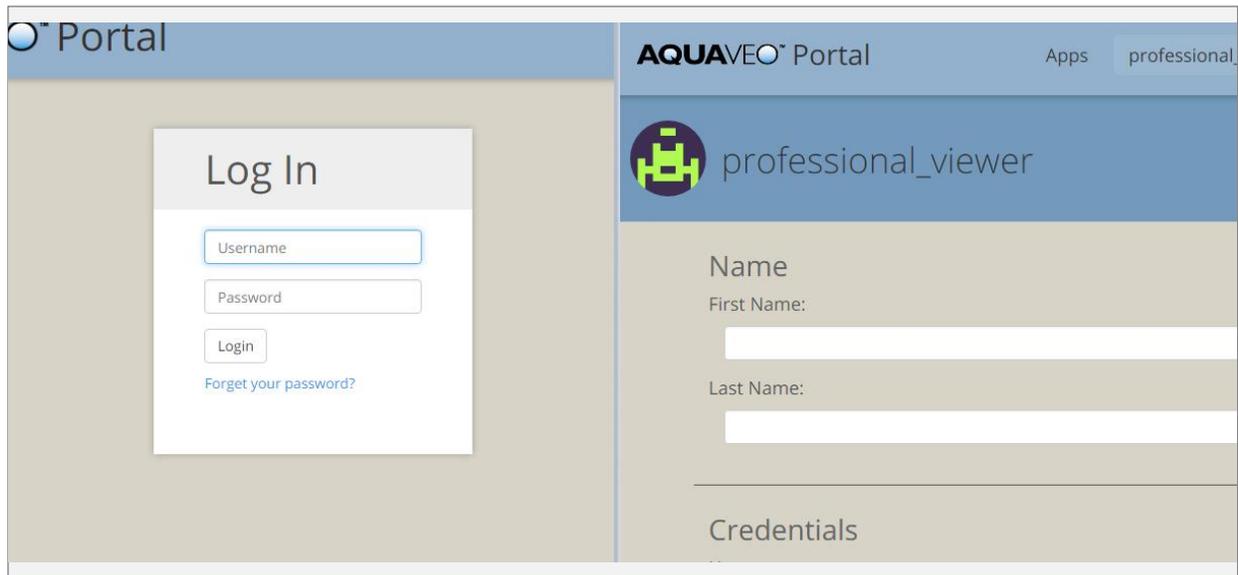




## CityWater Tutorial

### CityWater – Log In and User Profile

How to access your CityWater account and view your profile



#### Objectives

This tutorial will demonstrate how to access your CityWater™ account on the Aquaveo™ Portal and show how to view and edit your user profile.

#### Prerequisites

- None

#### Requirements

- CityWater Account
- Internet access

#### Time

- 10–20 minutes

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## 1 The Aquaveo Portal

CityWater is a web-based application. This allows accessing your CityWater projects from any desktop or mobile device using a standard web browser and an active internet connection.

Accessing CityWater is done through the Aquaveo Portal. The portal is reached by doing the following:

1. Open a web browser. For the best experience, use Google Chrome, Mozilla Firefox, or Safari.
2. Navigate to the Aquaveo Portal using the following web address:  
<https://portal.aquaveo.com>.

By default, you will be redirected to the Log In page.

Figure 1: The Log In page

If you previously logged into the portal and are still logged in, the Apps Library page will open instead. It is advised that you sign out of the Aquaveo Portal at the end of each session. Signing out of your account is discussed in section 4.

## 2 Logging In to Your Account

After purchasing CityWater, an account was created for you. To access your account from the Log In page, do the following:

1. Enter your username in the top text field. Your username was sent to you after you purchased CityWater.
2. Enter your password in the middle text field. If you do not know your password, see section 2.1.
3. Enter the characters from the Captcha in the bottom text field.
4. Press **Enter** or click the **Login** button.

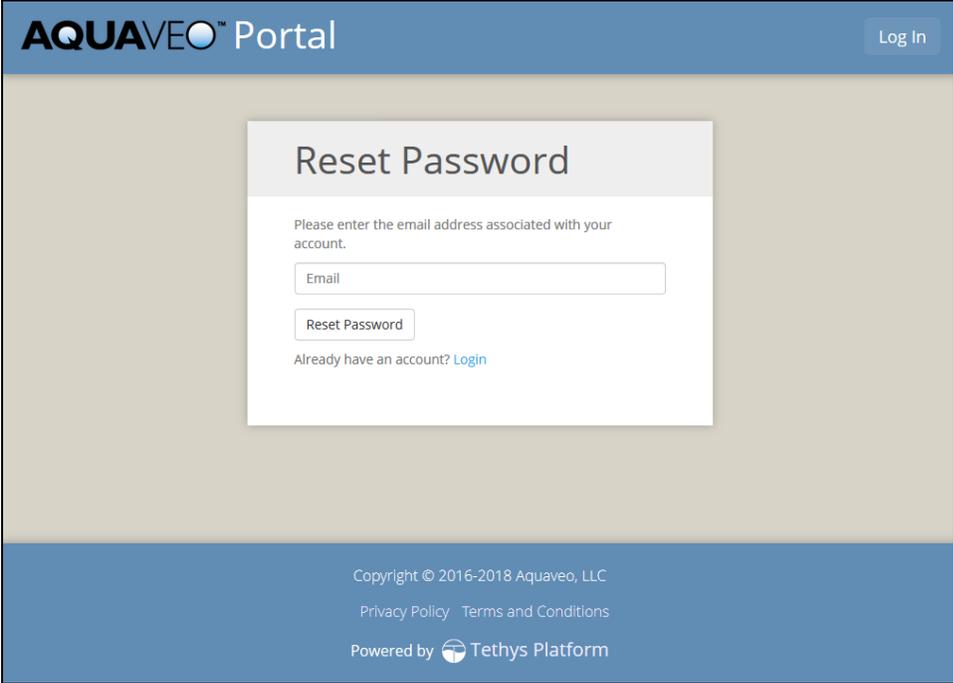
Once you have successfully logged in, the Apps Library page will open.

