



The proven leader in smart water management.

WeatherTRAK 5.8

Message Alert Preference Training



The proven leader in smart water management.



What is Remote Alert Notification?

Definition: The ability for any user with a log-in and password to receive any one of fourteen different alerts via email, text message or both.

This feature also allows the user to:

- Select where to send text or email messages
- Select the time of day to receive messages,
- Select the days of week to receive messages.



Customer Benefits

- **Manage your business in real-time remotely**
- **Prioritize which messages are to be received remotely**
- **Determine severity of issue before marshalling personnel and equipment**
- **Receive confirmation of “cleared” alerts or resolution once repairs are made**
- **Suspend receiving alert messages by simply logging on**
- **View specific station level alerts not previously displayed**



Log in - Part 1

Type into browser
www.weathertrak.com

Support tab grants you access to any and all product documents. Including but not limited to owners manuals, installation guides, program worksheets and information in Spanish.

Note: with the **Train Now** tab you can train at will! "Everything is easy once you know how to do it."

Click
**Customer
Log In**

The screenshot shows a web browser window displaying the WeatherTRAK website. The browser's address bar contains the URL <http://www.weathertrak.com/>. The website header includes the HydroPoint logo and navigation links for "Smart Water Management", "Drought Management", "Información en español", "LOGIN: Customer Login", and "Partner Resources". A main banner features the text "WeatherTRAK Smart Water Management. Reduce your water footprint in 21 days" and a yellow navigation bar with buttons for "CONTACT US", "TRAIN NOW", "RENEW SERVICE", and "SEE YOUR SAVINGS". Below the banner, there are three columns of content: "HydroPoint in the News" with a list of press releases from 2009, "Calculate your savings with Smart Water Management" with a descriptive paragraph, and a "SUSTAINABILITY 2.0 EDUCATIONAL SERIES" section featuring a "MIND CLICK" logo and a "Register Now" button. Callouts from the text boxes point to the browser address bar, the "Support" tab in the navigation menu, and the "Customer Log In" button in the top right corner.



Log in - Part 2

WeatherTRAK Central Control Products - Road Runner High Speed Online

http://www.weathertrak.net/controlproducts.aspx

WeatherTRAK
The proven leader in smart water management.

Welcome to WeatherTRAK® Central Control Products
Current subscribers, click your controller series to log in.

WeatherTRAK ET Pro Central WeatherTRAK ET Pro² Central

The web pages for the WeatherTRAK ET Pro Central vs. the WeatherTRAK ET Pro² Central represent two different generations of product development. If you have both products you may select either one from the choices above. Requirements for WeatherTRAK.net Service:

1. WeatherTRAK ET Pro Central Series Controller
2. WeatherTRAK ET Pro² Central Series Controller
3. Internet Explorer 6.0 or greater

WeatherTRAK Customer Service | 800.362.8774 | support@hydropoint.com

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Click on blue bar to the right. **WeatherTRAK ET Pro2 Central**



Log in - Part 3

Enter your **User Name** –
This will be an email
address.

Enter your **Password** -
Can be phone # if you
desire.

Click **Log In**

The screenshot shows the WeatherTRAK login interface. At the top left is the WeatherTRAK logo with the tagline "The proven leader in smart water management." Below the logo is a decorative bar of blue and green squares. The main content area features a "Log In" form with a blue header. The form contains two input fields: "User Name" with the text "expertwatermanager@savings.com" and "Password" with masked characters. A "Log In" button is positioned at the bottom right of the form. Three blue callout boxes with white text point to the form: one to the User Name field, one to the Password field, and one to the Log In button. Below the form, there is contact information for WeatherTRAK Customer Service, the HydroPoint logo, and a copyright notice for HydroPoint Data Systems, Inc. The bottom of the page features a wide decorative bar of blue and green squares and the WeatherTRAK logo and tagline on the right side.

WeatherTRAK®
The proven leader in smart water management.

