CUSTOMER PORTAL
USER GUIDE

The Customer Portal is part of Taggle Systems end-to-end Smart Water Solution inclusive of the Aqualus Water software suite.

Any questions should be made directly with your Council or Utility via the contact page within your portal.

Customer Portal: User Guide

Welcome to your Customer Portal.

Councils and Water Utilities across Australia and Internationally are deploying smart water technology to better manage water distribution and quickly identify leaks.

The Customer Portal is the piece of the puzzle which provides water users with the opportunity to directly access their own water consumption data on a self-serve basis to better monitor their water consumption, identify leaks and high consumption activities.

Tenants and property agents may also access this information when permissions are given by the property owner.

The Customer Portal will be branded specifically to each Council or Water Utility in terms of look and feel as well as the name given to the system. We will refer to it in this guide as the "Customer Portal" where your council may call it something specific like MiWater, myH20, YourWater etc.

The Customer Portal includes features such as leak and high consumption alerts, reports, water consumption charts and easy to view data including peak water use day and time.

The Customer Portal is part of Taggle Systems end-to-end Smart Water Solution inclusive of the Aqualus Water software suite. Any questions should be made directly with your Council or Utility via the contact page within your portal.

Let's get to it and save every drop! Sign up now!
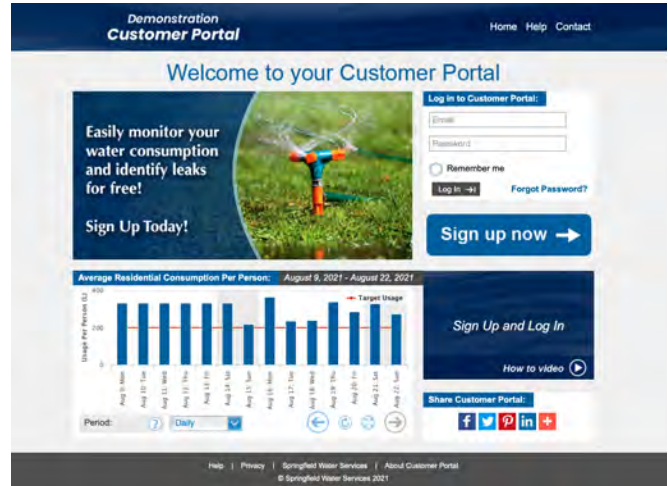
Getting Started

This section contains information about how to sign up and log in to the Customer Portal.
To sign up to the Customer Portal you must be at a computer with an internet connection, once you have signed up you can access the Customer Portal from a mobile device.
Open your browser and navigate to web address provided by your council or water utility.

- Sign Up
- Log In
- Forgot Password?

Sign Up

To sign up to the Customer Portal, click the **Sign Up Now** button on the home page. A screen will appear for you to enter your details.

Alternatively, if the council you belong to have the **automatic sign up process** enabled - you will have already received an email and / or SMS inviting you to login to the Customer Portal. More detail around this process can be found here.

First Name - Enter your **First Name**.

Last Name - Enter your **Last Name**.

Email Address - The **Email Address** that you supply here will become your username for the Customer Portal. After completing the sign-up process, a confirmation email will be sent to this address.

Date of Birth- Enter your **Date of Birth**. This date is used to validate your identity with your water utility.

Register as Organisation? - If you wish to register your user account as an organisation, tick the check box next to **Register as Organisation?**. This option is relevant to businesses, not for profit organisations or property agents. Selecting this option will present additional fields where you may provide an **Organisation Name**, **ABN** and **Website** and indicate whether your organisation will require **Real Estate Agent Rights**.

Request Real Estate Agent Rights (applicable to Organisations only) - Check this box if your organisation will require real estate agent rights within the Customer Portal.

Organisation Name (applicable to Organisations only) - Enter the **Organisation Name**.
ABN (applicable to Organisations only) - Enter your **ABN**.

Website (applicable to Organisations only) - Enter your **Website** address.

Mobile Number - **Mobile Number** is an optional field for the Customer Portal. It is however highly recommended that you provide this information as it is necessary in order to receive alerts and reports via SMS.

Phone Number -If you would rather supply a work or home **Phone Number** that is not your mobile you may do so here. You may also provide this number in addition to your mobile number.

Select Password - Complete the **Select Password** field. The password that you provide must be suitably complex in order to protect your account. It must adhere to the following rules:

Minimum of 8 characters long.
Must contain both uppercase and lowercase alphabetic characters (at least 1 of each)
Must contain at least one numeric character (0-9).

Re-Enter Password -The **Re-Enter Password** field requires that you re-type your password. This is to make sure that it has been typed correctly.

Terms and Conditions - To sign up to the Customer Portal you must agree to the terms and conditions and privacy policy of the system. To agree, tick the check box next to **I have read, understood and agree to the terms and conditions and privacy policy of this system.**


Save Signup Click the **Save Signup** button. If you have forgotten to complete any necessary fields then a popup window will alert you to the missing information. A red Asterix * will also be displayed adjacent to any incomplete or incorrect fields.


Cancel Click the **Cancel** button to close the **Sign Up** window.

You will then be presented with a confirmation screen. Click **Yes** to proceed or **No** to cancel your sign up.
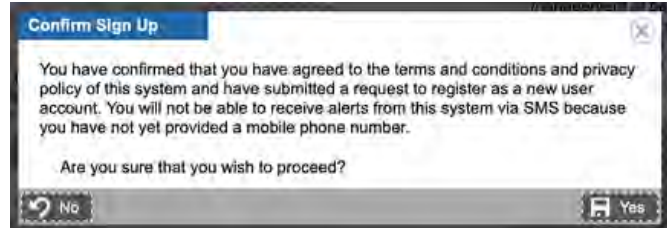

After clicking **Yes** you will be presented with a screen that indicates that your sign up was successful.

The next step is to **Verify Your Registration**. This process ensures that your email address is valid and that you can receive communications from the Customer Portal.
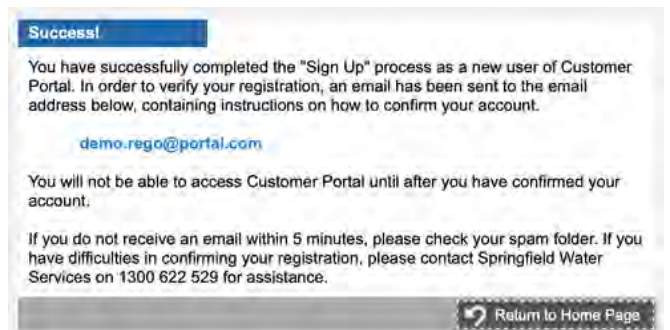
You should receive an email to the email address that you entered during the sign up process. To **Verify Your Registration** click the confirmation link. Check your junk folder as it may be sent there.

After clicking the confirmation link within the email, a screen confirming your successful account creation will appear. You have now successfully signed up to the Customer Portal. Click on the **Return to Home Page** button to Log In.
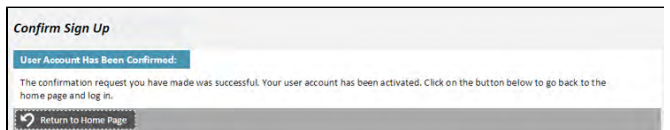
Signing into the Customer Portal via an Email Invitation

In some instances, the Council & Water Utility you are with may have the Automatic Sign up functionality for the Customer Portal enabled.

In this case you, as a customer of the Water Utility, will have received one of the following:

- Email with SMS confirmation - You are asked to login and confirm using the code we sent you via SMS
- Email without SMS confirmation - You are asked to login without an SMS code
- New registrations added to your Existing Customer Portal account

If we have your email and mobile number on file, you are invited via the email link to sign in and confirm your identity by entering the code we have sent you via SMS.

You are then able to set a new password and login.

New Sign Up for Customer Portal:

Please Confirm Signup:

Hi ▓▓▓▓▓

The ▓▓▓▓▓▓ Customer Portal is now live. You can use the portal to actively monitor your water use and associated charges, and set up alerts when possible leaks or high water use are detected.

All you need to do is activate your portal by entering a code sent to your mobile number and set a password.

Activate my Customer Portal

If this link is unsuccessful, please copy and paste this link:

▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓

into the address field of a new web browser window.

This link will remain valid for 72 hours. If you need a new link, please **get in touch**.

More information and how to guides are available on **our website**.

Yours sincerely

▓▓▓▓▓
Manager Customer Service

Email: ▓▓▓▓▓▓▓▓▓▓
Phone: ▓▓▓▓▓▓

If we don't have your mobile number or you have stated you'd prefer it not be used for communication, you will not have to verify sign up via an SMS code.

New Sign Up for Customer Portal:

Please Confirm Signup:

Hi ▓▓▓▓▓

The ▓▓▓▓▓▓ Customer Portal is now live. You can use the portal to actively monitor your water use and associated charges, and set up alerts when possible leaks or high water use are detected.

All you need to do is activate your portal by setting a password.

Activate my Customer Portal

If this link is unsuccessful, please copy and paste this link:

▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓

into the address field of a new web browser window.

This link will remain valid for 72 hours. If you need a new link, please **get in touch**.

More information and how to guides are available on **our website**.

Yours sincerely

▓▓▓▓▓
Manager Customer Service

Email: ▓▓▓▓▓▓▓▓▓▓
Phone: ▓▓▓▓▓▓

Alternatively, you may be an existing customer already signed up to the Customer Portal, and have some new registrations (accounts) added to your account. In which case, the email you receive will contain the new account details.

