



# User Guide



CITY OF FORT SASKATCHEWAN  
UTILITIES

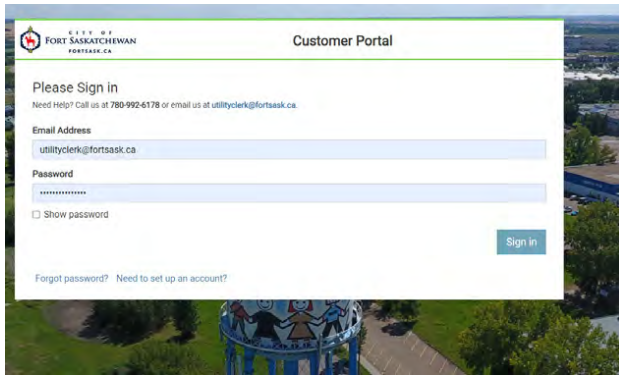
# The Water Portal

## Getting Started

Follow the link below to create your account for the Water Portal:

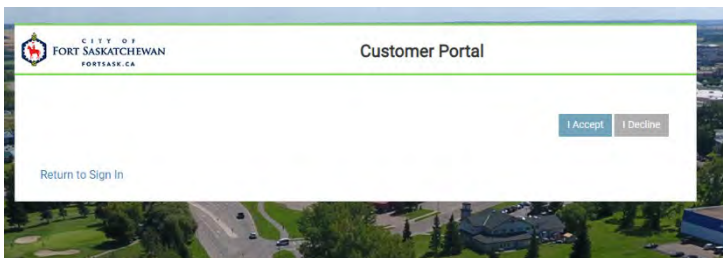
[Water Portal](#)

### 1. Click on **Need to set up an account?**



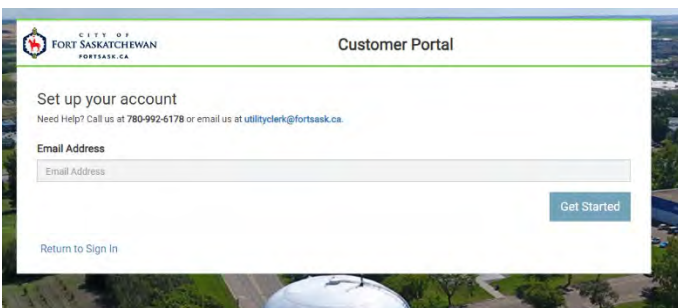
The screenshot shows the 'Customer Portal' sign-in page. At the top left is the City of Fort Saskatchewan logo. The page title is 'Customer Portal'. Below the title, it says 'Please Sign In' and provides contact information: 'Need Help? Call us at 780-992-6178 or email us at [utilityclerk@fortsask.ca](mailto:utilityclerk@fortsask.ca)'. There are two input fields: 'Email Address' with the value 'utilityclerk@fortsask.ca' and 'Password' with masked characters. A checkbox labeled 'Show password' is present. A 'Sign In' button is on the right. At the bottom, there is a link: 'Forgot password? Need to set up an account?'.

### 2. Review and accept the Terms and Conditions for the Water Portal. To proceed, click **I Accept**



The screenshot shows the 'Customer Portal' terms and conditions page. At the top left is the City of Fort Saskatchewan logo. The page title is 'Customer Portal'. Below the title, there is a large white box containing the terms and conditions. At the bottom right of this box are two buttons: 'I Accept' and 'I Decline'. At the bottom left of the box is a link: 'Return to Sign In'.

### 3. Fill in your email address and click on **Get Started**. An activation link will be sent to your email account.



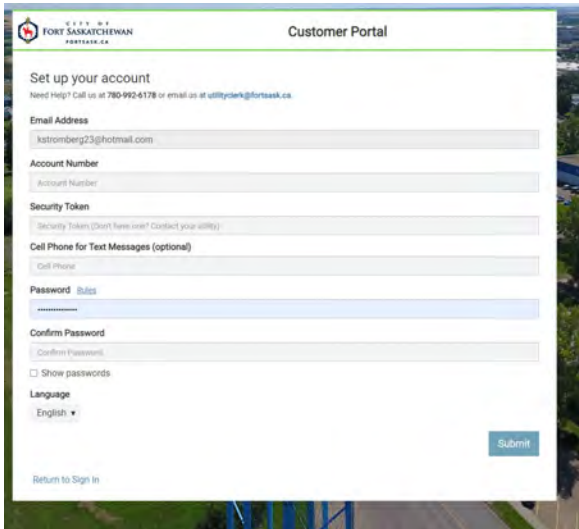
The screenshot shows the 'Customer Portal' account setup page. At the top left is the City of Fort Saskatchewan logo. The page title is 'Customer Portal'. Below the title, it says 'Set up your account' and provides contact information: 'Need Help? Call us at 780-992-6178 or email us at [utilityclerk@fortsask.ca](mailto:utilityclerk@fortsask.ca)'. There is one input field: 'Email Address'. A 'Get Started' button is on the right. At the bottom left is a link: 'Return to Sign In'.

