



CITY OF  
FORT SASKATCHEWAN

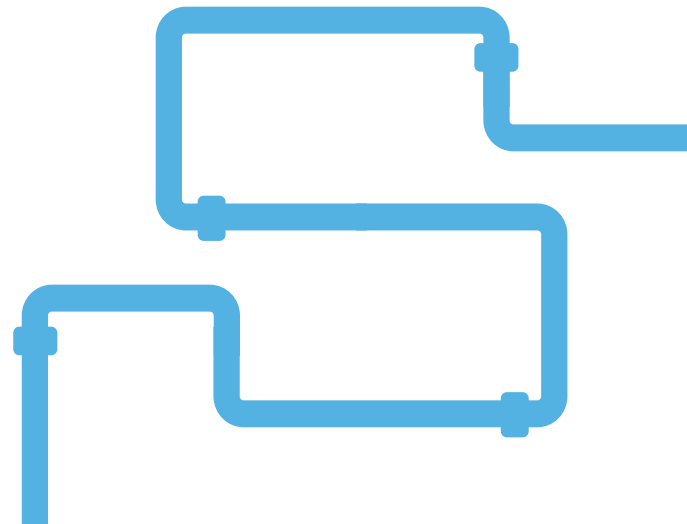


**TRACK YOUR WATER.  
SAVE MONEY.**

**USING THE WATER PORTAL**

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# WELCOME TO THE WATER PORTAL

Ready to efficiently manage your water usage and lower your monthly bills?

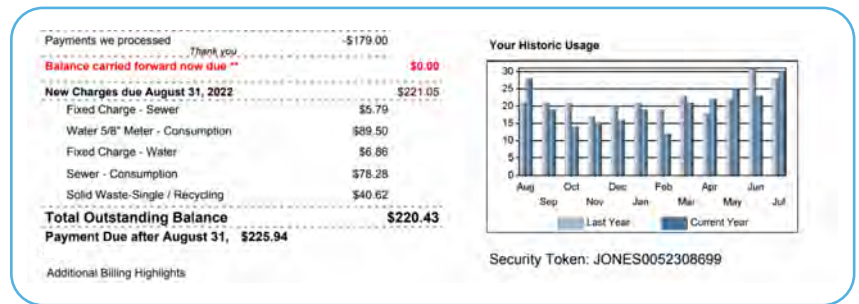
Fort Saskatchewan's new software system is a free service as part of our City's meter upgrade.

If your new meter is installed and registered within the system, the service is ready for you to use.

**REGISTERING IS EASY!**

## HOW TO SET UP YOUR ACCOUNT

- YOU WILL NEED:**
- A valid email address
  - Your account number
  - A security token\*



\*To get your security token, please refer to your current utility bill.

Got all three? Great! You're now ready to register and create your account so you can view your Water Portal.

The screenshot shows the Water Portal sign-in page. It includes the City of Fort Saskatchewan logo, the title 'WATER PORTAL', and a 'Please Sign in' section. There are input fields for 'Email Address' and 'Password', a 'Show password' checkbox, and a 'Sign in' button. At the bottom, there are links for 'Forgot password?' and 'Need to set up an account?'. A red arrow points to the 'Need to set up an account?' link.

1

Head to the Water Portal (<https://my-ftsk.sensus-analytics.ca/login.html#/signin>) to create your account.

2

Review and accept Terms and Conditions by clicking "I Accept."

The screenshot shows the Water Portal Terms and Conditions page. It includes the City of Fort Saskatchewan logo, the title 'WATER PORTAL', and a section for 'I Accept' and 'I Decline'. A red arrow points to the 'I Accept' button. There is also a 'Return to Sign In' link at the bottom.

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FORTSASK.CA

## WATER PORTAL

### Set up your account

Need Help? Call us at 780-992-6178 or email us at utilityclerk@fortsask.ca.

Email Address

Get Started

Return to Sign In

3

Enter your email address and click "Get Started."

