

# DBQ IQ Quickstart Guide

## Overview of DBQ IQ

DBQ IQ provides cloud-based data management and reporting that allows utilities to efficiently use their N\_SIGHT™ R450™ data, while helping you, their customer, better monitor and manage your water consumption. DBQ IQ is also a great way to review the water usage history for your property.

By using DBQ IQ, you can do the following:

- View reading and consumption values
- Compare different periods of consumption
- Compare a particular period of your consumption to your average consumption
- Compare your consumption to other averages
- Setup automatic leak or backflow alerts to be sent by email to you

## Registering Your Account

If you are signing in to DBQ IQ for the first time, click the link **First time user? please register here**.

THE CITY OF  
**DUBUQUE**  
*Masterpiece on the Mississippi*

**DBQ IQ** water management

Login

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Username:

Password:

Login

[Forgot Password?](#)

First time user? please register [here](#)

[City of Dubuque](#) | [Contact Us](#)

Revision: hudson-wdm-neptune-2460-10681

[Login | Help](#)

You will be required to enter your email address and a password. Your password needs to be 6-10 characters, contain upper and lower case letters, and contain at least one number. You will need to retype your password to confirm, then click on the continue button. The next screen will require you to verify your identity by answering three questions with information that is found on your bill. First, you will need to enter your account number, which is under the "Account Information" portion at the top of your bill. Second, you will need to enter your serial number of your meter, which is found under the "Current Activity Detail" portion of your bill. The serial number is referred to as "Service/Meter No.". Lastly, you will need to enter in your full name as shown in the "Account Information" portion at the top of your bill, then click the register button.

## Activating Your Account

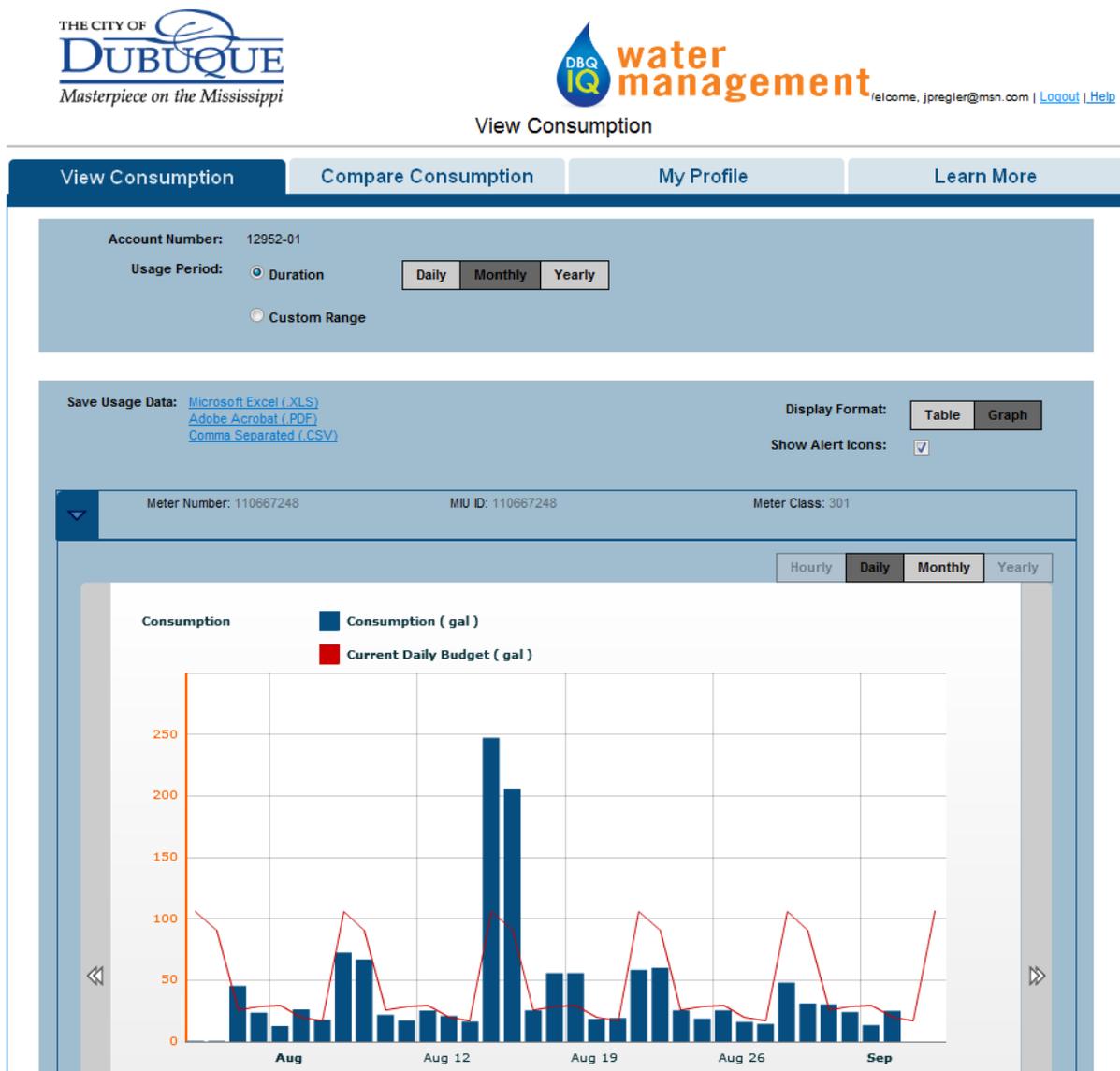
Once you have created your password and answered the necessary security questions, you should then get a registration confirmation in your email. The email will contain your username and password along with a link to activate your account. Click on the link and your account will be activated.

