



# New Customer Water Portal/App Login User Guide



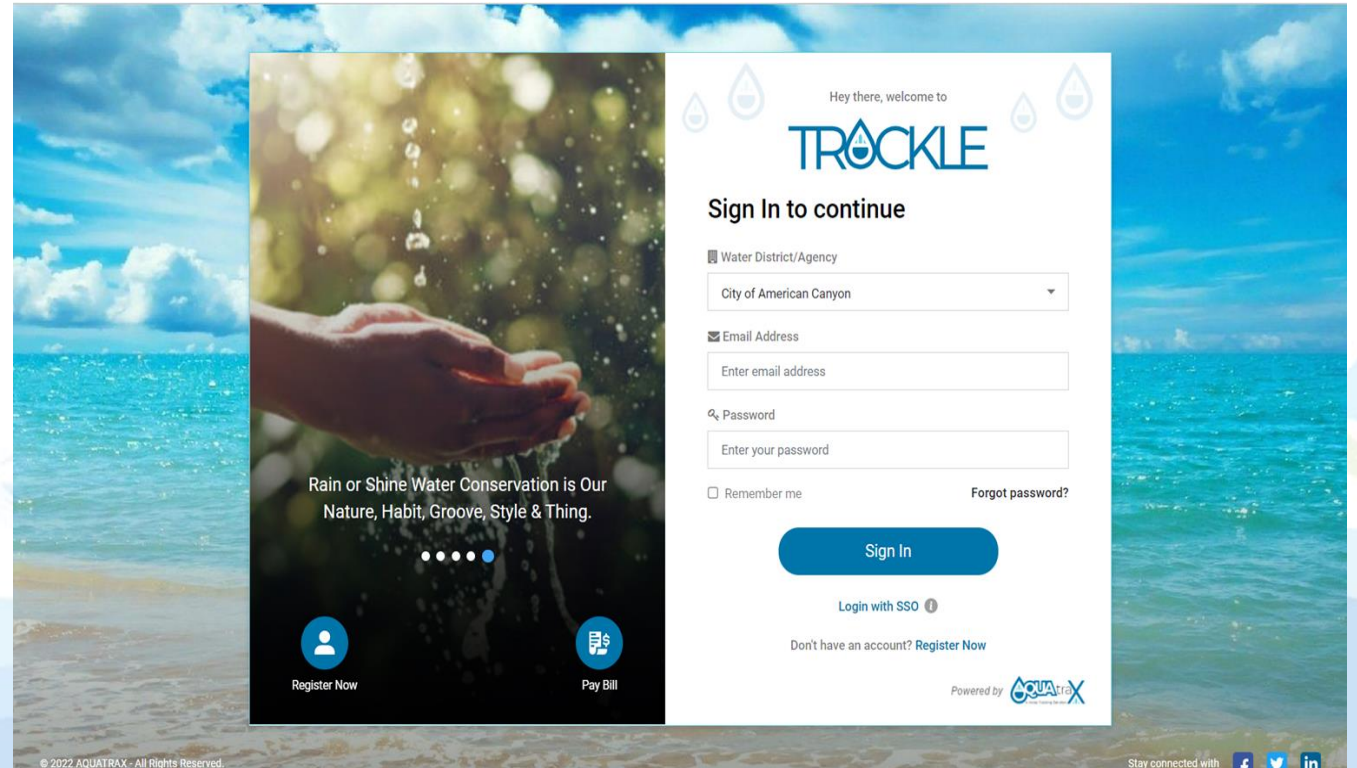
A Water Tracking Solution

Private and Confidential

# Aquatrax Customer Portal URL

The customer can open this URL in any browser (Google Chrome, Safari or Microsoft Edge)

[www.myaquatrax.com](http://www.myaquatrax.com)



# Types of Login

The AQUATRAX provides 2 different ways of Login –

- 1. Auto-Registration** - The customers will get registered automatically on Aquatrax Portal and receive an Email for the Registration success with a link to change their password. (Refer Slide 4-6)
- 2. Login with Email** - Here customer need to Register with details asked in “Register Now”. (Refer Slide 7-11)

# Aquatrax Auto-Registration Email

1. Aquatrax is registering all the customers of agency with the default password.
2. All the customers are going to receive the Auto-Registration Email over their registered Email ID (attachment in next slide).
3. The customer will be having a {Link} text in the mail, on click of which customer will be redirected to the Aquatrax Portal Change Password screen.

