NEPTUNE
TECHNOLOGY GROUP

Neptune® 360™
Getting Started Guide

Neptune® 360™ Getting Started Guide

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Neptune® 360™
Getting Started Guide
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Chapter 1: Welcome to Neptune® 360™

A Cloud-Based Data Management Platform

Welcome to Neptune® 360™, Neptune's data management platform. Through this Software-as-a-Service (SaaS) model, utilities have access to a solution that is scalable, reliable, and secure. Neptune hosts the application and provides all software management-related activities. By providing these services, utilities can concentrate on providing their consumers clean drinking water and know that Neptune ensures their data is accurate, concise, and secure.

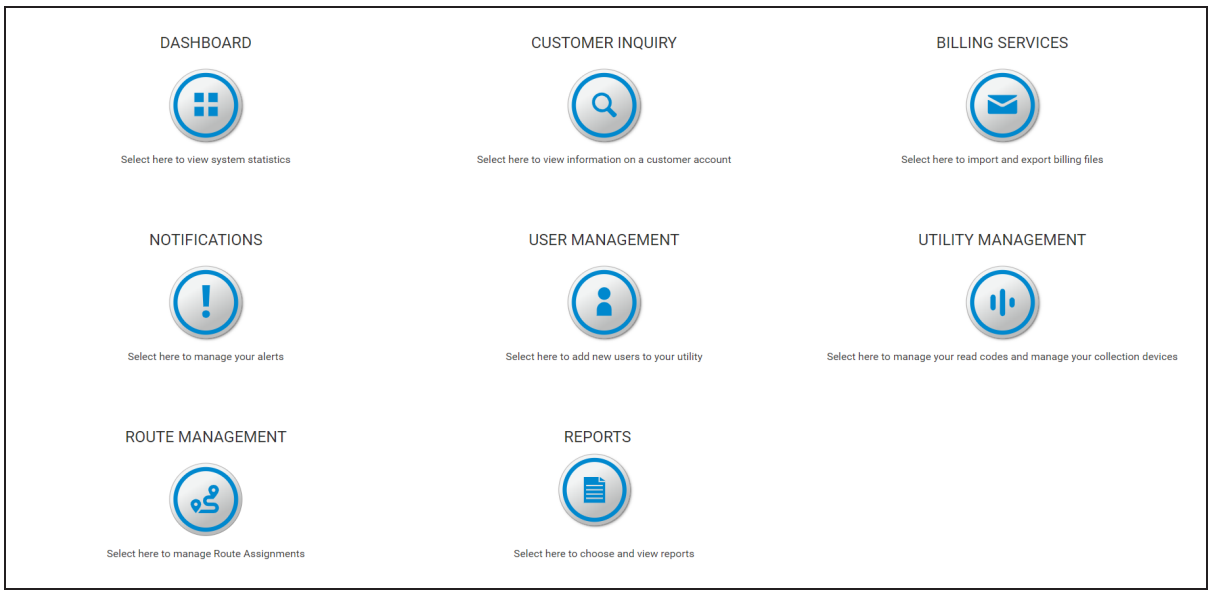

Figure 1: Neptune® 360™ Main Menu

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Chapter 2: System Configurations

This chapter provides information on the operating system and browser combinations Neptune® tests and validates.

Other combinations may work, but are not supported.

Supported System Configurations

This section provides a list of supported system configurations:

- A PC running Windows 7 or Windows 10.
- Microsoft® Edge or Google Chrome™ (latest version) browsers.
- Minimum recommended screen resolution of 1280 x 720.

Microsoft ended mainstream support of Windows 7 in 2015, and extended support ends on January 14, 2020.

Internet Connection

Broadband internet connection is needed with minimum speeds of:

- Download – 4 Mbps.
- Upload – 1 Mbps .

Access and Security

Your network must allow traffic and emails from: https://www.neptune360.com/

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Chapter 3: Getting Started

This chapter provides information on how to access Neptune® 360™.

Administrative Access

A utility administrator is assigned by your utility prior to delivery of the system. Neptune is responsible for setting up user access for the utility administrator. After Neptune creates the account for the administrator, the system sends an email inviting the administrator to register for access to the system.

The administrator and all Neptune 360 users must have a valid email address.

