AUTOMATED UTILITY SYSTEMS

USER GUIDE
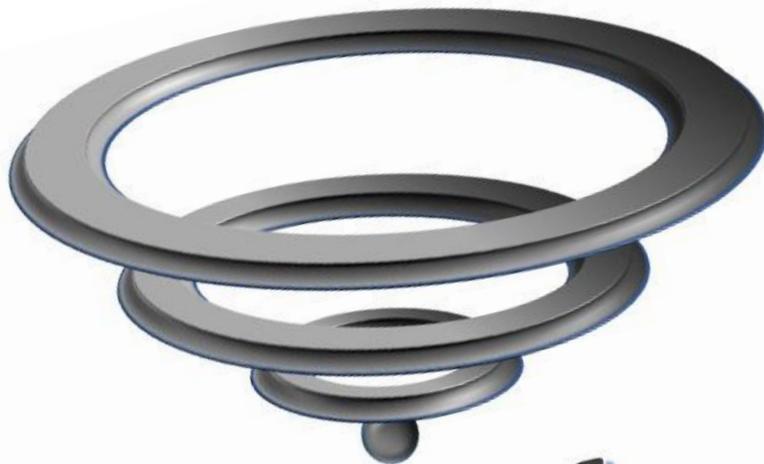
Customer Web Portal

USER GUIDE

© Automated Utility Systems
3 Dartmouth Avenue
Glenwood
Durban 4001
+27 67 161 3801
www.aus-iot.com

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Web Portal Access

Access to the Automated Utility Systems web portal is achieved through our webpage www.aus-iot.com . On the website's "HOME" page there are two option which one can select. The "LEARN MORE" option opens the actual web page information, whereas the "WEB PORTAL" (1) option will transfer you to the Automated Utility Systems web portal.

Select the "WEB PORTAL" option.

Figure 1 **Automated Utility Systems** Home page:

Web Portal Page Structure

The Automated Utility Systems Web portal format has been set out as follows:

- Main menu located on the left **(7)** for selection of the various web pages.
- Top menu, which includes the main menu selector **(6)**, page icon **(2)**, page name **(3)**, important notice's **(4)** and the drop down menu **(5)**.
- List of tabs available for page selection (Error! Reference source not found.).
- The Automated Utility Systems copyright **(18)**.

The Main Menu links to the following pages:

- The Dashboard or Home page **(8)**.
- The Notices & Reports pages **(11).**
- The User Manual (This document) **(12).**
- Logout and return to the Login page **(13).**
- Help User Manual **(14)**.
- Full screen **(15)**.
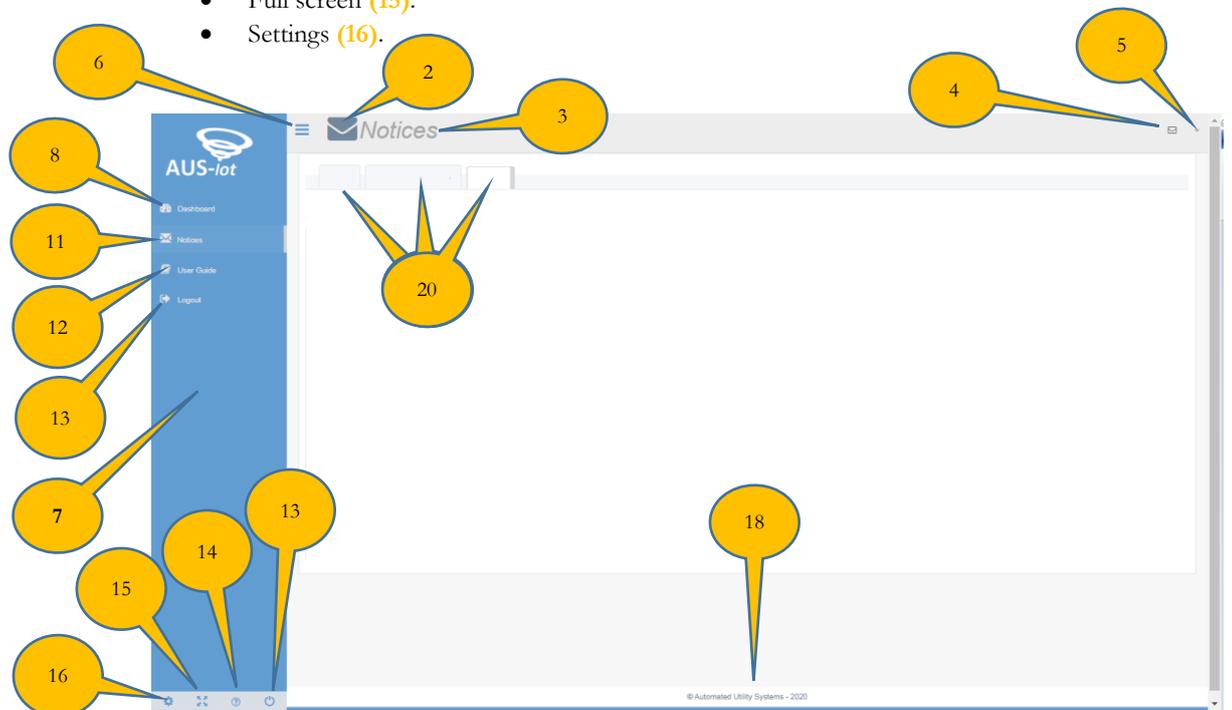- Settings **(16)**.