4

Your email inbox will receive an invitation. Open the link.

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## WATER PORTAL

### Set up your account

Need Help? Call us at 780-992-6178 or email us at utilityclerk@fortsask.ca.

Check your email.  
An invitation was sent to

Return to Sign In

5

Once you have activated the link, you will be brought to the Account Setup Page.

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## WATER PORTAL

### Set up your account

Need Help? Call us at 780-992-6178 or email us at utilityclerk@fortsask.ca.

Email Address

Account Number

Security Token

Cell Phone for Text Messages (optional)

Password [Rules](#)

Confirm Password

Show passwords

Language

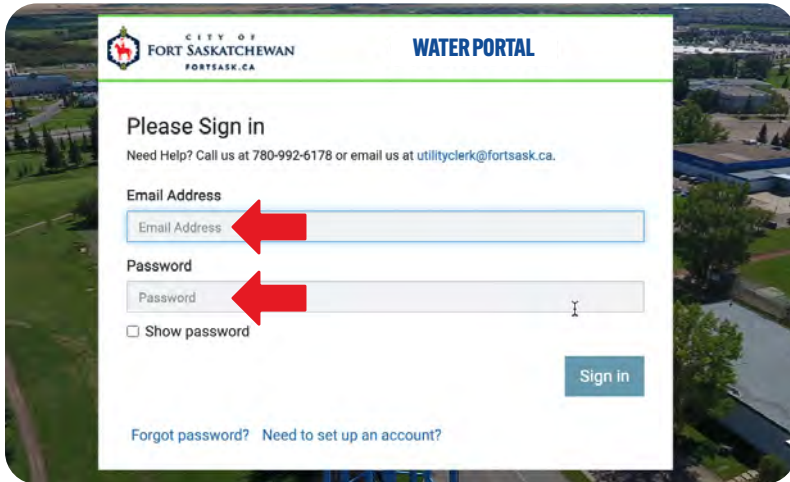
English

Submit

Return to Sign In

6

Fill in the prompts, including your security token that you received from the Utility Billing Department. Once complete, click "Submit."

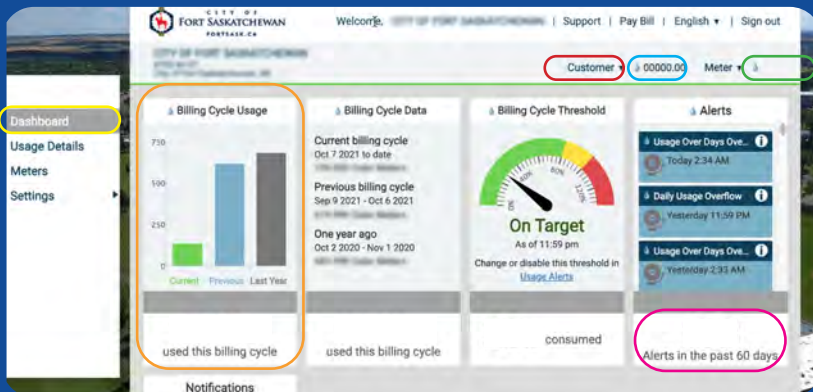


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You will then be brought back to the Sign-in Page.

## UNDERSTANDING THE WATER PORTAL

On the sign-in page, simply enter your email and the password you just created. Click **“Sign In.”** You are now on the home page of your Water Portal. At the top left you will see your name and address. Let’s break down the rest of the dashboard:



- Here is the main menu, or the “dashboard.” It’s here to help you easily navigate throughout your account.
- This area shows your consumption for the current billing cycle and previous billing cycles.
- Here you can toggle between your different utility accounts.
- Your account number.
- Your meter number. If you own multiple properties, all meter numbers will be listed under the drop-down arrow. If you give your meter a nickname, this is where it will also appear.
- All of your alerts will be listed here.

