Aqua Metric

City of Hempstead CUSTOMER PORTAL USER GUIDE

Revision Date: 20230512

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1. Login Page:

- Go to the City of Webster customer portal website below.
- https://my-hemtx.sensus-analytics.com/login.html#/signin
- Sign in with your email address and password.
- If you are a new user, select **Need to setup an account?**

Customer Portal

Please Sign in

Need Help? Contact us at 979-826-2486, utilities@hempsteadcitytx.gov or
https://www.hempsteadcitytx.gov/city_government/departments/utilities___billing/index.php.

Email Address

Email Address

Password

Password

☐ Show password

Sign in

Forgot password?   Need to set up an account?

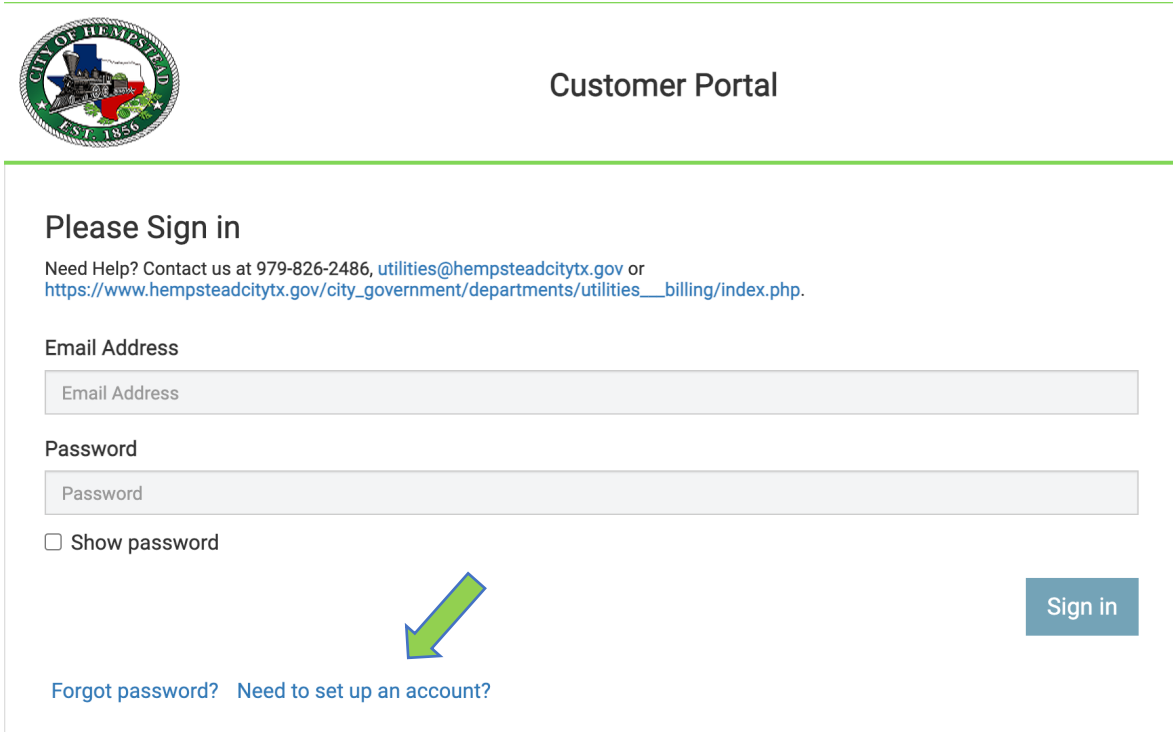*Figure 1- Customer Portal Login Page*

- Type in your email address and select **Get Started.**

Customer Portal
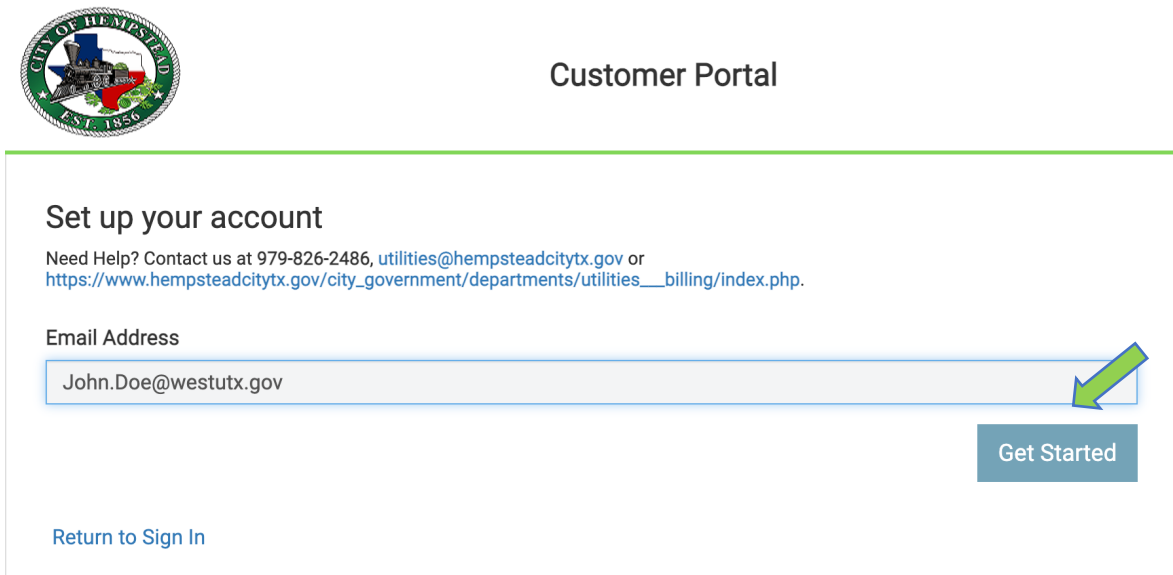
Set up your account

Need Help? Contact us at 979-826-2486, utilities@hempsteadcitytx.gov or
https://www.hempsteadcitytx.gov/city_government/departments/utilities___billing/index.php.

Email Address

John.Doe@westutx.gov

Get Started

Return to Sign In

Figure 2-Email Window

Figure 3-Email Confirmation