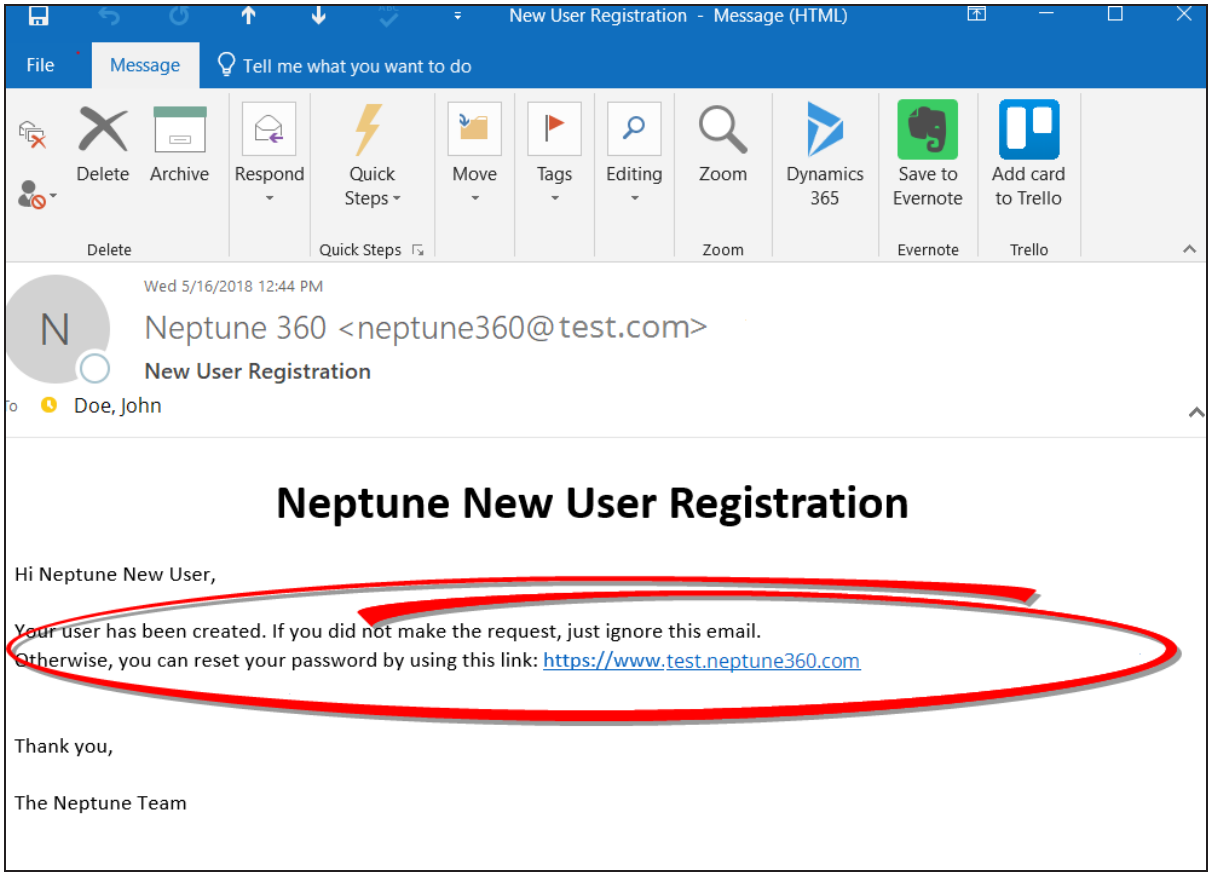

Figure 2: New User Registration

Creating a Password

Click the link in the email and the create a password window appears.

Figure 3: Create Password

Refer to "Creating New Users" on page 15 for instructions on creating other utility users within the system.

Login and Passwords

This section provides information on how to log in to Neptune 360 and how to reset your password.

Logging In To Neptune® 360™

After the Neptune 360 account is created and you create your password, complete the following steps to log in to Neptune 360.

1. Click the following link or type the address in the Chrome or Microsoft Edge browser. https://www.neptune360.com/

   The Login window appears.

Figure 4: Login Window

2. Type your email address (username) and the password you created.
3. Click **Login** or press **Enter** on the keyboard.

   The Neptune 360 welcome window appears.

