

CUSTOMER PORTAL USER GUIDE

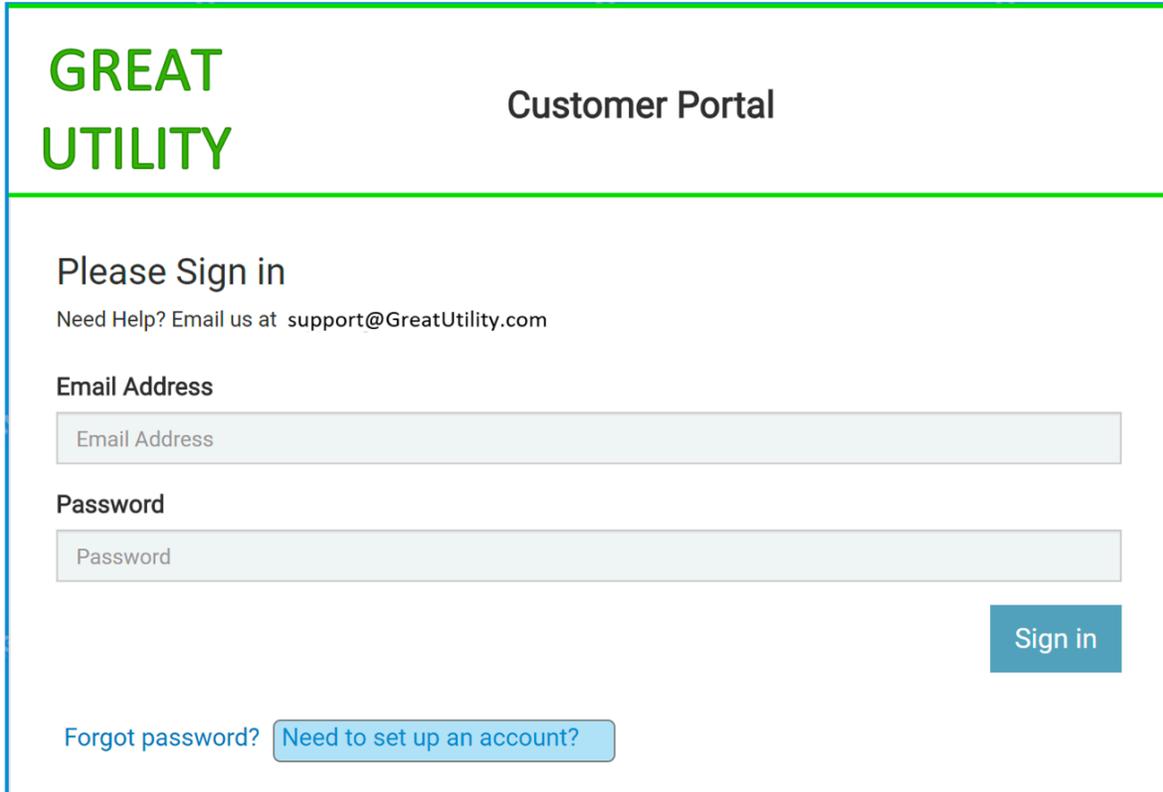


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1. Login Page:

- Go to customer portal website, there should be a link on your city's webpage.
- Sign in with your email address and password.
- If you are a new user, select **Need to setup an account?**



The screenshot shows the login page for Great Utility. At the top left, the logo "GREAT UTILITY" is displayed in green. To the right, the text "Customer Portal" is centered. Below the logo, the heading "Please Sign in" is followed by the text "Need Help? Email us at support@GreatUtility.com". There are two input fields: "Email Address" and "Password". A blue "Sign in" button is located to the right of the password field. At the bottom left, there are two links: "Forgot password?" and "Need to set up an account?".

Figure 1- Customer Portal Login Page

- If you select new setup, enter in your email address, you will then see the following window.