Log In

After you have successfully signed up for the Customer Portal, you will be able to log in. The log in fields can be found on the top right of the home page.

Email - Enter your **Email** (the email address you supplied during sign up).

Password - Enter your **Password** (the password that your supplied during sign up).

Remember Me - Check the **Remember Me** option to allow the Customer Portal to pre-populate your **Email** address the next time you come to this screen.

Log In   Click the **Log In** button to log into the Customer Portal.

Forgot Password? - See Forgot Password? for more information.

Please note that under some circumstances your access may be temporarily denied as the result of a lockout. A lockout may be triggered by multiple failed attempts to login or suspected malicious activity.
Should you encounter the lock out page, please contact us and we will be able to verify your identity and grant access to the portal again.

Forgot Password?

To reset your password simply click the **Forgot Password?** link in the login section of the Customer Portal home page. You will then be redirected to the **Reset Forgotten Password** page.
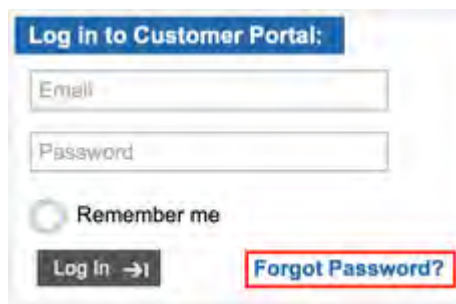
Email Address - Enter the **Email Address** that you used to sign up to the Customer Portal.

Last Name - Enter your **Last Name** then click **Reset**.

Reset Forgotten Password

Reset Password:

Email Address [_____]

Last Name [_____]

Back   Reset →|
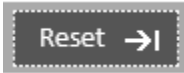
Reset   Click the **Reset** button to reset your password. If no match is found for the **Email Address** and **Last Name** that were entered then an error message will indicate the issue in red text. You will not be able to proceed until you have corrected the issue displayed.

Password Has Been Reset

Reset Successful

A request to reset the password for the following account has been processed:

You will shortly receive an email from the   system containing instructions on how to reset your password. This confirmation will remain current for 72 hours.

If you do not receive this password reset email, or if you have difficulties in confirming your registration, please contain   on   for assistance.

Return to Home Page

Cancel   Click the **Cancel** button to close the reset password window.

If your email address and last name match an existing registration within the Customer Portal then a message will appear confirming the successful reset of your password. Please check your email.

Password Reset Confirmation

Please Confirm Password Reset:

Dear

A request has been received on   water reporting solution,   , to reset the account password for your email address.

To reset your password and start using   , please click on the following link:

If this link is unsuccessful, please copy and paste this link into the address field of a new web browser window.

If you have received this email in error or you did not initiate this request to reset your password, please contact   on the contact details below. Until the password for this account has been successfully reset, this account will be set to a state of "Pending".

This password request will remain valid for 72 hours.

To contact   regarding this matter, please use the following:
Email   at
Phone   at

You will receive an email to your registered email address. Click on the link within the email. A browser window will open with a **Reset Password** form.

New Password - Enter a **New Password**. The password that you provide must be suitably complex in order to protect your account. It must adhere to the following rules

- Minimum of 8 characters long
- Must contain both uppercase and lowercase alphabetic characters (at least 1 of each)
- Must contain at least one numeric character (0-9).

Re-Enter New Password - Re-Enter your **New Password** to confirm it.

Reset Your Password

Reset Password

New Password: (?) [_____]

Re-Enter New Password: [_____]

Cancel   Save Password
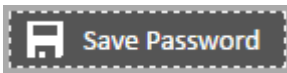
Save Password   Click the **Save Password** button to complete the process. A red asterix * will be displayed adjacent to any incomplete or incorrect fields.

Cancel   Click the **Cancel** button to close the reset password window.

A confirmation screen will then be displayed in order to notify you of the completion of the process.

Password Has Been Changed

Password Change Successful

Your user account has been successfully reactivated with the new password. Click on the button below to go back to the   home page and log in.

Return to Home Page

General Use

This section contains information about how to use the Customer Portal once you have completed the sign up process. Links to specific areas of the system are provided below.

All screens within the Customer Portal have a header bar and a footer bar which provide links to other sections of the system.

Header Bar

Footer Bar

Within the footer bar there are links to the your water utility website, the Customer Portal privacy policy and more information about using the Customer Portal.

General Use

- Home Dashboard
- Property Summary / Account Summary
- Register New Property
- Manage Your Properties
- My Alerts
- My Profile
- Water Saving Tips
- Contact Us
- Log Out

Home Dashboard

This is the **Home Dashboard** for the Customer Portal. From the home dashboard you can access information relating to all properties registered to your account. Because the header bar appears on every page within the Customer Portal you can click the **Home** link at any time to return to this screen.

Pending Requests

If there are any **Pending Requests** that require your attention they will be shown on the home dashboard (for more information see Pending Requests).

Notifications

Notifications will be displayed if there are any recent events that you need to be made aware of. Once you have read a notification, click on the **Dismiss** button to remove it from view.

Allocated Properties

Any properties that have been linked to your registration will be displayed on the home dashboard as well (for more information see Allocated Properties).

NOTE: This view of the Home Dashboard is in Assessment mode.

The Alternate to this view is if the Water Utility you are signed up with has **Account mode** switched on (as opposed to Assessment mode which is the default).

In this case your Accounts are presented in a slightly different manner - an example of which is displayed here

- Unread Alerts are shown at the top of the page
- Your Residential or Urban Accounts
- Your Non-Residential or Rural Accounts

Property Summary / Account Summary

Move your mouse over the **My Properties** option on the header bar and click **Property Summary** option to manage property specifics.

If there are any **Pending Requests** that require your attention they will be shown here (for more information see Pending Requests).

Notifications will be displayed if there are any recent events that you need to be made aware of. Once you have read a notification, click on the **Dismiss** button to remove it from view.

Any properties that have been linked to your registration will be displayed on the here as well (for more information see Allocated Properties).

If the Utility is in **Account mode**:

It should be noted that the Account Summary page is the same as the Home Dashboard - Clicking on an Account will drill down and take the user to the **Detailed Account view** - (if the Account contains many properties).

If the Account only contains one property - the user is taken directly to the **Account Dashboard / Detailed Property View**.
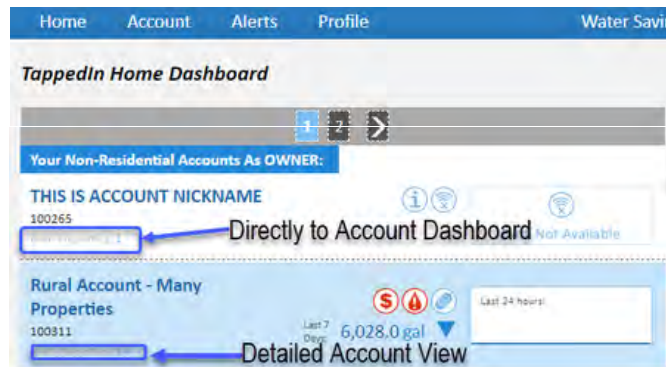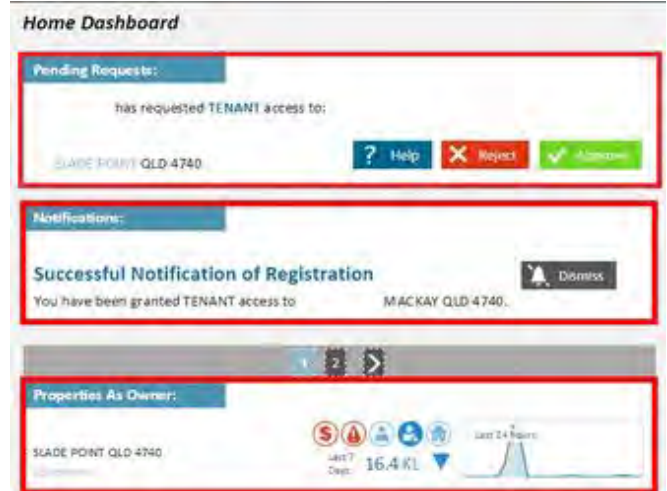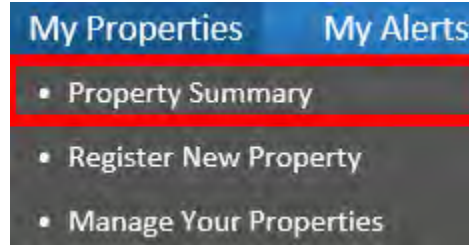
Pending Requests

If there are any **Pending Requests** that require your attention they will be shown here. You can get **Help, Reject** or **Approve** the pending request by clicking one of the three buttons appearing within that request.

Examples of pending requests that you may receive -

- An agent may request access to a currently tenanted property. Once you approve this request the agent will then have access to view that property within the Customer Portal.

- A tenant may request access to the property that they are currently renting. Once you approve this request the agent will then have access to view that property within the Customer Portal.

Allocated Properties

A list of the properties that have been linked to your registration will be displayed. For the majority of users that own a single property, this summary will show only one property. If you have rental properties then these will be displayed once you have registered them in the Customer Portal (for more information about registering a property see Register New Property).

