



Online Customer Water Meter Portal Instruction Sheet -Setting up your portal

Access your online water portal and sign-up online for an account.

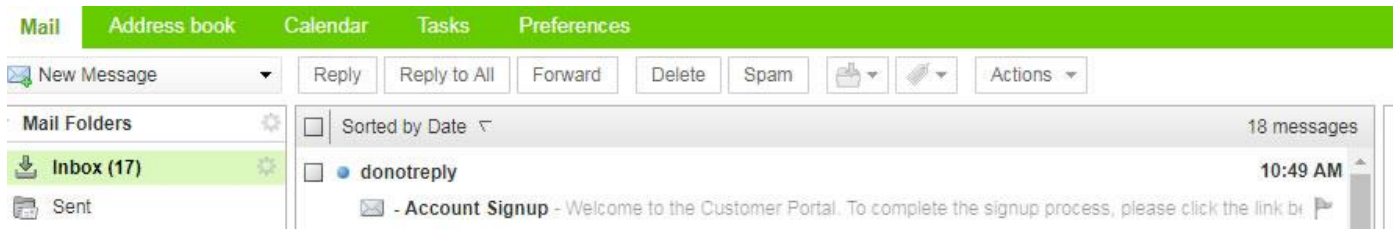
How to sign up for an account & access the online consumer portal: Open up the [online consumer portal](#) to launch the portal and/or set up an account.

The screenshot shows the 'Okotoks Customer Portal' sign-in interface. At the top left is the Okotoks logo. The page title is 'Customer Portal'. Below the logo, it says 'Please Sign in' and provides contact information: 'Need Help? Call us at 403-938-8937 or email us at utilities@okotoks.ca'. There are two input fields: 'Email Address' and 'Password'. Below the password field is a checkbox labeled 'Show password'. A blue 'Sign in' button is located at the bottom right of the form area. At the bottom left, there are two links: 'Forgot password?' and 'Need to set up an account?'.

Click on the 'Need to set up an account?' button at the bottom right-hand side of the box. You will see a screen asking for your email address. Once you have entered your email address, click the blue 'Get Started' button.

The screenshot shows the 'Okotoks Customer Portal' account setup interface. At the top left is the Okotoks logo. The page title is 'Customer Portal'. Below the logo, it says 'Set up your account' and provides contact information: 'Need Help? Call us at 403-938-8937 or email us at utilities@okotoks.ca'. There is one input field labeled 'Email Address'. A blue 'Get Started' button is located at the bottom right of the form area. At the bottom left, there is a link: 'Return to Sign In'.

Please open up your email account for further instructions on how to access the online portal. The example shown below is of an online email browser, but use your own email browser, e.g. Microsoft Outlook.



Once you have opened up your email, please click on the link provided to launch you to the portal sign-up webpage. (If you have any issues with signing up, please call Town of Okotoks Utilities at 403-938-8937 for assistance).

Set up your account

Need Help? Call us at 403-938-8937 or email us at utilities@okotoks.ca

Email Address

Account number (including decimals and leading zeros)

Name as it appears on the bill (LASTNAME FIRSTNAME)

The security token provided by your utility (Don't have one? Contact us!)

Password [Rules](#)

Confirm Password

Show passwords

Language

Submit

Need assistance with signing up to the portal? Please call the Town of Okotoks Utility Clerk for assistance at 403-938-8937.

What if I forget my password? On the **Sign-In** page, click the **Forgot Password**.

What if I cannot remember the email used for the portal login? Please call the Town of Okotoks Utility Clerk for assistance at 403-938-8937.

Can a Town employee set up the account for me? No. During the setup process you will be asked to accept certain terms and agreements that the utility customer service representative cannot accept for you. You will also have to use the mobile device or email to confirm you are the owner of the address or device.

Once you have successfully registered and signed in to the portal, you will have access to your digital water information, Town notices and information. You will also have the ability to set up your own personal notifications.

Okotoks Historic Past. Sustainable Future

Welcome, CUSTOMER NAME | Support | English ▼ | Sign out

A. MAIN HEADER

CUSTOMER NAME
ADDRESS

Customer ▼ 00:002 Meter ▼ Crystal Shores

B. DASHBOARD

Dashboard
Usage Details
Meters
Settings

Usage in Current Billing Cycle

Current: Oct 16 - Nov 14 2017
Previous: Aug 15 - Oct 15 2017

Crystal Shores

19.20 Cubic Meters
used this billing cycle

Alerts

Daily Usage Warning
11/12/17 11:04 PM
Crystal Shores

Daily Usage Warning
11/11/17 8:04 PM
Crystal Shores

Daily Usage Warning
11/10/17 11:04 PM
Crystal Shores

Crystal Shores

6
Alerts in the past 60 days

Notifications

Posted 08/31/2017 The Town of Okotoks can provide your bill by email Please contact utilities@okotoks.ca to go paperless!