# Accessing Your Account

## Logging In

To log in, complete the following steps:

1. Open a web browser and go to the URL <http://www.cityofdubuque.org/dbqiq> and click on the link to the DBQ IQ login page.
2. Type your email address in the username field.
3. Type your unique password in the password field.
4. Click [Login](#) and DBQ IQ will display a View Consumption page similar to the image below.



## Links

The following links direct you in exiting DBQ IQ and to the online help and customer service. These links are available from all DBQ IQ pages.

<a href="#">Logout</a>	Ends your DBQ IQ session by logging you out of the server
<a href="#">Help</a>	Provides access to the DBQ IQ Online Help System
<a href="#">City of Dubuque</a>	Opens the website for the City of Dubuque
<a href="#">Contact Us</a>	Provides an link for your product support

## Tabs

The following tabs serve as the primary portal for accessing the various features DBQ IQ offers. These tabs are available from all DBQ IQ pages. Sub-tabs and their corresponding pages are available from the main tabs.

<a href="#">View Consumption</a>	Allows you to view alerts overlaid on a usage graph, as well as view consumption data for a user-specified date range by MIU ID Account Meter group
<a href="#">Compare Consumption</a>	
<a href="#">Compare Details</a>	Compares detailed consumption data for a user-specified date range by MIU ID Account Meter group
<a href="#">Compare Average</a>	Compares consumption data as averages for user-specified date ranges by MIU ID Account Meter group
<a href="#">My Profile</a>	Allows you to view alerts on your account and changes the following information associated with your user ID: Your password Your email address Your alert preferences

# View Consumption

You can view consumption data for your account by clicking the **View Consumption** tab.

To view consumption data, complete the following steps:

1. Choose the Usage Period. (Use the Duration option to generate results from a wide range of dates, or use Custom Range to specify a certain period of consumption.)
2. Choose Graph or Table for the Display Format.

With the Graph format, you can zoom in to view specific dates from the range by clicking and dragging to highlight the dates within the graph. Depending on the original range you selected, you can also condense or expand the dates you view by clicking Daily, Weekly, or Monthly above the graph.

Additionally, the Graph format allows you to view alerts by checking the box next to [Show Alert Icons](#). You can switch between formats at any time.

With the Table format, you can view the following information:

- Date and time
- Reading
- Consumption (in the unit of measure selected)
- Max temperature (in degrees Fahrenheit)
- Precipitation (in inches)
- Intermittent leak alert count
- Continuous leak alert count
- Exceeded water budget (EWB) alert count
- Synthesized data

Depending on the original range you selected, you can condense or expand the dates you view by clicking Daily, Weekly, or Monthly above the table.

Tables display similar to the one in the image below. You can switch between formats at any time.

