

# Water+ Cloud Customer Manual

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Version 3.0 – Nov 2022



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## **Introduction**

Water+ Cloud is an online application that works in combination with Flowpoint water dispensing stations (stations).

Water+ Cloud makes it easy for you to buy water, manage your trucks, view your account, and run reports.

## **Logging In**

Water+ Cloud can be accessed from any computer, with an internet connection, and a web browser.

Your Water+ Cloud web address is:

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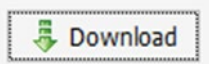

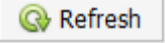
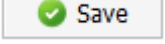

# Using the Manual

## The Top Menu

The instructions in this manual direct you to use the Top Menu headings and drop-down menus. This is just one way to access these features, you will discover other ways!



## Common Functions

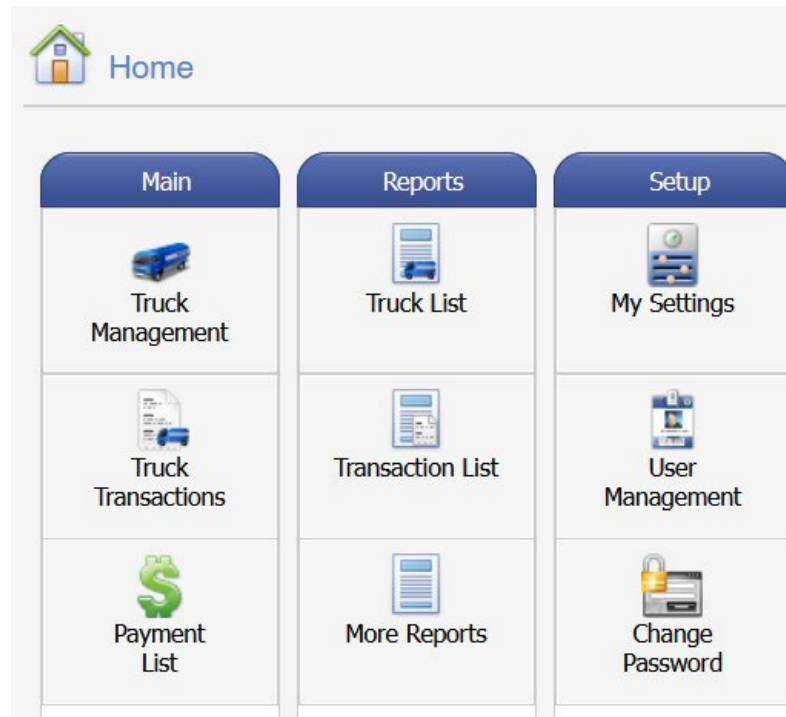
Function	Description
	View or save the displayed information in Microsoft Excel format. For Transaction Lists, PDF is also an option.
	Search the field by entering the first characters of a word.
	Update screen information
	Save information and exit the feature
	Exit the feature without saving.



## Water+ Cloud Home

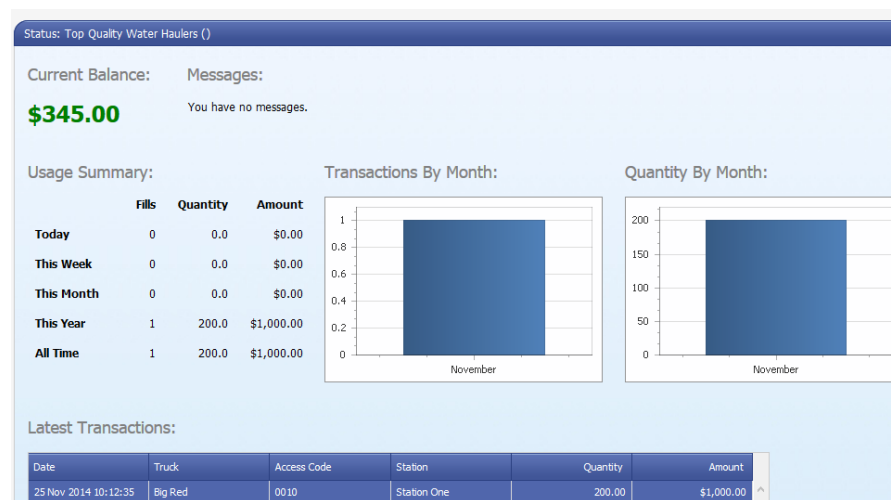
### Feature Buttons

Use the buttons on the home page to access application features:



### Status

The status screen gives you an overview of your account activity:





# Trucks

**Before you can buy water**, you must enter a truck record in Water+ Cloud. Each truck needs an access number and PIN to buy water at the station.

## Adding a Truck



Add a truck record in Water+ Cloud for each truck you own:

1. Point —> Trucks
2. Click —> Truck Management
3. Click —> New
4. Follow the guidelines below to enter truck details:



*\* indicates the field must contain information*

Field	Description
Access Number*	Automatically assigned four digit number. If changed, you may get an error if the Access Number is already used. If so, try a new number.
PIN* (Personal Identification Number)	Must be four digits . Drivers will remember the PIN if they choose it.
Truck Name *	Truck number, or unique identifier
Description	Could include, truck make and model, or other details you want to track.
Driver	Drivers first and last name.
Plate #	Truck license plate number.
Volume (U.S. Gal)	Capacity of the truck in U.S. gallons.
<input checked="" type="checkbox"/> This truck is Active	Remove the check mark to prevent a truck from using the station.

5. Click —> Save





## Editing Truck Information

To change truck information:

1. Point —> Trucks
2. Click —> Truck Management
3. Click to select the truck to edit
4. Click —> Edit
5. Change truck details
6. Click —> Save

## Resetting a PIN

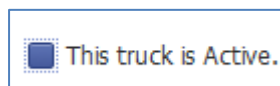
Reset a forgotten PIN any time by:

1. Point —> Trucks
2. Click —> Truck Management
3. Click to select the truck to edit
4. Click —> Edit
5. Enter a new four-digit PIN
6. Click —> Save

## Stopping Water Sales to a Truck

To prevent a truck from buying water at the station:

1. Point —> Trucks
2. Click —> Truck Management
3. Click to select the truck to edit
4. Click —> Edit
5. Click to remove the check mark beside *This Truck is Active*



6. Click —> Save

When a truck record is no longer active, the station will not accept the access number and PIN assigned to the truck.



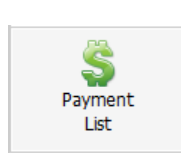
# Account Balances and Payments

## Account Balances

The current balance displayed on the home page includes all payments and truck transactions received by Water+ Cloud.

Use the Payment List and Truck Transactions list to review details of both.

Feature buttons are available on the Home page:



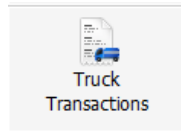
### Payment List

Shown for Prepay Customers only. The Payment List includes all payments processed against your account.

Payment List

Make a payment Refresh Download

Date	Amount	Comment	Card Type
12 Nov 2019 15:14:00	\$0.00	DECLINED. Transaction ID: 10000127 Date: 2019-11-12 03:14:00	Visa
31 Oct 2019 15:18:52	\$0.00	DECLINED. Transaction ID: 10000036 Date: 2019-10-31 03:18:52	Visa
31 Oct 2019 15:18:06	\$0.00	DECLINED. Transaction ID: 10000035 Date: 2019-10-31 03:18:06	Visa
31 Oct 2019 14:38:42	\$10.00	APPROVED. Transaction ID: 10000032 Date: 2019-10-31 02:38:42 Amount: \$10.00	Visa



### Truck Transactions

Truck Transactions list includes all water purchases made through your account.

