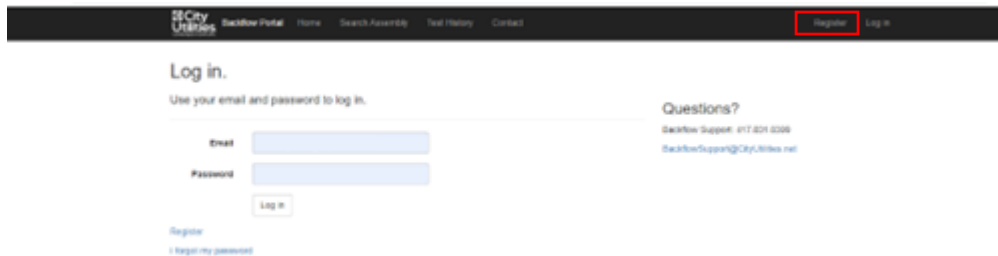


Backflow Website

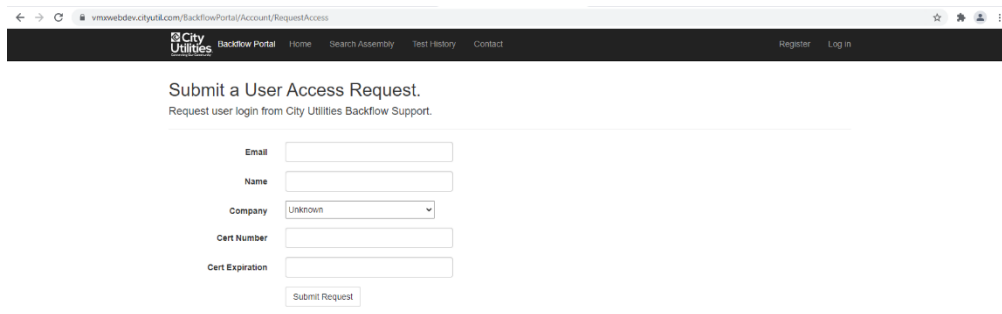
How to Register a New User

1. To open the Backflow website, go to <https://backflow.cityutilities.net/>
2. First time users will need to register and create a new account. Select the “Register” button at the top right of your screen.



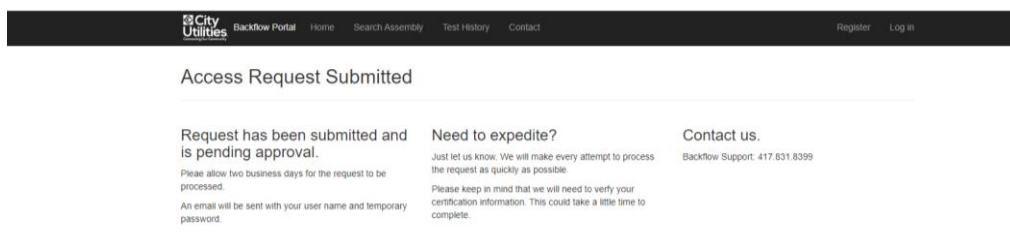
The screenshot shows the top navigation bar of the City Utilities Backflow Portal. The 'Register' button is highlighted with a red rectangle. Below the navigation bar, there is a 'Log in.' section with fields for Email and Password, and a 'Log in' button. To the right, there is a 'Questions?' section with contact information for Backflow Support.

3. The user must enter their email address, name, company name, certification number, and certification expiration and then select the “Submit Request” button.



The screenshot shows the 'Submit a User Access Request' form. The form has the following fields: Email (text input), Name (text input), Company (dropdown menu with 'Unknown' selected), Cert Number (text input), and Cert Expiration (text input). A 'Submit Request' button is located at the bottom of the form.

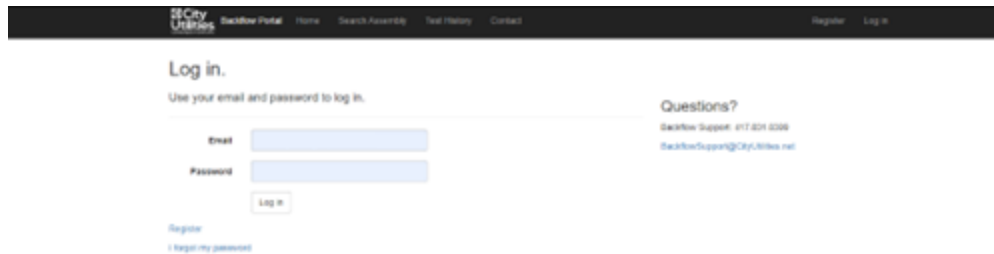
4. Once the request has been submitted, the following screen will appear. The user’s request will be sent to the City Utilities Backflow administrator(s) for review.



The screenshot shows the 'Access Request Submitted' confirmation page. The page has a dark header with the City Utilities logo and navigation links. Below the header, the text 'Access Request Submitted' is displayed. The main content area is divided into three columns:

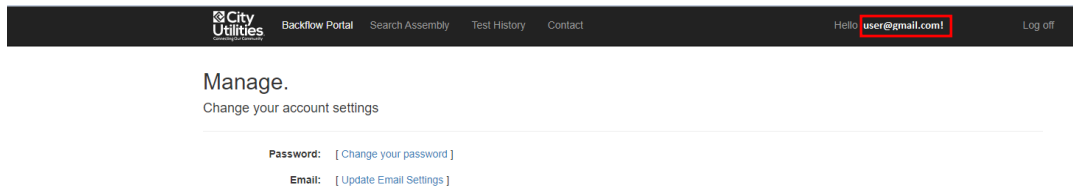
- Request has been submitted and is pending approval.**
Please allow two business days for the request to be processed.
An email will be sent with your user name and temporary password.
- Need to expedite?**
Just let us know. We will make every attempt to process the request as quickly as possible.
Please keep in mind that we will need to verify your certification information. This could take a little time to complete.
- Contact us.**
Backflow Support, 417.831.8399

5. If the users request is approved, an email will be sent to the user with the corresponding login information.
6. The user will then go back to the Backflow website and enter their login information.



The screenshot shows the login page of the City Utilities Backflow Portal. The header includes the logo and navigation links: Backflow Portal, Home, Search Assembly, Test History, Contact, Register, and Log in. The main heading is "Log in." followed by the instruction "Use your email and password to log in." There are two input fields for "Email" and "Password", and a "Log in" button. Below the password field is a "Register" link and a "I forgot my password" link. On the right side, there is a "Questions?" section with contact information: Backflow Support: 417.621.0200 and BackflowSupport@CityUtilities.net.

7. To change an email address or password, select the email address shown at the top of the page and select either "Change your Password" or "Update Email Settings" and complete the required steps.



The screenshot shows the account management page of the City Utilities Backflow Portal. The header includes the logo and navigation links: Backflow Portal, Search Assembly, Test History, Contact, Hello user@gmail.com, and Log off. The main heading is "Manage." followed by the instruction "Change your account settings". There are two links: "Password: [Change your password]" and "Email: [Update Email Settings]".