

HYDROSOFT ENTERPRISE USER GUIDE

TESTER EDITION

Testers & Company Admins

BPA Test Management · Registration · Credentials · Test submission

September 2026

ABOUT THIS GUIDE

This guide is for certified backflow testers and the Company Admins of testing companies. It covers registering, adding your credentials, and submitting backflow prevention assembly (BPA) test results in HydroSoft Enterprise.

Testers: start with Chapters 1 and 2, then go to Part 2. Company Admins: Chapter 3 covers managing your company.

ENTERPRISE · SIGN-IN

portal.hydrosoft.app

NEED HELP? HYDROCORP

844-493-7646

info@hydrocorpinc.com

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PART 1

GETTING SET UP

Register, get your credentials approved, and learn the screens you'll use every day.

1. REGISTER YOUR ACCOUNT

Registration sets up both your own account and your link to a testing company.

1. Go to portal.hydrosoft.app and select **Get Started**.
2. Select **Yes, I am a plumber and/or certified tester**.*
3. Enter your account details and register.
4. Enter the registration code sent to your email.
5. Search for your testing company. Always search first to avoid duplicates.
6. If your company isn't listed, create it with company, contact, and service-area details.
7. HydroCorp approves new companies before registration can continue.
8. Set your password from the activation email and sign in.

* **Company Admins select this too**, even if they don't test. It's the registration path for everyone at a testing company.

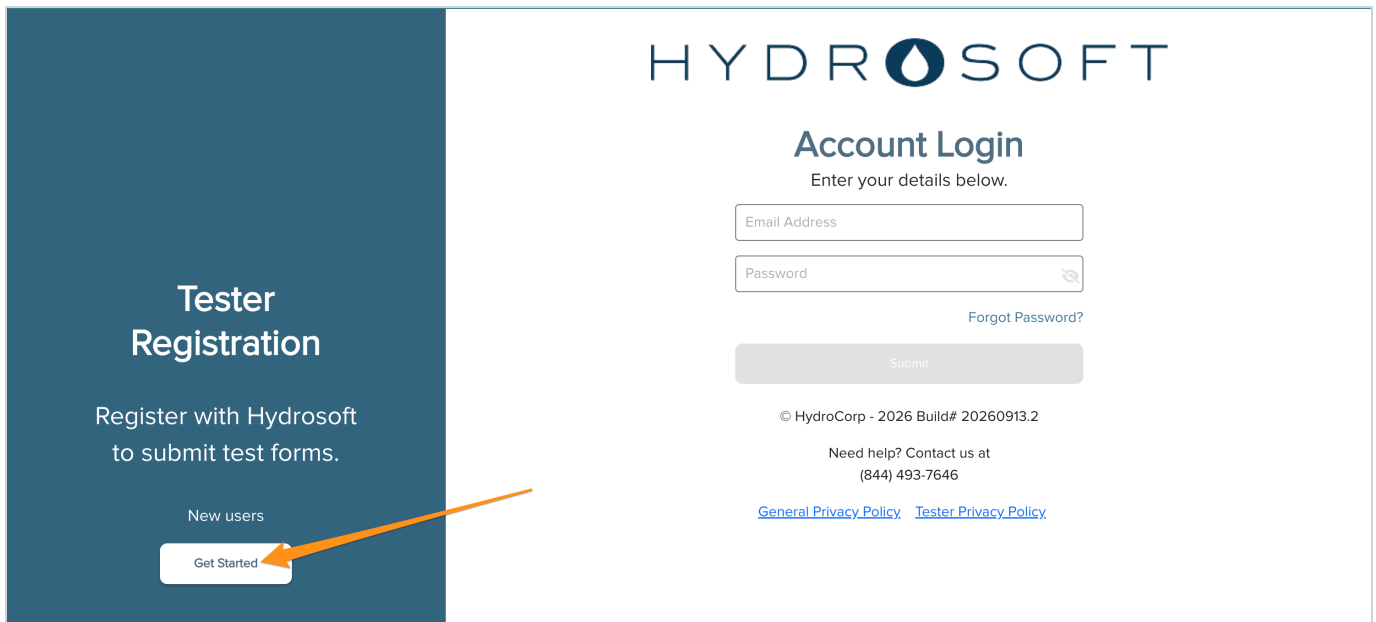


Figure 1.1 · Start from Get Started on the sign-in page.