- Open your email. You will receive an email from donotreply@sensus-analytics.com
  - o Check your junk email if you do not see it.
  - o Follow the instructions in the email, note the link provided in the email will expire within 24hrs.

Figure 4- Email Received

- After clicking the link in the email, you will be prompted to enter in your required account information to complete your customer portal setup.
- Your email address will be prepopulated.
- Enter in your account number as it appears on your bill.
- Enter in your Servie Address Street Number.
- Enter in cell phone number for text message alerts, this is optional.
- Enter in desired password, confirm password.
  - o Follow the password rules, which can be viewed by clicking **Rules**.
- Select language default.
- Select **Submit** when ready.

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Figure 5- New User Setup window

- You should now be able to login to the customer portal.
- Sign in with your credentials that you created.

Figure 6-Sign in window

- If you entered in a phone number, you will be sent a text message with a code for cell phone activation to receive alerts.
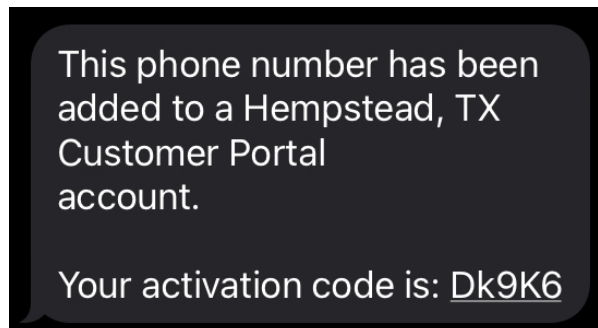