The screenshot shows the 'View Consumption' interface. At the top, the 'Account Number' is 13629. The 'Usage Period' is set to 'Custom Range' with dates from 01/01/13 to 05/31/13. Below this, there are links for 'Save Usage Data' in Microsoft Excel (.XLS), Adobe Acrobat (.PDF), and Comma Separated (.CSV) formats. The 'Display Format' is set to 'Table'. The main section displays 'Meter Number: 110344246', 'MIU ID: 110344246', and 'Meter Class: T-10'. A table below shows consumption data for five dates in 2013, with columns for Date and Time, Reading, Consumption (gal), Max Temp. (deg. F), Precip. (in.), Intermittent Leak Alert Count, Continuous Leak Alert Count, EWB Alert Count, and Synthesized data. The table is currently set to 'Monthly' view.

Date and Time	Reading	Consumption (gal)	Max Temp. (deg. F)	Precip. (in.)	Intermittent Leak Alert Count	Continuous Leak Alert Count	EWB Alert Count	Synthesized
2013-01-01 00:00	00542919	37596.0000			17	9	0	
2013-02-01 00:00	00580515	43832.0000		2		26	0	
2013-03-01 00:00	00624347	28083.0000		0		31	0	
2013-04-01 00:00	00652430	43197.0000		0		30	0	
2013-05-01 00:00	00695627	8994.0000	88.0	3.07	0	21	0	

When zooming in, the gray mini graph below changes to indicate that the view in the bar chart area is a subset of the date range selected. You can zoom in or out by moving the white rectangles on either end of the subset range in the gray mini graph.



## Navigation Tools

In either graph or table format, you can change the duration of data being displayed by choosing a different duration or custom range in the Usage Period section. The interactive graph allows you to do the following:

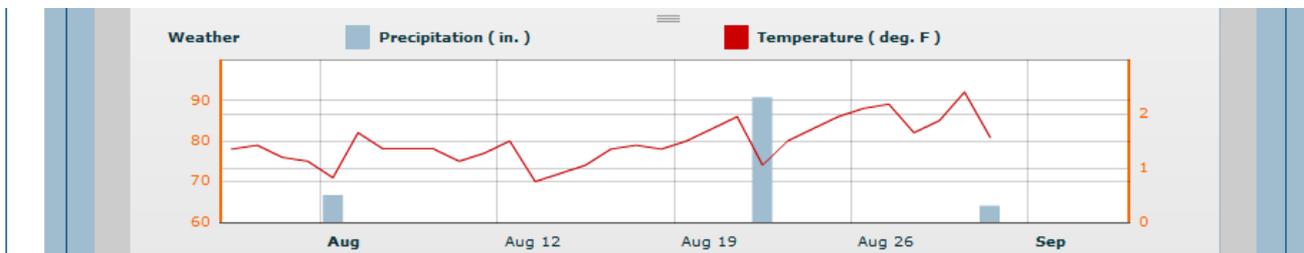
- Click the  arrows on the left side bar of the graph to view the data for the previous duration.
- Click the  arrows in the right side of the bar of the interactive graph to view the data for the next duration period.
- Use the small gray graph at the bottom of the page to control the window by moving the  markers to change the beginning and ending of the viewing period.

## Cursor Hover

In the graph format for both the View Consumption and Compare Consumption pages, placing or hovering the cursor over a particular bar in the graph opens a bubble showing the consumption and date and time details for the bar.

## Weather Data

Weather data in the View Consumption and Compare Consumption pages, which displays similarly to the image below, is obtained for a certain weather station from the National Climatic Data Center (U.S. Department of Commerce) at <http://www7.ncdc.noaa.gov/CDO/cdo>.



## Save Usage Data

You can export the data that you are viewing from either the View Consumption page or Compare Consumption page to a format that you can open in other software.

The exported file name by default uses the naming convention *Account\_BeginDate\_EndDate.XXX* , wherein

- Account is your Account Number;
- BeginDate is the earliest date of data to be included;
- EndDate is the latest date of data to be included; and
- XXX is the file extension that belongs to the output format you have selected.