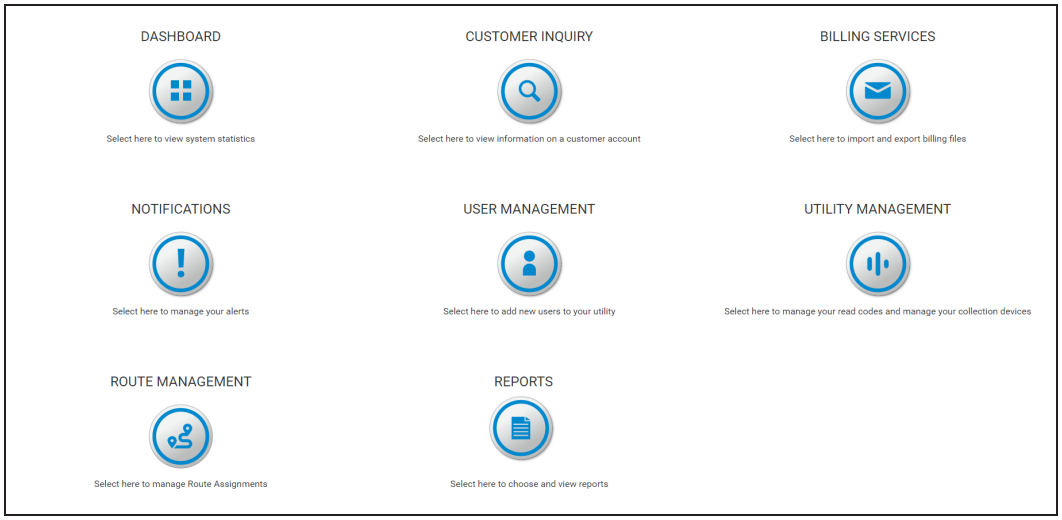

Figure 5: Neptune® 360™ Welcome Window

Login Window Options

Following are more actions you can perform on the Login window:

- Click **Show** to view your password as you type. Click **Hide** to conceal your password.
- Click **Remember my email** to have Neptune 360 remember your email address the next time you log in.

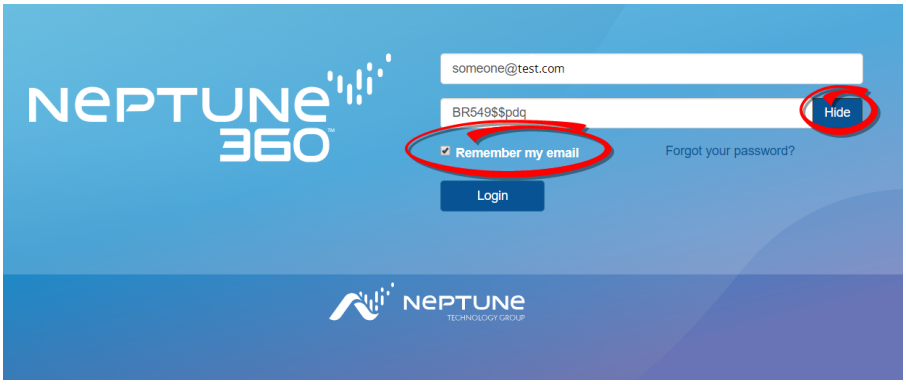

Figure 6: Login Window Actions

Resetting a Password

Complete the following steps to reset your password. New users follow this procedure to create a new password.

1. In the Login window, click **Forgot your password?**

   Neptune 360 prompts you to enter your email address.

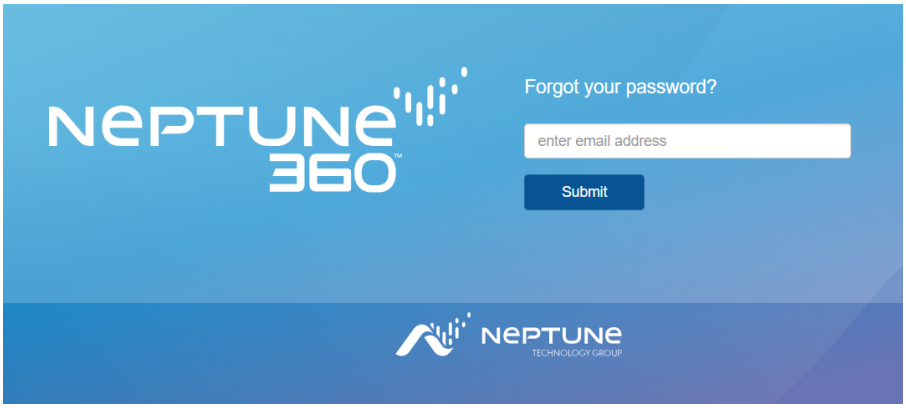

Figure 7: Forgot Password

2. Type your email address.
3. Click **Submit** or press **Enter** on your keyboard.

   Neptune 360 prompts you to check your password.