Figure 7-Code Activation Text Message

- Once you sign in, you will be prompted to enter in the code you received in the text message.
- Enter in the code and click **Activate Phone**.
- If the code has expired, you can click on **Request New Activation Code**.
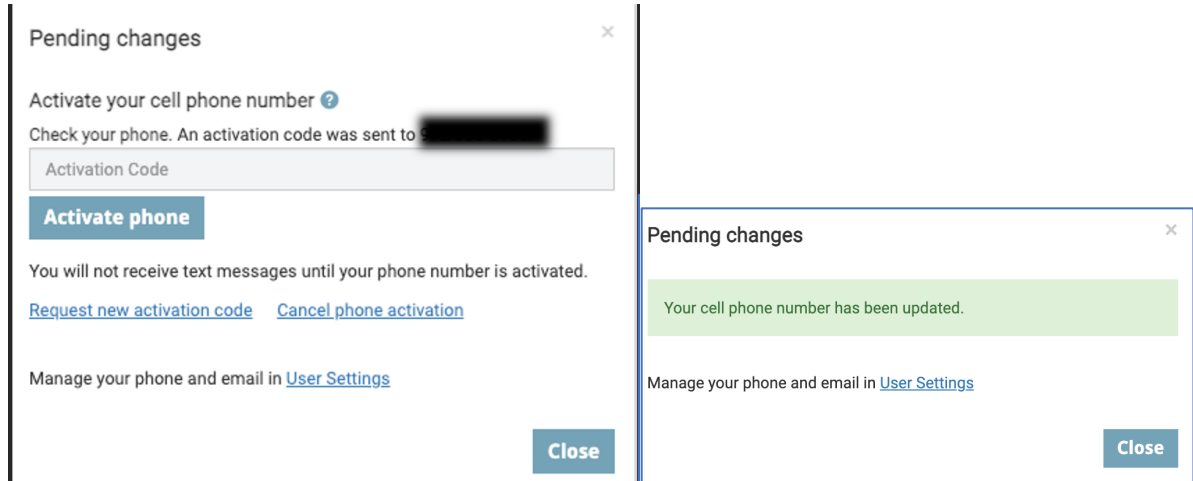
Figure 8- Completing Phone Activation

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/Utility Support, Pay Bill services, and language preferences.
- To sign out of your account, select **Sign out.**

2.1   Dashboard – Top of Page

- 1st Row
  - o Utility Logo
    - ▪ If you click on the logo it will take you to the home City/Utility website.
  - o Name on the account.
  - o Quick link access to Utility Support Website.
  - o Quick link access to bill pay.
  - o Option to set language preference of English or Spanish.
  - o Sign out.

Figure 9-Dashboard-Top of Page - 1st Row

- 2nd Row
  - o Account name and service address.
  - o Drop down menu to toggle between multiple accounts if linked or commodities.
  - o Drop down menu to toggle between multiple meters on the account.
    - ▪ Quick link access to add nicknames to meter ids