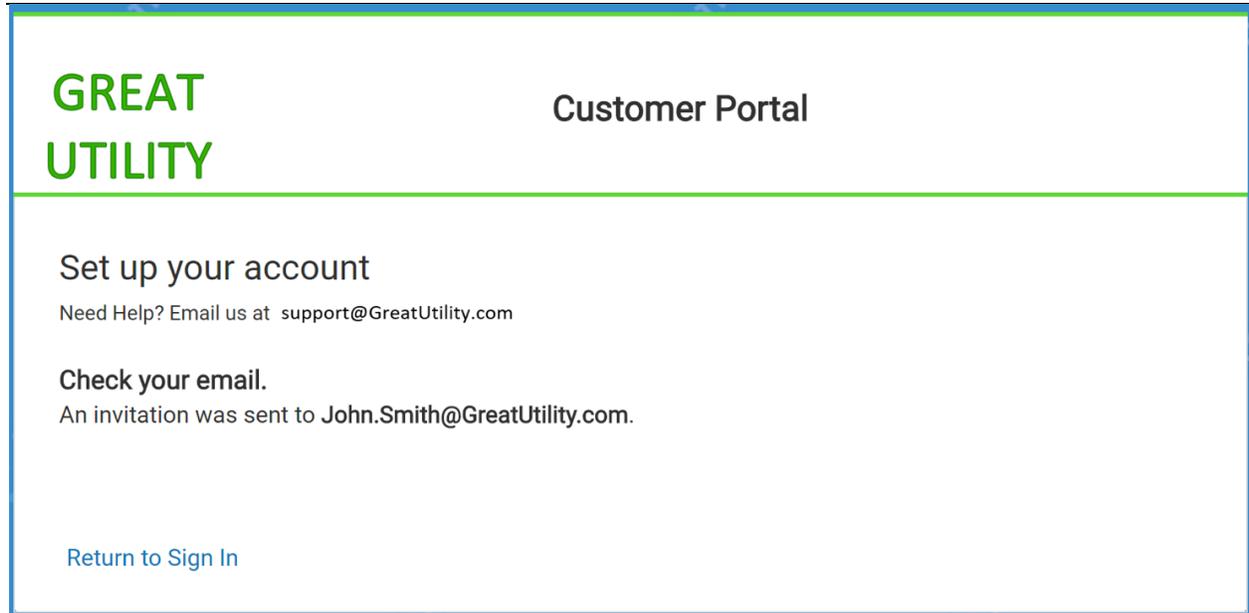


Figure 2-Sign up window

- Open your email and open the link in the email.
- You will be prompted to enter in your information to complete your setup.
NOTE: Different Utilities will have different questions and Password requirements.
- Please note the password rules and questions for your account setup.
- Select **Submit** when ready.

Set up your account

Need Help? Email us at support@GreatUtility.com

Email Address

John.Smith@GreatUtility.com

Account Number

444-44444-01

Name as it appears on bill

John Smith

Cell Phone for Text Messages (optional)

888-999-0000

Password [Rules](#)

.....

Confirm Password

.....

Language

English ▾

Password Rules

The password must follow these rules:

- Be at least 6 characters long
- Use at least one lower-case character
- Use at least one upper-case character
- Use at least one number
- Use at least one of the following special characters: . , ! ' % \$ & * - "
- Must not contain regular words

Submit

Figure 3- New User Setup window

- You should now be able to login to the customer portal.

2. Dashboard:

- The Dashboard is an overview of your account details. It displays the current and previous months' usage, current alerts, and notifications.
- There are also quick links to City Support, Pay Bill services, and language preferences.
- To sign out of your account, select **Sign out**.

