRED to use 2 DIFFERENT SETS OF CRITERIA
For example, below is showing a search using Serial Number and Address Number as the criteria
There are pull-down menus to select different criteria (street name, assembly id, meter #, etc)

- Enter the required two sets of information to search for the record
- Click "Find It" to start the search

To Access Drop-Down Menu For Alternate Search Criteria

To access alternate criteria for your search, click on the arrows next to the two search boxes.
A dropdown menu will appear.
Highlight and click to select different search criteria.
Click the green arrow to open record

Once you find the correct serial number and address number, click the green arrow to open the record.
How To Enter A Passing Test - This is for PASSING TESTS ONLY

- Enter the test results
- Select and Click all necessary Required checkboxes
- Select Tester Certificate & Name
- Enter Test Date - Click the Calendar Icon to select the correct Test Date
- Enter Test Kit S/N

You may enter additional contacts for test confirmation emails, such as your company or water customer.

When you are finished entering the test, click the "Submit Test Results" button

**Note:** You may have additional requirements; be sure to check all requirements before submitting the test.
How To Enter A Failed/Pass Test - part 1
This is for a Fail/Pass Test Only!

- Enter the Failing test results
- Select and Click all necessary Required checkboxes
- Select Tester Certificate & Name
- Enter Test Date - Click the Calendar Icon to select the correct Test Date
- Enter Test Kit S/N

You may enter additional contacts for test confirmation emails, such as your company or water customer.

- **4.** When you are finished entering the test, click the "Submit Test Results" button
How To Enter A Failed/Pass Test - part 2

Select the previously entered Failed Assembly.

- Enter Repair information.
- Enter the Passing Test Values in the Final Test Values area.
- Make sure all necessary Required Boxes are checked.
- Make sure all Tester information is correct. If not, click the pull-down menu to select a different Tester or Test Kit.
- Make sure the Final Test Date is correct - Click the Calendar icon and select the Test Date.

Enter any additional contacts for test confirmation emails, such as your company or water customer, and click the checkbox next the email field.

- Click the "Submit Test Results" button to submit your entered test.
4 – Paying For Test Entries

After you have entered tests online, the item will appear in your shopping cart.

You may make a payment after the test has been entered or wait and pay for them later.

**Note:** Payment for online tests must be made within a 7 days of test entry.

You will notice a green shopping cart on the XC2LIVE! pages. If there is a line through the cart, then No payment is needed.

- Click on the cart to go to payment center
Payment Page

Payment page contains a listing of test entries that have not been paid for yet.

Information listed on this page:

- Remove test from payment list option
- Item/s selected for payment
- Water organization code
- Facility Name
- Service Address
- Backflow serial number
- Date of tests
- Amount of charges

Click the Proceed to Payment button
Payment Verification

This page shows the tests that you are about to submit payment for.

- Click Enter CC# and submit payment $$$ button
Credit Card Information

If you have already entered an online payment and entered your credit card, your information will be listed.

If this is the first time you have submitted payment, fill all required areas.

- Check I Am Not A Robot
Payment Confirmation

If payment is accepted, you will get a payment confirmation for your records.

Dear Bill Lease,

Thank you for submitting your backflow test results via the on-line portal.

<table>
<thead>
<tr>
<th>#</th>
<th>System</th>
<th>Facility Name</th>
<th>Service Address</th>
<th>SN#</th>
<th>Test Date</th>
<th>Amt</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>BOGX</td>
<td>Bogus 50</td>
<td>123 50th ST</td>
<td>Bogan 50-2</td>
<td>5/2/2019</td>
<td>$1.00</td>
</tr>
<tr>
<td>2</td>
<td>BOGX</td>
<td>A &amp; B Forest Fresh CO</td>
<td>123 N Ferguson Ave</td>
<td>BOGUS201</td>
<td>6/5/2019</td>
<td>$2.50</td>
</tr>
</tbody>
</table>

Total: $3.50
5 - Viewing and Printing Previously Entered Tests
This page describes how to view, print and export test information online.

Click the View Backflow Test History Button

Search a Date Range
Click the Calendar buttons next to the "From" and "To" search fields.
If you are only looking for a single day's test history, search for that date ONLY (Example: 08/02/2018 - 08/02/2018).

- Click the "Find" button to perform a search.
Export Test Results To Excel

After performing a search, a Test History list will load. Click the "Export to Excel" button to export this list to an Excel file.

Select Save or Open
## Results of Export

Excel will open the list of test history.

### To View a Test Report

Click the "Arrow" button next to the Test you wish to view.
Report Detail - Printing

The completed report will be displayed.

Click the "Print" button to show the report as a PDF in your web browser.
Printed Report to PDF

Click on the "Print" button to Print the Report, or click the "Download" button to save the PDF to your computer.
6 - How to Add or Change Test Kit Information Online

This page describes how to change, edit or add test kit information online.

Note: The Organization that you work for may allow testers to edit or make changes to their Test Kit records online.

From the Home Screen:

- Click The "Test Kit List" button
**Adding A New Test Kit**

To add a new test kit click the "Add Test Kit" button

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Enter Test Kit Information

Fill out the Test Kit Information fields (1.), then click the "Save" button (2.)
Edit Current Kit

To Edit a Test Kit:

Instead of adding a new kit, open an existing test kit record by clicking the green arrow next to the serial number of the record.

- Select the information field you would like to edit.
- Type in the changes
- Click the "Save" button when you are finished
7 - How to Add or Change Your Log-In Information

This page shows how to change/edit your log-in information

Once you are logged in, click "Log-In Information"
Edit Log-in Information

On this page, you can change or edit:

- Your log-in name
- Your company name
- Your password
- Your contact phone number
- Your email address

When finished, click "Save & Exit"
8 - How to Add or Change Your Contact Information

This page shows how to change/edit your tester contact information.

Once you are logged in, click "Contact Information"
Edit Contact Information

On this page, you can change or edit:

- Your company name
- Your name (this is not your log-in name)
- Your address
- Your phone number

When finished, check the box to certify all the information is true and correct

- Then click "Save & Exit"

When you are finished, click "Sign Out"
9 - How to Modify or Add Testers To Your Company
This page describes how to add testers to your company or change tester information in your company.

Changing or editing your tester list

Once you are logged in, click "Tester List"
Choose which tester to modify

Choose which tester you wish to modify, click the green arrow next to their name.
Edit tester information

On this page you can change or modify

- Testes name
- Tester certification
- Certification date
- Address
- Phone number
- Email address
- License/registration information

When finished, check the box to certify all the information is true and correct.

- Then click "Save" to exit
**10 - How to Log Out of XC2LIVE!**

This page describes how to log out of XC2LIVE! after you have finished entering test results or viewing records.

**Why Log Out?**

Simply closing your web browser may not completely log you out of XC2LIVE!

When you are done entering results or using XC2LIVE!
You should Always Log Out.

**How to Log Out of XC2LIVE!**

The Sign Out button is located in the top right corner of most pages.

Here is an example of it on the home page

- Click Sign Out