Figure 10-Dashboard - Top of Page-2nd Row

2.2   Dashboard – Tiles

- Billing Cycle Usage Graph.
  - o   Displays graphical view of current, previous, and last year billing cycle usage.
- Billing Cycle Data.
  - o   Shows usage data of current, previous, and last year billing cycle usage during the same time period.
- Billing Cycle Threshold.
  - o   You can set this up by clicking on **Configure.** This is a way to quickly check to see if you are still in line or close to going over your billing cycle threshold.
- Alerts Triggered.
  - o   Any alerts that have been triggered will display here.
- Utility Notifications.
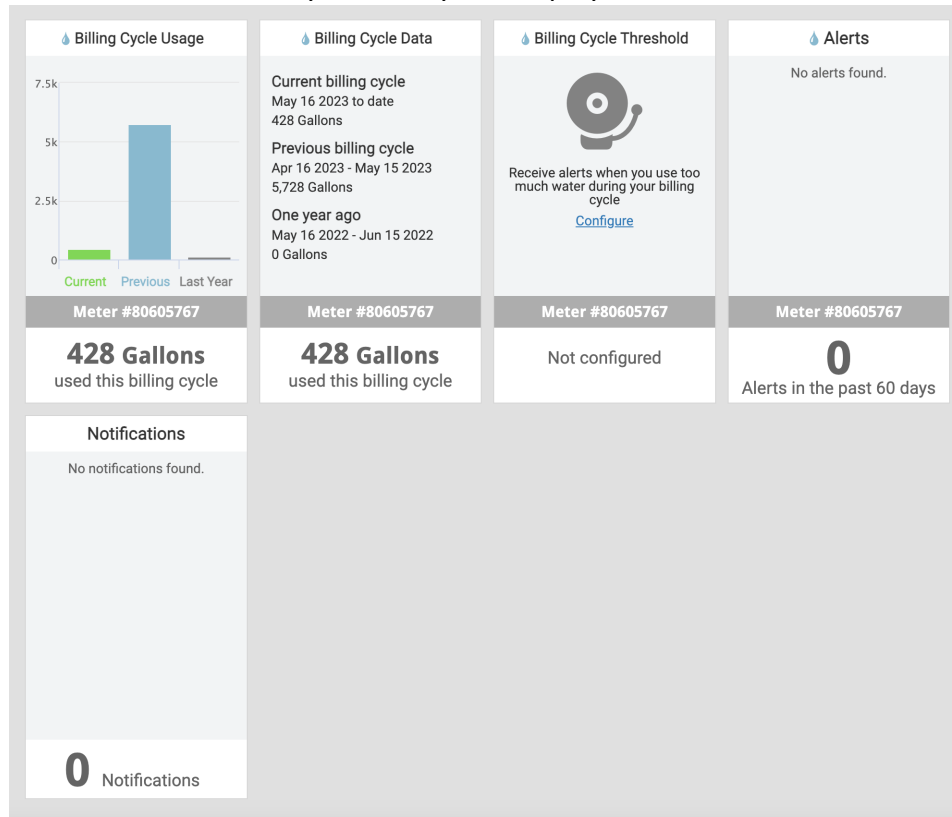 - o   Notifications sent by the utility will display here.

Figure 11- Customer Portal – Dashboard

2.3   Dashboard – Bottom of Page

- Copy Right Information.
- Link to view Terms and Conditions.
- Pay Bill Link.
- Option to set language preference of English or Spanish.
- Sensus Logo is a quick link to get back to the Dashboard page.