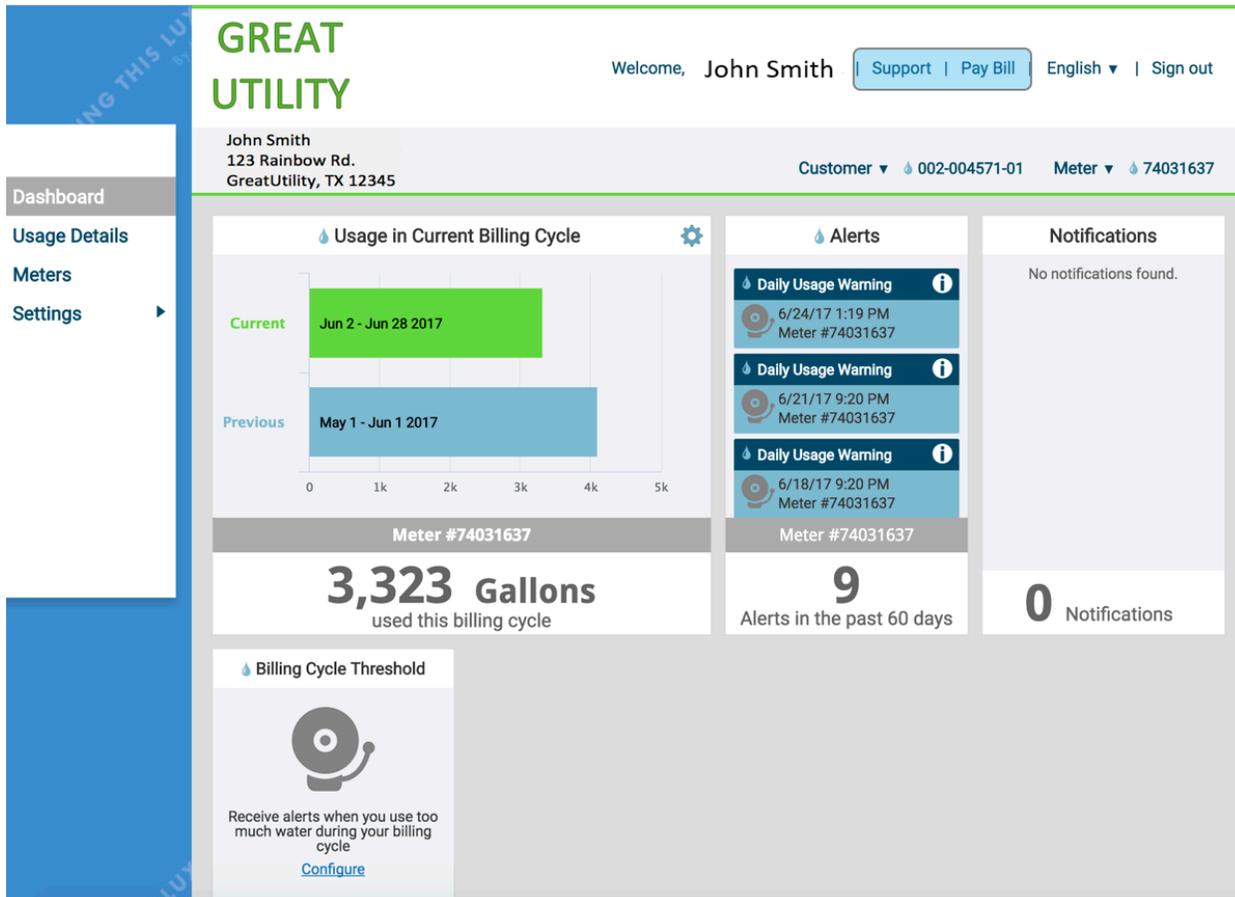


Figure 4- Customer Portal – Dashboard

3. Usage Details:

- In the Usage Details tab, you can view temperatures, rainfall, and gallon usage by a selected date ranges.
- Options include 24 hrs, 7 days, 30 days, 12 months, and a manually selected date range.