Log In

User Name: expertwatermanager@savings.com

Password: ●●●●●●●●

Log In

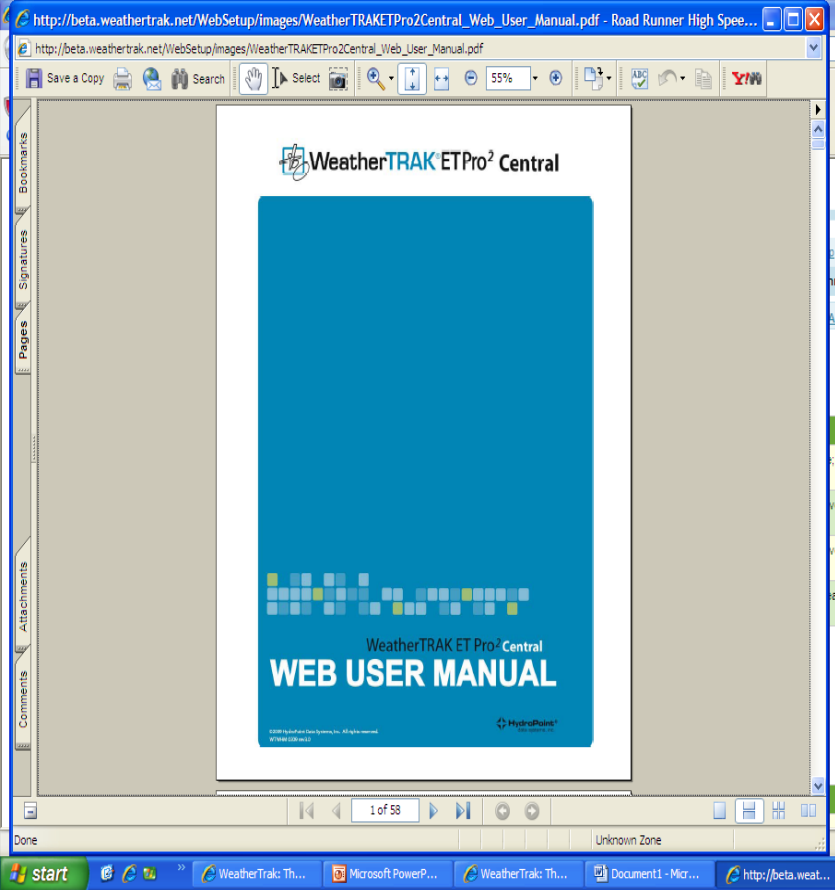
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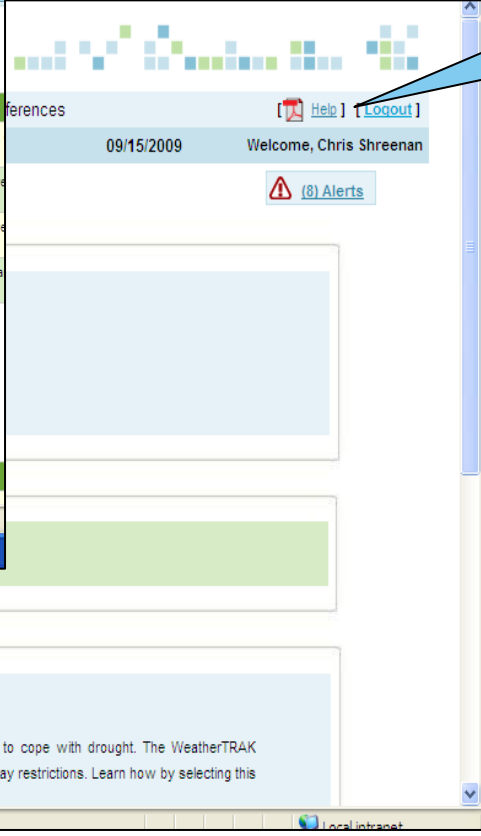
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The proven leader in smart water management.