Crystal Shores

1 Notification

C. INFORMATION BOXES

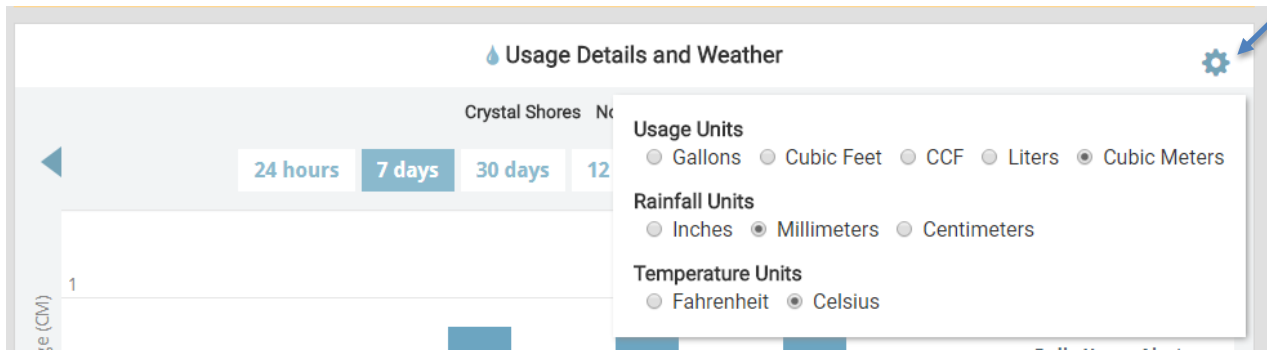
Billing Cycle Threshold

On Target
As of 12:00 am
Change or disable this threshold in [Usage Alerts](#)

****THIS SECTION HAS SEPARATE INFORMATION FOR USAGE DATA, ALERTS, NOTIFICATIONS, AND YOUR PERSONAL BILLING CYCLE THRESHOLD METER.**

- A. Main Header:** shows your name, address and meter customer number and meter nickname.
- B. Dashboard:** provides quick links to detailed usage details, meter info and your personal settings.
- C. Information Boxes:** this section has separate boxes with information on your personal usage data, alerts, notifications and your personal billing cycle threshold meter.

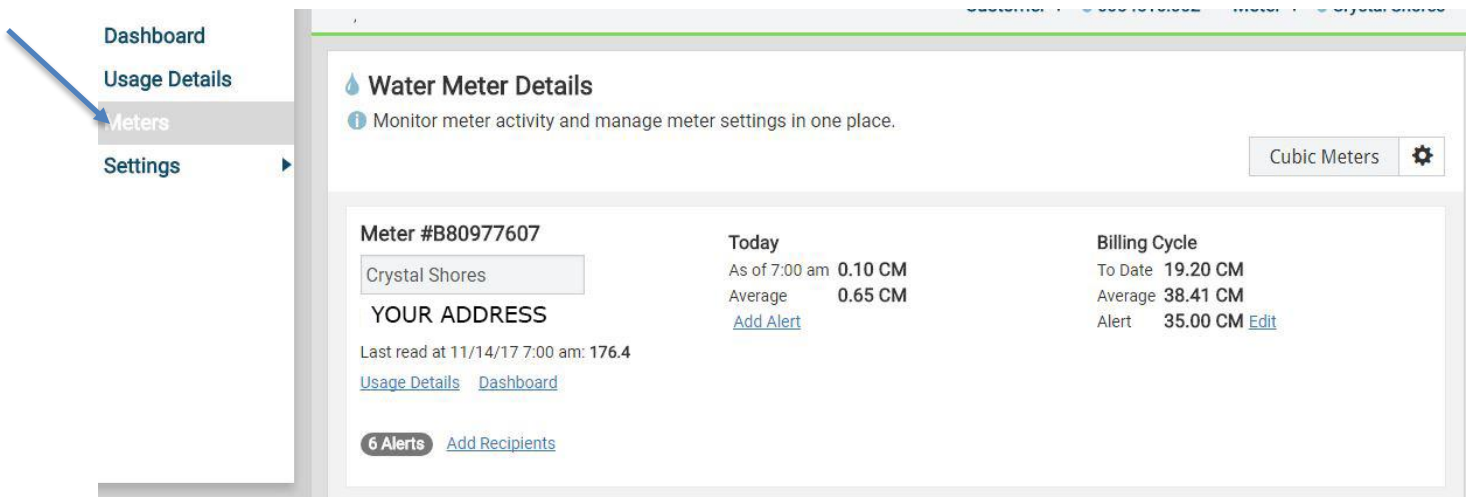
Using the dashboard menu, click on 'usage details'. Select the gear symbol to select your preference for usage, rainfall and Temperature units. Once you have set your preferences, click on the gear symbol to close the box.



Navigate by clicking between the 24 hour, 7 days, 30 days and 12 month options and investigate your water use.

You can click 'alert recipients' on the 'settings' dashboard and set up your alert email contacts. Now you are ready to set up alerts and have notifications sent to you when you have exceeded your personal threshold amount. Here's how:

Click 'Meters' on the dashboard.



- a. Select 'add alert' under 'today' and set a daily usage amount to send you an alert notification when you have reached your preferred daily consumption amount.

Customers that have multiple meters can view each account separately by clicking on the 'customer' and 'meter' items on the top menu bar. If you have multiple accounts, you can sign a nickname to your meters e.g. Crystal Shores, Cimarron, Westmount etc. To create a nickname, click on 'meter' and 'meter nicknames'.