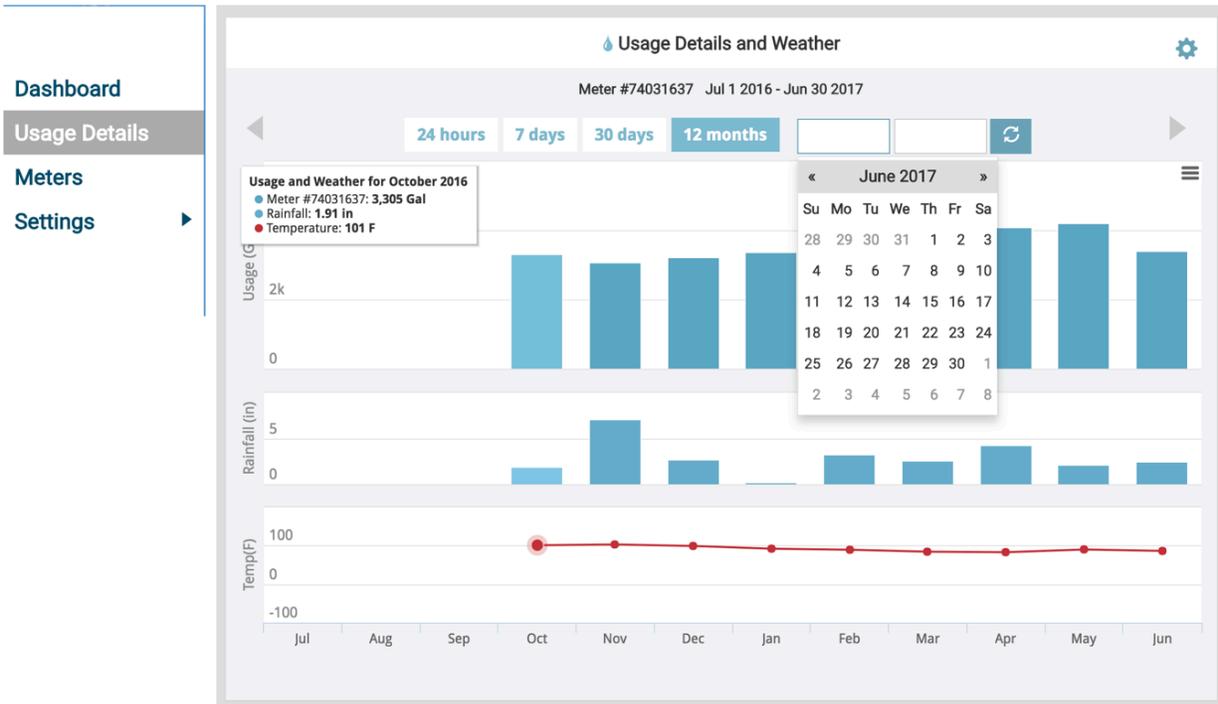


Figure 5-Customer Portal - Usage Details

4. Meters:

- In the Meters tab, the meter’s details are displayed.
- Here you can manage meter settings and monitor meter activity.

Figure 6- Customer Portal - Meters

5. Settings:

- In the Settings tab, select **Usage Alerts**, alerts can be edited here.
- To turn on the alert event function, the enabled box must be checked.

Figure 7-Customer Portal- Settings - Usage Alerts

Customer Portal User Guide

- Select **Alert Recipients**, here you can edit which alerts you would like to receive and add new recipients to receive these alerts.

Settings
▼

Usage Alerts

Alert Recipients

User Settings

Alert Recipients

i Configure which alerts you want to receive and add additional alert recipients.

John Smith (Customer Owner) Email: John.Smith@GreatUtility.com

💧 Send email when Water Meters report:

- Vacation Usage Warning
- Daily Usage Warning
- Billing Cycle Usage Warning

Edit

Recipient Name	Email	Cell Phone for Text Messages	
Recipient Name	Email	Cell Phone	<div style="display: flex; gap: 10px;"> <div style="background-color: #0070c0; color: white; padding: 5px 10px; border-radius: 3px;">Save</div> <div style="background-color: #ccc; padding: 5px 10px; border-radius: 3px;">Cancel</div> </div>

💧 Water Meters

Vacation Usage Warning
 Daily Usage Warning
 Billing Cycle Usage Warning

Add alert recipient

Figure 8-Customer Portal- Settings - Alert Recipients

- Select **User Settings**, here you can edit your email, phone#, password, and even add other accounts. This is for monitoring purposes only. To update your email and phone# for billing purposes make sure to contact the city.