# Aquatrax Auto-Registration Email - Sample

**From:** NoReply <[noreply@aquatraxsolutions.com](mailto:noreply@aquatraxsolutions.com)>

**Sent:** Sunday, July 31, 2022 7:41 AM

**To:** amit sharma <[amit.sharma@aquatraxsolutions.com](mailto:amit.sharma@aquatraxsolutions.com)>

**Subject:** New Water Portal for City of American Canyon Water Customer

Dear City of American Canyon Water Customer,

The City of American Canyon is unveiling exciting enhancements to its tool for customers to track their water usage. In partnership with Aquatrax, the customer “Water Portal” now includes easier-to-navigate content, a calculator to help guide target household use, a tool to compare your use to others, and more! Knowing how much water you use is key to using water wisely! We hope this tool and the improvements will help you.

Your water account is already connected to the “Water Portal.” All you need to do is set up your password by using this link {[Link](#)}. If the link does not work, please copy and paste it into a new browser window.

Protecting customer privacy is a priority to the City of American Canyon and Aquatrax. We assure you that our actions concerning your personal information will be guided by our [Privacy Policy](#).

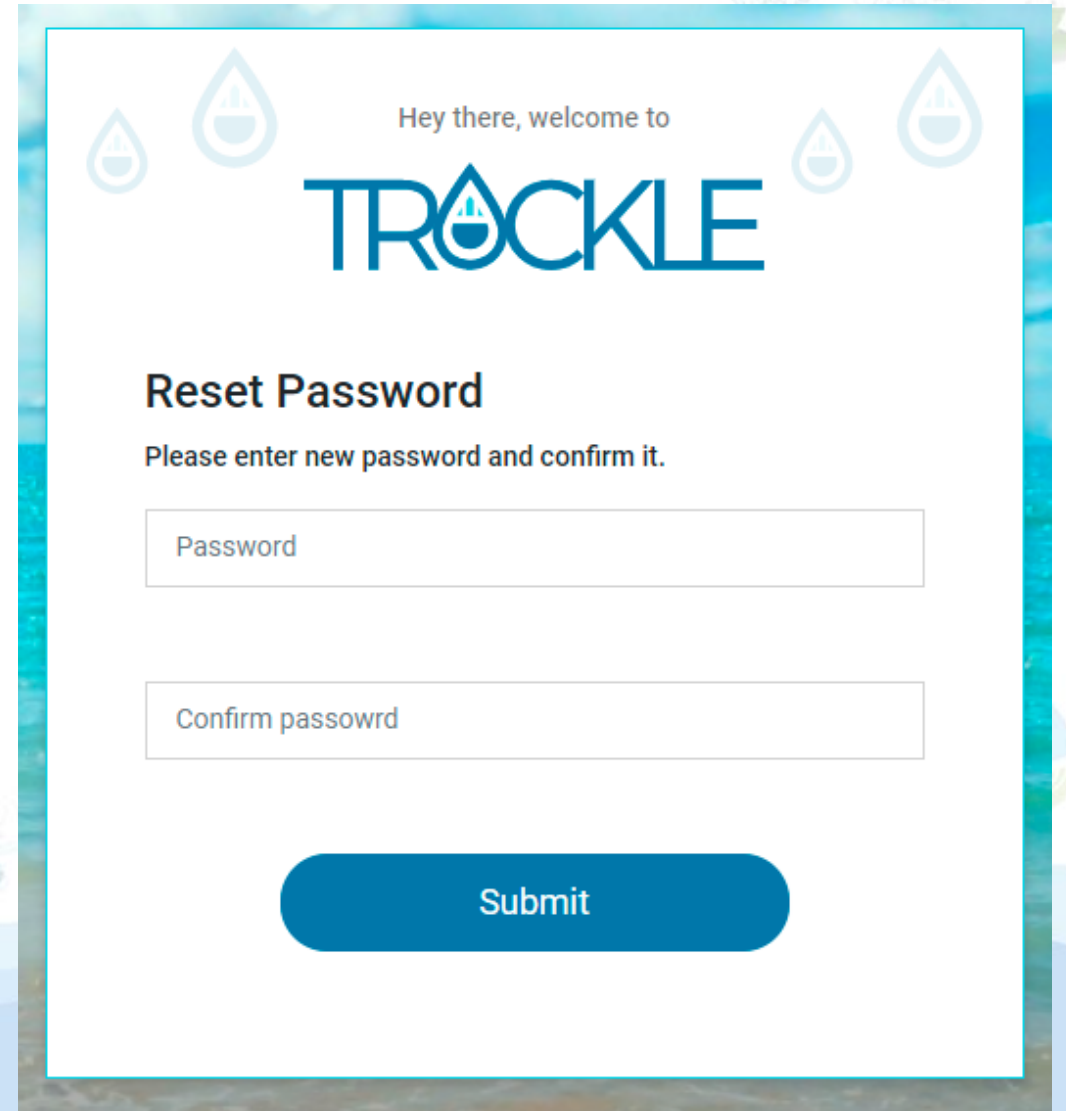
If you need assistance, please contact our customer service at (707) 647-4364 or [utilitybilling@americancanyon.org](mailto:utilitybilling@americancanyon.org).