### 4. Click the link to activate.



The screenshot shows an email activation link. At the top center is the City of Fort Saskatchewan logo. Below the logo is the text: 'Please complete signup for Fort Saskatchewan, AB Customer Portal'. Below this is a paragraph: 'Welcome to the Fort Saskatchewan, AB Customer Portal. To complete the signup process, please click the link below or copy the URL into a web browser: <https://m1-bksc.sensus-analytics.ca/login.html#completeSignup/a3N0cm9YmVvZ2dzQ29yZG1naWwvY29iDE2MTQzNAkMzY5Nk88TG99UWV1WGI1akExR3W9eNv5ZmNTBHMTRUzUkDQVBYQXZNMNM2WzSTQ=>'. Below this is the text: 'This link will expire in 24 hours.' At the bottom is the text: 'Questions? Please email us at [utilityclerk@fortsask.ca](mailto:utilityclerk@fortsask.ca) or call 780-992-6178.' At the very bottom is the text: 'This email was sent by Fort Saskatchewan, AB Customer Portal.'

Once you have activated the link, you will be brought to the **Set up Your Account** page (See below)



**Customer Portal**

**Set up your account**  
Need Help? Call us at 780-992-6178 or email us at [utilityclerk@fortsask.ca](mailto:utilityclerk@fortsask.ca)

**Email Address**  
kstromberg23@hotmail.com

**Account Number**  
Account Number

**Security Token**  
Security Token (Don't lose it! Contact your utility)

**Cell Phone for Text Messages (optional)**  
Cell Phone

**Password** Rules  
Password

**Confirm Password**  
Confirm Password

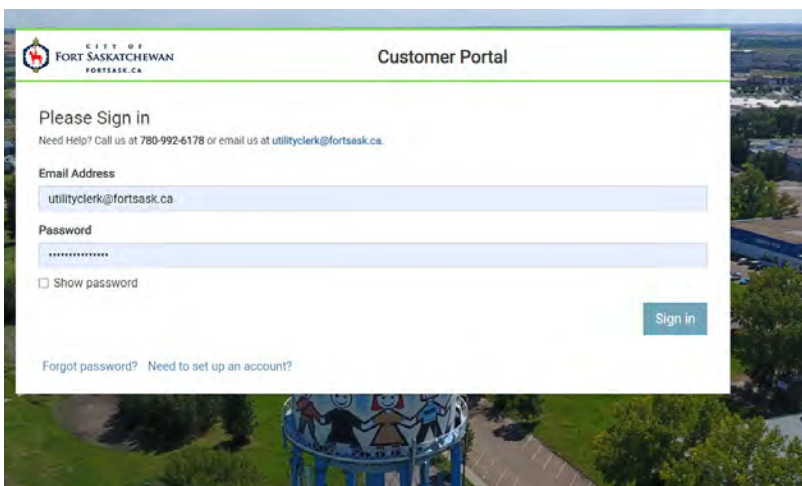
Show passwords

**Language**  
English

**Submit**

[Return to Sign In](#)

5. Call Utility Billing Department 780-992-6178, or email [utilityclerk@fortsask.ca](mailto:utilityclerk@fortsask.ca) to get your security token. Enter the number in the *security token field*.
6. Fill in the remainder of the information on the form and click **Submit**
7. You will then be brought back to the Sign- In page. Please sign in using your email and password.