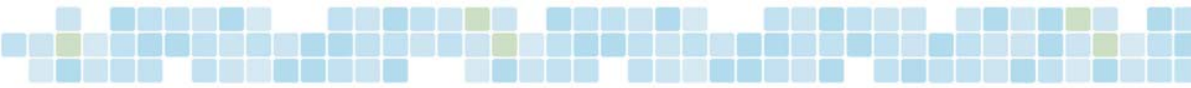




Home Page



Click on **Help** to read the **Web User Manual**



Home Page

Click on **Preferences** Tab

The screenshot shows the WeatherTRAK Home Page. At the top left is the WeatherTRAK logo with the tagline "The proven leader in smart water management." Below the logo is a navigation menu with tabs: Home, Controller List, Manage, Program, Manual, Reports, Water Budgeting, Alerts, and Preferences. The "Preferences" tab is highlighted. To the right of the menu, there are links for "Help" and "Logout", and a "Welcome, Chris Shreenan" message. The date "09/15/2009" is displayed. Below the navigation menu, there is a "Home" section with a "8 Alerts" notification. On the left side, there is a "Choose Controller" section with a dropdown menu and a "Quick Links" section with links for Controller List, Manage, Program, Manual, Reports, Water Budgeting, Alerts, Preferences, and Rain Pause. The "Preferences" link is highlighted. The main content area is divided into three sections: "Account Summary" with a table of active controllers and alerts, "Major Issues" with a list of valve no connect issues, and "What's New" with a section titled "Managing Water Day Restrictions".

Category	Count
Active Controllers	7
Active Alerts	
System	2
Communication	6
Program	1
Controllers in Pause	0

Major Issues

- valve No Connect, [Chris's Desk \(07001300\)](#)
- Valve No Connect, [On Chris's House \(00010401\)](#)

What's New

- Managing Water Day Restrictions**
Several water agencies have imposed water day restrictions in an effort to cope with drought. The WeatherTRAK solution makes it easy to modify irrigation schedules to accommodate water day restrictions. Learn how by selecting this link: <http://www.weathertrak.com/smart-irrigation/faq.php#programming5>

Note: **Preferences** can also be accessed via **Quick Links**

What's New is a great resource for programming tips to comply with water restrictions. Customer Service hours are also posted here.



Preferences Page Navigation

The Preferences page uses the same navigation as the programming page.

The page is divided into sections separated by dark green bars. Clicking the “+” or “-” button expands or collapses a section.

This architecture give us the ability to add more data in the future, but also gives you the ability to see specific data all on a single page

The screenshot shows the WeatherTRAK web interface. At the top, there is a navigation menu with links: Home, Controller List, Manage, Program, Manual, Reports, Water Budgeting, Alerts, and Preferences. The user is logged in as Chris Shreenan, with a date of 09/15/2009. The main content area is titled "Preferences" and includes a "Save" and "Cancel" button. Below this, there are two main sections: "My Profile" and "Alert Notification Preferences". The "My Profile" section contains fields for Login (QA_Shreenan1), First Name (Chris), Last Name (Shreenan), Primary Phone (707-285-3234), and Mobile Phone (707-338-8303). The "Alert Notification Preferences" section is currently collapsed.

Once you have filled in your information in each section click the save button.

Preference Page - My Profile

WeatherTRAK
The proven leader in smart water management.

Home Controller List Manage Program Manual Reports Water Budgeting Alerts Preferences [Help] [Logout]

09/15/2009 Welcome, Chris Shreenan

Preferences (8) Alerts

Chris Shreenan
My Profile | Alert Notification Preferences

Save Cancel

My Profile
* indicates required field

Login	QA_Shreenan1
First Name *	Chris
Last Name *	Shreenan
Primary Phone *	(707) 285 - 3234 ext. <input type="text"/>
Mobile Phone	(707) 338 - 9303
Last Updated	8/31/2009 2:24:46 PM

+ Alert Notification Preferences

Enter your Profile Information. **Primary Phone** is for our Customer Service dept. to contact you.

Mobile Phone is for Customer Service also.