Thank you for saving water with us!

City of American Canyon

# Aquatrax - Change Password

1. On this screen, customer can **set new password** and **confirm new password**.
2. Once **submitted**, customer will be redirected to the Login screen.



Hey there, welcome to

## TRÖCKLE

### Reset Password

Please enter new password and confirm it.



# Go For Registration

On the Home-Page, customer will find-

**Don't have an account? Register Now**

Click on Register Now to Proceed.

Hey there, welcome to

## TRACKLE

**Sign In to continue**

Water District/Agency  
City of American Canyon

Email Address  
Enter email address

Username is required

Password  
Enter your password

Password is required

Remember me [Forgot password?](#)

**Sign In**

[Login with SSO](#)

**Don't have an account? Register Now**

Powered by AQUATrax

# Registration

On clicking “Register Now” , the customer will be navigated to this screen where customers can Fill out their details and confirm their registration.

**TRUCKLE**  
Create your Account

**ACCOUNT INFORMATION:**

Water District/Agency  
--Select-- ⓘ

Meter Number  
Enter meter number ⓘ

Account Number  
Enter account number ⓘ

Service Zip Code  
Enter zip code ⓘ

**SECURITY QUESTIONS:**

--Select-- ⓘ

Enter security answer

I have read the [Terms and Conditions](#).

Powered by **AQUATrax**

Email Address  
Enter your email address ⓘ  
Email Id is required

Password  
Enter password  
Password is required

Confirm Password  
Enter confirm password

--Select-- ⓘ

Enter security answer

Already have an account? [Sign In](#)


**Register Now**



# Keep your Bill handy for the Registration.

customer can find  
**Account Number** and  
**Meter Number** on the  
Bill.

The highlighted area  
from the referenced  
image.



**City of American Canyon**  
P.O. Box 1410  
Suisun City, CA 94585-4410

Billing Questions (707) 647-4364  
Pay online at <https://onlinebiller.com/amer canyon>  
Water Quality (707) 647-4550  
For After-hours Water Emergencies call  
(707) 995-8674


<b>Statement Date</b> 1/31/2022	<b>Payment Due Date</b> 2/15/2022
<b>Billing Period</b> January	<b>Account Number</b> [REDACTED]
<b>Prior Read Date</b> 12/7/2021	<b>Current Read Date</b> 1/3/2022
<b>Customer Name</b> [REDACTED]	
<b>Service Address</b> [REDACTED]	

**12 Month Consumption History**

Consumption History		— Meter Read —				
		Previous	Current	Consumption	Per Unit	Charges
<b>Water &amp; Sewer Service</b>						
<b>Meter#</b>	[REDACTED]	1381	1388	7	6.78	47.46
<b>Total Consumption Charges</b>						\$ 47.46
Sewer Charge						\$ 57.01
Meter Charge						\$ 15.18
<b>Total Current Charges</b>						\$ 119.65
Previous Balance						112.87
Payment Thank You						(112.87)
Date Last Payment Received						1/16/2022
<b>Balance Forward</b>						\$ 0.00

**Water Conservation Data**

Water Used	
JAN 2021	8
JAN 2022	7
Difference	-1 ↓
Percentage	-12% ↓
Conservation Goal (20%)	not met



# How to proceed with Registration

Step 1 – Water District/Agency- Select your water district/Agency from dropdown - **City of American Canyon**

Step 2 – Meter Number- customer can find their Meter number on the Bill(refer next slide)

Step 3 – Account Number- customer can find their Account number on the Bill(refer next slide)

Step 4 – Enter Service Zip Code

Step 5 – Enter Email Address

Step 6 – Enter Password (Must have 8 characters, 1 capital letter, 1 small letter and 1 special character)

Step 7 – Select Security Questions and enter answers

# Congratulations

After successful Registration, customer will be redirected to **Login** screen.

Here customer can select **Water District/Agency**.

Enter their **Email Address**(entered while Registration) and their **Password**.