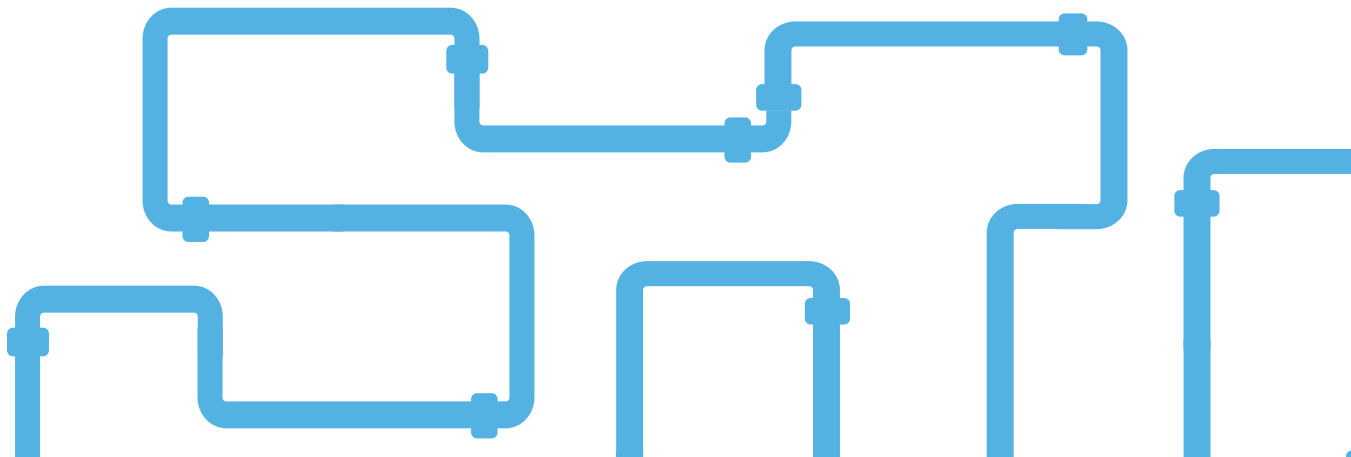
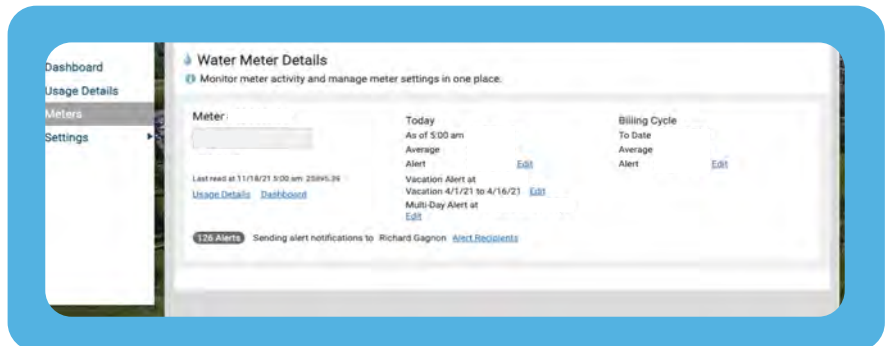
## VIEWING WATER USAGE

To see your water consumption, simply click **“Usage Details”** under the Dashboard. Data can be viewed in 24-hour, 7-day, 30-day, and annual time frames, and you can compare usage against weather and temperature.