Also visible on this screen are properties that are awaiting confirmation of registration, properties attached under the role of tenant or agent and past or inactive properties. The address and assessment number of the property is displayed on the left. The last seven days of water usage and a graph of the last 24 hours is shown on the right along with a number of icons that provide more detail. When you move your mouse over a property, it will be highlighted. Clicking on a highlighted property will open the **Detailed Property View** for that property.

The following icons may appear against a property to denote specific characteristics or alerts related to water usage at that address -

The property has been assessed as having high consumption.

The property has been assessed as having a potential leak.

This property shares it's water meter(s) with other assessments.

This property contains multiple water meters.

This property is marked as tenanted.

This is a past property for which you have limited access.

 A user is awaiting for you to approve or reject their request for tenant registration.

 This is a past property for which you have no access.

 Your request to register this property as owner is currently pending approval.

 No recent water data has been received for this property.

 You have marked this property as your home.

 Non-Potable Water - "non-potable". This water is not fit for human consumption.'

If you have tried to register a property but that registration is currently pending approval, no details regarding water consumption are displayed. The chart is replaced by the pending icon and the text "Registration Pending".

When data is not available as a result of poor quality data from AMRs or no AMRs are installed, the data error icon is displayed in place of the chart.

Filter Results

Results can be filtered to assist users with a large number of properties to search for a specific property or subset of properties. Click **Filter Results** to view the filtering options available. A popup window will be displayed with options to filter the properties displayed.
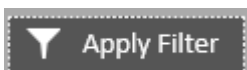
Include Inactive

- **Include only ACTIVE properties**. This will only include properties that have been registered and are still active within your profile (haven't been deleted).
- **Include only INACTIVE properties.** This will only show those properties that have been deleted and the option to access old data for 30 days has been checked.
- **Include both ACTIVE and INACTIVE properties.** This will include all active properties and will also include those that have been deleted and the option to access old data for 30 days has been checked.

Filter by Street Name - This will restrict the properties displayed by street.
Filter by Suburb - This will restrict the properties displayed by suburb.

Reset to Default To reset the filter options to their starting point, click **Reset to Default**.

Apply Filter Click the **Apply Filter** button to filter the properties displayed by the criteria supplied.

Cancel Click **Cancel** to close the filter popup window.

To add a new property to Aqualus Water see [Register New Property](#)

## Allocated Properties

- Detailed Property View

Detailed Property View

The **Detailed Property View** provides a range of information and statistics regarding water usage at the selected property. There are 5 sections within this screen - **Property Information**, **Metrics**, **Water Meters**, **Profile Question** and **Water Consumption**.

A link to **Operations** that are relevant to the property is also provided on this screen.
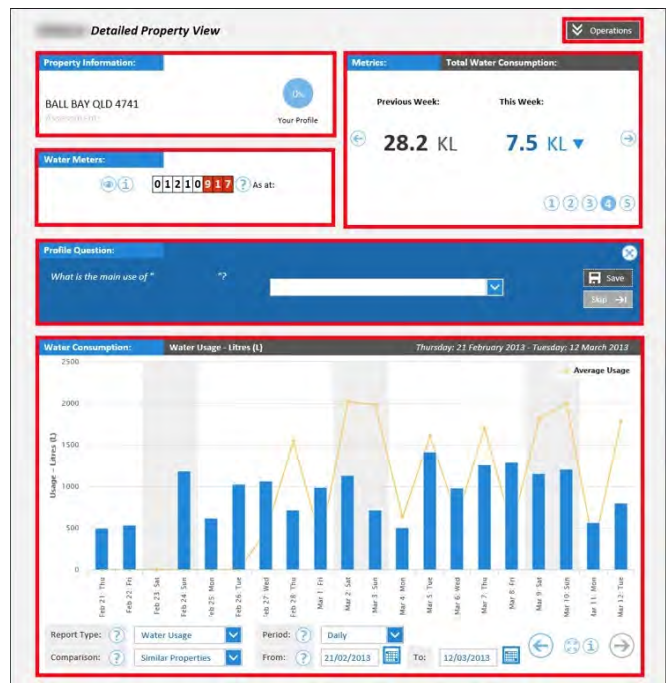
Detailed Property View
- Property Information
- Metrics
- Water Meters
- Profile Question
- Water Consumption
- Operations

Property Information

The address of the currently selected property is displayed here along with an indicator that tells you how complete your property profile is. A higher completion percentage means the Customer Portal will be better able to compare the water usage at this property to other similar properties.
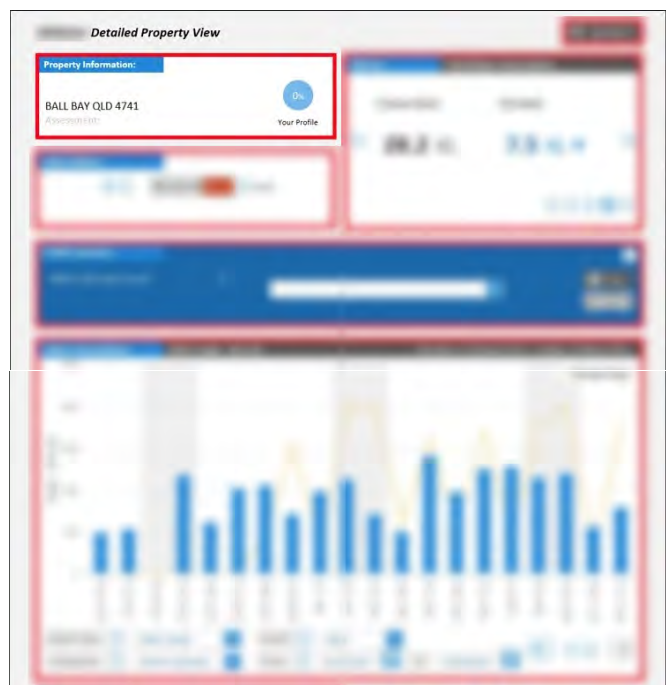
Click on numbers 1 through to 6 to view a variety of consumption metrics relevant to your property.

7 Day Average Consumption

The property's most recent 7 day consumption versus your suburb. This metric is useful for tracking your recent consumption in comparison with your suburb.
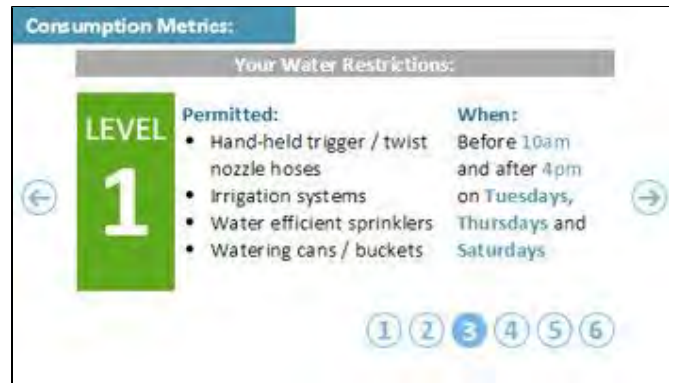

7 Day Leak Detection

The number displayed here indicates a potential leak. The number is based off continuous flow over a 48hr period.

Your Water Restrictions

The property's designated watering days and times based on the current level of water restrictions.

Peak Consumption

Peak day and hour water consumption. The time of day and day of the week where water consumption was at it's highest at this property.

Total Water Consumption

This week's water consumption compared to last week's.

Reference Comparison

Monthly water consumption in terms other then litres that are easier to relate to (eg. swimming pools or water cooler bottles).

Water Meters

This section lists the water meters, AMR IDs and readings associated with the property. If the reading displayed in this panel varies significantly from the number displayed on your actual water meter you may report it here. Click on the [?] icon. A window will open where you can enter the correct reading. Please also supply an image of the meter that clearly shows the meter number and reading.

Profile Question

The Profile Questions enable the system to provide better comparisons to your property and helps your council or utility get a better understanding of how the community uses water.

If you do not wish to see these simply close the box using the cross in the corner. If you want to access them later you can find them in the **Operations Menu** on the top right of the page under **Update Property Profile**.

This panel allows you to view recent water usage associated with the property in terms of litres, cost, litres per person and cost per person. You can compare these metrics with similar properties, the street, the suburb and the network average. The first graph to be displayed shows you the recent usage in litres for the property. To alter the information displayed on the graph simply select new parameters for **Report Type**, **Comparison**, **Period**, **From** and **To**.

Each of the graphs available includes the following icons -

Click on this icon to open the report in full screen mode.

Click on this icon to view more information about the report.

Click on this icon to move forward in dates on the report.