Figure 12 - Dashboard - Bottom of Page

3. Usage Details:

- In the Usage Details tab, you can view temperatures, rainfall, and usage by a selected time frame.
- Options include 24 hrs., 7 days, 30 days, 12 months, and a manually selected date range.
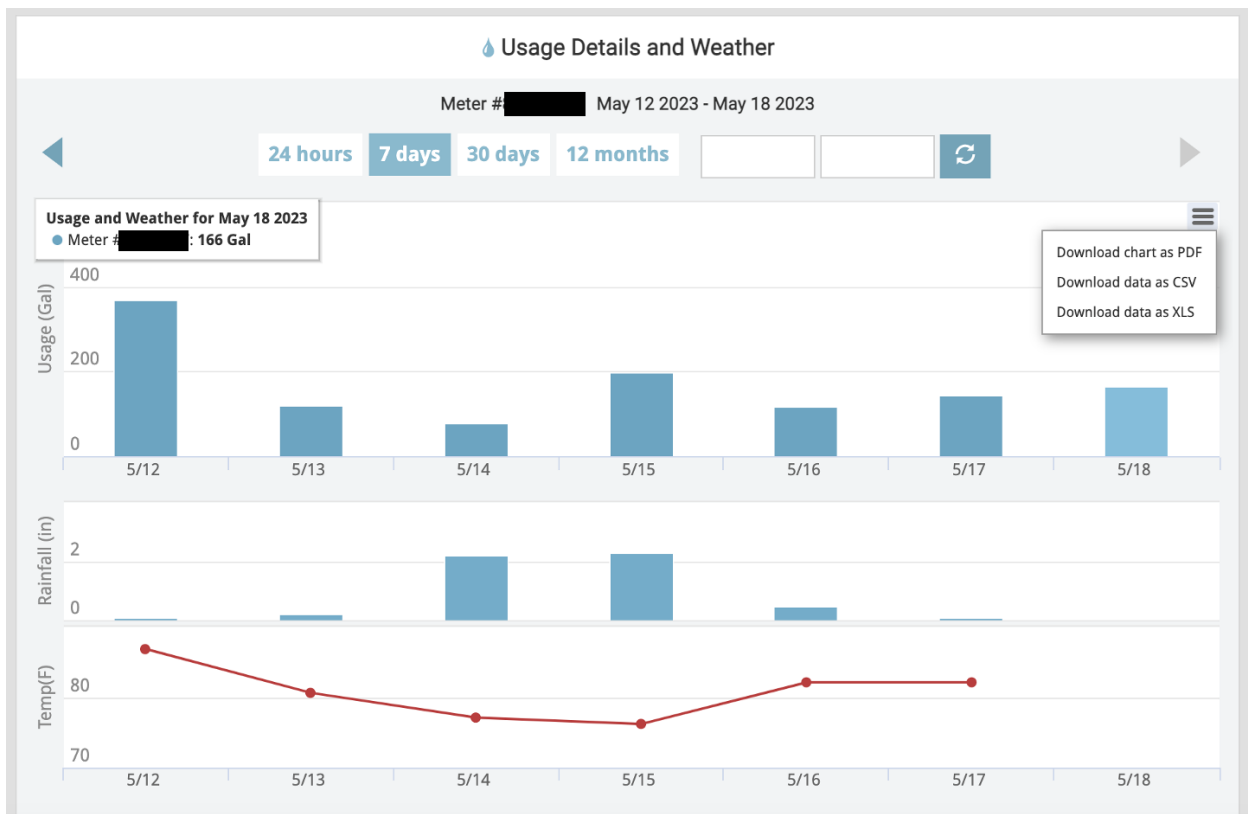- You can also download a copy of the chart in a PDF file format or download the data in a CSV or XLS format.

Figure 13-Customer Portal - Usage Details

4. Meters:

- In the Meters tab, the meter's details are displayed.
- Here you can
  o Add nicknames to meters.
  o View the last read that came in.
  o Add recipients that you would like to also receive alerts.
  o Use quick links to jump to alert thresholds, dashboard, and usage details.

Figure 14- Customer Portal - Meters

5. Settings:

- In the Settings tab, select **Usage Alerts**, alerts can be set and edited here.
- To enable an alert, check the enabled box and enter in the desired threshold amount for each alert.
- Vacation Alert will bypass all other alerts when enabled.