Figure 2 **Automated Utility Systems** web portal page structure:

Web Portal Login

Access to the Automated Utility System's web portal requires that two pieces of information be entered. Firstly the user ID to identify **(23)** the user and secondly a password **(24)** to allow access to the protected data in the database.

The user ID is defines as the users email address that has been registered on the Automated Utility Systems server. The email address must be a valid and active email address. The email address is loaded during the tenant registration process and forms part of the initial Login registration process.

The Main Menu links to the following pages:

- Return to the Automated Utility System's Home webpage **(21)**.
- Access to the User Guide. **(12)**.
- Return to the Automated Utility System's "Contact us" webpage **(22)**.

Canceling **(25)** the Login process returns you to the Automated Utility Systems Home webpage.

The Login **(26)** button initiates the verification process of the entered email **(23)** and password **(24)**, if validated the user will be directed to the "Dashboard" page. The user can select the option to displaying the password **(27)**.

Links to pages for registering as a new user **(28)**, change the existing password **(29)** or to replace a forgotten password **(30)** are also provided.

Figure 3 **Automated Utility Systems** web portal LOGIN page:

Web Portal Registration & Forgot Password

To register as a new user or in the event that the current password has been lost or forgotten, the Automated Utility Systems server requires that the user performs a two-step process.

The first step is to enter the desired email address (23), next the registration number (27) as provided by the "Site Management", then the chosen or new password (31) and confirmation password (32). Finally submit the information using the "Register/ Submit" button (33).

The second step is initiated by the "Register" button, on submission a confirmation window will appear that directs you to the email containing the required OTP that has been sent. You will automatically be redirects to the OTP page.

The password is a user selected password with the following requirements:

- Minimum of 8 characters, preferably 12.
- Must contain alpha's and numbers, can contain symbols.
- Must not be the same as the user email address or a previous password.
- Should be a random word or phrase for best security.
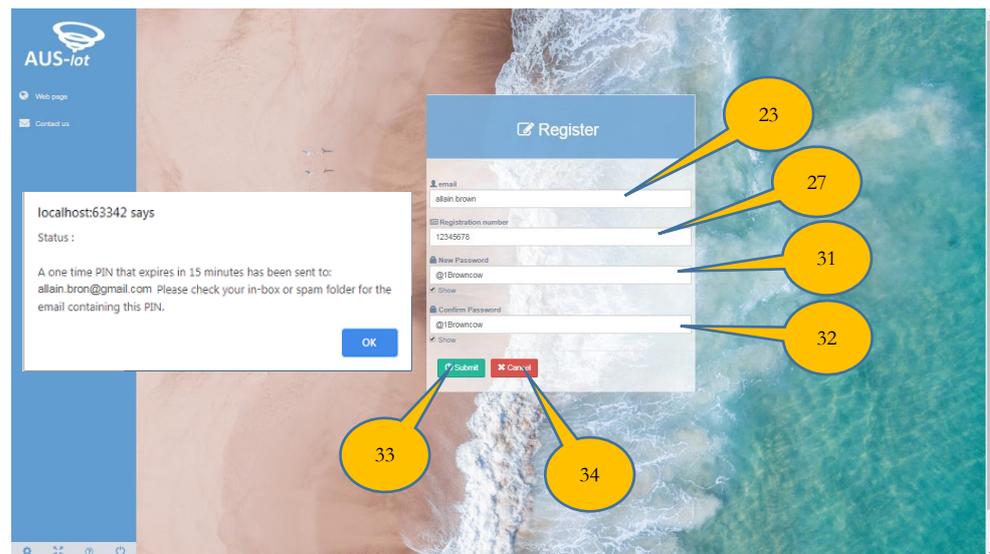- Keep your password secret.