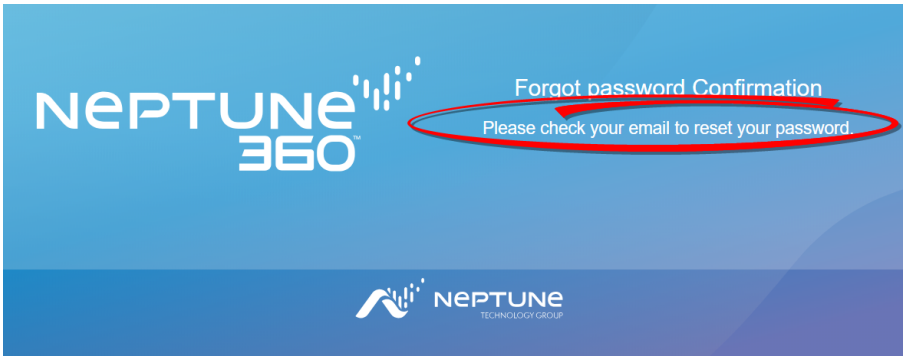

Figure 8: Password Reset Confirmation

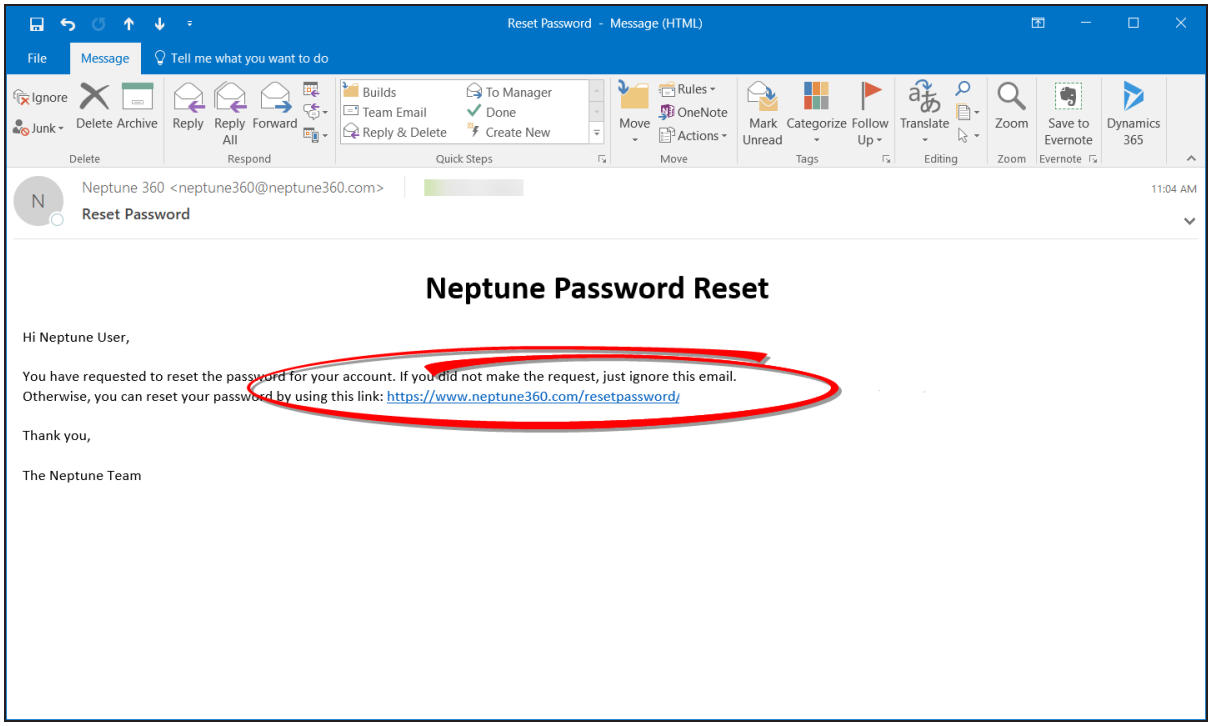

Figure 9: Password Reset Email

4. Click the link in the email you received. See Figure 9 on the previous page.

   The following window appears.

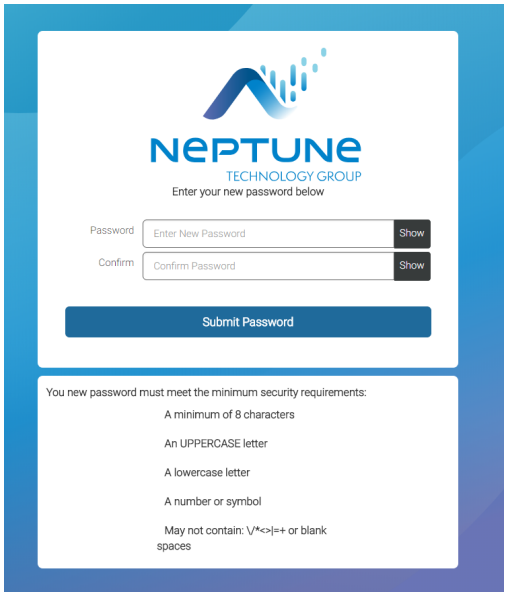

Figure 10: Enter New Password

5. Type your new password in the **Password** and **Confirm** fields. To see your password characters, click **Show** in each field.

> The new password must meet the minimum security requirements. See Figure 10.

6. Click **Submit Password**.

   The following window appears.