Preferences Page - Alert Notification Preferences - Contact Information

Fill in your **Notification Email Address** for alert notification via email.

Preferences (8) Alerts

Chris Shreenan
[My Profile](#) | [Alert Notification Preferences](#)

+ Expand All | - Collapse All

+ My Profile

- Alert Notification Preferences
* indicates required field

Suspend Alert Notification

Notification Email Address *

Notification Text Message Address

Notification Sending Window

Alert type Email Text User Time Zone Use Daylight Savings Yes No

System	Email	Text	Start Time	End Time	Duration	Day of Week
High Flow	<input type="checkbox"/>	<input type="checkbox"/>	6 AM	to 6 PM	[12 hrs]	Everyday
No Flow	<input type="checkbox"/>	<input type="checkbox"/>	6 AM	to 6 PM	[12 hrs]	Everyday
Leak Detect	<input type="checkbox"/>	<input type="checkbox"/>	6 AM	to 6 PM	[12 hrs]	Everyday

Select User Time Zone



Preferences Page - Alert Notification Preferences - Contact Information

Mobile Phone Provider	SMS Address to Use
AT&T Wireless	7073389303@txt.att.net
Sprint Nextel	7073389303@essaging.sprintpcs.com
T-Mobile	7073389303@tmomail.net
Verizon Wireless	7073389303@vtext.com
Alltel	7073389303@message.alltel.com
Boost Mobile	7073389303@myboostmobile.com
Helio	7073389303@myhlio.com
U.S. Cellular	7073389303@email.uscc.net
Virgin Mobile	7073389303@vmobl.com
Other	Click here to find more

09/15/2009 Welcome, Chris Shreenan

Notification Email Address *

Notification Text Message Address

Getting Your Text Messaging Address.

Notification Sending Window

User Time Zone

Use Daylight Savings Yes No

	Start Time	End Time	Duration	Day of Week
<input type="checkbox"/>	6 AM	to 6 PM	[12 hrs]	Everyday
<input type="checkbox"/>	6 AM	to 6 PM	[12 hrs]	Everyday
Leak Detect <input type="checkbox"/>	6 AM	to 6 PM	[12 hrs]	Everyday

Click on the blue box ? to locate you cell phone provider's text address format.

Fill in your **Notification Text Message Address**. The area code - then phone # - then email address style formatting.

Standard Text Message Rates apply. Consult your provider for fees.



Preferences Page - Alert Notification Preferences - Test Notification

Click **Send a Test Notification**. You should receive a text and an email from WeatherTRAK within a few minutes.

Suspend Alert Notification

Notification Email Address *

Notification Text Message Address

[Send a Test Notification](#)

[Close](#)

Help on Getting Your Text Messaging Address

You may not know it, but text messages can be sent to a cell phone or PDA by e-mail. To do this, you first need to determine the email address for the phone or PDA to which messages will be sent. This is a necessary step if you want to receive Alerts by text messages.

The first part of the text messaging address is the phone number with area code (without spaces or dashes), and part is based on the company providing the cell phone service:

Mobile Phone Provider	SMS Address to Use
AT&T Wireless	7073389303@txt.att.net
Sprint Nextel	7073389303@messageq.sprintpcs.com
T-Mobile	7073389303@tmomail.net
Verizon Wireless	7073389303@vtext.com
Alltel	7073389303@message.alltel.com
Boost Mobile	7073389303@myboostmobile.com
Helio	7073389303@myhlio.com
U.S. Cellular	7073389303@email.uscc.net
Virgin Mobile USA	7073389303@vmobl.com
Other	Click here to find more

Suspend Alert Notification should be checked when you go on vacation. Remember to uncheck it when you come back to work.

Before You Call Customer Service-

If you do not receive alert emails:

1. Make sure the “Suspend Alert Notification” box is NOT checked.
2. Verify your email address is correctly spelled and formatted on the preference page.
3. Check your email Junk or Spam folder to see if they were sent there. Change your email settings to “safe” if applicable.
4. Check with your internet service provider to ensure there are no issues with the email system.
5. Verify your time zone and time of day messaging sending to confirm these have been setup properly.