Click on this icon to move backwards in dates on the report.
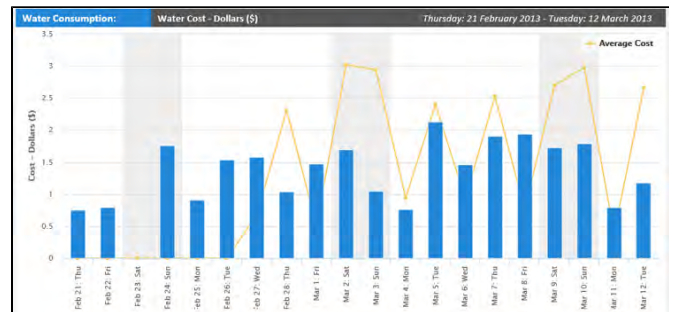
Water Usage - Litres

The report lets you view your property's water usage in litres in comparison to similar properties, the street, the suburb and the entire water network. By adjusting the **Comparison**, **Period**, **From** and **To** you are able to view water usage for a specific time period and time interval. If there is any period of time where water usage has been unavailable then this will be highlighted on the graph.
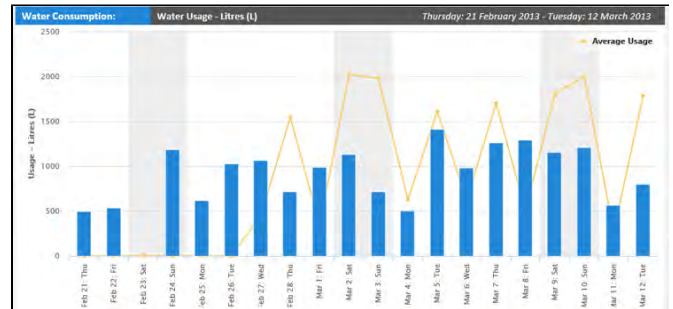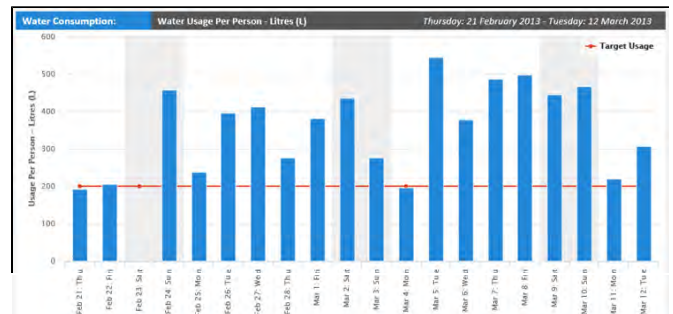
Water Cost - Dollars

This report lets you view your property's water cost in dollar terms. A comparison to similar properties, the street, the suburb and the entire water network is also provided. By adjusting the **Comparison**, **Period**, **From** and **To** you are able to view water cost for a specific time period and time interval. If there is any period of time where water usage has been unavailable then this will be highlighted on the graph.

Water Usage Per Person - Litres

This report lets you view your property's water usage in litres per person. A comparison to similar properties, the street, the suburb and the entire water network is also provided. By adjusting the **Comparison**, **Period**, **From** and **To** you are able to view water usage for a specific time period and time interval. If there is any period of time where water usage has been unavailable then this will be highlighted on the graph.

Water Cost Per Person - Dollars

This report lets you view your property's water cost in dollars per person. A comparison to similar properties, the street, the suburb and the entire water network is also provided. By adjusting the **Comparison**, **Period**, **From** and **To** you are able to view water usage for a specific time period and time interval. If there is any period of time where water usage has been unavailable then this will be highlighted on the graph.
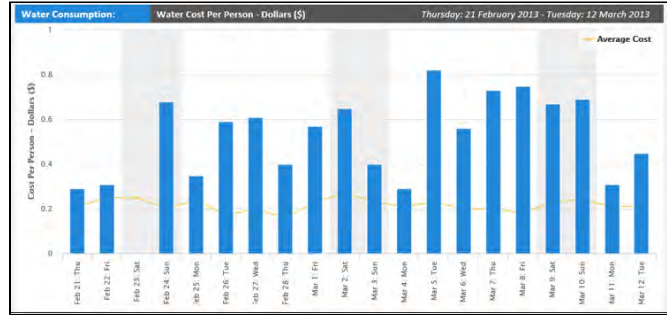
Move your mouse over the **Operations** button on the **Detailed Property View** screen to reveal a menu.

Operations

- Mark / Unmark as Home
- Update Property Profile
- Alerts & Reports
- Change / Delete Registration
- Data Extract Report
- Account, Property & Meter Nickname

Mark / Unmark as Home

Clicking this link will mark or unmark the current property as the user's HOME property.

Your home property will be displayed first in any list of properties available to you within the Customer Portal.
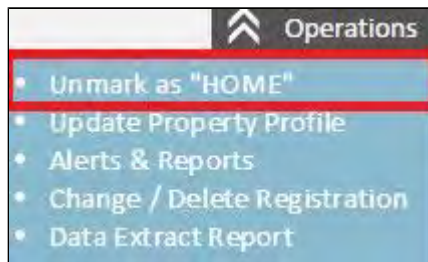
Update Property Profile

Clicking the **Update Property Profile** link will allow you to answer previously unanswered profile questions relating to the property or to modify answers that have previously been given. Completing more questions will assist in determining which properties are similar to your own thereby facilitating a more accurate comparison on the **Detailed Property View** reports.
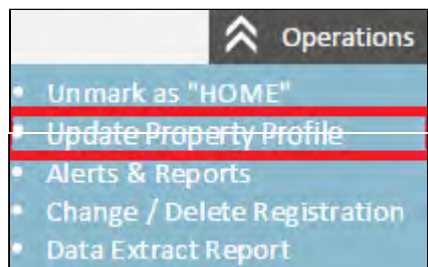
Answer any unanswered questions and review any previously answered questions. Once complete, click **Save Changes** to proceed. Click Cancel to return to the **Detailed Property View** screen.

Alerts & Reports

To manage the alerts and reports for this property see Manage Your Alerts.

Change / Delete Registration

Clicking the **Change / Delete Registration** link allows you to modify who has access to your property information and lets you delete your own registrations if need be.
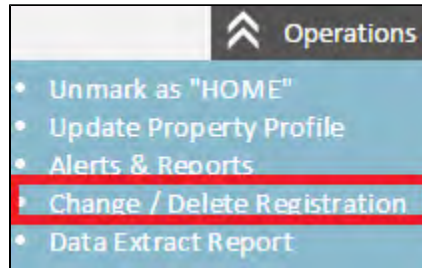
The two main functions available from this screen are:
1. Give an agent or tenant access to your property in the Customer Portal or modify the date range they have access for.
2. Delete your own registration, a tenant's registration or an agent's registration.
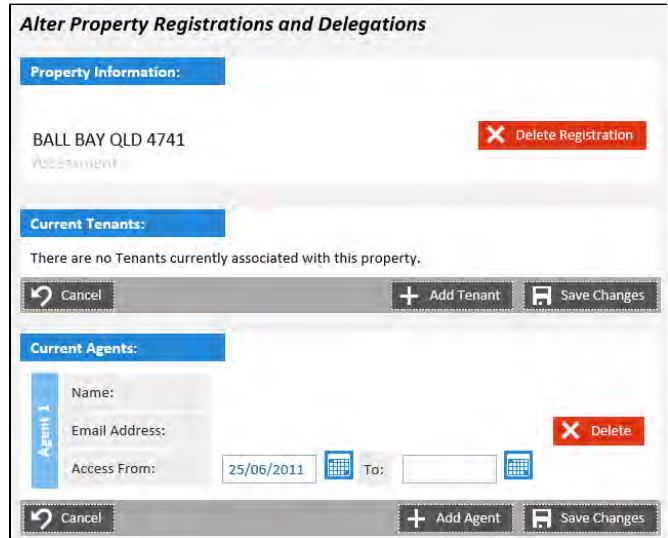
Delete Property Registration

To remove a property from the Customer Portal in its entirety, click **Delete Registration** in the **Property Information Panel**.

A popup window will appear, asking you to **Confirm Delete Registration**. Click **Confirm Delete** to proceed (and remove the property registration from the Customer Portal) or **Cancel** to abort the deletion.
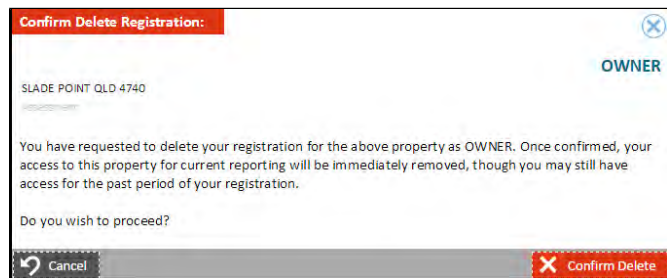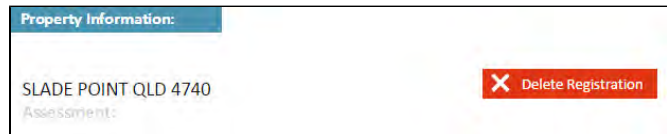
Delete Tenant / Agent Registration

To delete a tenant or agent from the property, click the **Delete** button next to their details.

A popup window will appear, asking you to **Confirm Delete Tenant**. Note the option to grant the tenant or agent permission to review their past usage for this property during the period of their registration for the next 30 days. If checked the tenant or agent will be able to view the same information they were able to prior to the deletion, however they will not be able to view any new data received after their deletion. Once 30 days have past they will no longer be able to view any data on the property. Click **Confirm Delete** to proceed or **Cancel** to abort the deletion.

Add Tenant / Agent Registration

To register a tenant or an agent against a property click the **Add Tenant** or **Add Agent** button as applicable. Enter the tenant or agent's **Email Address** and the dates that you wish for them to have **Access From** and **To**. Click **Save** to add the tenant or agent to the property. Click **Cancel** to exit the screen

Data Extract Report

Clicking the **Data Extract Report** link allows you to generate a report that includes water usage data for the property. The Data Extract Report allows you to specify a number of parameters in order to restrict the water usage data that is provided in the report.
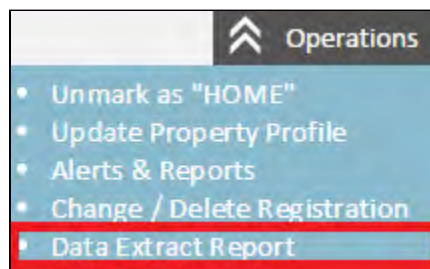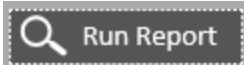

Report Group -Choose the time period that you would like to view data for (Daily, Weekly, Monthly).