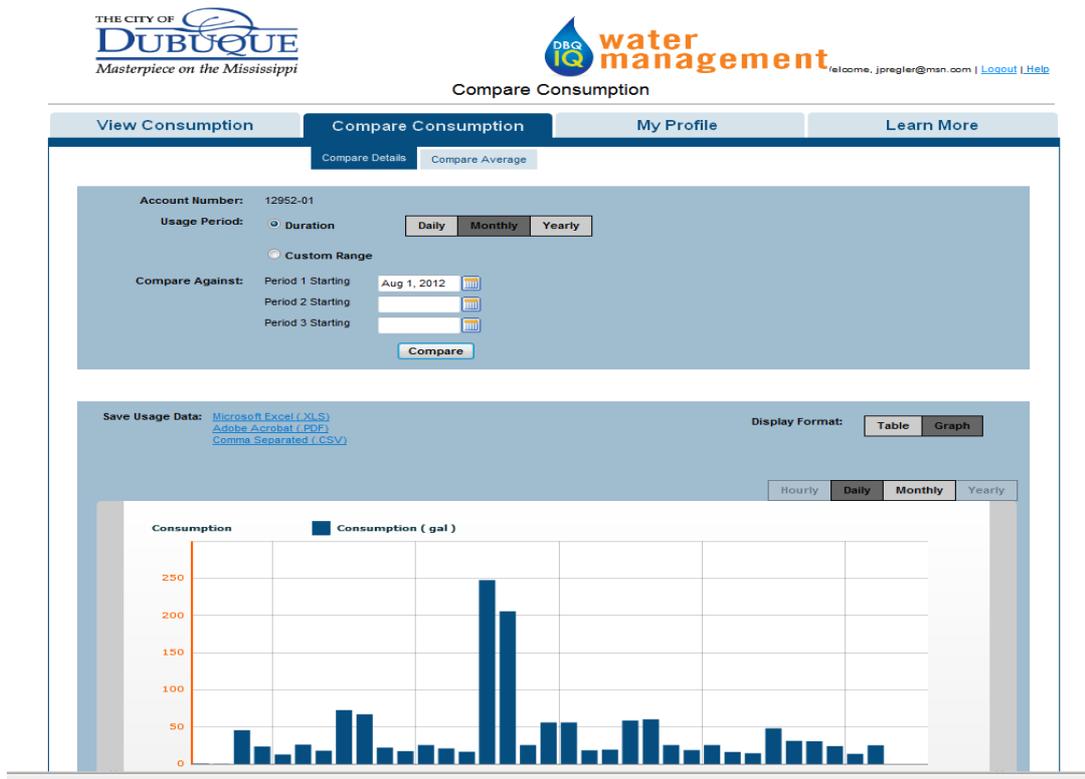
Consumption data from the View Consumption or Compare Consumption pages can be exported in the three different formats next to Save Usage Data.

Use the following information to choose the appropriate format.

<b>Format</b>	<b>Opens with</b>	<b>Supports</b>
Microsoft Excel (.XLS)	Microsoft Excel	graphics and editable tabular text
Adobe Acrobat (.PDF)	any PDF reader	graphics and text.
Comma Separated (.CSV)	any spreadsheet, database, or word processing program	editable tabular text

# Comparing Consumption

Similar to the View Consumption page, DBQ IQ allows you to compare historical consumption data for your account. The Compare Consumption page appears similar to the image below.



From this page, you can compare data by the following 2 ways:

- Compare Details** Compares detailed consumption data for a user-specified date range
- Compare Average** Compares consumption data as averages for user-specified date ranges

You can access the Compare Details or Compare Average pages from the Compare Consumption tab.

## Compare Details

You can compare the consumption of an account, MIU ID, or meter group against itself for different periods.

To do so, complete the following steps:

1. Choose the Usage Period. (Use the Duration option to generate results from a wide range of dates, or use Custom Range to specify a certain period of consumption.)
2. Enter the Compare Against period(s) by typing the date(s) in the fields, or by clicking  icon to choose from the calendar menu.
3.  Click **Compare**. The results display in the lower portion of the page.