Tip: Manage your email alerts by creating an Outlook rule. Your alert emails can then go directly into your specified “WeatherTRAK Alerts” folder.



Before You Call Customer Service-

If you do not receive alert text message:

1. Make sure the “Suspend Alert Notification” box is NOT checked.
2. Check the accuracy of your text address and format on the Preferences Page.
3. Check your time zone box.
4. Check your message start sending time box.

Tip: Use the Help ? Icon to see examples of your carrier’s text address.

The screenshot shows the 'Alert Notification Preferences' page. It includes a green header, a note that an asterisk indicates a required field, and three input fields: 'Suspend Alert Notification' (checkbox), 'Notification Email Address *' (text box with 'cjshreenan@msn.com'), and 'Notification Text Message Address' (text box with '7073389303@vtext.com'). A blue callout box with a white question mark icon points to the help icon next to the text message address field. A 'Send a Test Notification' button is also visible. A link at the bottom reads 'Getting Your Text Messaging Address.'

This box lists the phone provider text address information

Customer Service Information

1-800-362-8774

Mon – Fri 7 am to 5 pm PT (6 pm PDT)

Sat 9 am to 2 pm PT

Live Help - English and Spanish

Please have Serial # of controller ready



Email Alert - Sample

From: support@hydropoint.com [mailto:support@h

Sent: Thursday, September 24, 2009 4:11 PM

To: Joe Smith

Subject: WeatherTRAK Alert! X1-18: 070006362-Ha

An alert has been triggered for:

Controller: West Bldg - Front Entry

Serial #: 07006362

Account: HydroPoint Data Systems - QA

Site: Default

Alert: Hardware Alert

Alert Category: System

Created on: 9/24/2009 4:09:57 PM (PST)

Please review your alerts online at www.weathertrak.net for suggested troubleshooting and resolution steps.

Online training is also available at www.weathertrak.com/training.

If you still need help, please call WeatherTRAK Customer Service at 800-362-8774.

Note: You are receiving this email because you have selected your preferences at www.weathertrak.net to be notified for the alert and status below. To modify your preferences, click [here](#).

The WeatherTRAK Customer Service Team

Controller name and Serial

It is likely you will be monitoring multiple controllers.

Alert Type will allow you to plan how to resolve the issue.

Alert Category will give you an indication about the problem. Remember you have control as to which **Alert Category** notifications you receive. Notification preferences can be changed at any time.

Review your specific alerts online



Preferences Page – Alert Notification Preferences – Alert Features

Your **User Time Zone** in which you want to receive messages

Select which alerts you choose to be sent via **Email**.

Select which alerts you choose to be sent to you via **Text**.

Select the **Start Time** you would want to be notified of this alert.

Select the **End Time** you would want to be notified of this alert.

Notification Sending Window

User Time Zone: **Pacific** (dropdown)

Use Daylight Savings: Yes No

System	Email	Text	Start Time	End Time	Duration	Day of Week
High Pressure	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	8 AM	6 PM	[12 hrs]	Everyday
No Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	8 AM	6 PM	[12 hrs]	Weekdays Only
Leak Detection	<input checked="" type="checkbox"/>	<input type="checkbox"/>	8 AM	6 PM	[12 hrs]	Weekdays Only
Valve Short	<input type="checkbox"/>	<input type="checkbox"/>	8 AM	6 PM	[12 hrs]	Weekdays Only
Valve No Connect	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	8 AM	6 PM	[12 hrs]	Weekdays Only
Hardware	<input checked="" type="checkbox"/>	<input type="checkbox"/>	8 AM	6 PM	[12 hrs]	Weekdays Only
Account						
Controller Offline **	<input checked="" type="checkbox"/>	<input type="checkbox"/>	8 AM	6 PM	[12 hrs]	Weekdays Only
No ET Communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>	8 AM	6 PM	[12 hrs]	Weekdays Only
Program						
Subscription Alert	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	12 PM	12 PM	[24 hrs]	Everyday
Water Day Alert	<input type="checkbox"/>	<input type="checkbox"/>	8 AM	6 PM	[10 hrs]	Everyday
Water Window Alert	<input type="checkbox"/>	<input type="checkbox"/>	8 AM	6 PM	[10 hrs]	Everyday