### 2.1 Forgot Your Password

If you have forgotten your password, you can reset your password in order to log in. To do this, you must be able to access the email account associated with your CityWater account.

1. On the Log In page, click on the phrase **Forgot your password?**

The Reset Password page will appear:



The screenshot shows the 'Reset Password' page of the AQUAVEO Portal. The page features a blue header with the 'AQUAVEO Portal' logo and a 'Log In' button. The main content area is light gray and contains a white box with the title 'Reset Password'. Inside the box, it says 'Please enter the email address associated with your account.' followed by an 'Email' input field, a 'Reset Password' button, and a link 'Already have an account? Login'. The footer is blue and contains copyright information, links for 'Privacy Policy' and 'Terms and Conditions', and 'Powered by Tethys Platform'.

Figure 2: The Reset Password page

2. Enter in the provided field the email address associated with your account.
3. Press **Enter** or click on **Reset Password** to have an email sent to the address you provided.

4. Check your email for a message containing a link and follow the directions in the email to reset your password.

## 2.2 Privacy Policy and Terms and Conditions

If this is the first time you have logged in, or if the Privacy Policy and/or Terms and Conditions have been updated since the last time you logged in, a notice similar to the following will appear:

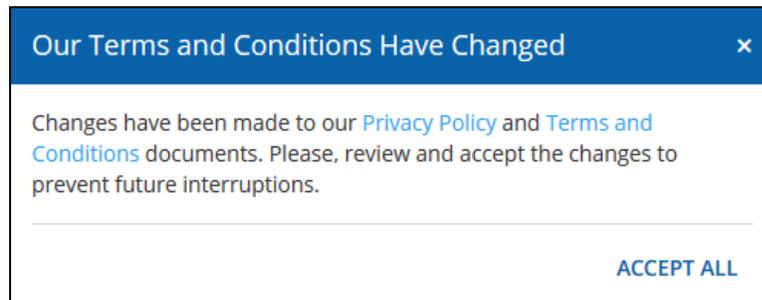


Figure 3: Notice about updated terms and policies

1. If there is a **Privacy Policy** link in the notice, clicking on it brings up the following page (the version number may be different):

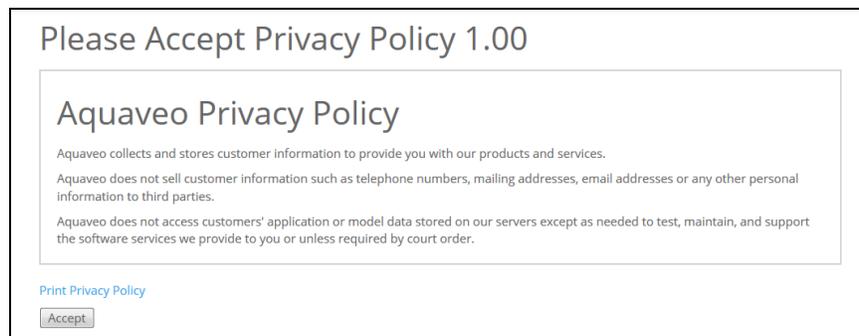


Figure 4: Reviewing and accepting the Privacy Policy

2. If desired, print a copy for your records by clicking **Print Privacy Policy**.
3. After reviewing the updated policy, click **Accept** to accept the new policy and return to the Apps Library page.
4. If there is a **Terms and Conditions** link, clicking on it will bring up the following page (the version number may be different):