Date From / To -Specify the dates that you would like to view data for.

Results -Choose whether you would like the report displayed on **Screen** or as a **CSV File**.

Include Water Meters? - Select this option to include water meter numbers in the report data.

Run Report Click **Run Report** to view the results of your selection.

Back Click **Back** to return to the **Detailed Property View** window.
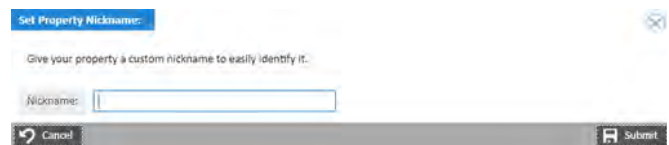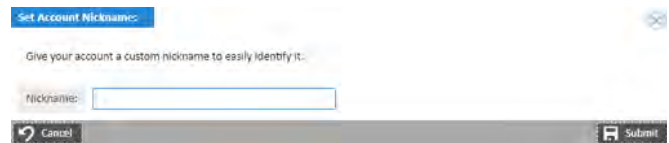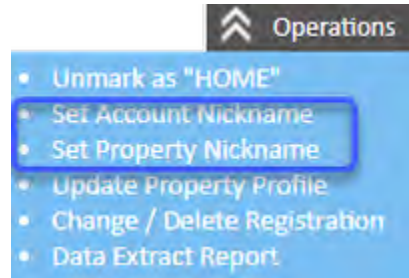
Account, Property & Meter Nickname

When the Water Utility has Account mode enabled, you can nickname your accounts, properties and even water meters.

This functionality is particularly helpful when you have large properties (farms etc.) and find renaming accounts a better way to remember them.

When the Account is nicknamed it is displayed to you (the customer) as the primary descriptor in the main account panel.

You can Nickname Accounts and Properties if it is configured and shown as an option in the Operations menu.

Simply select the option to Nickname the account or property from the menu and a pop up screen is displayed allowing you to enter your preferred name and save it.

In order to Nickname a meter you first have to drill down into the Detailed Water Meter view. Do this by selecting the eye icon and then pick the edit icon.

Once a nickname for a meter is saved, the name is displayed underneath the water meter number
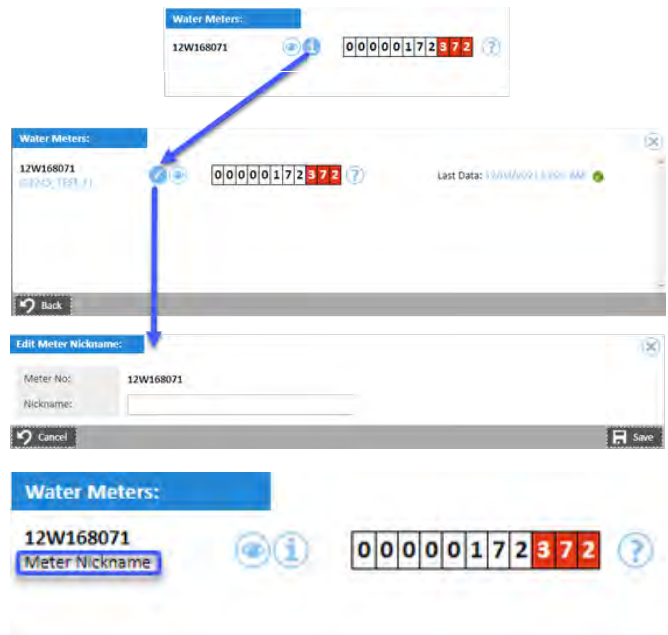
Detailed Account View

If the Account you have selected from the Home Dashboard contains many Accounts (properties), you are taken to a page called the Detailed Account View.

This is essentially a summary of all the Properties in the Account.

The page is split into the following sections:

Account Information -

Here you see the Account Name (*or Nickname if you have set one*)

- The Address
- The Account Number
- Number of Properties

Allowance status section shows the Water allowance for your entire Account and how much is used to date.

Water Consumption - is a chart showing various reports.

You can select the Report Type and display data on Water Cost or Water Allowance for your entire Account.

You can set the period drop down to display the data at different intervals: Daily, Hourly, Weekly, Monthly or Yearly.

You also have the option of setting from and to dates.

The 'i' icon will display the chart information

And the expand icon will show the chart in full screen mode.

Using the Left and Right arrows will move the chart thorough dates in the increments set by the time period field.

Under the Water Consumption Chart is a list of all the properties within the Account.

Each row of property contains a summary of information, such as the Address or Nickname if it has been set, The water usage and any alert icons relating to the property.

Here you can pick a property, and click on it to drill down into the **Account Dashboard**.

Operations menu - see detail **here**

 Account Dashboard / Detailed Property View

NOTE:

IF the Account you have selected contains **ONE** property you will be shown a screen called the **Account Dashboard** for that **one property IS the Account.**

On this page you are presented with the following information:

Account Information - Address / Nickname and Account number

Insights - one or a number of slides giving you some information on that property water data.

Water meter / AMR - if there is Data for the water meter or a reading then it will be displayed **here**.

Water Consumption Chart

- The Chart can show different Report types: Water Usage, Water Cost, Usage or Cost per Person, and Water Allowance.
- The Chart can be set to show different periods of time: Daily, Hourly, Weekly, Monthly and Yearly.
- or you can set a from and to date to display the data.
- Clicking the 'i' icon will display an explanation of what the chart is displaying in a pop up screen.
- Clicking the expand arrows icon will open the entire chart in full screen mode.
- Using the left and right arrows will scroll through dates as per the period set.

More detail can be found **here**

Operations menu - this is located in the top right of the screen and is a menu for you to carry out the following actions:

- Set Account Nickname
- Set Property Nickname
- Update Property Profile
- Change/ Delete Registration
- Data Extract Report

further detail on operations menu can be found **here**

IF the Account you have selected contains more than one property, and you have selected one property from the Detailed Account view - You will see the **Detailed Property View**

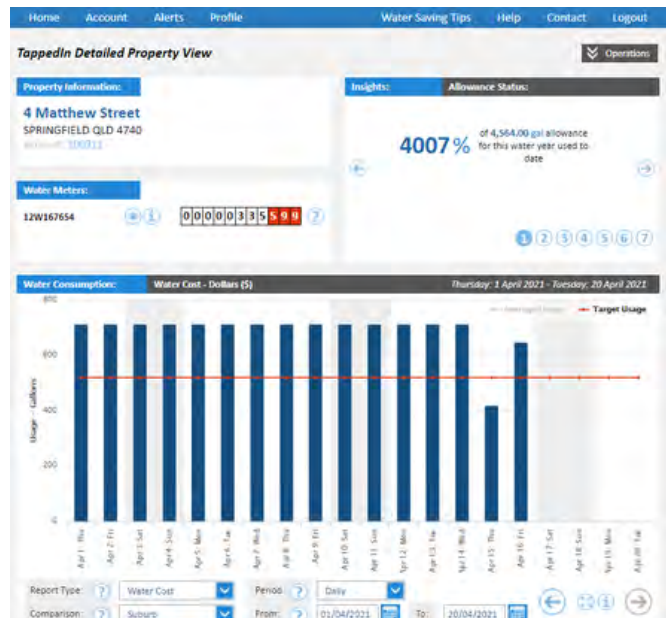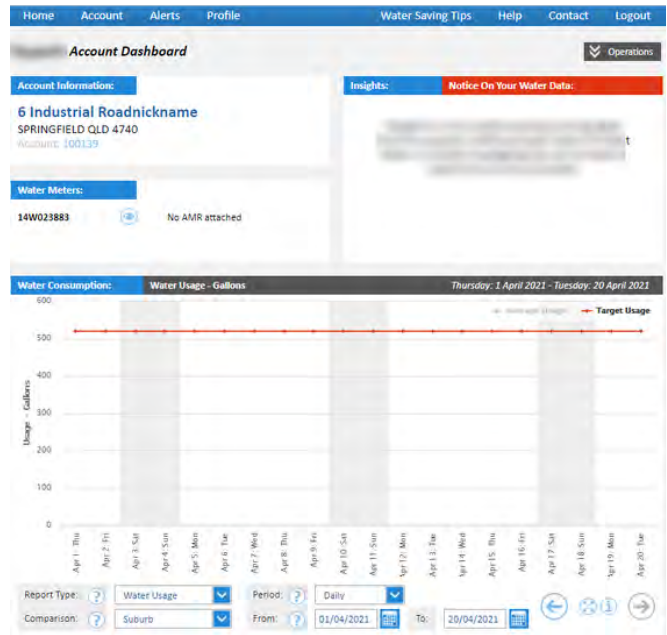**Property Information** - Address (or Nickname if its been set), Account number

Insights Panel - A series of slides displaying information about the property such as the allowance, 7 day average consumption, leak detection, Water Restrictions if there are any and total water consumption.