Figure 4 **Automated Utility Systems** web portal password REGISTRATION page:

Web Portal One Time Password (OTP)

The second step required to complete a registration process and the process for a forgotten password is to confirm the email address **(23)**. This is done by submitting an One Time Password (OTP) **(35)**. The OTP is generated by the Automated Utility Systems server when the "Submit" button **(36)** is presses on the Register / Forgotten password page. The OTP will be sent to the email address **(23)** that was provided on the OTP page, the email format is shown below.
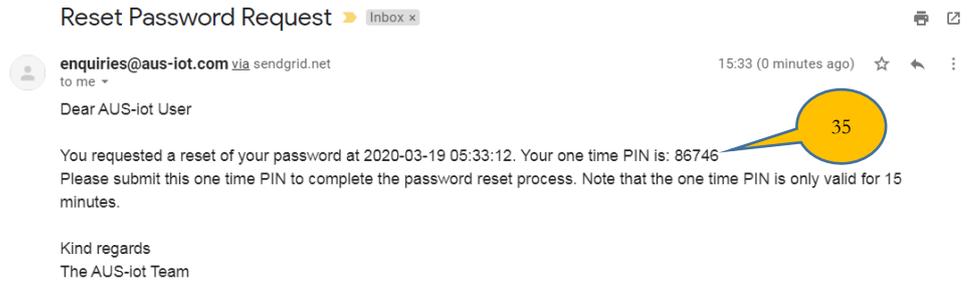
The OTP must be received, entered into the OTP field **(35)** and "Submitted" **(36)** within 15 minutes, as the Automated Utility Systems server will time out the original OTP thereafter. In the event that the OTP was not received or entered in time, a new OTP can be requested using the "NEW OTP" button **(37)**.
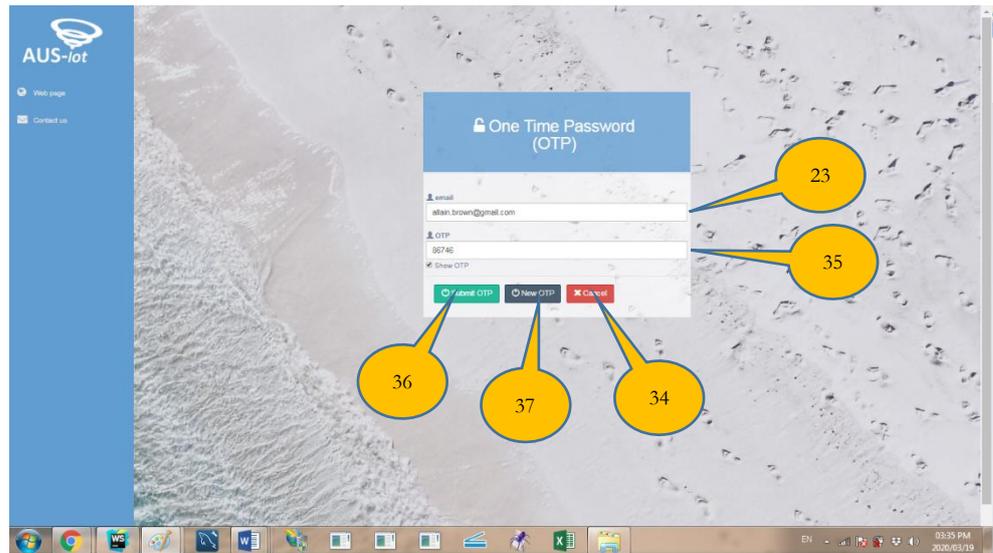
Figure 5 **Automated Utility Systems** web portal password OTP page:

Web Portal Change Password

The process to change an existing password on the Automated Utility System's server requires that the user enter the following information in the "CHANGE PASSWORD" page:

- The desired email address **(23)**
- The old password **(38)**
- The new password **(31)**
- The confirmation password **(32)**

The user password can be changed at any time, there are no limitation on the number of times the password can be changed.
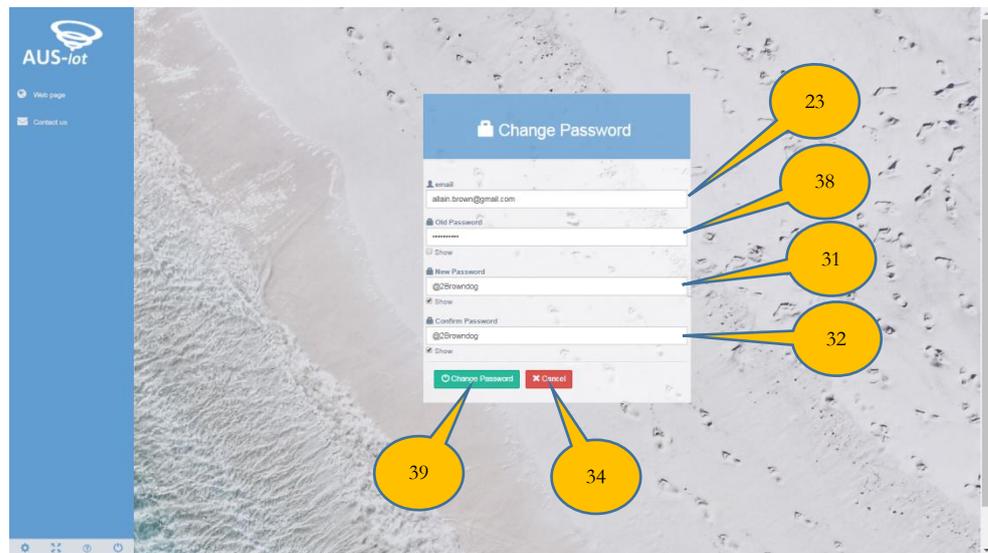
Figure 6 **Automated Utility Systems** web portal password CHANGE page:

Web Portal Customer Dashboard

The Customer dashboard provides the user with an overview of the customer's current utilities. The page supports several utility meters. These meters may or may not be connected to the same supply utility or system. The Dashboard provides the following relevant information:

- The Customer Account number **(40)**.
- The Customer's Usage graph **(41)**.
- The Usage Graph selection labels **(42)**.
- The Customer Details **(43).**
- The Customer Current Bill **(44).**
- The meter readings for cold water meter **(46).**
- The meter readings for electricity meter **(48).**
- The meter serial numbers **(47)** & **(49).**

Figure 7 **Automated Utility Systems** web portal customer DASHBOARD page:

Web Portal Customer Notices

The Customer Notices page details system generated Alerts, all manager Notices and customer Reported issues. These various elements are accessed under their individual tabs.

The Notices page provides the following relevant information:

- Customer Alerts (72).
- Manager Notices (75).
- Customer Reported Issues (77).
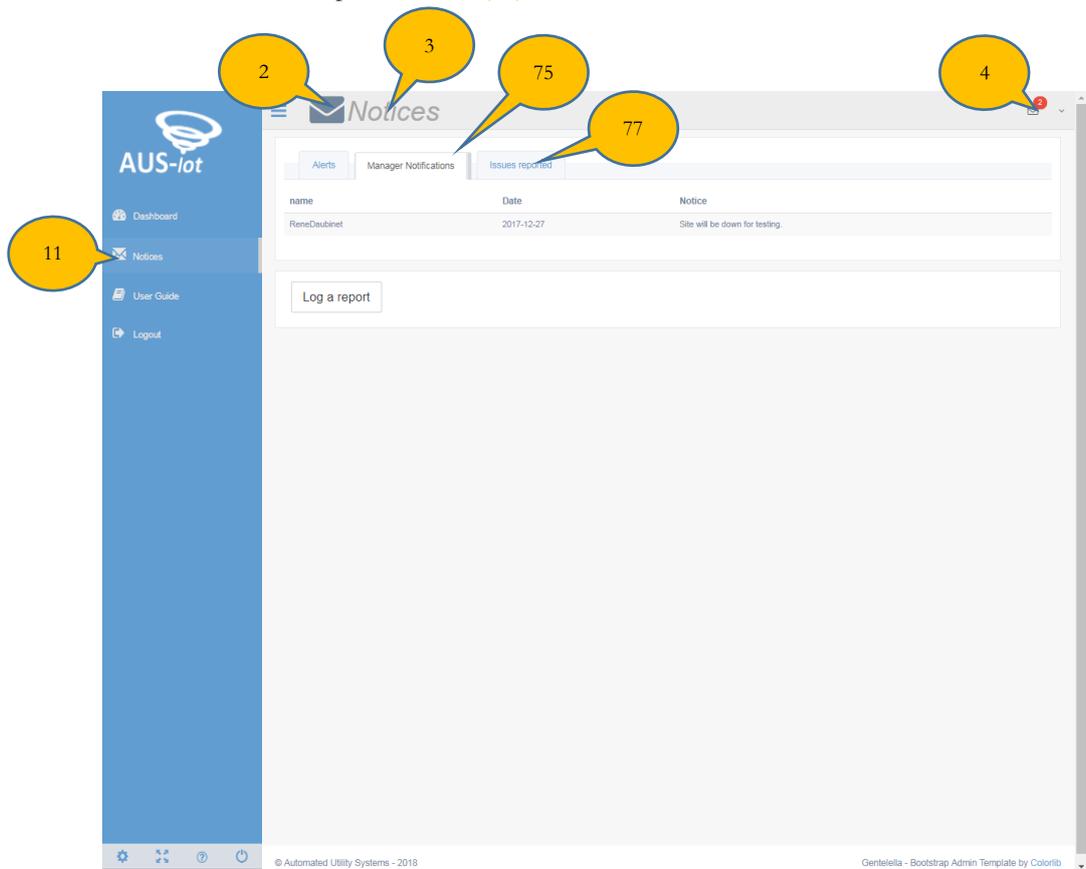
Figure 8 **Automated Utility Systems** web portal customer MANAGER notices page:

Web Portal Customer Report

The Customer report form provides the user with the ability to lodge a site related report. The report is permanently stored to the Automated Utility Systems server and can be viewed by both the user and the site manager.

The status of the report is updated by the site manager.

The report allows the user to state where the problem is located, what type of problem exists and a description of the problem.
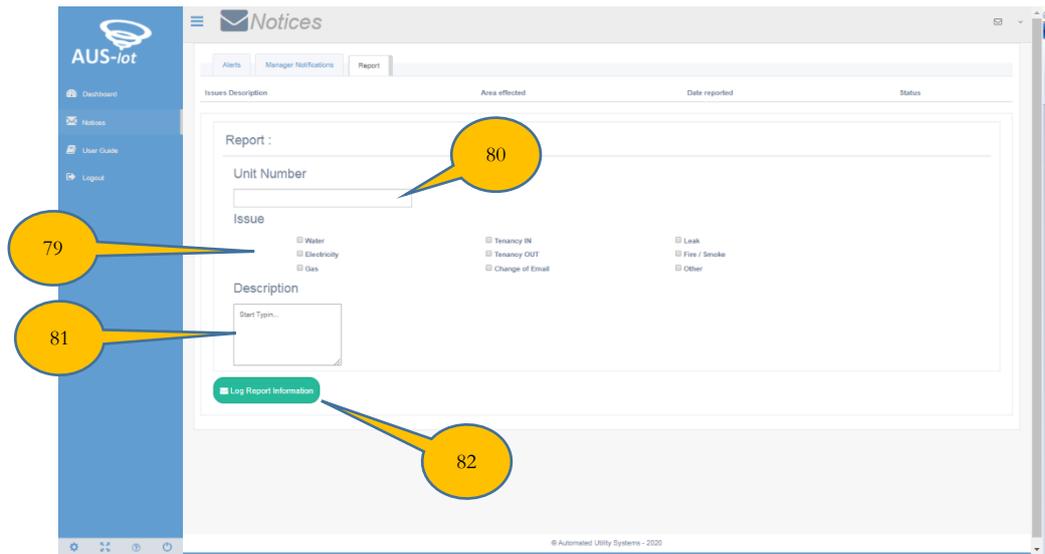
Figure 9 **Automated Utility Systems** web portal customer REPORT page:

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1. **WEB PORTAL:** Access to the Automated Utility Systems Web portal is via the "WEB PORTAL" submit button positioned on the home page of the Automated Utility Systems web page, the address of the web page is www.aus-iot.com.

2. **PAGE ICON:** Each web page has a "PAGE ICON", the page icon is used as a quick reference to the page's relevance and function.

3. **PAGE NAME:** Each web page has a "PAGE NAME", as with the page icon this is used as a quick reference to the pages relevance and function.

4. **NOTIFICATIONS:** The link to customer alerts, the number indicates how many urgent messages have been sent by the AUS-iot System software to the user.

5. **TOP MENU:** The drop down menu provides supports for returning to the Home or Dashboards page, access to Help or to Logout.

6. **MENU SELECTOR:** The menu selector allows for optimal use of the display or screen area, this is especially important on small screens. The selector allows for the main menu to be displayed or hidden.

7. **MAIN MENU:** The Main menu allows for the structuring of the web portal into distinct sections, namely overall customer status, customer specific information and to logout. The menu provides the links to the various Automated Utility Systems web portal pages.

8. **DASHBOARD:** The main menu's link to the user's dashboard which provides an overview of the various meters registered to the user. It also provides the customer details on record, the current balance and meter readings.

9. **INVOICE:** The tab to link to the user's invoice page. The invoice page provides the user with the ability to load and print the selected invoices or bills. This feature is only available if the AUS-iot Invoice system has been implemented.

10. **USAGE:** The tab to link to the user's usage page. The data presented relates to meter specific usage in monthly and yearly terms.

11. **NOTICES:** The menu link to the customer's alerts, notices and reports web pages.

12. **USER GUIDE:** The main menu item provides the user with access to the latest released version of this document.

13. **LOGOUT:** The menu selection directs the user back to the Automated Utility Systems web portal login page.

14. **HELP:** The link provides access to the latest version of user manual.

15. **FULL SCREEN:** The menu selection has not been implemented, future upgrade.

16. **SETUP:** The menu selection has not been implemented, future upgrade.

17. **PRINT:** The button initiates the printing of the report.

18. **COPYRIGHT:** The Automated Utility Systems copyright notice.

19. **REFERENCE:** The Colorlib reference.

20. **TABS:** The links to the various web pages associated with the main menu selection item.

21. **WEB:** This main menu item returns the user to the Automated Utility Systems "Home" web page www.aus-iot.com.

22. **CONTACT US:** This main menu item will return the user to the Automated Utility Systems "Contact Us" web page.

23. **EMAIL ADDRESS:** The users email address as registered on the Automated Utility Systems AUS-iot server. The email address is used as the user's identification within the Automated Utility Systems database. The user's email and password are required to log into the Automated Utility Systems web portal.

24. **PASSWORD:** The user's Password is required to log into the Automated Utility Systems web portal. The password provides for the protection of the data within the Automated Utility Systems database. To register the user's password on the Automated Utility Systems database requires that the user complete a two-step process. Firstly the user provides the password through the Login registration page and then confirms the password with a one-time password that will be emailed to the address provided.

25. **CANCEL:** This Cancel button will return the user to the previous page, such as the Automated Utility Systems "Home" web page www.aus-iot.com.

26. **LOGIN:** The Login button will submit the email and password combination to the Automated Utility Systems server for verification. If the email address and password combination is valid, the user will be directed to the relevant dashboard web page. The relevant dashboard page being dependant on the user's assigned privilege level.