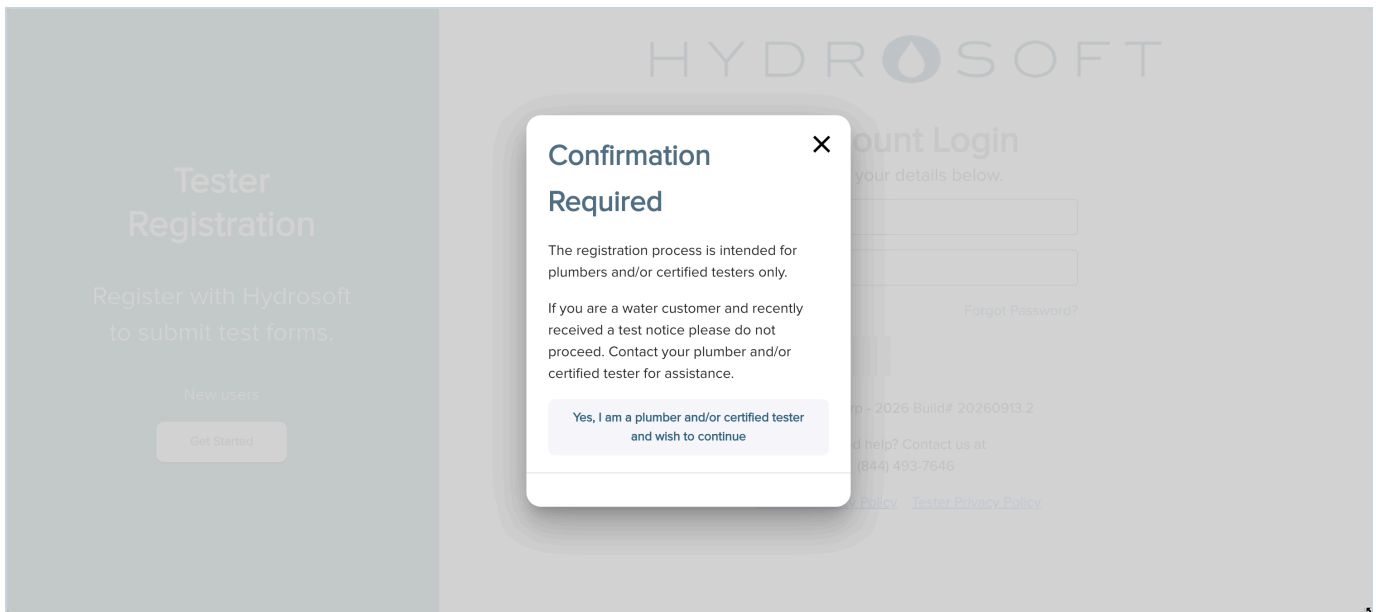


Figure 1.2 · Confirm tester registration and enter account details.