Figure 15-Customer Portal- Settings - Usage Alerts

- Select **Alert Recipients**, here you can edit which alerts you would like to receive and add new recipients to receive these alerts via email or text message.
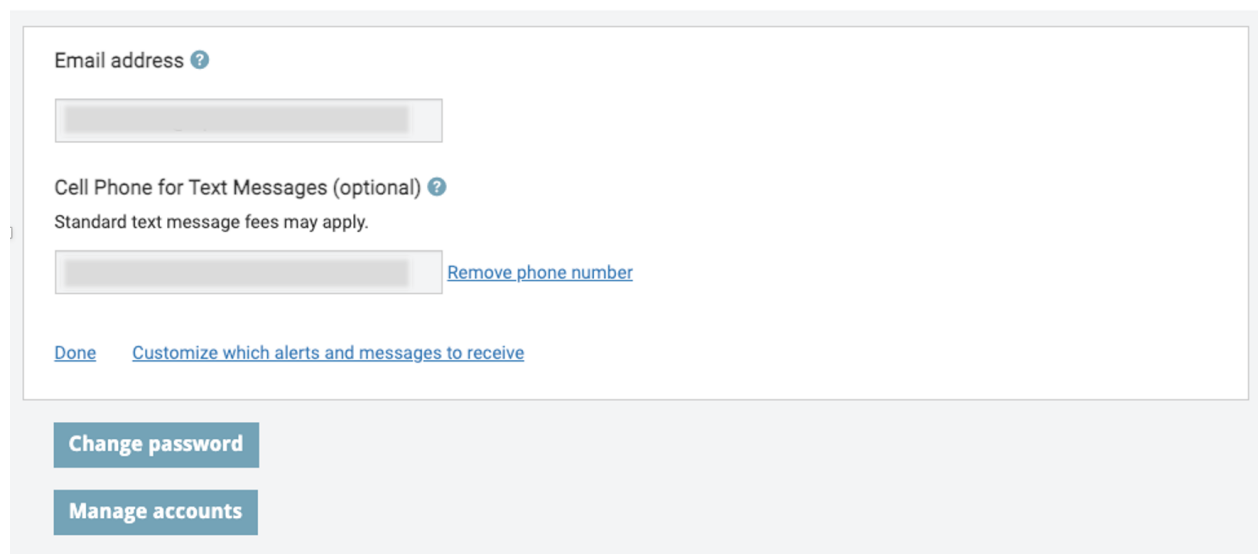
Figure 16-Customer Portal- Settings - Alert Recipients

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

Figure 17-Customer Portal- Settings - User Settings

- To link another account,
    - Click on **Manage Accounts.**
    - Click on **Add Account.**
    - Enter in the **Account Number.**
    - Enter in the **Name as it appears on bill.**
    - Click **Add Account.**
    - You will now be able to view meters on both accounts.

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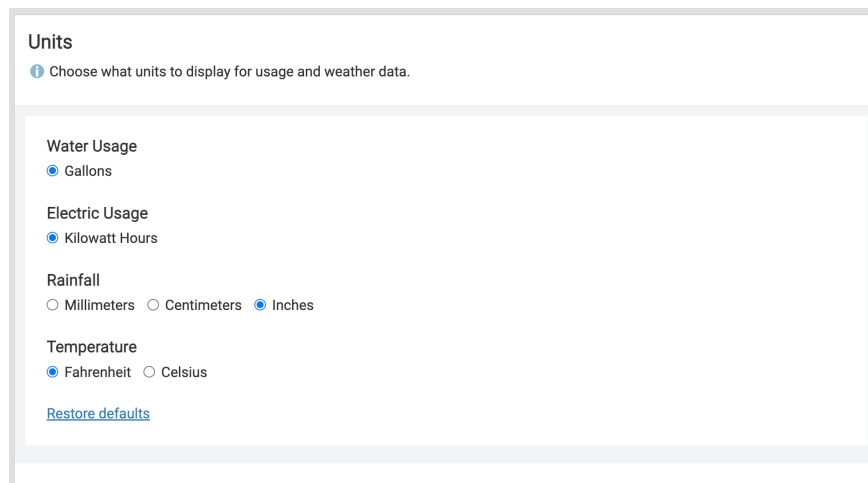
Figure 18-Manage Accounts Page

- Select **Units**, here you can choose how you would like to view units of measures for meter usage, rainfall, and temperature on your customer portal page.
- Exit will save your selection.