27. **REGISTRATION:** The Registration number is require to be entered during the tenant registration process, together with the new and confirmation email address.

28. **REGISTER:** The password Register option must be completed prior to being granted access to the Automated Utility Systems web portal. The register option allows for the registration of new users passwords into the Automated Utility Systems database. User must enter their email address, the Registration number, together with the new password and the confirmation password matching the new password. If the registration is valid the user will receive an email on the submitted email address containing a One Time Password (OTP). This OTP must be submitted to complete the two-step registration process.

29. **CHANGE:** The password Change option allows the user to change the current registered password on the Automated Utility Systems database. The user must enter their email address, their existing password, the new password, together with the confirmation password matching the new password. If the registration is valid the password will be changed and updated on the Automated Utility Systems database.

30. **FORGOT:** The password Forgot option allows the user to re-register a password into the Automated Utility Systems database. User must enter their email address and new password, together with the confirmation password matching the new password. If the registration is valid the user will receive an email on the submitted email address containing a One Time Password (OTP). This OTP must be submitted to complete the process.

31. **NEW PASSWORD:** The user's New Password, this is required to REGISTER a password or in the event that the password was FORGOTTEN. The new password will allow future entry into the Automated Utility Systems web portal.

32. **CONFIRM PASSWORD:** When performing the REGISTER password process or the FORGOTTEN password process, the user must confirm the new password by entering the identical confirm password.

33. **REGISTER:** The register button will initiate the process whereby the user's email address, new password, together with the matching confirmation password are sent to the Automated Utility Systems server. If the registration is valid the user will receive an email on the submitted email address, containing a One Time Password (OTP). This OTP must be submitted to complete the two-step registration process.

34. **CANCEL:** This Cancel selection will return the user to the Automated Utility Systems "Login" web page

35. **OTP:** The One Time Password (OTP) received via the email from the Automated Utility Systems server must be entered into this field. The OTP is required to ensure that a secure REGISTER password or FORGOTTEN password process is completed.

36. **SUBMIT OTP:** The Submit One Time Password (OTP) button initiates the OTP process as required in the two-step process, this is so as to ensure a secure REGISTER password or FORGOTTEN password process is completed. The process must be completed within 15 minutes of the initial request for an OTP as the server times out.

37. **NEW OTP:** In the event that no One Time Password (OTP) was received or in the event that the process times out, a new OTP can be requested by using the "NEW OPT" button. The OTP will be sent to the submitted email address.

38. **OLD PASSWORD:** The user's current Password, this is required to CHANGE the password. The old password will be removed from the database and in future will not allow entry into the Automated Utility Systems web portal.

39. **CHANGE PASSWORD:** The "CHANGE PASSWORD" button initiates the process whereby the user's email address, current password, new password, together with the matching confirmation password will be sent to the Automated Utility Systems server. If the email address and password combination is correct and the new and confirmed password match, then the current password will be changed to the new password.

40. **ACCOUNT NUMBER:** The customer account number used to reference all the meters registered under the account holder's name. The Account number is required when making enquires.

41. **USAGE GRAPH:** The graph shows the daily usage for meters registered to the ACCOUNT. The graph depicts the daily usage for each day for the period selected in the Date Range fields, the graph also provides the maximum and minimum usages for each day.

42. **METER SELECTOR:** When the appropriate label is selected then the selected meter's data will be shown on the graph.

43. **CUSTOMER DETAILS:** These are the details for the person to whom the meters have been registered, including name and physical address to which the account is linked. Note the address may not necessarily be the physical address at which the meters are located.

44. **BILLED AMOUNT:** This feature is part of the AUS-iot Invoicing system, if the invoicing system and its associated tariff structures have been implemented then this field reflects the payment which is outstanding to cover the usage over the current billing period. The amount does not include any arrears or credit.

45. **METER DETAILS:** The list of meters registered to the account, including the meter numbers and meter types.

46. **METER READING:** The readings reflect the latest meter reading received for meter 1.

47. **METER NUMBER:** The meter number that ties to the graph as detailed in section (41) and meter 1's reading as detailed in section (46).

48. **METER READING:** The readings reflect the latest meter reading received for meter 2.