Water Meters - Displays the water meter and most recent reading.

more information about the Water meters panel is displayed **here**

Water Consumption Chart

- The Chart can show different Report types: Water Usage, Water Cost, Usage or Cost per Person, and Water Allowance.
- The Chart can be set to show different periods of time: Daily, Hourly, Weekly, Monthly and Yearly.
- or you can set a from and to date to display the data.

- Clicking the 'i' icon will display an explanation of what the chart is displaying in a pop up screen.
- Clicking the expand arrows icon will open the entire chart in full screen mode.
- Using the left and right arrows will scroll through dates as per the period set.

More detail can be found **here**

Operations menu - located in the top right of the screen contains user actions:

- Set Property Nickname
- Change/ Delete Registration
- Data Extract Report
- Return to Account Dashboard - navigates back to the detailed account view

Account view: Water Meters

When the Utility you are with have the Account view switched on, you will see a section on the Account Dashboard, or Detailed property view called **Water Meters**.

Here you can take a more detailed view of the water meter - and see the AMR attached as well as last data timestamp.

You can also lodge a meter reading not right request to your Utility provider by clicking the Question mark icon.

Further information can be found **here**

Account View - Non Potable icon

When the utility has Account Mode enabled, and you have **rural** or **non-residential accounts**/ properties, there will more than likely be Non-Potable Water used on that property.

These meters are shown with an icon of a glass of water with a strike through.

When you hover over the icon you will be presented with some information: "non-potable". This water is not fit for human consumption.'

"non-potable". This water is not fit for human consumption.'

Register New Property

There are two ways to **Register a New Property.**
1. Move your mouse over the **My Properties** option on the header bar and click **Register New Property**
2. Click the **Add Property** button at the bottom of the **Home Dashboard**

There are three distinct registration types:

1. Owner. Owner requests will be subject to the approval of your water utility.
2. Agent. Agent requests will be subject to approval of the owner.
3. Tenant. Tenant requests can be approved by either the owner or the registered agent (if given permission by the owner).

Please note that if no AMR's are currently associated with the property it cannot be registered in Aqualus Water.

When you navigate to the **Register a New Property** screen, a form will be displayed for you to register the property.

Registration Type - Choose whether you wish to register the property as an Owner, Tenant or Agent.

Property Address - Begin typing the property address and an auto-complete function will list properties that match the information you have typed.

Assessment Number (not required if registering as a Tenant or Agent) - This number will feature on your rates notice.

Assessment Check Digit (not required if registering as a Tenant or Agent) - This number will feature on your rates notice.

Valuation ($) (not required if registering as a Tenant or Agent) - This number will feature on your rates notice.

Third Party Authority? - Check this box if you have a legitimate third party claim to this property (such as Power of Attorney).

Terms and Conditions - To register the property you must agree to the terms and conditions and privacy policy of the system.
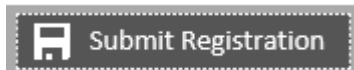
Submit Registration Click this button to submit the property for registration against your Customer Portal account.


Cancel Click **Cancel** to stop the registration process.

A confirmation of your application to register the property will appear. Click **Yes** to continue or **No** to cancel the registration process.
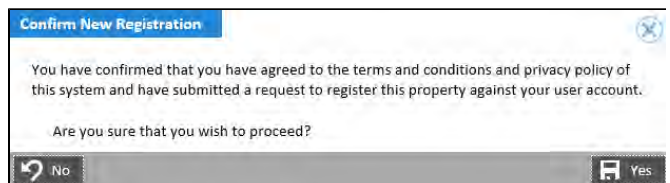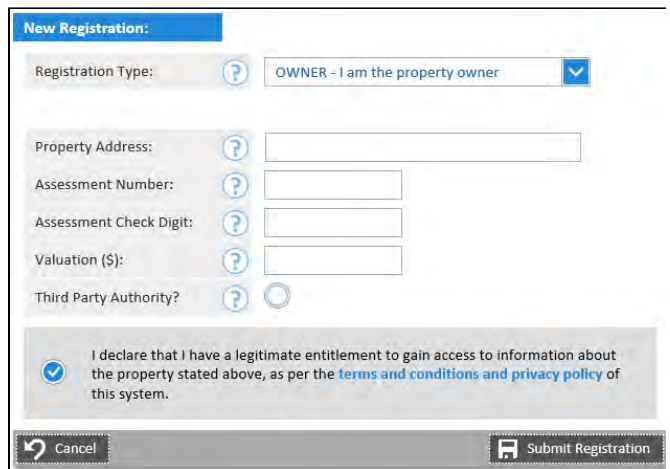
Your request to register the property within your Customer Portal account will then be reviewed by your water utility. If approved you will receive an email confirming the successful registration of the requested property. The requested property will now feature in your **P roperty Summary / Account Summary**.
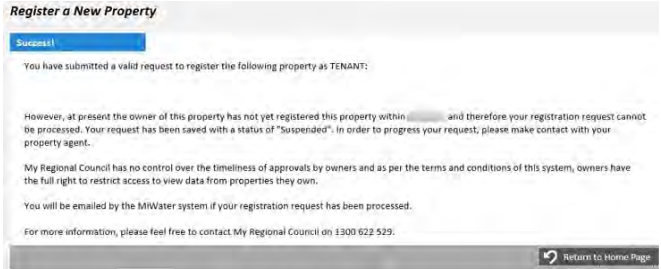

Manage Your Properties

Move your mouse over the **My Properties** option on the header bar and click **Manage Your Properties** option to manage property specifics.
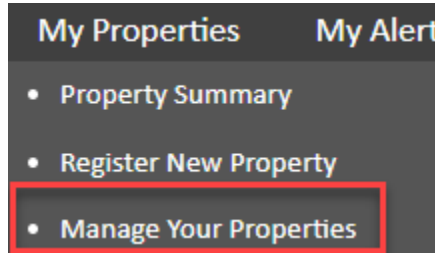
A list of your properties grouped by type (**Owner, Tenant, Agent**) will be presented along with information about any agents or tenants who are currently allocated to the property.

Click on a property to view the Detailed Property View for that location (see Detailed Property View for more information).
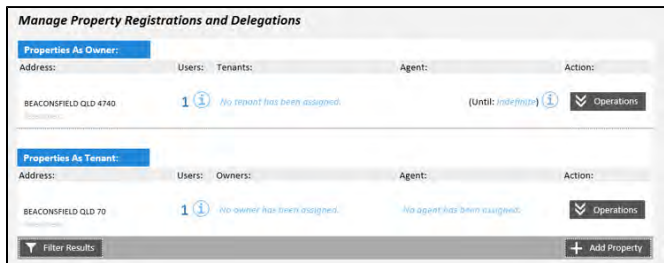
Move your mouse over the **Operations** button associated with a property to reveal a menu (see Operations for more information).

Filter Results

Results can be filtered to assist users with a large number of properties to search for a specific property or subset of properties. Click **Filter Results** to view the filtering options available. A popup window will be displayed with options to filter the properties displayed.
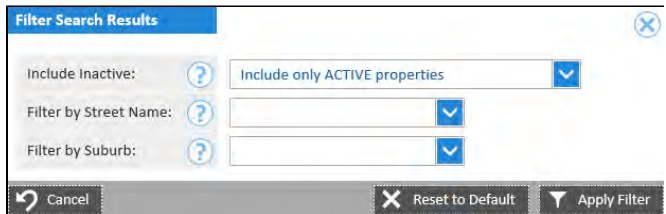

Include Inactive

- **Include only ACTIVE properties**. This will only include properties that have been registered and are still active within your profile (haven't been deleted).

- **Include only INACTIVE properties.** This will only show those properties that have been deleted and the option to access old data for 30 days has been checked.

- **Include both ACTIVE and INACTIVE properties.** This will include all active properties and will also include those that have been deleted and the option to access old data for 30 days has been checked.

Filter by Street Name -This will restrict the properties displayed by street.

Filter by Suburb -This will restrict the properties displayed by suburb.

Reset to Default To reset the filter options to their starting point, click **Reset to Default**.

Apply Filter Click the **Apply Filter** button to filter the properties displayed by the criteria supplied.

Cancel Click **Cancel** to close the filter popup window.

Add Property

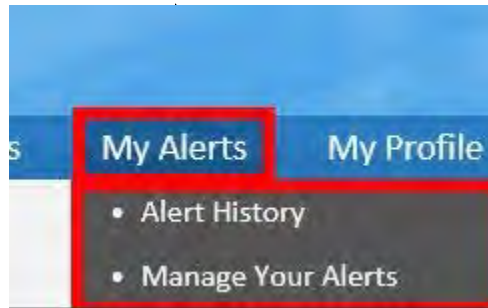To add a new property to your Customer Portal see Register New Property

My Alerts

When you move your mouse over the **My Alerts** option in the header bar there are two options revealed. This section provides help on each of those topics.
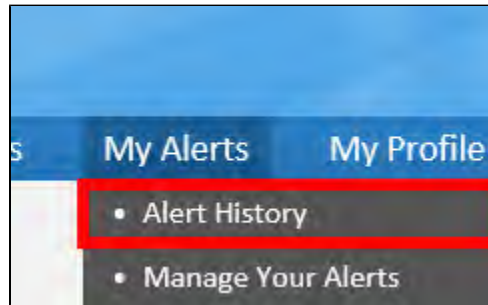
My Alerts

- Alert History
- Manage Your Alerts

Alert History

Move your mouse over the **My Alerts** option on the header bar and click **Alert History** option to update your profile information.