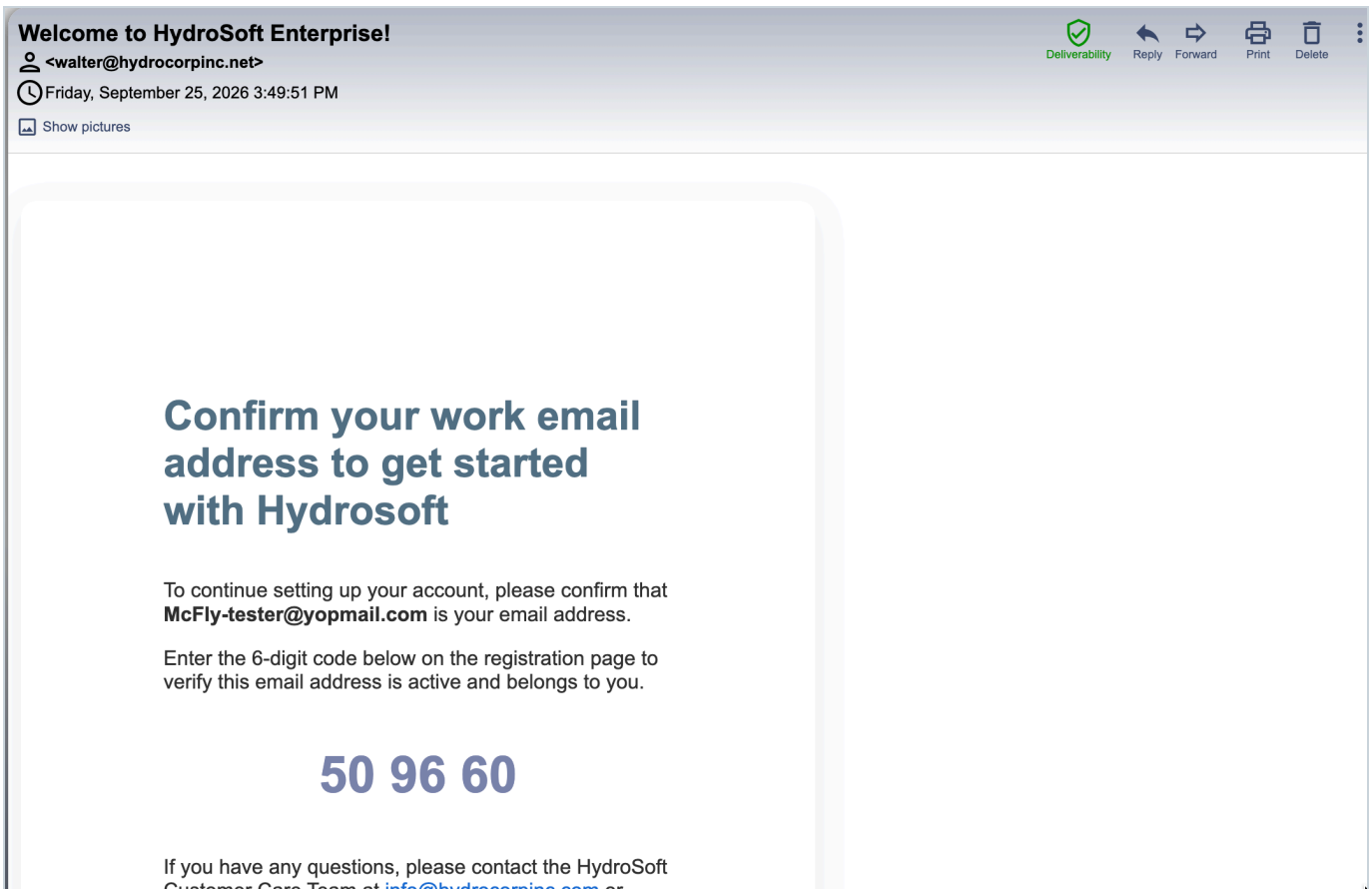


Figure 1.3 · The registration email shows your 6-digit code.

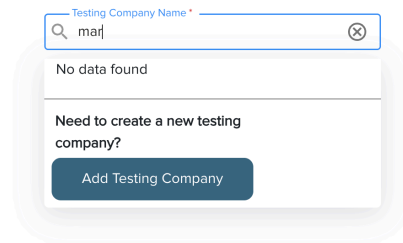
This is a screenshot of a web registration page. At the top is the "HYDROSOFT" logo. The main heading is "We sent you an email to **McFly-tester@yopmail.com**". Below this, it says: "Please, check your email and type in the 6 digit number to continue creating your account." There is a text input field with a cursor in the first position. Below the input field is a "RESEND" button. At the bottom, there is a link that says "Re-enter email".

Figure 1.4 · Enter the code from your email.

Find Your Testing Company

Start typing your company name in the box below to search our database.

If your company isn't listed, you can add it in the next step.



Testing Company Name *

maif

No data found

Need to create a new testing company?

Add Testing Company

Figure 1.5 · Search for your company. If it isn't listed, select Add Testing Company.

Company Admin. The first person to register a company becomes its Company Admin and can add other users. If you're also a tester, your role changes to **Company Admin & Tester** once your testing certification is verified. Every tester still needs their own account and unique email address.

2. ADD YOUR CREDENTIALS

You can't submit tests until your certification is approved. Enterprise shows what's missing before you start.

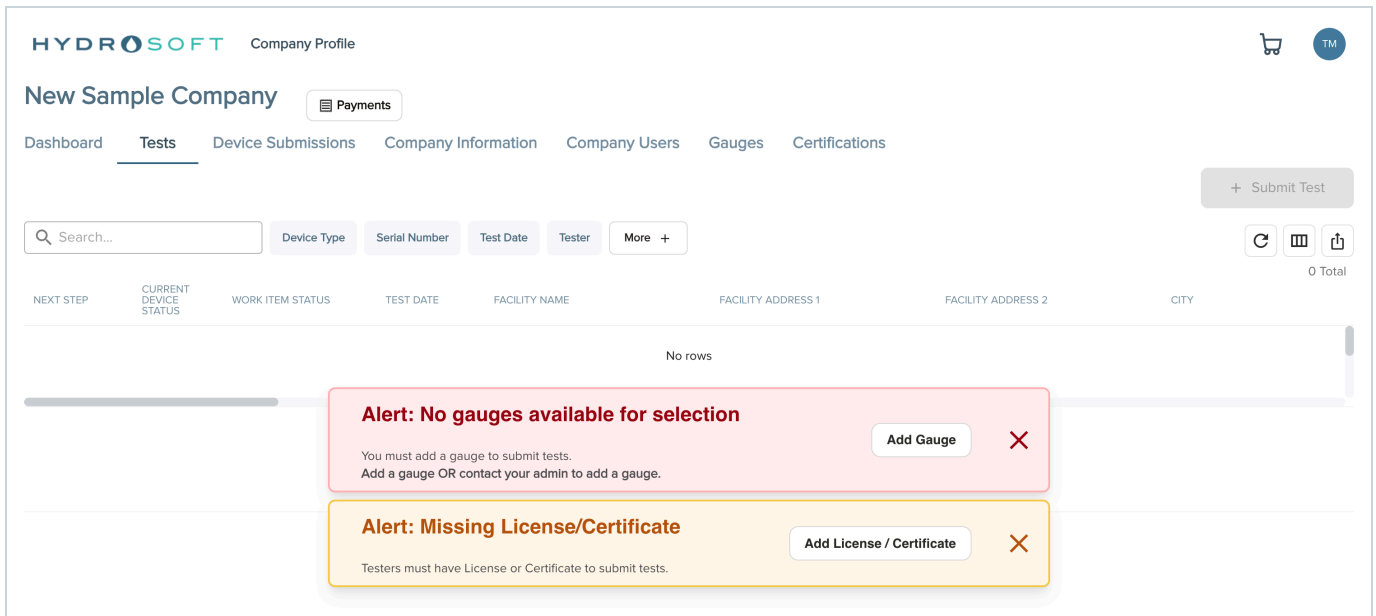


Figure 2.1 · Enterprise lists any missing requirements.