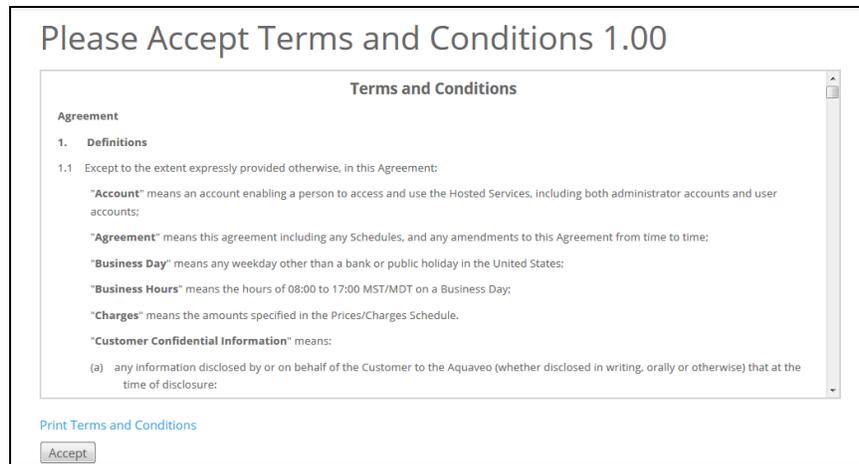


Figure 5: Reviewing and accepting the Terms and Conditions

The scroll bar on the right side can be used to scroll down to allow reading of the full Terms and Conditions.

5. If desired, print a copy for your records by clicking **Print Terms and Conditions**.
6. After reviewing the updated Terms and Conditions, click **Accept** to return to the Apps Library.

### 3 User Profile

After logging in to the Aquaveo Portal, view your user information by doing the following:

1. Select your username in the upper right corner of the screen.

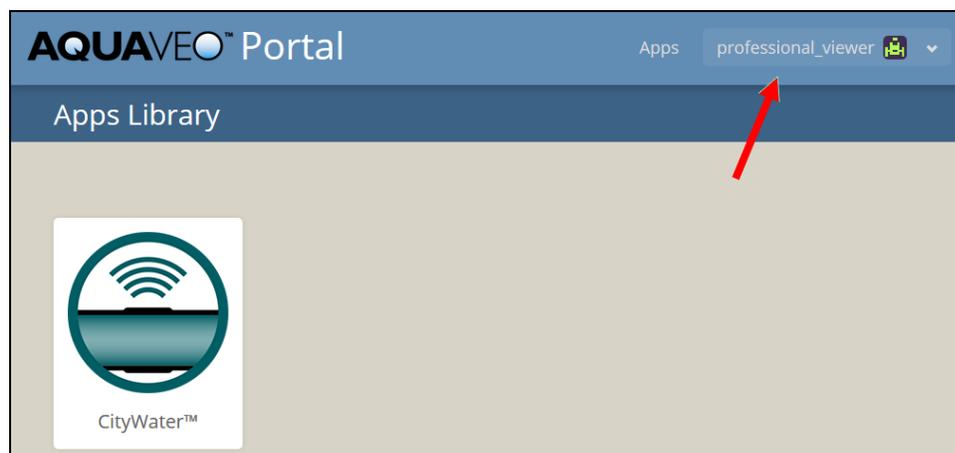


Figure 6: The account username menu

This will open your user profile page. Here you can view your name, your email address, and other information associated with your account.

2. Review your profile information.

3. Select **Apps** to the left of your username in the upper right corner to return to the Apps Library.

### 3.1 Editing Your Profile

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You can edit your profile using one of two processes. In the first process:

1. Go to your user profile page by clicking on your username in the upper right corner.
2. Press the **Edit** button on your User Profile page. This will make most of the fields editable.
3. Make the desired edits and press the **Save** button when done.
4. Select **Apps** to the left of your username in the upper right corner to return to the Apps Library.

An alternative process is to:

1. Select **User Settings** from the dropdown menu next to your profile button in the upper right corner of the page.
2. Make the desired edits and press the **Save** button when done.
3. Select **Apps** to the left of your username in the upper right corner to return to the Apps Library.

If you are unable to edit your profile, please contact your local administrator for assistance.

### 3.2 Editing Your User Image

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The image shown with your user account is provided by the Gravatar service. To change the image:

1. Visit <https://en.gravatar.com/>.
2. Create an account using the same email address associated with your Aquaveo Portal profile.
3. Upload an image.

Please note that it may take a short time for the new image to show up as your user image.

## 4 Signing Out

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It is recommended that you sign out of your account when you have completed a session.

1. Select the down arrow next to your account name in the upper right corner.
2. Select the **Log Out** command to sign out of your account.

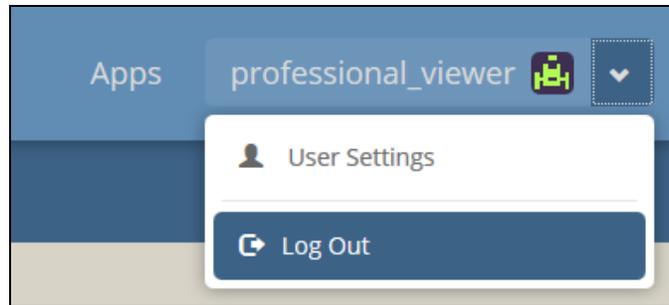


Figure 7: Log Out command

## 5 Conclusion

This concludes the “Log In and User Profile” tutorial for CityWater. This tutorial demonstrated:

- How to access the Aquaveo Portal
- How to log in to your account
- Accepting Privacy Policy and Terms and Conditions changes
- Viewing your user profile
- Editing your user profile
- Logging out of your account