



October 19, 2026

Hello everyone,

Thank you for your feedback regarding data entry into the SAMS application. We're happy to share that we will be updating the SAMS Tester portal and adding a mobile-friendly browser version starting on **Monday October 26, 2026**. With this, the user interface will look a bit different and will include some enhancements that we believe will improve your experience with entering information

What do I need to know?

- The SAMS portal will be unavailable from Friday, Oct. 23 until Sunday, Oct. 25 (inclusive), returning to service on Monday, Oct. 26.
- Please hold your completed test reports during this three-day temporary interruption until the system returns to service on Monday, Oct. 26.
- Use of the SAMS Mobile Apps (iOS & Android) will be **discontinued after Friday, Oct. 23**. The SAMS web portal is the primary way to submit your test reports to us.

Training & Additional Resources

Updated Quick Reference Guides will be posted to our website [Cross connections for testers](#) on Oct. 23.

You can also join us at our virtual webinar sessions where we will walk you step-by-step through these changes in detail:

- Tuesday, October 27, 9 –10 a.m. – [Registration](#)
- Tuesday, November 3, 9 – 10 a.m. – [Registration](#)
- Tuesday, November 10, 9 –10 a.m. – [Registration](#)

We will provide another update including web links and additional resources on Monday Oct. 26, once the updated system is available.

Thank you for your patience as we work through this transition, and your continued partnership in protecting Calgary's drinking water.

Cross Connection Control Team, City of Calgary