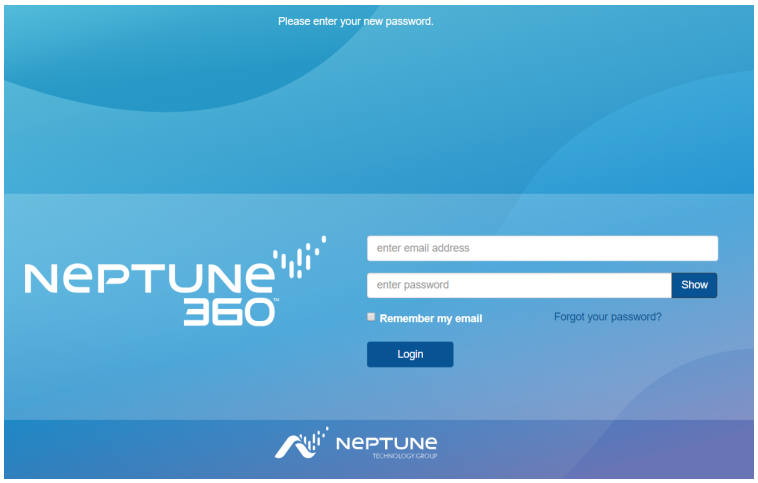

Figure 11: Enter New Password

7. In the fields, type your email, which is your username, and password.
8. Click **Login** or press **Enter** on your keyboard.

   If the passwords do not match, the system displays a message.

Figure 12: Passwords Do Not Match

If the new password does not meet the minimum security requirements, the system prompts you to correct the password.

Figure 13: Incorrect Password

9. In the **Password** and **Confirm** fields, type your corrected password, and then click **Submit Password**.

Chapter 4: Navigating Neptune® 360™

This chapter provides information on how to navigate Neptune® 360™.

Welcome Window

After you log in to the system, the system displays the Welcome Window. This window provides an overview of the information available to you in Neptune 360. The following list shows the information available:

- DASHBOARD – view system statistics.
- CUSTOMER INQUIRY – view information on a customer account.
- BILLING SERVICES – import and export billing files.
- USER MANAGEMENT – add new users to your utility.
- UTILITY MANAGEMENT – manage read codes and your collection devices.
- ROUTE MANAGEMENT – manage your route assignments.
- REPORTS – run reports to display the health of your utility network and the components within the network.

There are two navigation panes on this page. One pane uses icons to navigate and the other uses a menu. See Figure 15 on the next page.

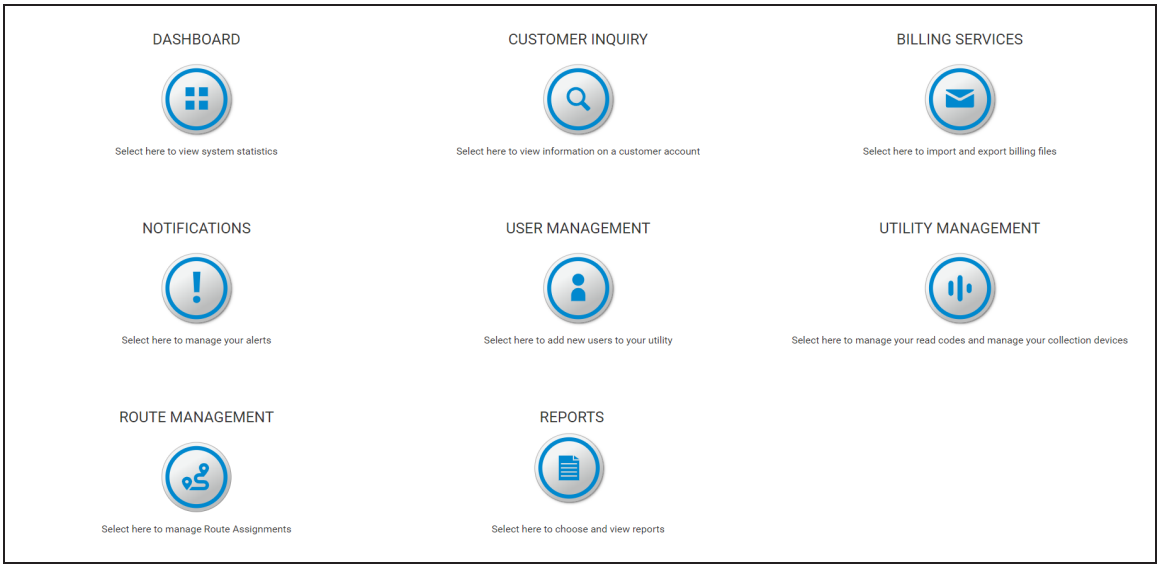

Figure 14: Navigation Pane with Icons

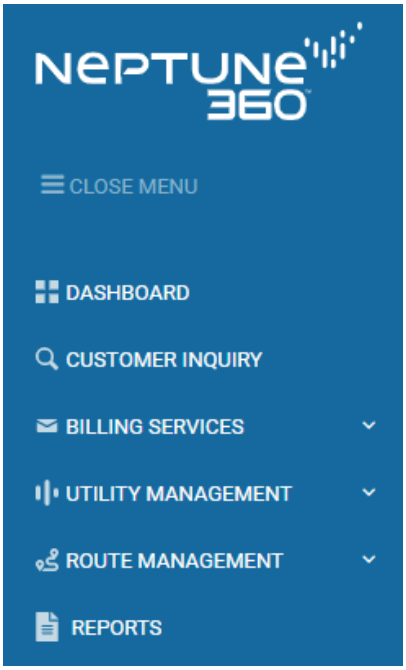

Figure 15: Left Navigation Pane

A menu control icon closes and expands the left navigation pane.