Truck Transaction List

Truck List truck: (All Trucks)

Start Date: 11/1/2022 End Date: 11/29/2022 Refresh Download

Date	Time	Station	Lane	House	Customer	Truck	Class	Generator	Quantity	Unit	Rate	Total	CC Details	Batch	Header #
------	------	---------	------	-------	----------	-------	-------	-----------	----------	------	------	-------	------------	-------	----------



## Payments

Payment methods are set by your water vendor and may vary between invoiced and prepay customers.

### Invoiced Customers

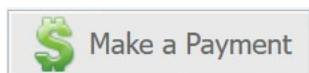
Information about frequency, due dates, and payment options are available from your water vendor.

### Prepay Customers

As a prepay customer you must maintain a balance in your account to buy water.

## Making a Payment

*For Prepay Customers only.* Payments can be made from the Make a Payment button on the home page or through the Payment List icon.



1. Click —> Make a Payment
2. Enter the payment amount
3. Click —> Submit Payment
4. Fill out the payment information (below)
5. Click —> Submit Payment

\$1.00 CAD	2022112917332632-8168
Card ▼	
Card number	
01 ▼	2022 ▼
<b>Submit Payment</b>	
Cancel	

Visa, Mastercard, Discover, Amex and INTERAC Online are accepted.

Powered by **bambora**

The eCommerce payment processor is set up by the Vendor therefore, each credit card page may appear different. Credit cards accepted may vary by vendor.



# Buying Water

To buy water at a station, the driver will use an access terminal and fill hose.

## Using the Access Terminal

Drivers enter their access number and PIN using an access terminal like the one shown below.



### Steps drivers follow to buy water:

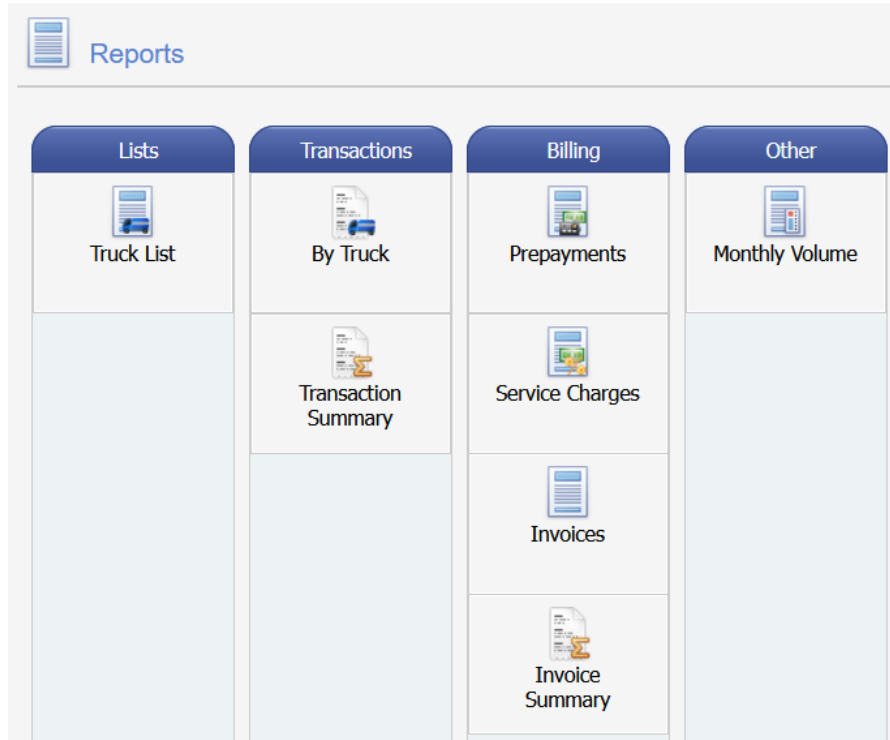
1.	Connect the water fill hose to the tank
2.	Enter your four digit access number, press <b>ENTER</b>
3.	Enter your four digit PIN, press <b>ENTER</b>
4.	Enter the volume of water wanted, press <b>ENTER</b>
5.	Confirm the hose is connected
6.	<p>Press <b>START</b> to start water flow</p> <ul style="list-style-type: none"> <li>• Volume of water dispensing is displayed on the screen</li> <li>• The water will stop automatically once the requested volume is reached</li> <li>•</li> </ul> <p>Press <b>STOP</b> to stop water</p>



