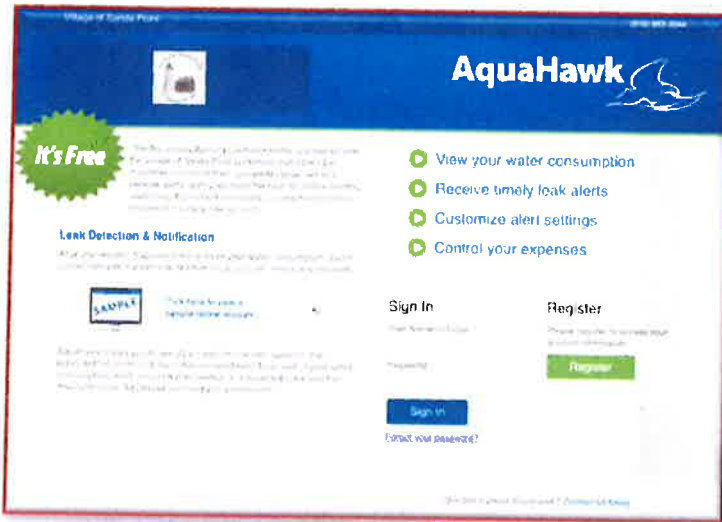




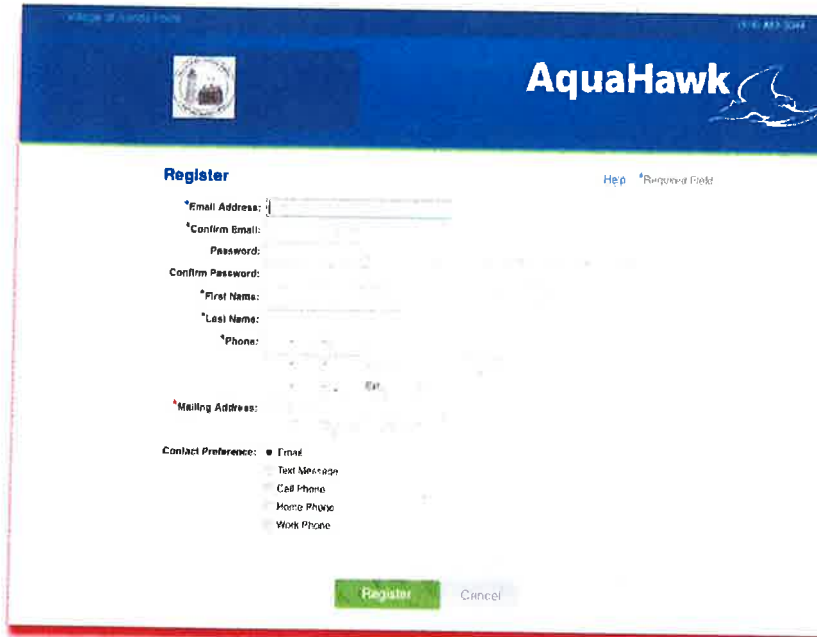
SET-UP INSTRUCTIONS

Aquahawk Customer Portal – Village of Sands Point

You must use one of the following four browsers, **Chrome, Safari, Microsoft Edge or Firefox**, or a tablet or cellphone, to access the **Aquahawk** home portal by typing in the web address sandny.aquahawk.us. You will see this initial screen with the Sands Point logo:



Click on “Register” (green box on lower right) and enter the information as required; the screen will look like the image below. Note that you should enter the password of your choice in both boxes.

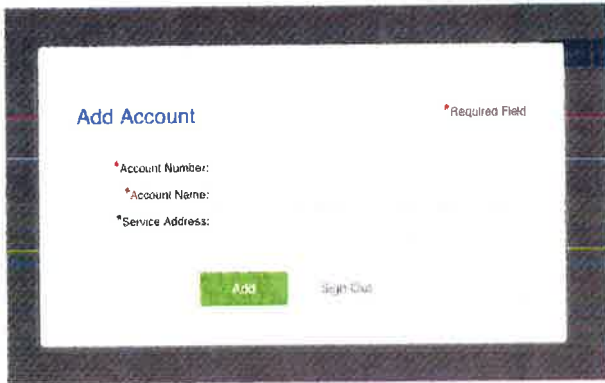




Choosing Email or Text Message as your contact preference is recommended. **Please correct any information carried over from Village records that is no longer accurate. You can change this information in your contact preferences at any time after logging on.**