Certification or license

1. Select **Add Certification**.
2. Enter state, certification type, number, agency, and expiration.
3. Upload your certificate.
4. Submit it for review. You can test once it's approved.

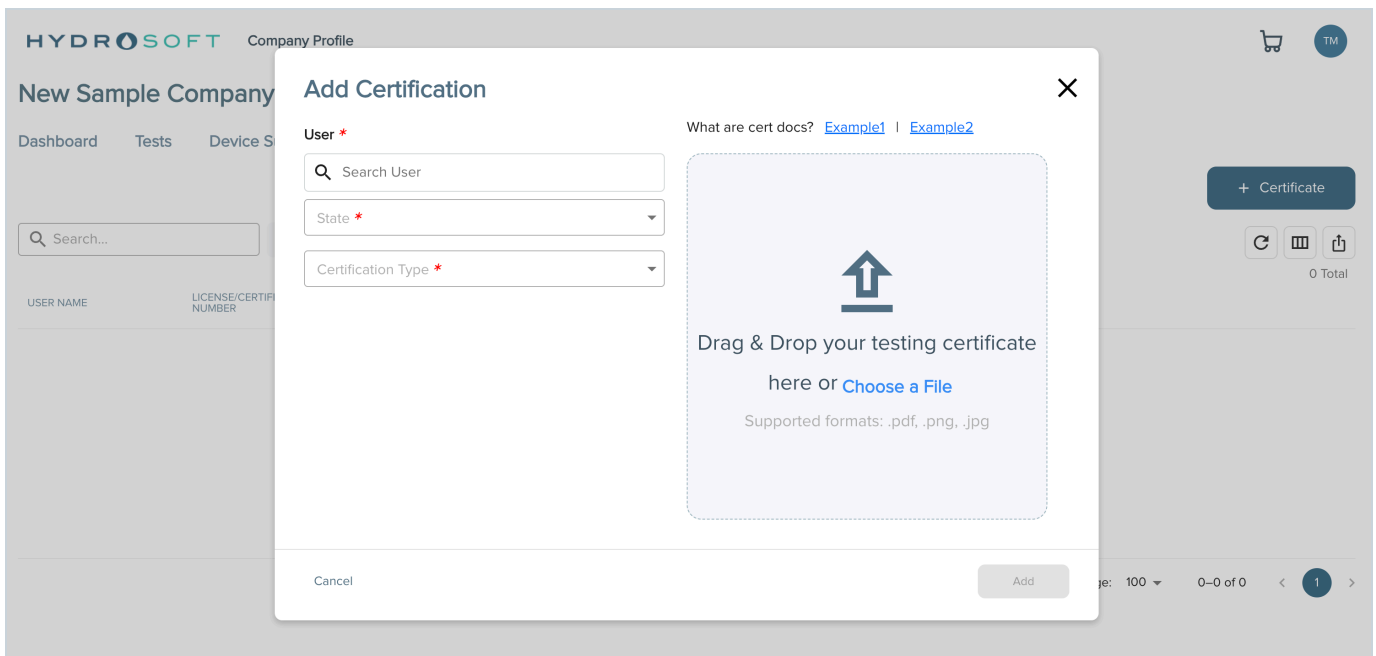


Figure 2.2 · Adding a certification and uploading the certificate.

Gauges

1. Open your company's **Gauges** area and select **Add Gauge**.
2. Enter manufacturer, model, serial number, and calibration date.
3. Upload the calibration certificate.
4. Submit for review and watch the status.

Credential and gauge requirements vary by state and project. Check the requirements for the programs you test in.

3. COMPANY ADMIN TASKS

Company Admins manage the testing company and support its testers.

- Keep the company profile, contacts, and service area current.
- Add users and set roles: **Admin**, **Tester**, or **Admin + Tester**.
- Upload and manage tester certifications.
- Register gauges and calibration certificates.
- Review the company's test activity.
- Submit tests on behalf of approved testers.
- Pay submission fees for programs that charge them.

Each tester needs their own account. Admin access doesn't replace a tester's own registration and email verification.

Submission fees

Some programs charge a fee for each test submission. The program administrator sets the fee, and some programs don't charge one. You enter tests the same way either way. The only difference is the payment step.

PROGRAM WITH NO FEE

1. Submit the test.
2. The test is recorded as done right away.
3. No payment is needed.

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PROGRAM WITH A FEE

1. Submit the test.
2. The test goes to the **Cart** of the person who entered it. The Cart shows the amount due.
3. Open the Cart, select one or more tests, and pay by credit card.
4. The test is recorded as done once it's paid.
5. Download a receipt PDF from **Payments**. Page 2 itemizes each test in the payment.

- ## PROGRAM WITH A FEE
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Pay within three days. An unpaid test stays in the Cart for up to three days and doesn't show as done. You'll get an email reminder before it expires. If it expires, you'll need to enter the test again.