# Reports

1. Point —> Reports
2. Click —> All Reports

The following reports are available:



Report	Description
Truck List	The truck list includes the following details for each of your trucks: <ul style="list-style-type: none"> <li>• access number</li> <li>• PIN</li> <li>• truck and driver name</li> <li>• status</li> <li>• plate #</li> <li>• capacity</li> </ul>
By Truck (Transaction List)	Water purchase details for all or selected trucks between a start and end date



Report	Description
Transaction Summary (Transaction Summary by Station)	Water purchase details between a start and end date, grouped by station
Prepayments	Record of the money deposited to your account between a start and end date.
Service Charges	Service charges applied to your account between a start and end date.
Invoices	Your invoices, grouped by batch.
Invoice Summary	Transactions list by batch that includes year to date information.
Monthly Volume	Monthly breakdown of the quantity and cost of water bought.



## Report Viewer Toolbar

Function	Description	
	Search for a word or phrase	
	Print the complete report	
	Print the current page	
	Scroll back	
	Go to a page	
	Scroll forward	
	Select the file format for export	
	PDF	Adobe Reader (default)
	XLS	Microsoft Excel
	XLXS	Microsoft Excel 2010 or newer
	RTF	Rich Text Format
	MHT	Mime Html
	HTML	Hypertext Markup Language
	TEXT	Plain text format
	CSV	Comma-separated values
IMAGE	PNG picture format	
	Export and save the report to a file.	
	Show the report information in the selected file format.	



## Username and Passwords

A username and password allows you log in to Water+ Cloud to:

- view company, truck, and transaction information
- look-up, add, or change PIN's
- add or edit truck records
- make prepayments (prepay customers)
- print reports

### Primary User

When you apply online for a Water+ Cloud account your username is the email address entered in your account application.

After your account is approved, an email message will be sent to you with password directions.

### Adding a User

You can add additional users for your company by:

1. Point —> Setup
2. Click —> Website Users
3. Click —> New
4. Enter information in the required User Details fields



*\* indicates the field must contain information*

Field	Description
Email Address/Username*	An email address (will be the username)
First Name *	First name of user
Last Name *	Last name of user
New Password	Type a password, 8 characters or more
Confirm Password	Type the password again
<input type="checkbox"/> Locked	Set to Locked to deny login access

5. Click —> Save





## Editing a User

To edit user information:

1. Point —> Setup
2. Click —> Website Users
3. Click to select the username to edit
4. Click —> Edit
5. Make changes
6. Click —> Save

## Deleting a User

When you delete a username, you stop the user from logging in to Water+ Cloud.



*Drivers without a username can still buy water*

To delete a username:

1. Point —> Setup
2. Click —> Website Users
3. Click to select the username to delete
4. Click —> Delete
5. Click —> Confirm
- 6.

## Disabling a User

Lock an account to prevent a user from logging in to Water+ Cloud without deleting their username:

1. Point —> Setup
2. Click —> Website Users
3. Click to select the username to lock
4. Click —> Edit from the Website Users menu
5. Click in the blue box beside Locked to add a check mark

Locked Status - Set to Locked to deny login access.

Locked

6. Click —> Save



## Changing Your Password

Passwords must be a minimum of 8 characters in length and contain:

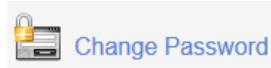
at least 1 letter (a-z or A-Z)

at least 1 number (0-9)

at least 1 special character (!, @, \$, ?, etc)

To change your password while logged in:

1. Point —> Account
2. Click —> Change Password
3. Complete the password change fields following these guidelines:



Field	Description
Old Password	Enter your current password
New Password	Enter a new password, that is 8 characters or more
Confirm Password	Enter the new password again
Security Question	This question is asked when the <i>I Forgot my Password</i> feature is used. You do not have to change this information
Security Answer	Leave blank unless you changed your security question

4. Click —> Change Password

The new password is saved and ready for use!