Entering your cell phone number is required if you are requesting notifications sent by text or voice. If you check your email frequently, email notification may be sufficient if you prefer not to provide your cell phone number. **A notification is sent automatically by Aquahawk only if you have set one or more “thresholds” (see below) and one has been exceeded.**

- After clicking on “Register”, you will return to the initial screen. Now “Sign In” using the email address and new password used to register. After signing in successfully, you will see this screen:



- **Type your meter billing account number from the post card located just above your name and address** (Example 123-0). If you do not have the postcard with your account number, it will be on your water bill or call the Village office at 883-3044 and ask for your account number.

Fill in the other required information and you will come to the main screen for your account, which will look similar to this:





The main screen offers a 365-day view of your water consumption in gallons. If you have two meters, it adds the consumption together. You can select shorter periods to view, such as 30 days or 48 hours. If you want to see water consumption for either the irrigation or residential simply click on the down arrow ∇ next to Search and both meters will be visible. Click on the account you want to view and only the water use for that meter will appear on the screen.

SETTING THRESHOLDS

Not everyone wishes to periodically review the usage information by remembering to visit the website. A powerful option offered by the Aquahawk system allows it to automatically contact you by email, text or phone (determined by the settings you have entered) if certain “thresholds”, are exceeded.

We recommend that you activate thresholds for both meters by clicking on “**My Thresholds**” to see the following screen:

My Thresholds

Account # 396-0

Billing Period Thresholds (Account)

Estimated Bill Alert Threshold Water Use Alert Threshold

Current Projected Current Projected

To set advanced water use thresholds, [click here](#).
If multiple water meters are available, click each desired meter number.

On this screen, thresholds may be set for dollar amount of estimated bill for the billing period, and/or total water usage in gallons, the latter being our recommendation to be notified of excessive consumption within the billing period. If you choose to set either or both of these thresholds, click “Apply”. Then click on “[click here](#)” in blue text to set thresholds to warn of leaks or overuse in shorter-term periods such as hour, single day or single week . The following screen will then appear:

My Thresholds

Account # 396-0 Meter # 1545571598 (Water-Resid)

Billing Period Thresholds (Account)

Estimated Bill Alert Threshold Water Use Alert Threshold

Current Projected Current Projected

Available Meters

1545571598 • Water-Residential-Active
1545586880 • Irrigation-Residential-Active

Water Use Thresholds (Meter)

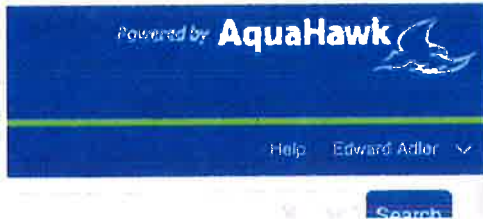
1 Hour 1 Week
1 Day 1 Month

5 gallons per hour for 24 Hours



For each meter (if you have two), click on each meter, enter preferred setting, then click on “Apply”. As shown in the example, setting “5” or “10” gallons per hour for “24 hours” is recommended for continuous flow leak detection. Call or email Brian Gunderson with questions about setting these or other thresholds.

You may wish to check to make sure your contact settings and notification preference are correctly entered, particularly if you have set **thresholds**. To do this, click on your name next to the downward arrow “V” in the upper right portion of the main screen; see example:



After you click on your name, you will see the following screen, similar to the original registration screen:

Settings

Email Address: ed@adlerny.com

First Name: Edward

Last Name: Adler

Alias:

Mailing Address: 86 Barkers Point Road
Sandpoint NY 11050

Phone: 516-883-0308 Ext.

Contact Preference: Email Home Phone
 Text Msg Work Phone
 Cell Phone Urgent issues only

On this settings screen you can correct or change any information, including the means by which notifications are to be sent. Hit “save” in the blue box when all information is correct.

If you check “**Urgent issues only**”, messages about thresholds being exceeded will not be sent to you; **we do not recommend checking this box.**

We hope you will find the Aquahawk system to be a useful tool for monitoring your water usage and informing you of leaks, whether an unseated toilet bowl flap, leaky faucet or something more serious.

Please contact Brian Gunderson at the Water Department with any questions or problems registering on-line: Phone: 516-883-3491

Email address: brian@sandpoint.org