Company Profile

[Back](#)

My Cart

Testing Company
Device Type
Serial Number
Status
More +

1 Total

	TEST DATE	WATER ORG	TEST FEE	TESTING COMPANY	TESTER	FACILITY ADDRESS	CITY	STATE	ZIP	DEVICE TYPE	SERIAL NUMBER	PROT
☐	09/25/2026	AA_Test_Client	\$ 40.00	Sample Company Pre	Resterpre McTester res	3 circle way	poultney	VT	05764	DCDA	test3	Bevr

Figure 3.1 · The Cart shows each unpaid test and the amount due.

HYDROSOFT Company Profile

Sample Company **Payments**

Dashboard Tests Device Submissions Company Information Company Users Gauges Certifications

+ Submit Test

Q Search... Device Type Serial Number Test Date Tester More +

35 Total

NEXT STEP	CURRENT DEVICE STATUS	WORK ITEM STATUS	TEST DATE	FACILITY NAME	FACILITY ADDRESS 1	FACILITY ADDRESS 2
Actions		COMPLETED	09/09/2026	Sample Facility for Device Import T...	5700 Crooks Rd	Suite 100
Actions		COMPLETED	09/08/2026	Sample Facility for Device Import T...	5700 Crooks Rd	Suite 100
Actions		COMPLETED	08/11/2026	Peterson, Carter and Moore11	111 I St	

Figure 3.2 · Select Payments to open your payment history.

HYDROSOFT Company Profile

Payment History

USER

My Profile

My Certifications

Gauges

Settings

Notifications

COMPANY

Company Profile

Payment History

Q Search... Number of Test Included Payment Date More +

4 Total

ORDER ID	PAYMENT DATE	PAYMENT AMOUNT	PAYMENT STATUS
ORD-639014143195132426	12/15/2025	\$ 1.00	Succeeded

2 Total

TEST DATE	SUBMIT DATE	WATER ORG	TEST FEE	TESTING COMPANY	TESTER	FACILITY ADDRESS
12/15/2025	12/15/2025	City of Sample Water Utility	\$ 0.50	Sample Company	HT Hydro Test	111 I St
12/15/2025	12/15/2025	City of Sample Water Utility	\$ 0.50	Sample Company	HT Hydro Test	111 I St

Rows per page: 10 1-4 of 4 1

Figure 3.3 · Expand an order to see its tests. Select the download icon for the receipt.

Receipt from HydroCorp, Inc.

Receipt: #185

TESTS INCLUDED

Address	Peterson, Carter and Moore11, 111 I St, Sacramento, CA, 95814	\$0.50
Device Type	PVB	
Serial Number	1223	
Protection Type	Chemical Dispenser	
Test Status	FAILED	
Test Date	12/15/2025	

Address	Peterson, Carter and Moore11, 111 I St, Sacramento, CA, 95814	\$0.50
Device Type	PVB	
Serial Number	1223	
Protection Type	Chemical Dispenser	
Test Status	FAILED	
Test Date	12/15/2025	

Figure 3.4 · Page 2 of the receipt itemizes each test in the payment.

Questions about a fee? Ask the program administrator. They set the fee for their program.

4. WORKING WITH GRIDS

Tests, Devices, and other lists use the same controls.

- **Refresh**, **Columns**, and **Export** sit above the grid.
- **Search** and **More +** filter by field. Click a column header to sort.
- The row menu (...) holds actions for that record.
- Status labels such as In Review, Approved, Returned for Edits, Pass, and Fail show where each record stands.

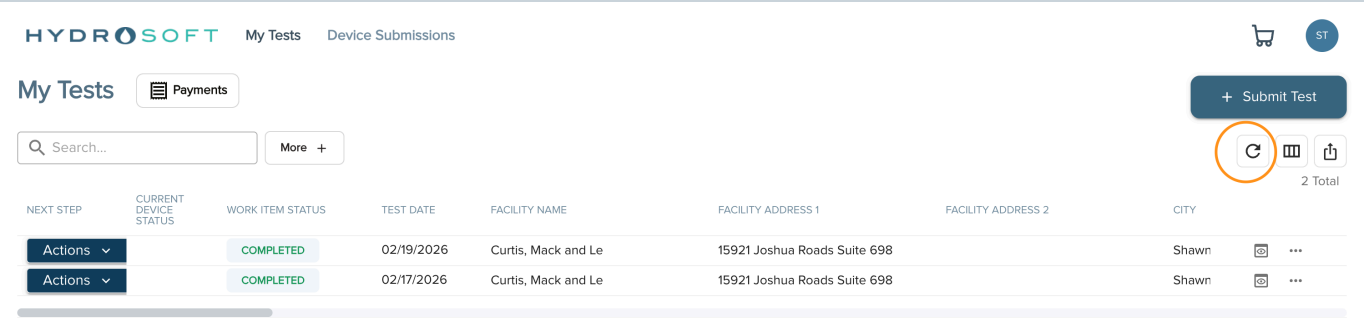


Figure 4.1 · Refresh, Columns, and Export controls.