** Controller Offline alerts delay by 12 hours.

Preferences Page – Alert Notification Preferences – Alert Features

Notification Sending Window

Alert type ⓘ Email Text User Time Zone Pacific Use Daylight Savings Yes No

System	Start Time	End Time	Duration	Day of Week
High Flow	8 AM	8 PM	[12 hrs]	Everyday
No Flow	8 AM	8 PM	[12 hrs]	Weekdays Only
Leak Detect	8 AM	8 PM	[12 hrs]	Weekdays Only
Valve Short	8 AM	8 PM	[12 hrs]	Weekdays Only
Valve No Connect	8 AM	8 PM	[12 hrs]	Weekdays Only
Hardware Alert	8 AM	8 PM	[12 hrs]	Weekdays Only

Communication

Controller Offline **

No ET Communication

Account

Water Day Alert

Water Window Alert

** Controller Offline alerts delay by 12

Notification Sending Window

Alert type ⓘ Email Text User Time Zone Pacific Use Daylight Savings Yes No

System	Start Time	End Time	Duration	Day of Week
High Flow	8 AM	8 PM	[12 hrs]	Everyday
No Flow	8 AM	8 PM	[12 hrs]	Weekdays Only
Leak Detect	8 AM	8 PM	[12 hrs]	Weekend Only
Valve Short	8 AM	8 PM	[12 hrs]	Weekdays Only
Valve No Connect	8 AM	8 PM	[12 hrs]	Weekdays Only
Hardware Alert	8 AM	8 PM	[12 hrs]	Mon - Sat

Communication

Controller Offline **

Water Day Alert

Water Window Alert

** Controller Offline alerts delay by 12 hours.

Select the **Day of Week** you want to be notified of this alert.

Notice **Day of Week** selections from drop down menu.

Preferences Page – Alert Notification Preferences – Do not forget to save!

This list of controllers represents those within your account that you have access to via your email and password. You may de-select a single or multiple controller from remote messages as needed.

Water Window Alert 8 AM to 6 AM [22 hrs] Weekdays Only

** Controller Offline alerts delay by 12 hours.

Controller Selection

Select All

Controller	Serial Number
<input type="checkbox"/> Ben's Home Controller	08007311
<input checked="" type="checkbox"/> Chris S's Demo	07001372
<input type="checkbox"/> Chris W's Home	07001722
<input type="checkbox"/> Chris's Desk	07001300
<input type="checkbox"/> John's Demo	07001300
<input type="checkbox"/> On Chris's House	00010401
<input type="checkbox"/> Phil's Home	07002180

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[Water Budgeting](#) | [Alerts](#) | [Preferences](#) | [Logout](#)
[Help](#) - [Customer Support](#) - [weathertrak.com](#)

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Select controllers you wish to be notified of alerts.

Click **Save** to save your work.



Preferences Page – Alert Notification Preferences – Alert Type “i” Icon

Click on the “i” icon to view Alert Type.

The screenshot shows the 'Alert Notification Preferences' page. The 'Alert type' column has an information icon ('i'). A callout box points to this icon with the text 'Click on the “i” icon to view Alert Type.' The main page lists various alert types under categories like System, Communication, and Account. A pop-up window titled 'Alert Types' provides detailed definitions for these alerts.

Alert Types

System Alerts
Alerts impact the scheduled irrigation and should be addressed immediately.