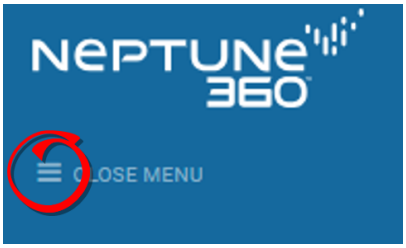

Figure 16: Icon to Expand or Close Menu

Returning to the Welcome Window

The icon displays in the top left of the window beside the Neptune 360 logo, on every window of Neptune 360.

Click to return to the Welcome Window.

Figure 17: Return to Welcome Window

Chapter 5: Create New Users

This chapter provides information on creating new users in Neptune® 360™.

Creating New Users

Complete the following steps to add new users to Neptune® 360™.

Utility Administrator Procedures

1. Click **(User Management)** from the Welcome window.

   The following window appears.

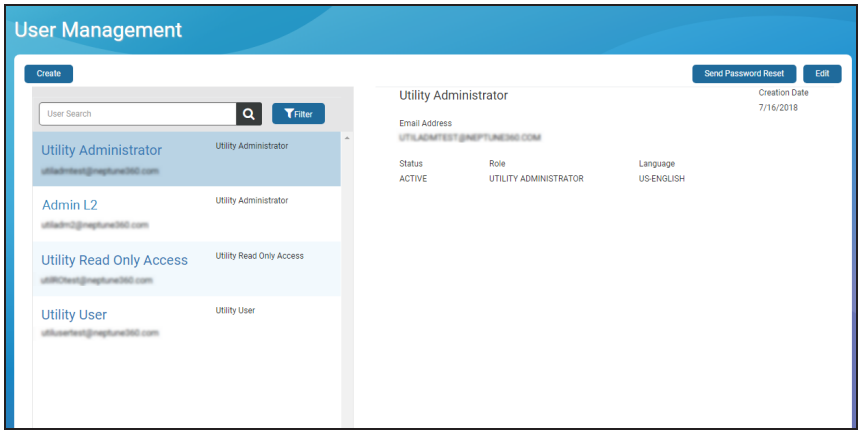

Figure 18: User Management Window

2. Click **Create**.

   The following window appears.

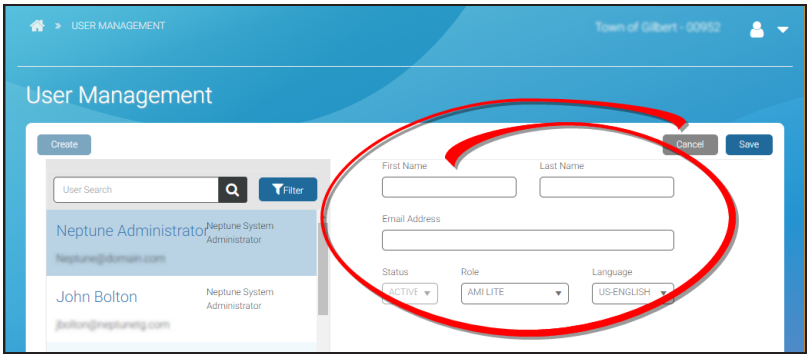

Figure 19: Create New User Window

3. Type the appropriate information in each field.

Status defaults to Active and the default language is US-English.

4. Select a **Role** based on the permissions you want the user to have.
5. Click **Save**.

   The new user receives a registration email similar to the following.

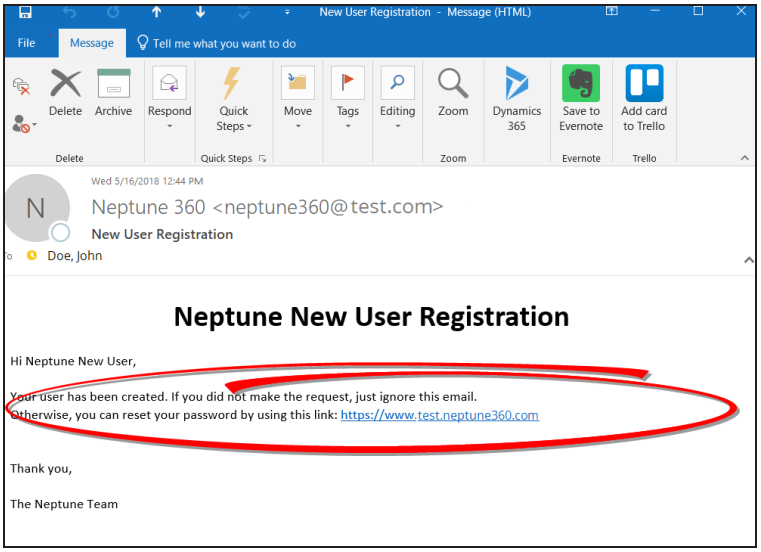

Figure 20: New User Registration Email

The steps to create a new password are the same as resetting a password. See "Resetting a Password" on page 8. New users should go to "Logging In To Neptune® 360™" on page 7