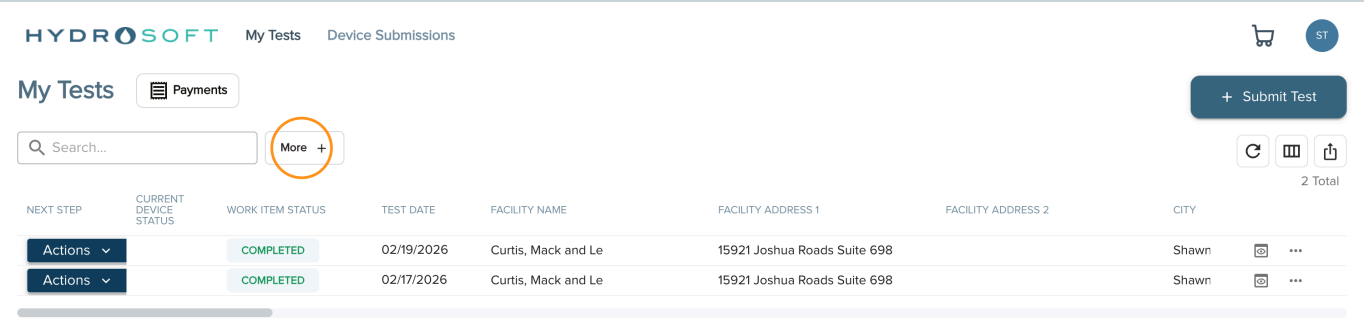


Figure 4.2 · More + adds field filters.

PART 2

SUBMITTING TESTS

Before you start: active account, verified email, and an approved certification.

5. TEST AN EXISTING DEVICE

The test form has three sections: **Device Details**, **Test Results**, and **Test Submission**. Fields marked with an asterisk are required. The form guides your next step based on the result.

1. Select + **Submit Test**.
2. Enter the device serial number or facility reference code. The reference code is printed on the test notice the facility received (see Figure 5.2a).
3. Find the right device and select **Test**.
4. Review Device Details and update anything that's changed.
5. Enter the Test Results and upload images if required.
6. Confirm test date, gauge serial number, and comments.
7. Submit. If the program charges a fee, pay for the test from your Cart within three days. It won't show as done until it's paid (see [Submission fees](#)).

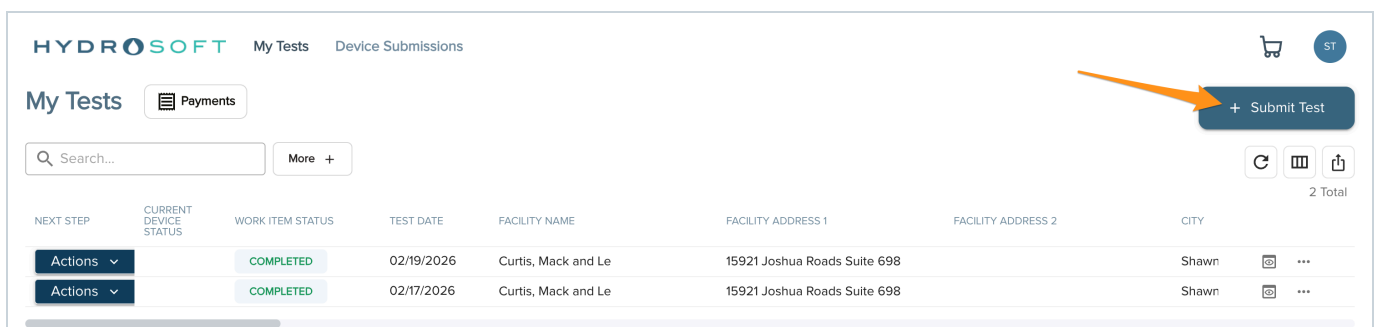


Figure 5.1 · Select + Submit Test.

Where to find the facility reference code. Each facility gets a test notice from its water provider, and the notice lists the facility reference code. Ask the facility for the notice before you arrive, then enter the code to find the right devices.



Dear Water Customer, please provide this page(s) to your tester.

ATTENTION TESTERS ONLY: This correspondence addresses testing of backflow prevention assemblies, following completion of testing and/or repairs, all test results must be submitted online at gethydrosoft.com. Test forms will no longer be accepted via mail, fax or email. A onetime registration process must be completed by each tester before any test results will be accepted. Testers will be required to provide the reference number listed below upon submission of test results for each facility where testing has been completed. If you have questions or require additional information, please contact HydroCorp at 1-844-493-7641.

Completed test forms are to be entered online by 09/02/2026.

RE: Peterson, Carter and Moore11 at 111 I St

Reference #: AHQ-TOV-IJA

DEVICE TYPE	PROTECTION TYPE	STATUS
DCDA 18417155	Bidet	TO BE TESTED

Location Comments:

MANUFACTURER	MODEL #	SERIAL #	SIZE
Apollo	CBBP-A	18417155	0.375

DEVICE TYPE	PROTECTION TYPE	STATUS
PVB 741478	Beverage Machine	TO BE TESTED

Location Comments:

MANUFACTURER	MODEL #	SERIAL #	SIZE

Figure 5.2a · Sample test notice. The facility reference code is highlighted.