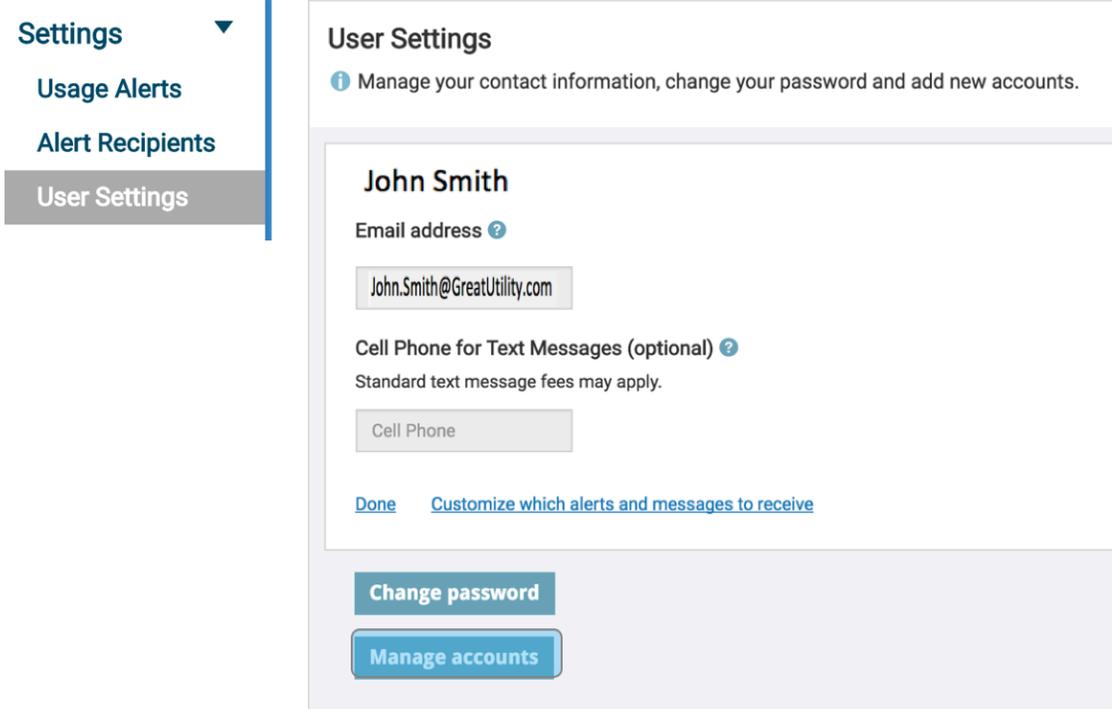


Figure 9-Customer Portal- Settings - User Settings

- Manage account page allows accounts to be added or removed. This is only for monitoring purposes.

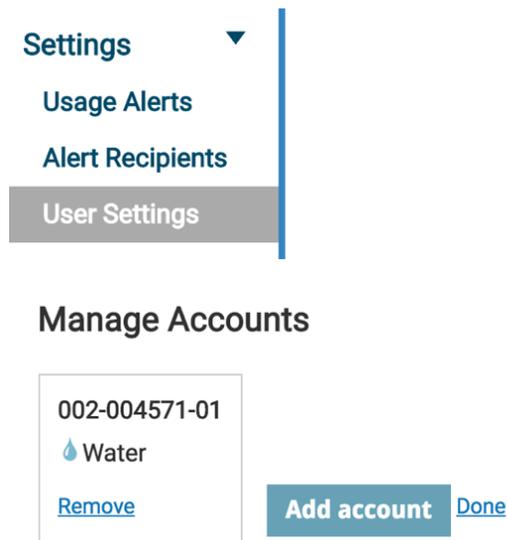


Figure 10-Manage Accounts Page