



SwiftComply Help- Getting Started

What is SwiftComply?

The City of Fairfield is partnering with SwiftComply to support online submission of tests and to track compliance with backflow rules.

How do I register?

You will need to complete the [Backflow Testers and Testing Companies Registration Form](#) and email it to backflow@fairfieldoh.gov. You will receive a confirmation email from the city once the form has been reviewed with additional information on finalizing your registration with SwiftComply.

What happens after I create an account?

Once you have successfully logged in, you will be required to upload a copy of your backflow testing certification and current test kit information before you can submit test results. Once you have submitted your certification and current test kit information, it will be reviewed by the city. You may start submitting test reports after your credentials have been approved.

Who do I contact if I need help?

SwiftComply's Knowledge Base has a wide variety of trainings and walkthroughs to help answer many of your questions. The ones below will help you get started with the basics:

Logging in-

<https://knowledge.swiftcomply.com/en/articles/9141161-logging-into-swiftcomply-after-registration>

Adding Tester Certifications and Test Kit-

<https://knowledge.swiftcomply.com/en/articles/9077829-adding-updating-tester-certifications>

Adding a Test Report-

<https://knowledge.swiftcomply.com/en/articles/9060974-adding-a-test-report>

If you can't find what you're looking for in the knowledge base, or have any questions, SwiftComply's Customer Success team is always willing to help. You can reach SwiftComply at support@swiftcomply.com or (619) 304-6022. Alternatively, you may call the City of Fairfield's Water Division at 513-858-7775.