



THE SAFE WATER AUTHORITY®

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The City of Elk River & Elk River Municipal Utilities no longer accepts paper test reports and utilizes HydroCorp to manage all test results.

Following completion of testing and/or repairs, test results must now be submitted online at www.gethydrosoft.com. There is no charge/fee at this time for test form submittal.

STEP ONE:

A one-time registration process must be completed by each tester before any test results can be accepted.

How to Register with HydroSoft

1. Go to gethydrosoft.com and click on the "Get Started" button under Tester Registration.
2. Enter pertinent information about the Testing Company for which you work.
3. Enter the pertinent information about yourself
4. You must choose your own unique username
5. Email address is required. It can be the same as the Testing Company email address.
6. HydroSoft will then send you an email with your temporary password and a link to log into the system.
7. Your login name is what you chose during registration, your password is in the email you received.
8. Verify the information in HydroSoft is correct - update your password if you like.
9. Upload pictures of your Tester Certification card and the calibration for your test gauge.
10. Your information will be reviewed and when your user account has been approved you will receive a confirmation email from HydroSoft.
11. One person can register all testers at a single plumbing company. Assistance with the registration and test form entry process can be found at gethydrosoft.com. If you have any questions or require additional assistance, please contact **Ryan Hensley at 844-950-5026**.

STEP TWO:

How to submit a Test Result:

1. To submit results for a brand-new location, you will need to call Ryan Hensley at 844-950-5026 as you will not have the 9-digit Facility Reference Number that is typically on a Test Notice. Ryan will have to build the location in the HydroSoft system.
2. If you do have the 9-digit Facility Reference Number, log into gethydrosoft.com with any of the Tester accounts for your Testing Company.
3. Enter the 9-digit Facility Reference Number on the Test Notice or the Serial Number of the Testable Assembly

4. Locate the Backflow Preventer being tested in the list of Devices - click the "Test" button.
5. Enter the required testing information - Required fields are highlighted Orange.
6. Note, all tester information is pre-filled with the values of the logged in tester. You can change the Certification Number to any other tester within your company and all tester values will update to the new tester.
7. Click Submit

If you need to change any of the device information, manufacturer, model, size, serial number, location, etc, click the 'Change Device Info' on the test form and then select if you are changing information on the existing device or if the previous device has been replaced with a new device.

If you need to submit test results for a backflow preventer we do not have listed at an existing location, or if you need to update any of the information on the existing backflow preventer, click on "New Device" and enter the changes there along with the completed test results. Once your results have been submitted, the changes will be reviewed and accepted.

STEP THREE:

For all **brand-new locations** *ONLY*, it is crucial that you notify the City of Elk River that you have completed these steps in order for the Certificate of Occupancy to be issued. Please email Building@ElkRiverMN.gov immediately following the test report submittal noting the service address the test was performed at.