The **Alert History** screen allows you to view all previous alerts that you have may been sent. Choose a property using the drop down menu and all alerts for that property will be displayed.

Clicking **View** next to any of your alerts will open a report detailing the specifics of the alert. Click **Close** to exit the popup alert window.

Manage Your Alerts

Move your mouse over the **My Alerts** option on the header bar and click **Alert History** option to update your profile information.

The **Alerts and Reports** page allows you to set up and manage alerts for a specific property. There are a number of alerts that can be managed. **Active alerts** (i.e. alerts that have been set up for the property) are shown at the top of the page and **Inactive Alerts** (i.e. alerts that have not been configured for the property) are shown below.

To configure an alert click on the **Alter Preferences** button adjacent to the alert. You can also view previous alerts that may have been sent for each alert type by clicking **View Last report**.
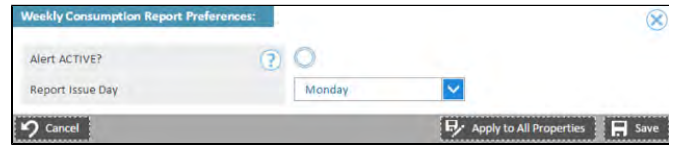
Monthly Consumption Report

This alert will email the user a water consumption report monthly if activated. It is useful for tracking water consumption. To activate, check the **Alert ACTIVE?** check box then click **Save**. To apply this alert to all of your registered properties click **Apply to All Properties**. Click **Cancel** to exit the alert setup window.
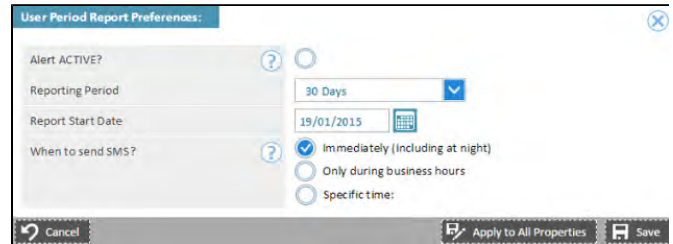

Weekly Consumption Report

This alert will email the user a water consumption report weekly if activated. The day the report is issued can also by specified using the drop down menu. To activate, check the **Alert ACTIVE?** check box then click **Save**. To apply this alert to all of your registered properties click **Apply to All Properties**. Click **Cancel** to exit the alert setup window.
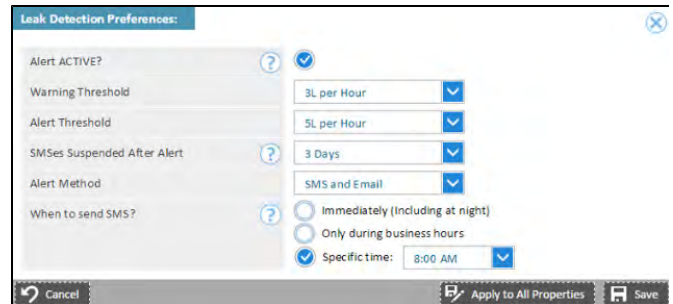

User Period Report

This alert will email or sms the user a water consumption report at an interval specified by the user. First select the reporting period from the **Reporting Period** drop down menu and then select the start date using the **Report Start Date** calendar widget. Select the time option that is required by checking the appropriate check box - **Immediately (Including at night)**, **Only during business hours** or **Specific Time**. Checking the last option will reveal a drop down menu that will allow the user to specify the hour of the day that they wish to receive the report. Once configured and activated (check the **Alert ACTIVE?** check box) you can choose to apply the report to just this property by clicking **Save** or to all your properties by clicking **Apply to All Properties**. Click **Cancel** to exit the alert setup window.

Leak Detection

This report can be configured to send a leak alert via email or sms based upon a user specified threshold. Note that if set to inactive, the leak alert icon will still appear on the **Home Dashboard** next to the relevant property, only its background will be white instead of red to indicate that it is not currently active.
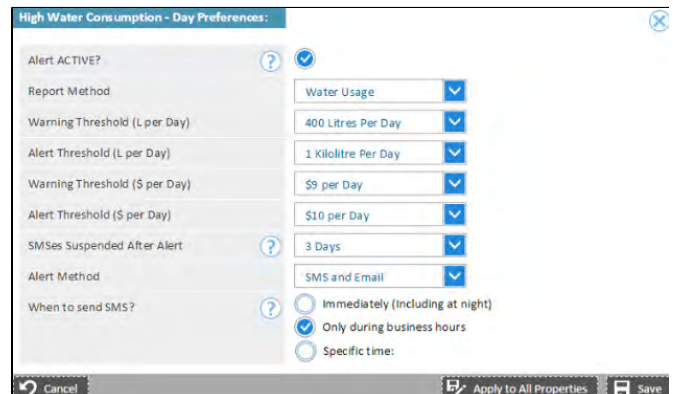
Select a **Warning Threshold** which if breached will trigger an email notification. An **Alert Threshold** can be set which if breached will trigger an SMS or email notification. SMS notifications can be configured to resend after a set period of time using the **SMSes Suspended After Alert** drop down menu. The **Alert Method** lets you choose between **SMS** and **Email** alerts. You can also choose from 3 time options by checking the appropriate check box - **Immediately (Including at night), Only during business hours** or **Specific Time**. Checking the last option will reveal a drop down menu that will allow the user to specify the hour of the day that they wish to receive the report. Once configured and activated (check the **Alert ACTIVE?** check box) you can choose to apply the alert to just this property by clicking **Save** or to all your properties by clicking **Apply to All Properties**. Click **Cancel** to exit the alert setup window.

High Water Consumption - Day

This report can be configured to send a high water consumption alert via email or sms based on user specified parameters when water high water usage for a day is identified. Note that if set to inactive, the high water consumption alert icon will still appear on the **Home Dashboard** next to the relevant property, only its background will be white instead of red to indicate that it is not currently active.

You can select whether the report generated is measured by **Cost** or **Water Usage** using the drop down menu next to **Report Method**. Select a **Warning Threshold** in **Litres** or **Dollars** per day which if breached will trigger an email notification. An **Alert Threshold** can be set in **Litres** or **Dollars** per day which if breached will trigger an SMS or email notification. SMS notifications can be configured to resend after a set period of time using the **SMSes Suspended After Alert** drop down menu. The **Alert Method** lets you choose between

SMS and **Email** alerts. You can also choose from 3 time options by checking the appropriate check box - **Immediately (Including at night), Only during business hours** or **Specific Time**. Checking the last option will reveal a drop down menu that will allow the user to specify the hour of the day that they wish to receive the report. Once configured and activated (check the **Alert ACTIVE?** check box) you can choose to apply the alert to just this property by clicking **Save** or to all your properties by clicking **Apply to All Properties**. Click **Cancel** to exit the alert setup window

This report can be configured to send a high water consumption alert via email or sms based on user specified parameters when water high water usage for a week is identified. Note that if set to inactive, the high water consumption alert icon will still appear on the **Home Dashboard** next to the relevant property, only its background will be white instead of red to indicate that it is not currently active.

You can select whether the report generated is measured by **Cost** or **Water Usage** using the drop down menu next to **Report Method**. Select a **Warning Threshold** in **Kilolitres** or **Dollars** per week which if breached will trigger an email notification. An **Alert Threshold** can be set in **Kilolitres** or **Dollars** per week which if breached will trigger an SMS or email notification. SMS notifications can be configured to resend after a set period of time using the **SMSe s Suspended After Alert** drop down menu. The **Alert Method** lets you choose between **SMS** and **Email** alerts. You can also choose from 3 time options by checking the appropriate check box - **Immedia tely (Including at night), Only during business hours** or **Specific Time**. Checking the last option will reveal a drop down menu that will allow the user to specify the hour of the day that they wish to receive the report. Once configured and activated (check the **Alert ACTIVE?** check box) you can choose to apply the alert to just this property by clicking **Save** or to all your properties by clicking **Apply to All Properties**. Click **Cancel** to exit the alert setup window.


My Profile

When you move your mouse over the **My Profile** option in the header bar there are four options revealed. This section provides help on each of those topics.

My Profile

- Change Profile
- Change Password
- View Current Terms and Conditions
- Property Profile

Change Profile

Move your mouse over the **My Profile** option on the header bar and click **Change Profile** option to update your profile information.
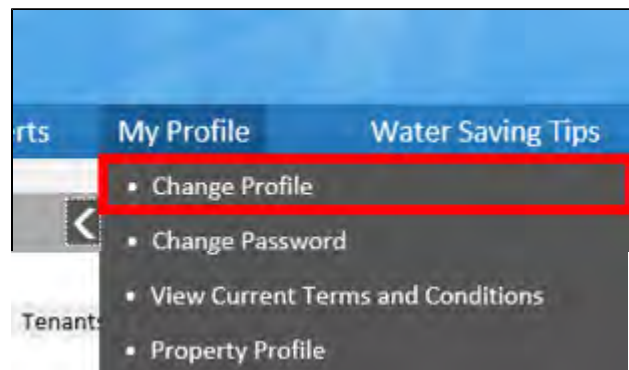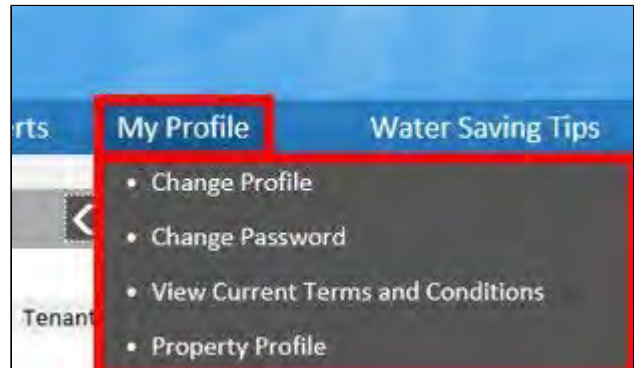
First Name - Update your **First Name** as necessary.

