

Get Started

The Consumer Portal is designed to give you a quick glance at the usage activity for meters in your system by customer. Before you start using the system on a daily basis, you need to configure two settings the first time you login. This guide walks you through the initial setup process.

Usage Alerts

Once you have logged in to your Consumer Portal, look to the left side menu. Click on Settings > Usage Alerts.

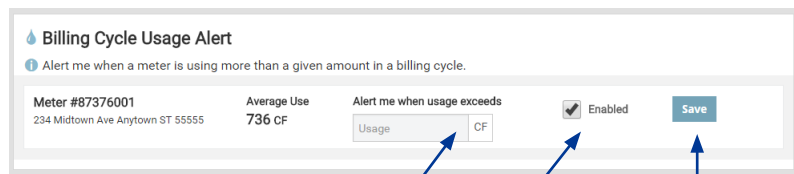
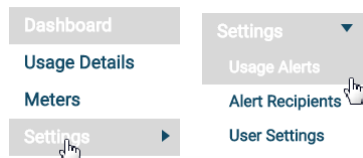
The Billing Cycle Usage Alert appears on the main screen. At the top of the page you will see a drop-down menu for Customer; if you have multiple customers you will want to set up the alerts for each one.



Billing Cycle allows you to set up an alert for all meters pertaining to an individual customer or just an alert for a particular meter.

Billing Cycle, when enabled, will send an exceeds usage alert for the entire billing cycle.

To set up an alert, either for all meters or an individual meter, enter the usage number in the appropriate box as shown for the alert, check the "Enabled" box and click the Save button.



Enter threshold for usage alert here

Click Enabled to activate

Click Save to make the change effective

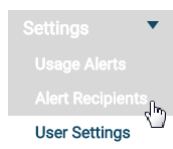
Setup Steps at a Glance

1. Login
2. Go to Settings > User Alerts.
3. Set up your Billing Cycle Usage Alert.
4. Go to Settings > Alert Recipients.
5. Add your Alert Recipients.

That's it!

Alert Recipients

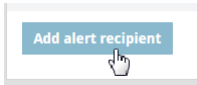
From the left menu, click on Settings > Alert Recipients.



The original customer owner is listed with a default configuration. Click on the Edit button to change the default configuration.

All options will be checked by default. Check which alerts you want to receive and click the Save button to make the changes effective.

To add additional recipients, click on the Add alert recipient button.



Enter the name of the person who will get the alert, and then their email address or cell phone or both. Unlike the original customer, none of the alerts are selected by default so you will need to select which ones you want to go to your new recipient. Click the Save button to make the changes effective.

Any additional recipients can be deleted at any point. The customer owner cannot be deleted, but you can return to the default setting by clicking the Reset button.