Chapter 6: Profile and Logout

This chapter provides information on how to view your profile and how to log out of Neptune® 360™.

Viewing Your Profile

Complete the following steps to view your profile.

1. Click to display the menu.

Figure 21: Profile and Logout Menu

2. Select **Profile** to display your profile information.

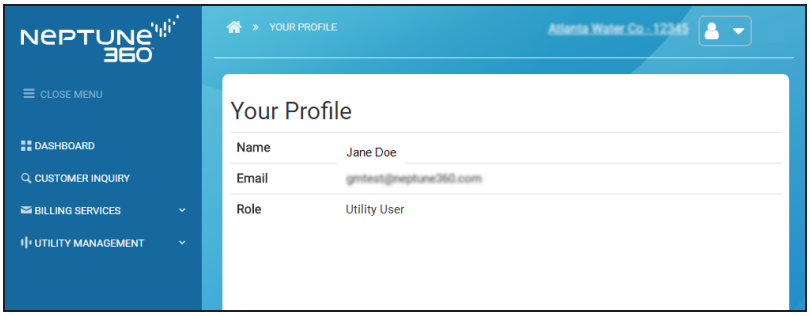

Figure 22: Profile Window

This window shows your **Name**, **Email**, and **Role**. The information is view only. Only a user with a role that allows editing can change profile information.

While on this window, you can access the left navigation menu to navigate to any other part of the system.

Logging Off

To log off Neptune 360, click to display the menu, and then select **Logout.**

The system logs you out and displays the Login screen.

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Chapter 7: About Neptune® 360™ Mobile

Welcome to the Neptune® 360™ Mobile app. Using a cellular phone or tablet as your meter reading device makes the reading process fast and efficient without the burden of learning new hardware. You can use the app as soon as you install it.

The software has four major functions you can perform:

- RF Test.
- Data Logging.
- Meter Reading.
- Pressure Reading.

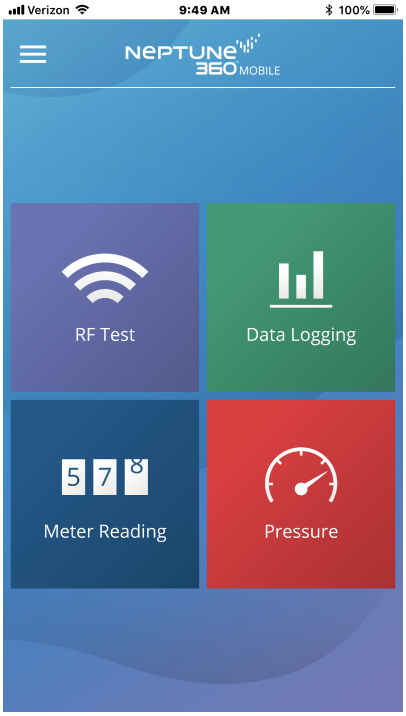

Figure 23: Neptune® 360™ Mobile Main Screen

Supported Devices and Operating Systems

Neptune 360 Mobile supports Android™* and Apple® operating systems for both phones and tablets. Neptune has tested the mobile app on the following operating systems and performs additional testing as new versions of these operating systems are made available in the market:

Android™ Operating Systems

- 5.1.X Lollipop.
- 6.0.X Marshmallow.
- 7.0.X Nougat.
- 7.1.X Nougat.
- 8.1.X Oreo.
- 9.0.x Pie.
- 10.0.x.

Android Devices

We recommend using Neptune 360 Mobile on devices from the following OEMs:

- Samsung®.
- Nexus™.
- Motorola®.

iOS Operating Systems

- 10.3.1 and higher.
- 11.
- 12.
- 13.

iOS Devices

Neptune 360 Mobile supports the following iOS devices:

- iPhone®.
- iPad®.

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* Android is a trademark of Google LLC.

Required Devices

Following are the devices required to use Neptune 360 Mobile:

- Mobile device - Android or iOS phone or tablet that runs one of the supported operating systems listed above.

The mobile device requires a minimum of 2 GB of RAM to run the software.