**Customer Portal**

**Please Sign in**  
Need Help? Call us at 780-992-6178 or email us at [utilityclerk@fortsask.ca](mailto:utilityclerk@fortsask.ca)

**Email Address**  
utilityclerk@fortsask.ca

**Password**  
Password

Show password

**Sign in**

[Forgot password?](#) [Need to set up an account?](#)

## Getting Around the Home Page

**Blue Arrow:** Your account number.

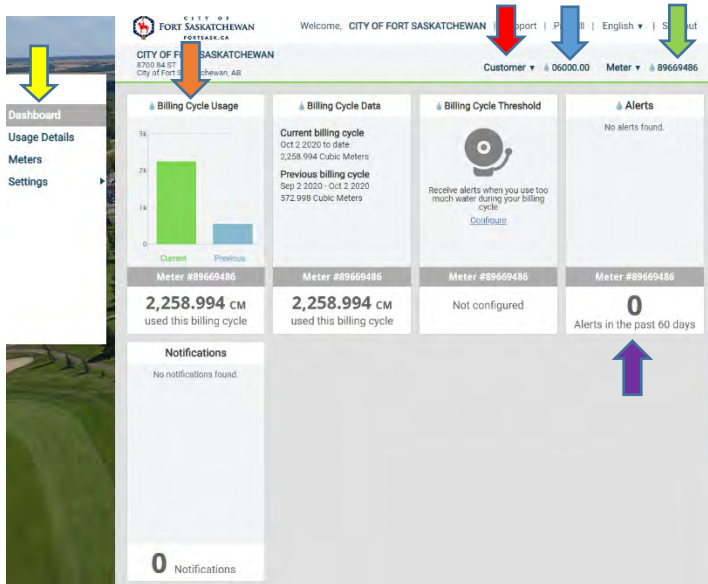
**Green Arrow:** Your meter number. If you own multiple properties, all meter numbers will be listed under the drop down. If you have given your meter a nickname, it will show here also.

**Purple Arrow:** Any ALERTS will be listed here.

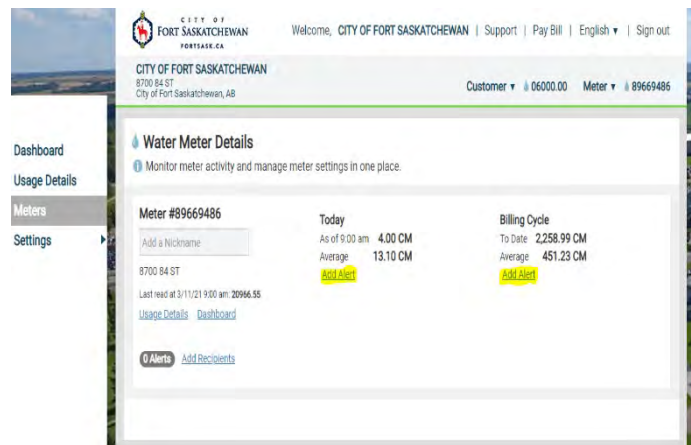
**Yellow Arrow:** The **Dashboard** allows you to navigate throughout your account.

**Orange Arrow:** This shows your consumption for the current bill and previous billing cycles.

**Red Arrow:** Allows you to switch between your different utility accounts.



To see your usage, click on **Usage Details** in the side bar. For specific information regarding your water meter(s), click **Meters**. You can also add a nicknames and set alerts on the *meters page*.



## Setting Alerts

Click on **Settings** in the sidebar to set alerts for all your properties.

The screenshot shows the 'Usage Alerts' settings page for a customer with ID 06000.00 and meter ID 89669486. The page includes a sidebar with navigation options: Dashboard, Usage Details, Meters, Settings (selected), Usage Alerts, Alert Recipients, User Settings, and Units. The main content area has a warning note about meter data transmission. Below are four alert configuration sections, each with a 'Save' button and an 'Enabled' checkbox:

- Billing Cycle Usage Alert:** Alert me when a meter is using more than a given amount in a billing cycle. Meter #89669486, Average Use 451.230 CM.
- Daily Usage Alert:** Alert me when a meter is using more than a given amount in a day. Meter #89669486, Average Use 13.100 CM.
- Multi-Day Alert:** Monitor meter usage over 7 days. Monitor usage over 7 days. Alert me when usage exceeds. Meter #89669486, Average Use 91.700 CM over 7 days.
- Vacation Alerts:** Temporarily override your normal daily alert usage. Starting on, Ending on, Alert me when usage exceeds. Meter #89669486.

### Example

If your average daily usage is 13.10 cubic metre and you want to be alerted if you exceed 15 cubic metres, you can set a **Daily Usage Alert**. You'll be alerted by email and/or text if you exceed your daily usage limit.

OR

If you want receive alert when away on vacation, you can set a **Vacation Alerts**. Enter the dates you'll be away and the usage limit.

Choose who you want to receive the alerts. Go to **Alerts Recipients** in Settings.