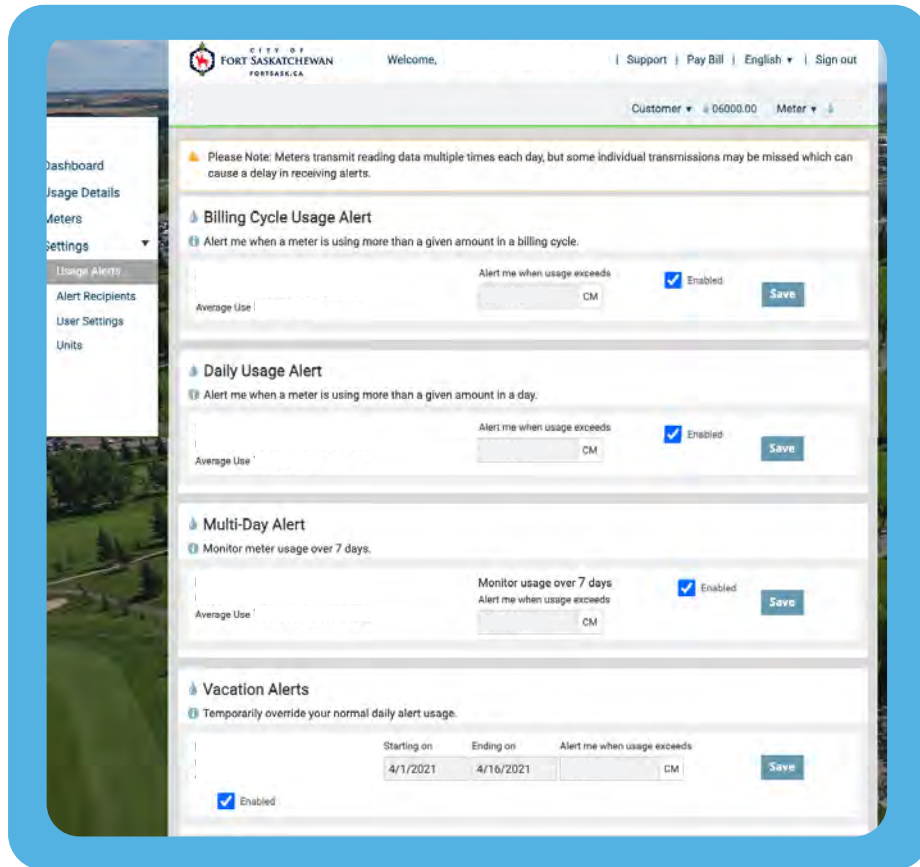
## VIEWING YOUR METERS

Under the Dashboard, click **“Meters.”** This page allows you to assign names (nicknames) for your meter(s). It will also show when we last read your water meter and what the consumption was at that time. You can also input daily and monthly alerts by clicking on the highlighted links.



## SETTING AND MONITORING ALERTS

Under the Dashboard, click **“Settings”** and the **“Usage Alerts.”** Here you can create custom alerts. There are Billing Cycle Usage Alerts, Daily Usage Alerts, Multi-Day Alerts, and Vacation Alerts.



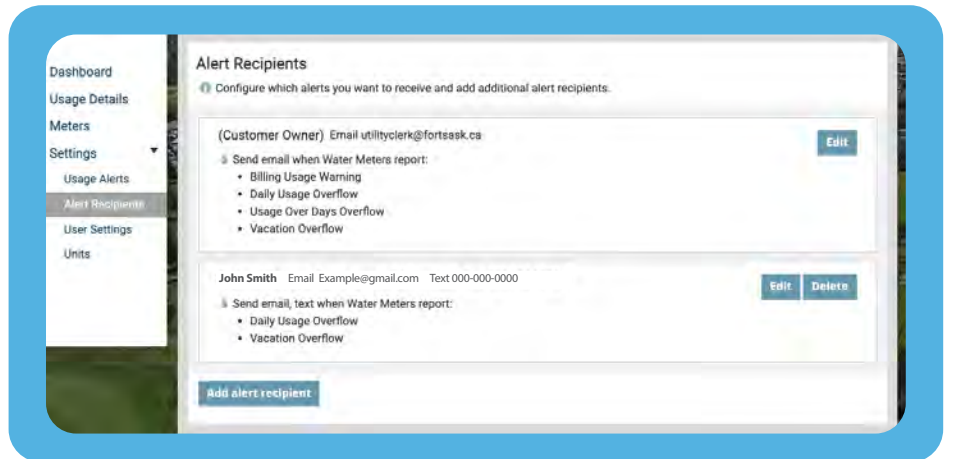
### HERE'S AN EXAMPLE OF HOW THEY CAN WORK:

Let's say your average daily usage is 1 cubic meters, and you would like to be alerted if you were to exceed 2 cubic meters. Under the **“Daily Usage Alerts”** section, you would enter the number 2 and click **“Save.”** You're now set to be notified by email and/or text if your daily usage exceeds this amount!