49. **METER NUMBER:** The meter number that ties to the graph as detailed in section (41) and meter 2's reading as detailed in section (48).

50. **PERFROMANCE CHARTS:** Future feature to be implemented.

51. **INVOICE NUMBER:** This feature is part of the AUS-iot Invoicing system, The invoice or bill number is used to reference the meters consumption over the designated period. This number is to be referenced when making queries.

52. **INVOICE DATE:** This feature is part of the AUS-iot Invoicing system. The date on which the invoice / bill was issued, this is not the due date which is detailed under a different section.

53. **CUSTOMER DETAILS:** The details for the person to whom the meters are registered, the holder of the account.

54. **SITE DETAILS:** The details of the physical site at which the meters registered to the account number are physically located, if different to CUSTOMER DETAILS.

55. **SUPPLIER DETAILS:** The utility and service provider details, including suppliers name, address, tax number etc.

56. **INVOICE EMAIL:** The email address and copy address to which the E-Bill will be sent.

57. **SERVICES:** Indicators of which utilities services have been included in the bill / invoice.

58. **METER DETAILS:** The list of meters registered to the account, including the meter numbers, meter types, current and previous meter reading. The readings reflect the latest meter reading received.

59. **BILLED AMOUNT:** The payment which is outstanding to cover the usage over the current billing period. This amount does not include any arrears or credit.

60. **DUE DATE:** The due date indicates the final date on which payment must be received by the supplier, this is with respect to the INVOICE DATE as listed and the BILLED AMOUNT as detailed.

61. **UTILITIES:** The utility charges, detailing all costs associated with the provision of the utility services, including a description and the associated taxes.

62. **NOTIFICATIONS:** The list of any notices or messages for the billing period, relating to the supply of the utility services to the user.

63. **TARIFFS:** A detailed list of all relevant tariffs and charges associated with the usage, including the name of the tariff, the implementation date, the applicable steps if any, the actual rate and associated taxes.

64. **FIXED:** A detailed list of all fixed charges levied during the billing period. Including the name of the charge, a description of the charge, the fee associated with the charges and the associated taxes.

65. **PAYMENT DETAILS:** The payment details refer to the suppliers banking details as required for the payment of the BILLED AMOUNT.

66. **PAYMENT REFERENCE:** The payment reference number is a unique Automated Utility System server generated number that identifies the invoice. The number must be included with all payments as it serves as the reference to the bill being paid. The reference is to be included as detailed on the bill without any additional text or numbers added.

67. **CONTACT DETAILS:** The contact details of the service provider.

68. **CONTACT AFTERHOURS:** The afterhours contact details of the service provider if afterhours support is provided or if they differ to the business hours contact details.

69. **INVOICE TABS:** The tabs used to select the required invoice.

70. **METER TABS:** The tabs used to select the required meters data.

71. **MONTHLY USAGE GRAPH:** The graph shows the monthly usage for meters registered to the account number. The graph depicts the monthly usage for the last 12 months. If the account has been active for less than 12 months then the graph depicts all month's usages to date.

72. **QUARTERLY USAGE GRAPH:** The graph shows the average usage over the last 4 quarters. If the account has been active for less than 12 months then the graph depicts will depict only the available usages to date.

73. **USAGE TABLE:** Table of the meters historic quarterly usages (a**)** with the meters average (b) and the sites average (c).

74. **ALERT:** The tab selection to display any urgent alert or notifications that have been sent to the customer.

75. **MANAGER:** The tab selection to display any general management messages.

76. **ISSUES:** The tab selection to display any issues / reports that the customer has forwarded to the management team.

77. **REPORT:** The link to the customer Issue / report page required to log a report with management. The report is logged directly to the system database.

78. **USAGE TABLE:** Table of the meters historic quarterly usages (a**)** with the meters average (b) and the sites average (c).

79. **TYPE:** The type of issue that is being reported, such as which utility fault is being experienced, what type of maintenance is required or any other general issue.

80. **LOCATION:** The location where the issue is.

81. **DESCRIPTION:** a description of the issue being reported to the management team.

82. **SUBMIT REPORT:** The button lodges the entered report to the AUS-iot System.