HYDROSOFT

Company Profile

TM

Back To Company Profile

Test Submission

Search Facility

Submit Tests

Search a facility by entering the reference number or CCC component serial number:

Reference Number

AHQ-TOV-IJA

or

Device Serial Number

Figure 5.2 · Search by serial number or facility reference code.

[Back To Company Profile](#)

Search Facility

Submit Tests

111 I St, Sacramento CA 95814 AHQ-TOV-IJA Medical Complex

Devices Test Submitted

- + Device and Test

🔍 Search...

9 Total

Device Order	Serial Number	Device Type	Protection Type	Location Comments	Test Due	Review Status	Current Test Status	Device Status	Re	Next Step
5	1223	PVB	Chemical Dispenser	Location Comments		APPROVED		Removed		Actions
6	18417155	DCDA	Bidet		05/2026	APPROVED	TO BE TESTED	Existing		Actions
9	741478	PVB	Beverage Machine		05/2026	APPROVED	TO BE TESTED	Existing		Test
12	1223	PVB	Chemical Dispenser	COmment	05/2026	APPROVED		Removed		Update
15	74	PVB	Beverage Machine			APPROVED		Removed		Repair
18	74	PVB	Beverage Machine		05/2026	APPROVED		Replaced		Replace
24	00098574	RP	Containment	LEADING ZERO's	05/2027	APPROVED	PASSED	Existing		Remove
26	47022	DCDA-II	Beverage Machine	Location Comments		APPROVED	FAILED	Existing		Cancel Review
27	9999999999	RP	Air Conditioning System		05/2027	APPROVED	PASSED	Existing		Actions

Figure 5.3 · Select Test next to the device.

HYDROSOFT

Company Profile

[< Back](#)

DCDA 18417155

TO BE TESTED

...

Type : Bidet Manufacturer/Size : Apollo 0.375

Service Address:

✓ DCDA Information (6/6)

✓ Test Results (2/4)

✓ Test Submission (1/3)

DCDA Information

Device Type *
DCDA

Meter Number

Device Size *
0.375

Manufacturer *
Apollo

Model # *
CBBP-A

Serial Number *
18417155

Permit

Permit to Operate

Protection Type *
Bidet

Next

Figure 5.4 · Complete device and test details, then submit.

A passing result shows as **Pass**. No repair or replacement is needed for this test cycle.

HYDROSOFT Company Profile TM

Original Tester

NAME: Hydro Test TESTING COMPANY: Sample Company

CERTIFICATION #
Backflow Prevention
Certification ASSE TeST

Differential Pressure Gauge Used

Gauge *
Mid-West 845-5; S/N 05251482

CALIBRATION: 03/30/2026 ✓ POTABLE?: Yes

DCDA Initial Test: PASSED

Test Date *
09/25/2026

MM/DD/YYYY

Tester Comments
Looks good!

Tester Signature *


Back Submit

Figure 5.5 · A passing result, ready to sign and submit.

6. ADD AND TEST A NEW DEVICE

You need the facility reference code to add a device. Check the devices already at the location first so you don't create a duplicate.

1. Enter the facility reference code.
2. Review the existing devices.
3. Select + **Device and Test**.
4. If prompted, choose the tester the test is for.
5. Enter the new device details.
6. Complete the test results and submission fields, then submit.

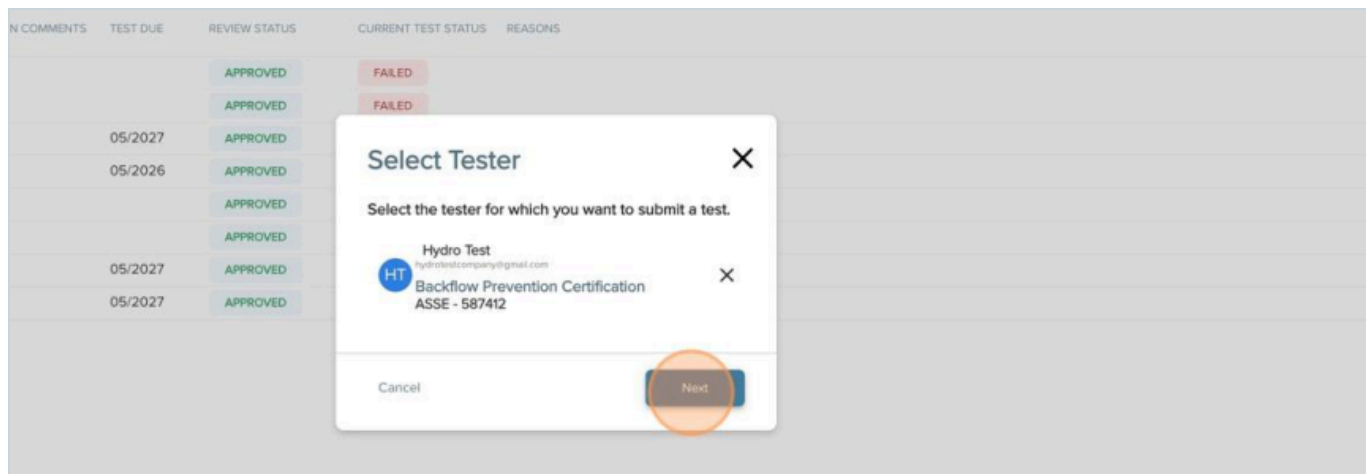


Figure 6.1 · Choose the tester when submitting on their behalf.