- Transceiver - Neptune 360 Mobile pairs with:
  - Neptune R900® Belt Clip Transceiver (R900 BCT).
  - MRX920™ v3 on Android.
  - MRX920™ v4 on Android and iOS devices.
- Probe reader (optional) - Neptune Advantage II, Neptune Pocket ProReader.

Required Credentials

Neptune 360 Mobile is linked to the Neptune 360 host software. Utility administrators must ensure that all mobile app users have an account established within the host system. Users can use their host system email address and password credentials to log into the mobile app:

- Google Play™ for Android devices.
- Apple® ID for iOS devices.

Getting Started

This section includes the procedures to download and log on to Neptune® 360™ Mobile.

Downloading the App

Before downloading v1.3 of the Neptune 360 Mobile app, first sync or unload any captured readings from the previous version of the app. Otherwise, the captured readings are removed upon first login to the newer software version. For more information, see "Syncing or Unloading Captured Readings" on page 35 of the *Neptune® 360™ Mobile Users' Manual*.

Complete the following steps to download the Neptune 360 app.

1. Open the Google Play Store (Android), or the App Store (Apple) on your device.
2. Search for Neptune 360 Mobile.
3. Tap one of the following to install the app:
   - **Install**, for an Android device, and then go to step 4.
   - **Get**, for an iOS device. You can now open the app and log in.
4. On your Android device, review the app permissions, and then tap **Accept** to continue the download.

Logging In and Out of Neptune® 360™ Mobile

Make sure you have downloaded and installed Neptune 360 Mobile from the Google Play Store (Android) or the App Store (iPhone). For the procedure steps, see "Downloading the App" on the previous page.

Logging In to Neptune® 360™ Mobile

Complete the following steps to log in to Neptune 360 Mobile.

1. Open the app.

   The Login screen is displayed.

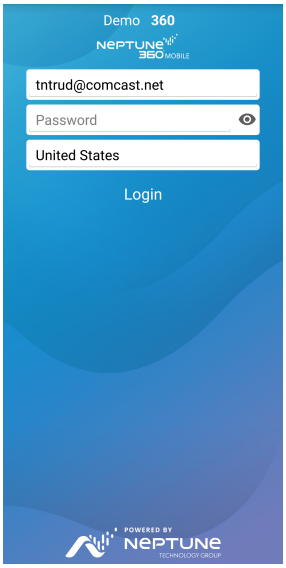

Figure 24: Login Screen

2. To select a different default country than the one displayed, tap the country name to display the selections.

3. Tap the country you want as your default, then tap **OK**.

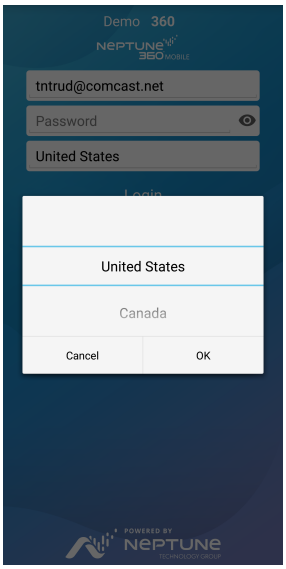

Figure 25: Country Selection

4. In the **Email Address** field, type the email address you use for Neptune 360.
5. In the **Password** field, type the password you use for Neptune 360.
6. Tap **Login**.

   The system displays the Select Site ID screen, if you have access to multiple utilities. Otherwise, the landing screen as shown in step 7 is displayed.

Figure 26: Select Site ID Screen

7. Type the 5-digit Site ID for your utility.

   The app displays the Neptune 360 Mobile landing page and you can select the function you want.

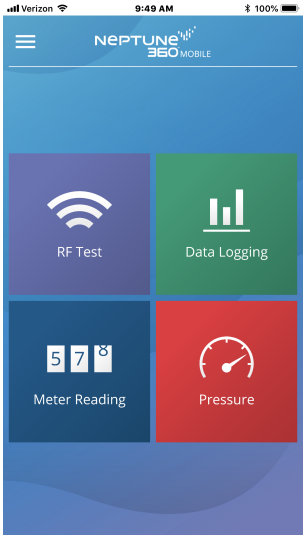

Figure 27: Select a Function

Logging Out of Neptune® 360™ Mobile

You can log out of the software from any screen.

Complete the following steps to log out of Neptune 360 Mobile.

1. Tap the menu icon in the top left corner of the screen to display the menu options that slide to the right.

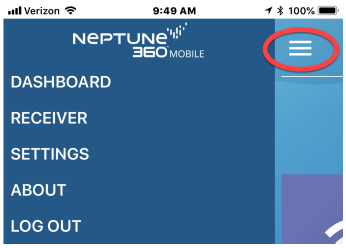

Figure 28: Neptune® 360™ Menu Options

2. Tag **Log Out** to log out of the software.

Refer to the *Neptune® 360™ Mobile Users' Guide* for information on how to use this app.

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