If you're going on vacation and would like to be notified should there be consumption at your property during this time, enable Vacation Alerts. Under this section, enter your desired start and end dates, as well as the threshold of usage for which you would like to be alerted.

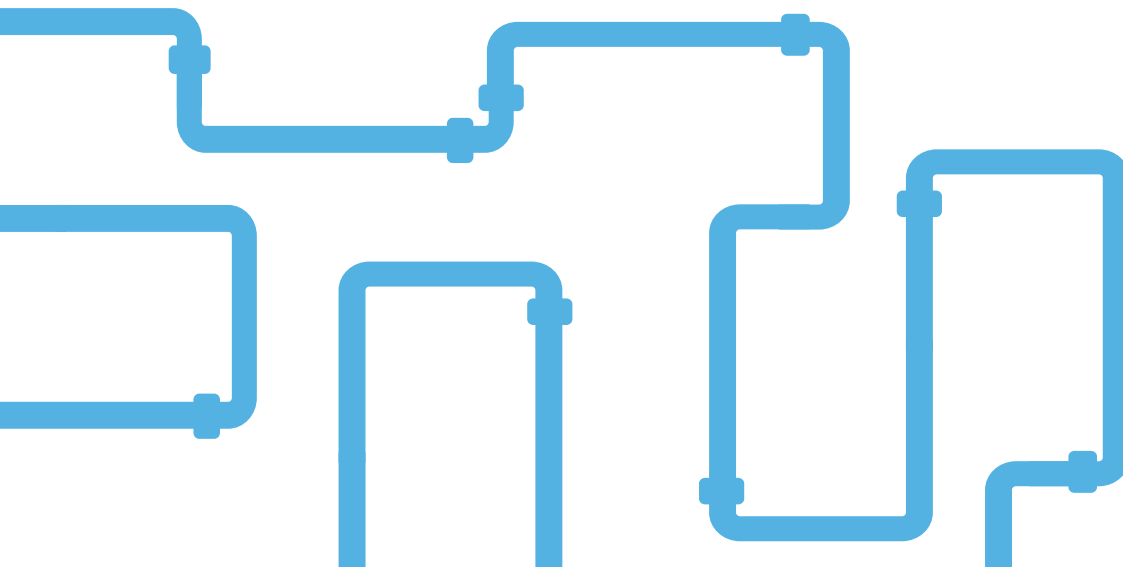
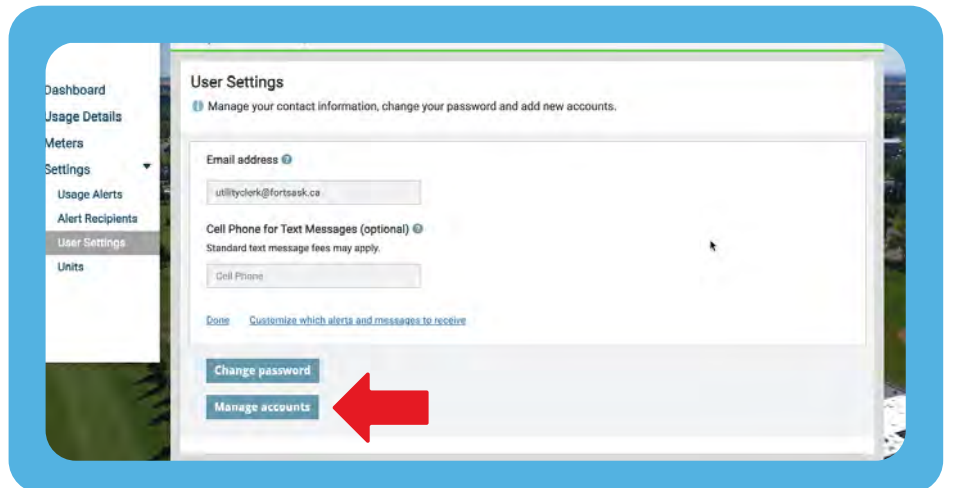
## ALERT RECIPIENTS