New devices need approval. HydroCorp reviews each new device before its record is final.

7. IF THE DEVICE FAILS

A failed result sends you to repair or replacement.

Figure 7.1 · A failed test leads to repair or replacement.

Repair now

- 1. Record the failed result.
- 2. Enter the repair details, including materials and repair date.
- 3. Enter the post-repair test results.
- 4. Submit.

Materials Used

Date ^{*}

03/24/2026

MM/DD/YYYY

Materials - Main

New gaskets and etc.

Note: A repair that does not result in a passing test cannot be submitted. Replacement may be required.

1st Check - Held at ^{*}

PSID

1

✓ Closed

2nd Check - Held at ^{*}

PSID

13

✓ Closed

Passed

Passed

Back

Next

Figure 7.2 · Repair details and post-repair results.

Repair later

If you can't repair it on the spot, submit the failed test. The device stays failed until you return to it from the device or test list and finish the repair and retest.

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Devices

Test Submitted

+ Device and Test

↺

📄

📤

9 Total

Q Search...

DEVICE ORDER	SERIAL NUMBER	DEVICE TYPE	PROTECTION TYPE	LOCATION	COMMENTS	TEST DUE	REVIEW STATUS	CURRENT TEST STAT	NEXT STEP
2	470	DCV	Bidet				APPROVED	FAILED	Actions
3	470	SVB	Bidet				APPROVED	FAILED	Test
4	7404758-0	PVB	Air Conditioning System			05/2027	APPROVED	PASSED	Update
5	123455	PVB	Bidet	1		05/2026	APPROVED		Repair
6	12	DCDA-II	Bidet				APPROVED	FAILED	Replace
8	1223	RP	Beverage Machine				APPROVED	FAILED	Remove
10	876543	DCDA-II	Air Conditioning System	temp		05/2027	APPROVED	PASSED	Cancel Review
11	1234456487	DCDA	Bidet			05/2027	APPROVED	PASSED	Actions
12	9292929	DCDA	Bidet			05/2027	IN REVIEW	TO BE TESTED	Actions

Rows per page: 100

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1

Back

Done

Figure 7.3 · Return to the failed device to continue.

If the device is new, it may need approval before you can record the repair. If the action isn't available, contact HydroCorp.

Replace

Replace the device if it can't be repaired, or if it fails again after repair.

1. Open the failed device and choose the replacement action from its menu.
2. Enter the replacement device details.
3. Test the new device and enter the results.
4. Confirm the test reason is **Replacement**.
5. Update the test date and add comments, then submit.

Devices

Test Submitted

+ Device and Test

Search...

9 Total

DEVICE ORDER	SERIAL NUMBER	DEVICE TYPE	PROTECTION TYPE	LOCATION COMMENTS	TEST DUE	REVIEW STATUS	CURRENT TEST STAT	NEXT STEP
2	470	DCV	Bidet		01/2027	APPROVED	PASSED	Actions
3	470	SVB	Bidet			APPROVED	FAILED	Actions
4	7404758-0	PVB	Air Conditioning System		05/2027	APPROVED	PASSED	
5	123455	PVB	Bidet	1	05/2026	APPROVED		
6	12	DCDA-II	Bidet			APPROVED	FAILED	
8	1223	RP	Beverage Machine			APPROVED	FAILED	
10	876543	DCDA-II	Air Conditioning System	temp	05/2027	APPROVED	PASSED	
11	1234456487	DCDA	Bidet		05/2027	APPROVED	PASSED	
12	9292929	DCDA	Bidet		05/2027	IN REVIEW	TO BE TESTED	Actions

Rows per page: 100

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1

Back

Done

Figure 7.4 · The device menu offers repair and replacement.

Service Address: 555 Street Name, 1212, Tampa, FL, 11111

SVB Information (6/6)

Test Results (4/4)

Test Submission (1/2)

Test Submission

Reason for Test:

☐ New

☐ Existing

☒ Replacement

Is the assembly installed in accordance with

Figure 7.5 · Replacement set as the test reason.

8. TROUBLESHOOTING

Problem	What to check
I can't submit a test	Your account is active, your email is verified, your certification is approved, and gauge requirements are met.
I can't find the device	The serial number or facility reference code, and that you're at the right facility.
The device failed	Repair and retest if you can; otherwise replace. To repair later, return to the failed device.
An action on a new device is missing	The device may still be awaiting approval. Contact HydroCorp.
My test was Returned for Edits	Open the test, review the comments, correct it, and resubmit.
The screen doesn't match this guide	Contact HydroCorp at 844-493-7646 before continuing.

APPENDIX A

QUICK WORKFLOWS

Tester



Company Admin

