Tips & Troubleshooting for Testers

Registration/Certification/Calibration:

• If your AWWA Certification, City of Calgary registration, and/or your test equipment have expired you will not be able to enter a test report until these deficiencies have been resolved.

• Documents are to be submitted through your profile in SwiftComply; which will then be processed by the CCC team.

• If your administrator is submitting reports on your behalf and you do not have personal access to SwiftComply, please contact us through the Tester Online Service Request to process your documents.

Remarks/Comments and Notes

• Remarks/Comments: This field is visible to the customer when the test report is downloaded.

• Notes: Use this field to communicate information about that test with the City's CCC team. Save the test report, enter the information you wish to provide in the Notes field then submit the test report.

Install date:

• When performing an Annual test on an assembly that is already in SwiftComply the Install Date is not required as the Install Date is already in SwiftComply. For replacement assemblies and new assemblies, the install date is required.

City and Postal Code not required:

When entering a test report leave the dashes in the City and Postal Code fields, and if you are submitting a new assembly, you can put a dash in those fields to save time. Everything that you will enter in our system will be in Calgary and we don't use that information for mailing purposes.

Searching for assemblies:

• Sites with more than 10 assemblies will display a field to search for the Serial Number, even a partial Serial Number will work.

• If you've found the location but cannot find the assembly in the list even after you've searched; add the serial number you are testing as a new assembly and leave a note in the test report, that the assembly you've tested is existing but could not be found in the system.

Address searches:

• When searching, try entering less information to get the result you are looking for. Street types are abbreviated – Street: ST, Avenue: AV for example.

• If you are planning your work at a townhouse complex, call us in advance to confirm the address in our system so it's easier for you to enter the tests as you go. Remember that you can search by serial number, the location of the assembly will be in the details of the record and the address may be the larger parcel for the whole complex.

• Typically you will Leave Location Name blank when searching. However, if you search the location address and a "too many results found" appears. Add something to reference the building name in the location name field.

• Search using partial information – the major street name for example without the suffix or the number. Replacements:

• Enter the replacement as a new assembly at the location and choose "Initial - Replacement" for Type of Test and enter the required fields such as Serial Number of the assembly being replaced (if known).

• If you enter a report as a new assembly, but the assembly already exists in SwiftComply, we will send back the test report to be re-entered with the correct information by the tester.

Removals:

• Create an Online 311 Service Request available on our website.

• Include as much information as possible about the removal including the reason why, photos, and additional contact information.

Next test date:

• This is set as the last day of the previous month of the following year to allow for mailing processes. The last test date will be used for compliance.