Figure 19-Customer Portal - Settings - Units

6. Usage Details – Revisit

- Now that all alerts and thresholds are set. Your dashboard will show any alerts triggered and if you are on target or over target on your billing cycle threshold.
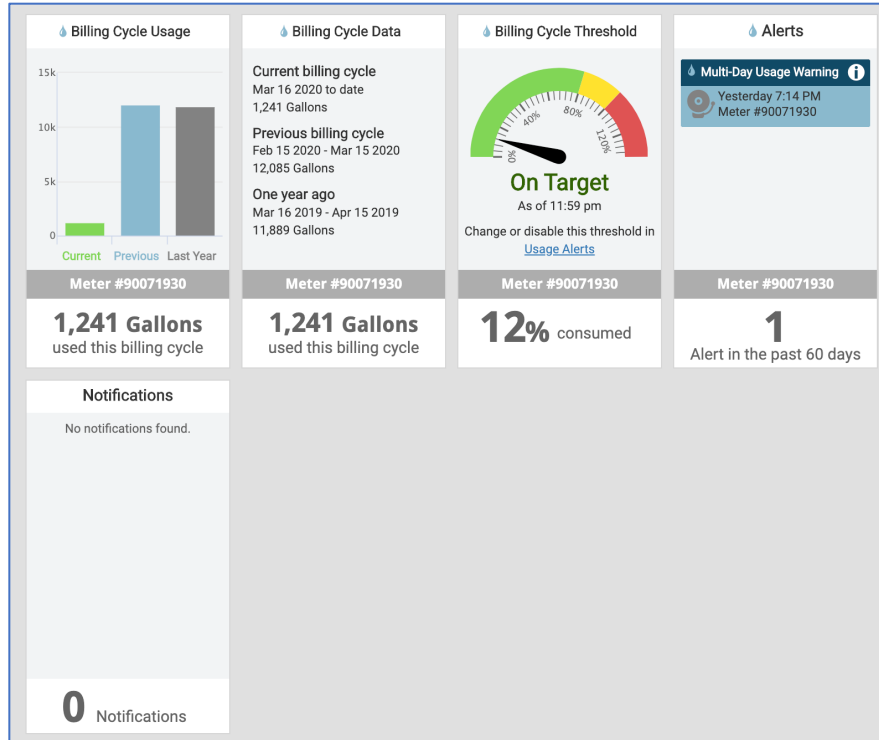
Figure 20 - Dashboard - Alerts Configured

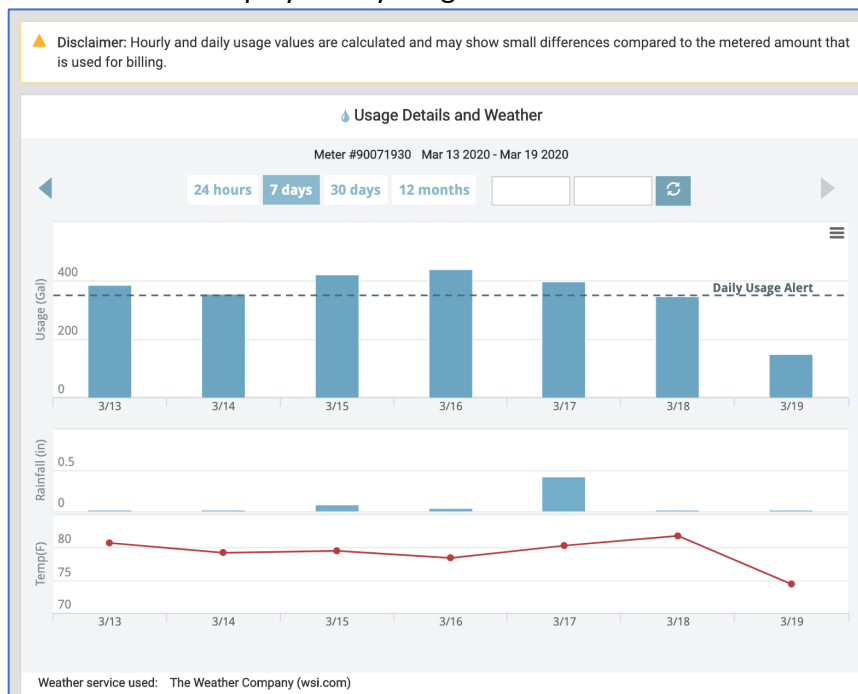- Usage Details will now display a daily usage threshold if one was set.

Figure 21 - Usage Details - Daily Alerts Configured