Alert Type	Description	Note
HighFlow	High Flow	Possible Mainline Break
NoFlow	No Flow	Flow cannot be measured during scheduled irrigation. A gate valve is closed, or a pump is operating or flow rate is too low for No-Flow threshold setting.
LeakDetect	Leak Detect	A valve has stuck open or a cracked fitting or pipe is leaking. A quick coupler or hose bib is being used.
ValveShort	Valve Short	Valve short for station(s) #.
ValveNoConnect	Valve No Connect	Valve No Connect for station(s) #.
HardwareAlert	Hardware Alert	Some stations are not irrigating due a controller PCB fault.

Communication Alerts
Communication loss for receiving ET values and exchanging info between the controller and web site.

Alert Type	Description	Note
ControllerOffline	Controller Offline	Controller Offline
NoCommunication	No ET Communication	## day(s) since daily ET Messages received.

Account Alerts
ET Everywhere subscription has expired and daily weather updates will no longer be received.

Alert Type	Description	Note
SubscriptionAlert	Subscription Alert	ET Everywhere Subscription has expired.

This separate page provides definitions of alerts and possible remedies



Preferences Page – Alerts Described

Now that you have been sent an alert, what do you do with it?

The 4 **Alert Categories** based on severity:

- System-** Flow/Valve Wire
- Communication-** Off Line
- Account-** Subscription Alert
- Program-** Water Window or Water Day Alerts

The **Description** information helps you understand priority for **Alert Category**.

The **Action** section gives you a possible remedy to resolve the alert

The screenshot shows the WeatherTRAK Alerts page. At the top, there is a navigation menu with links for Home, Controller List, Manage, Program, Manual, Reports, Water Budgeting, Alerts, and Preferences. The date is 09/24/2009 and the user is Chris Shreenan. There is a notification for 10 Alerts. The main content is divided into two sections: Alert Categories and Alert Types.

Alert Categories

Alert Category	Description	Action
System	Alerts impact the scheduled irrigation and should be addressed immediately.	Resolve the field issue to prevent possible loss of landscape; clear the alert to resume irrigation.
Communication	Communication loss for receiving messages and exchanging info between the controller and weather station.	Call WeatherTRAK Customer Service for assistance to resolve and clear the alert. 800.362.8774.
Account	Alerts occur when a subscription has expired and daily weather updates will no longer be received.	Call WeatherTRAK Customer Service for assistance to resolve and clear the alert. 800.362.8774.
Program	Alerts represent deficiencies in controller programming that impact individual stations.	Change appropriate program information and the alert will clear automatically.

Alert Types

System Alerts

Alerts impact the scheduled irrigation and should be addressed immediately.

Alert Type	Description	Note
High Flow	High Flow	Possible Mainline Break

Things to Remember

- You must “Clear” Flow and Valve Alerts in the field
- A remote Communication alert is not sent unless communication has been lost for more than 12 consecutive hours.
- Two types of Water Window Alerts
 - One occurs during actual irrigation and alerts the user that calculated run times exceed the user defined water window. This alert will be sent at the start of the water window and will “Clear” automatically at the end of the water window.
 - The second occurs when the water window is insufficient for the water window duration selected. The remote alert notification is sent when the controller receives updated ET, or changes to a new month. The alert will not clear until the issue is resolved.



Preferences Page – Alert Notification – Preferences – Alert Priorities

Alert Types have levels of severity. Some are emergencies, others are not that urgent. WeatherTRAK Alerts are like your car dashboard lights.

Oil Pressure Light - High priority - Add oil now!

Tire Pressure Light - Low Priority - Add air to your tires at next fill up.

High Flow Alert - Very high priority - This could result in property damage.

Valve Short Alert - Medium priority - Issue can be resolved at next site visit.

Water Day Alert - Low priority – These can be quite common even with one non water day set during the summer months. You may elect to not be notified of this alert.



Conclusion

We are delivering a solution that YOU, our valued customer asked for:

Another addition to our Smart Water Management Solution

WeatherTRAK Pro2 Central Alert Notification

Email or Text or Both

Only on the Alerts you choose

The End

