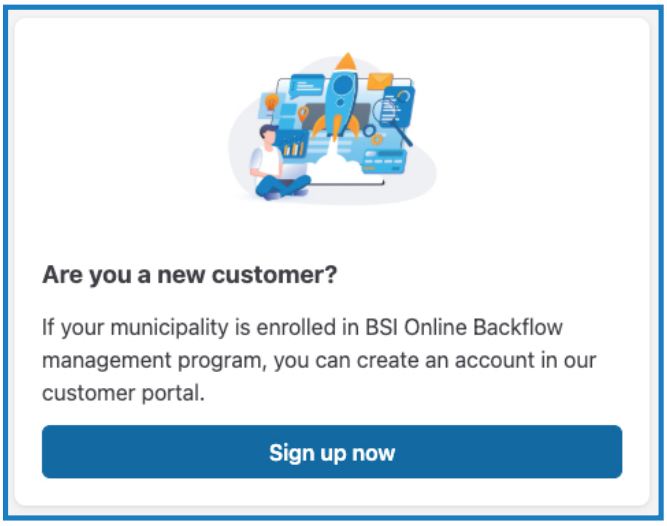
Water Customer Guide

Login/Register

- Open your web browser.
- You can go directly to the Water Customer portal by typing https://app.bsionlinetracking.com/customer into your browser's address bar.
- Alternatively, you can go to www.bsionline.com and click on the section for Water Customers.

Are You A New Customer?

- Once you are on the Water Customer page (https://app.bsionlinetracking.com/customer/), click **Sign up now**.
- Create your unique profile by providing your email address, first name, last name, and password. You can also sign in using a Google account, if preferred.
- You will be prompted to link a property to your account by entering your **Customer Confirmation Number (CCN)**.



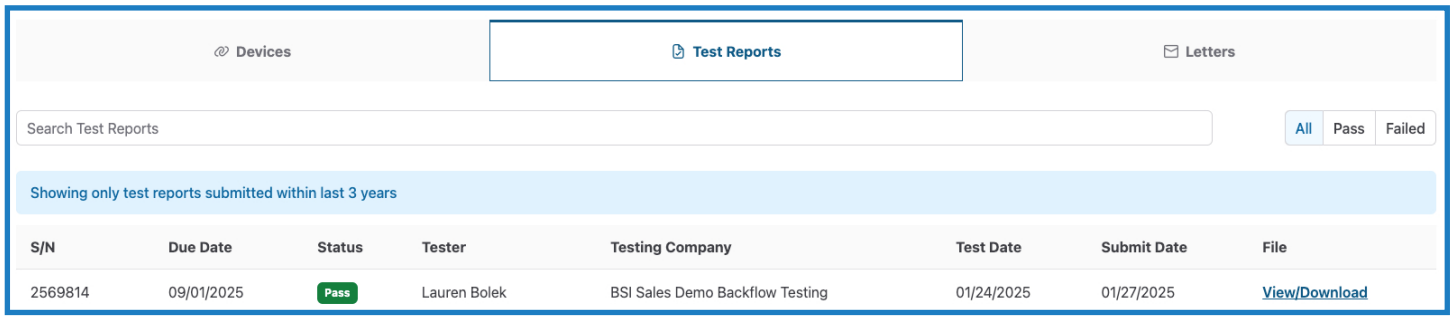
- A **CCN** is an 8-digit code found on your notification letter or provided to you after you have contacted BSI Online. Example: X0XX-00X0
    - You cannot proceed to the next screen until you provide a CCN. If you need assistance finding your CCN, please contact BSI.
- Need to link more than one property? Go to **My Properties** and click **Link New Property**.
    - Most customers will only have one CCN. Commercial/industrial properties and property management firms may have more than one CCN.
- Interested in receiving future email notifications? Navigate to the desired property/CCN and click **Details**. On the top right corner, click **Subscribe**.
    - If you have more than one property, you must click Subscribe for each property/CCN.

Looking for device information, test reports, and/or letters?

- Login to your BSI account and go to **My Properties**.
- Navigate to the desired property/CCN and click **Details**.
- Within the **Devices** tab, you can view your backflow device information. This will show all active devices at your property.

- Within the **Test Reports** tab, you can view and/or download test reports that were submitted to BSI Online within the last 3 years.
    - To download a copy of a test report, click the View/Download button. Follow your browser options to download or print the PDF.

- Within the **Letters** tab, you can view and/or download notifications that were sent for your property.
    - To download a copy of a letter, click the View/Download button. Follow your browser options to download or print the PDF.



Looking for a Testing Company?



- You can look up a testing company while you are logged in to your account or from the main Water Customer page without having to login.
- Click **Find a Testing Company**.
- Enter your **Customer Confirmation Number (CCN)**. Your CCN is located on your letter near the top right corner.
- BSI will generate a list of backflow testing companies that meet the criteria set by the state and your water purveyor. These companies are actively registered and have performed testing within your jurisdiction.
- BSI does not perform backflow testing or give priority to any company or tester. We encourage you to contact multiple companies to get the best value and service for your needs.

Troubleshooting (if needed)

If the website does not load, here are a few things to check:

- Check for Typos: Ensure the website address is typed correctly.
- Internet Connection: Verify that your internet connection is active.
- Clear Cache: Sometimes, clearing your browser's cache can help if a page is not loading.
- If you are still running into issues, please feel free to contact BSI.

Want to learn about backflow?

- Read Frequently Asked Questions (FAQ) here: https://app.bsionlinetracking.com/customer/frequently-asked-questions

What is BSI?

- Learn more here: https://backflow.com/about-backflow-solutions/

Have questions or need assistance?

- Contact BSI's Water Customer support team at **888.966.6050** or support@backflow.com.