## Changing Your Security Question

1. Point —> Account
2. Click —> Change Security Question
3. Enter your new security question and answer
4. Click —> Save



## Resetting a Forgotten Password

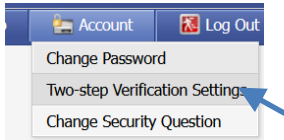
Reset your password with the *I Forgot my Password* feature on the Water+ Cloud site:

1. Go to the Water+ Cloud site
2. Click —> Log in to Water+ Cloud
3. Click —> I forgot my password
4. Type your email address
5. Click —> Submit

\*\* Be prepared to answer your security question

6. Answer the security question
7. Type the displayed security code
8. Click —> Email password information

## Two-Step Verification Settings



If Two-Step verification is required, an Email and/or SMS/Mobile Phone Number can be added. If the Two-Step Verification is enabled, a notice will appear below the checkbox indicating that the security code must be entered the next time the user logs in (at this point the user is already validated).

By default, *Send By Email* is selected, but the user can also enter their mobile phone number.

1. Point —> Account
2. Click —> Two-Step Verification Setting

Field	Description
<input checked="" type="checkbox"/> Two-step Verification	Enables two-step verification.
Email	User email
SMS/Phone Number	User SMS/Mobile Phone Number

3. Click —> Save



When the customer logs in, they will receive a message asking where to send their security code. They can choose to send it by email and/or text message (if a phone number is entered). Once they click the button, the message to the right will appear. As shown, the security code is valid for 14 minutes.

If *Don't ask again on this device* box is checked, it will remember the device. If they log in using a different device, they will have to enter a new code.

If they don't receive the code, they have the choice to send a new code.

The image shows a mobile application screen titled "Two-step Verification". At the top left is a green checkmark icon. The main heading is "Enter Security Code". Below this, it says "Your security code was sent by Email to:" followed by the email address "g\*\*\*\*\*r@shaw.ca". A note states "This code will expire in 14 minutes". There is a text input field labeled "Enter Security Code:". Below the input field is a checkbox labeled "Don't ask again on this device". At the bottom of this section are two buttons: "Submit" (with a green checkmark icon) and "Cancel" (with a red X icon). A horizontal line separates this section from the next one, which is titled "Didn't receive your security code?". Below this heading, it says "Select how to send a new security code:". There are two buttons: "Send by Email" and "Send by Text Message". Below the "Send by Email" button is the email address "g\*\*\*\*\*r@shaw.ca". Below the "Send by Text Message" button is the phone number "1 (\*\*\*) \*\*\*-4866".



## Glossary of Terms

**Access Number:** four-digit identification number assigned to a customer truck. Access number is used in combination with a PIN to buy water.

**Access Terminal:** keypad and screen at the station. Customers enter their access number and PIN on the access terminal.

**Account:** a customer must have an account to have an access number and PIN. Customers can have an invoice or prepay account.

**Communication Link:** cellular network connection between the access terminal and Water+ Cloud.

**Download:** copies new customer, prepayment, and truck details from Water+ Cloud to the access terminal.

**Measurement Unit:** the measurement used to dispense water. Choices are: U.S. Gallons, Imperial Gallons, Cubic Feet, Cubic Meters, or Barrels.

**PIN (Personal Identification Number):** four-digit password used with an access number to buy water at a station.

**Synchronization:** copies information between the access terminal and Water+ Cloud.

**Upload:** copies transaction details from the access terminal to Water+ Cloud.

**Water Dispensing Station (Station):** dispenses water to customers. A combination of an access terminal, water fill hose, and communication link.

**Water Fill Hose:** hose that dispenses water into the tank. The amount of water is controlled by the access terminal.