Last Name - Update your **Last Name** as necessary.

Email Address - The **Email Address** that you supply here will become your username for the Aqualus Water system. After completing this form, a confirmation email will be sent to this address.

Date of Birth - Update your **Date of Birth** as necessary. This date is used to validate your identity with your water utility.

Register as Organisation? - If you wish to register your user account as an organisation, tick the check box next to **Register as Organisation?**. This option is relevant to businesses, not for profit organisations or property agents. Selecting this option will present additional fields where you may provide an **Organisation Name**, **ABN** and **Website** and indicate whether your organisation will require **Real Estate Agent Rights**.

Request Real Estate Agent Rights (applicable to Organisations only) - Check this box if your organisation will require real estate agent rights within the Customer Portal.

Organisation Name (applicable to Organisations only) - Enter the **Organisation Name**.

ABN (applicable to Organisations only) - Enter your **ABN**.

Website (applicable to Organisations only) - Enter your **Website** address.

Mobile Number - **Mobile Number** is an optional field, it is however highly recommended to you provide this information as it is necessary in order to receive alerts and reports via SMS.

Phone Number - If you would rather supply a work or home **Phone Number** that is not your mobile you may do so here. You may also provide this number in addition to your mobile number.
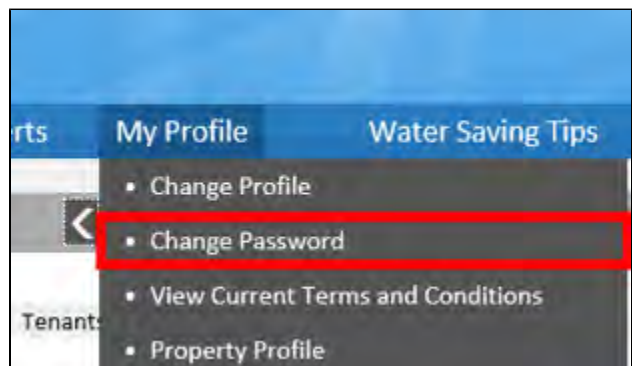
Save Profile Click **Save Profile** to update your profile information.

Cancel Click **Cancel** to exit this screen.

Change Password

Move your mouse over the **My Profile** option on the header bar and click **Change Password** option to change your Customer Portal password. You may change your password at any time.
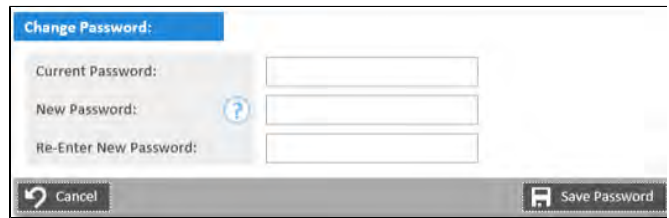
Current Password - Enter your **Current Password**.

New Password - Enter your **New Password**. The password that you provide must be suitably complex in order to protect your account. It must adhere to the following rules:

- Minimum of 8 characters long.
- Must contain both uppercase and lowercase alphabetic characters (at least 1 of each
- Must contain at least one numeric character (0-9).

Re-Enter New Password - Confirm the new password by re-entering it.
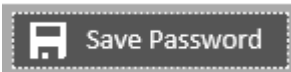
Save Password   Click **Save Password** to save the new password. A confirmation will appear stating the password has been changed successfully.
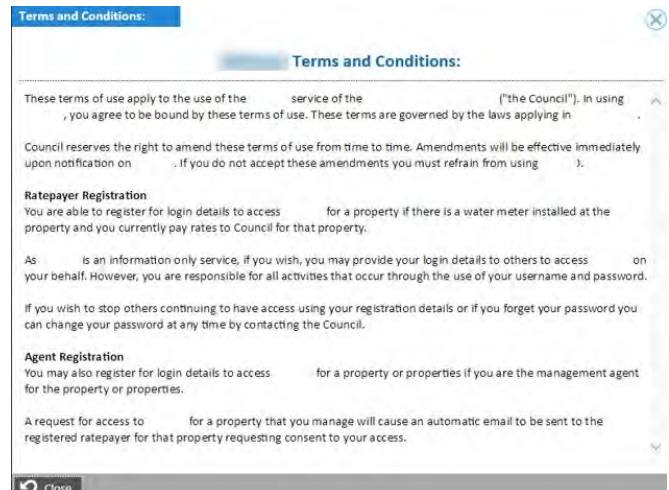
Cancel   Click **Cancel** to stop the registration process.

View Current Terms and Conditions

Move your mouse over the **My Profile** option on the header bar and click **View Current Terms and Conditions** option.
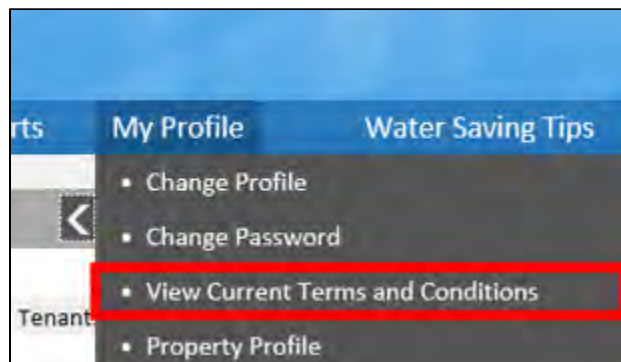
A screen will then be displayed which contains the Customer Portal terms and conditions. Click **Close** to exit this window.

Property Profile

Move your mouse over the **My Profile** option on the header bar and click **Property Profile** option. This will allow you to answer previously unanswered profile questions relating to your properties or to modify answers that have previously been given. Completing more
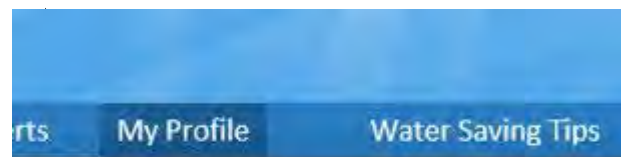
questions will assist in determining which properties are similar to your own thereby facilitating a more accurate comparison on the **Detailed Property View** reports.

For more information about updating profile questions see Update Property Profile.
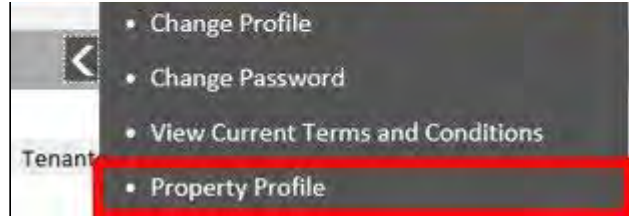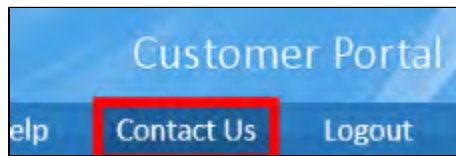
Water Saving Tips

To view **Water Saving Tips** simply click the link in the header. A series of water saving tips will be displayed onscreen.
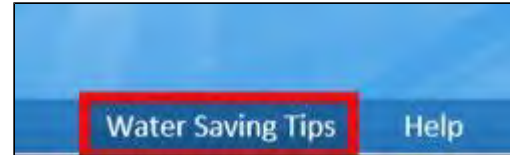
Contact Us

For contact information regarding the Customer Portal click **Contact Us** within the header bar. You will then be provided with a feedback form.

Feedback Type - Select a **Feedback Type** from the drop down menu.

Property- If your query relates to one of the properties registered in your name you may specify this using the drop down menu next to **Property**.

Details - Enter the specifics of your query in the details section.

Submit Click **Submit** to send the query to Support.
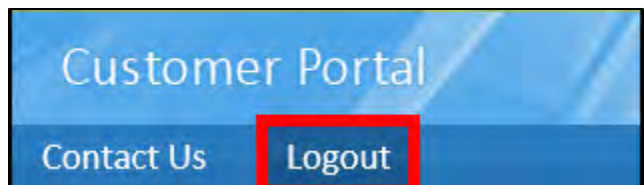
Cancel Click **Cancel** to close the window.

Log Out

When you have finished using the Customer Portal you may logout by clicking the **Logout** link in the header.

System Requirements

- Microsoft Internet Explorer 8 service pack 2, Google Chrome or Mozilla Firefox (minimum).
- Intel 2.8Ghz single-core or equivalent CPU (minimum)
- 512Mb RAM (minimum)
- Display capable of 1024 * 768 pixel resolution at 16 bit colour
- 10/100 mbps network interface

For more information about your Customer Portal
or smart water meter rollout please contact
your Council or Water Utility directly.

Aqualus

Aqualus Water is owned and
operated by Taggle Systems Pty Ltd

taggle

Taggle Systems Pty Ltd

ABN 64 126 467 847

www.aqualus.com   www.taggle.com