The screenshot shows the 'Alert Recipients' settings page for the same customer. The sidebar is updated to show 'Alert Recipients' as the selected option. The main content area is titled 'Alert Recipients' and includes a configuration instruction: 'Configure which alerts you want to receive and add additional alert recipients.' A list of recipients is shown, with the first entry being '(Customer Owner) Email utilityclerk@fortsask.ca' and an 'Edit' button. Below the list is an 'Add alert recipient' button. The list of alerts to be sent is:

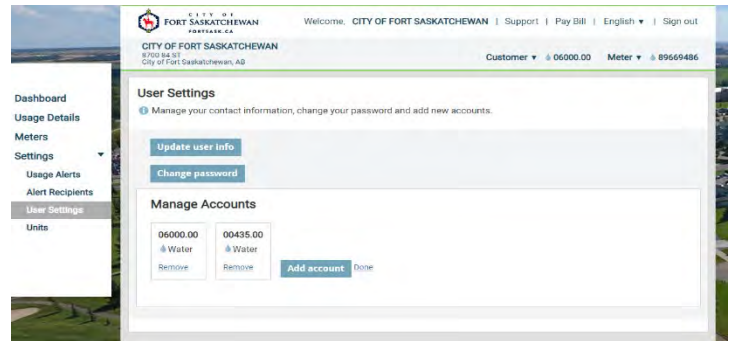
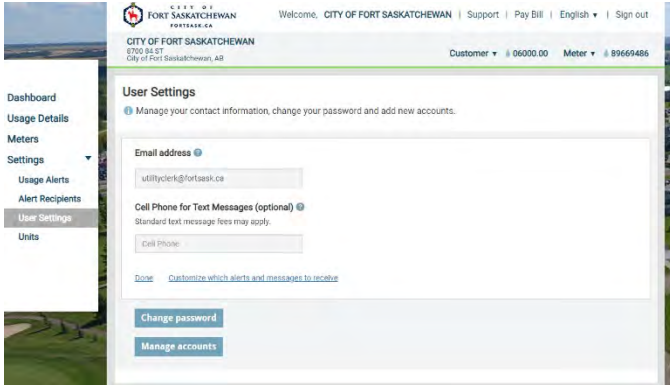
- Send email when Water Meters report:
  - Vacation Overflow
  - Daily Usage Overflow
  - Billing Usage Warning
  - Usage Over Days Overflow



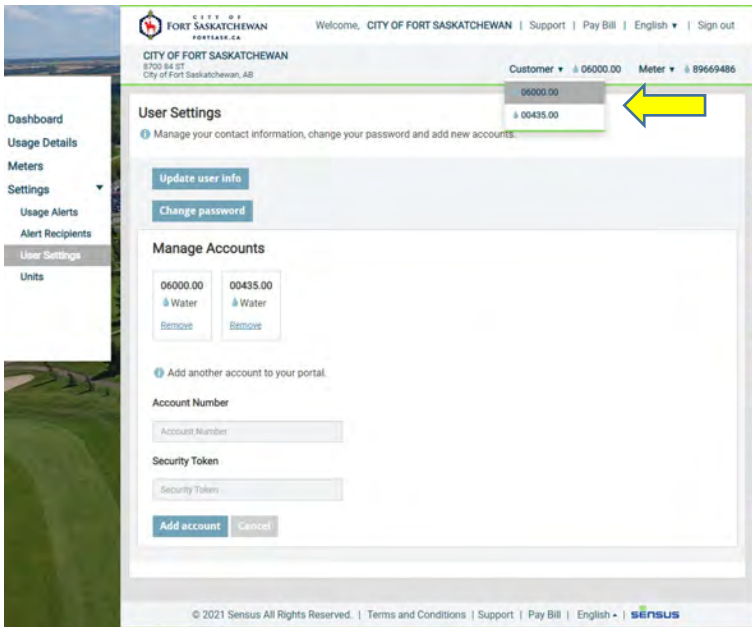
CITY OF FORT SASKATCHEWAN  
**UTILITIES**

## Update User Info & Add Accounts

Go to **User Settings** to update user info and change passwords. To add more accounts go to **Manage Accounts** click **Add Account** then enter the *account number* and *security token*.



Once you've added your accounts, they'll show up under the dropdown on the top menu.



If you need help with set up or have questions, please contact the Utility Billing Department:

Phone: 780-992-6178

Email: [utilityclerk@fortsask.ca](mailto:utilityclerk@fortsask.ca)