You can choose the contact who receives the alerts. Under the Dashboard, click **“Settings”** and then **“Alerts Recipients”** and follow the prompts.



## UPDATING PERSONAL INFORMATION

Under the Dashboard, click **“Settings”** and then click **“User Settings”**. Follow the prompts.



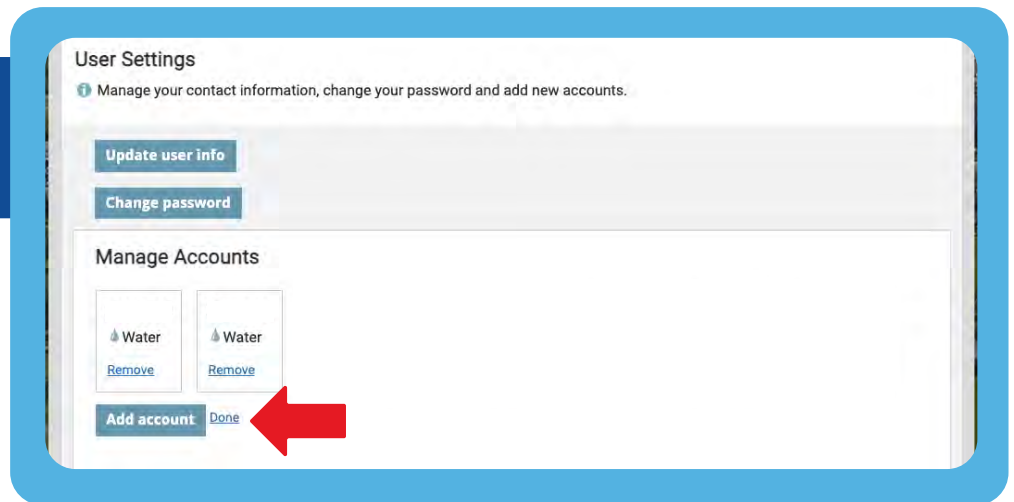


## ADDING ACCOUNTS

Also on the User Settings page, you can add any additional utility accounts that you have within City of Fort Saskatchewan. Simply select **“Manage Accounts.”** Then:

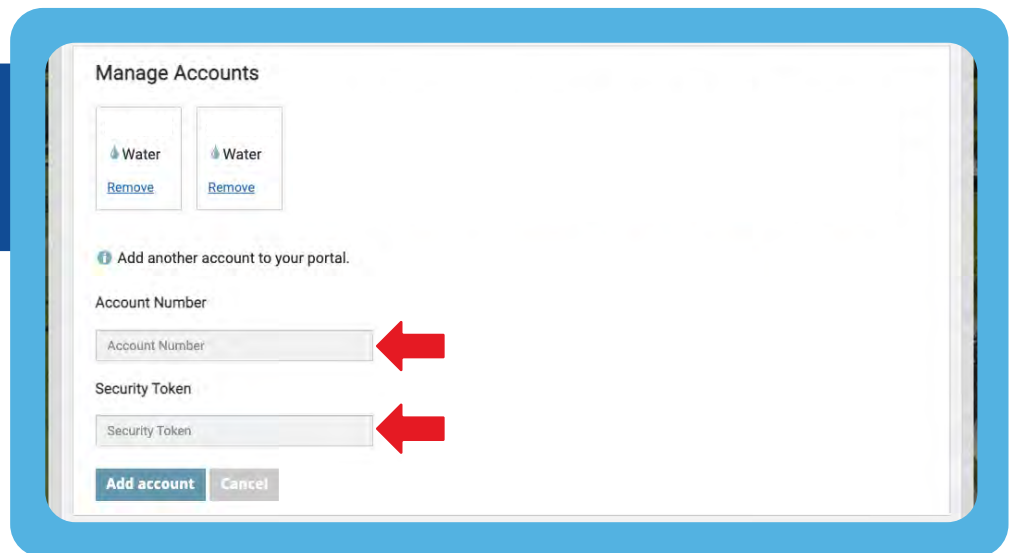
1

Click “Add Account.”



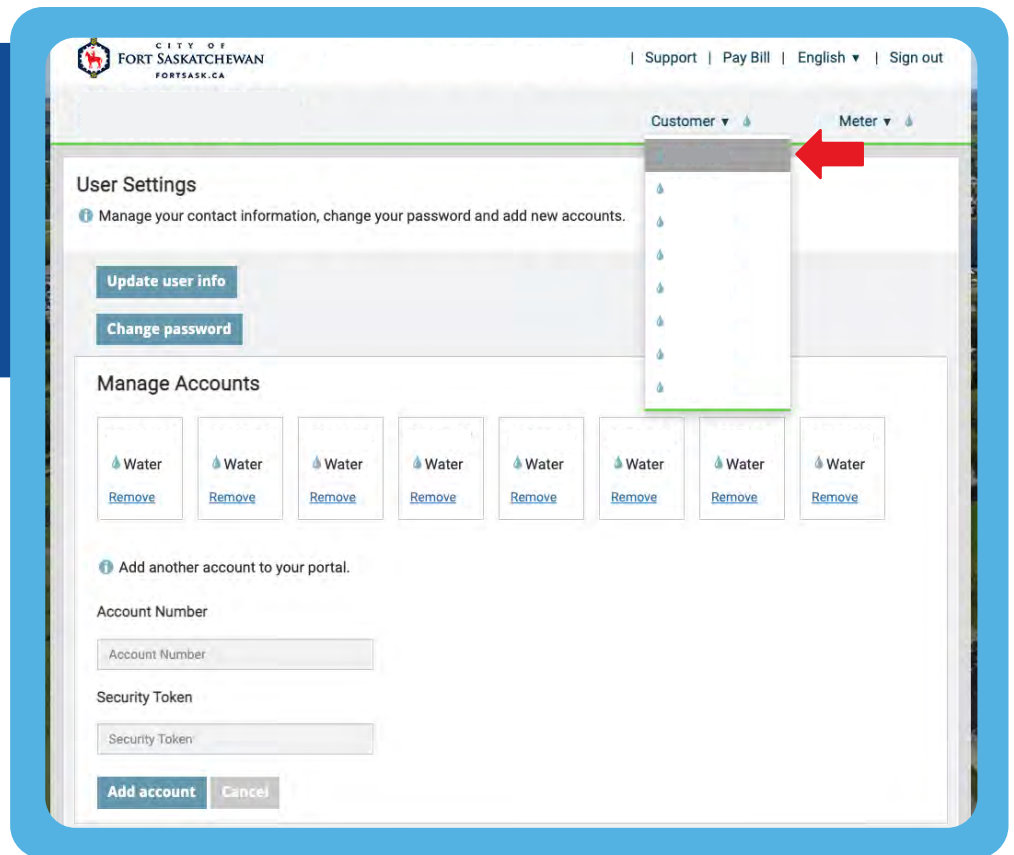
2

You will then enter your Account Number and Security Token.



3

Once you complete those steps, the accounts are added. You can toggle through each of them in the Customer drop-down menu.



## QUESTIONS?

We're here to help! If you need assistance navigating the Water Portal or have specific questions, reach out. Call the Utility Billing Department at 780-992-6178, or email [utilityclerk@fortsask.ca](mailto:utilityclerk@fortsask.ca)



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