## Compare Average

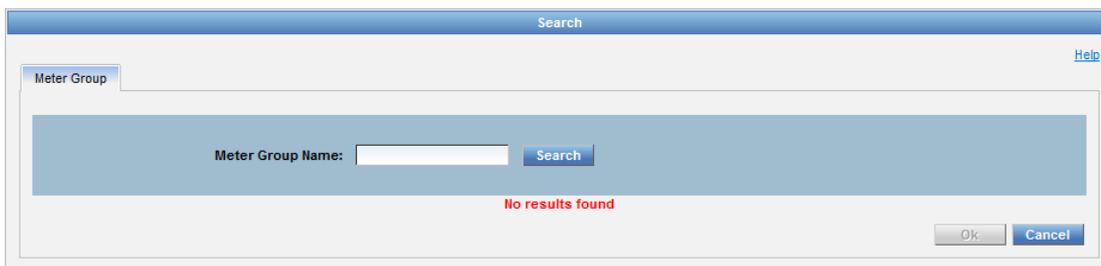
You can compare the consumption of an account, MIU ID, or meter group against its own average or the average of a meter group.

To do so, complete the following steps:

1. Choose the Usage Period. (Use the Duration option to generate results from a wide range of dates, or use Custom Range to specify a certain period of consumption.)
2. Choose Group Average or Period Average for [Compare Against](#), and follow the steps below for the appropriate action.

To compare a group average, do the following:

1. Click [Find Meter Group](#). A Search window similar to the image below displays.



The image shows a 'Search' dialog box with a title bar and a 'Help' link. Inside, there is a 'Meter Group' tab. A text input field labeled 'Meter Group Name:' is followed by a 'Search' button. Below the input field, the text 'No results found' is displayed in red. At the bottom right, there are 'Ok' and 'Cancel' buttons.

2. Enter the name of the meter group.
3. Click [Search](#). The results display in the lower portion of the window.
4. Click to highlight the meter group, then click [OK](#).
5. Click [Compare](#). The results display in the lower portion of the page.

To compare a period average, do the following:

1. Enter the Compare Against period(s) by typing the date(s) in the fields, or by clicking  icon to choose from the calendar menu.
2. Click [Compare](#). The results display in the lower portion of the page.

## Compare Against

In the Compare Against section, the choices include the following.

- **Group Average** is the daily average consumption for a meter group, which is calculated independently for each day in the date range. The average represents the meter group's average consumption based on the meters in the meter group on that particular day. For example, in a comparison where the duration of the period is 10 days, there will be 10 averages (one average for each day).
- **Period Average** is a day-of-the-week (DOW) average for the consumption of an account or meter. Each day of the week has a separate average for the four (4) preceding Mondays, a separate average for the four (4) preceding Tuesdays, etc. The DOW average is used instead of a regular average since the DOW average is a better reflection of water usage considering that usage may be heavier on certain days of the week due to usage patterns.

# Understanding Alerts

To help you prevent unwanted or excess water usage, DBQ IQ allows you to program alerts to notify you by email when a leak is present or your usage has exceeded a set amount. Additionally, DBQ IQ displays alert notices upon login, and alert icons are visible anytime when viewing consumption records in a graph.

To learn more about the type of alerts DBQ IQ offers by reading below:

## Alert Emails

Alert emails are sent to your email address based on the settings that you selected in the Alert Preferences page.

If you have multiple accounts that have been grouped into a LinkID group (meaning a single user name and password is used to access all of your water utility accounts), then alert emails for any account in that LinkID will be sent to your email address.

## Alert Notices

Alert notices list new alerts for the meters associated with your account(s). To proceed, you must click Acknowledge or Cancel in the notice window. If you choose not to acknowledge the alert notice by clicking Cancel, you can still proceed into DBQ IQ. However, clicking Cancel does not delete the alert, and you must eventually acknowledge the alert to prevent the same alert from continuing to appear when you log in.

Alert notices show alerts that have been generated or have not been acknowledged since your last login. These alerts includes all alert types, not only those that have been selected in Alert Preferences. Alert Preferences only administers alert emails.

## Alert Icons

Used in the graph format of the View Consumption page, alerts icons are warnings that are displayed to indicate a possible condition for a portion of consumption. The possible alert icons are shown in the following table.

Alert Icon	Type	Description
	Intermittent Leak	At least one reading for the indicated day from the Fixed Based system raised a flag for intermittent leak.
	Continuous Leak	At least one reading for the indicated day from the Fixed Based system raised a flag for continuous leak.
	Backflow	At least one reading for the indicated day from the Fixed Based system raised a reverse backflow flag (major or minor).
	Exceeded Water Budget (EWB)	The daily consumption of the meter exceeded the threshold set by the customer via the Alert Preferences page.
	Warning	More than one of the available alerts applies to the consumption reported for this meter on the indicated day.

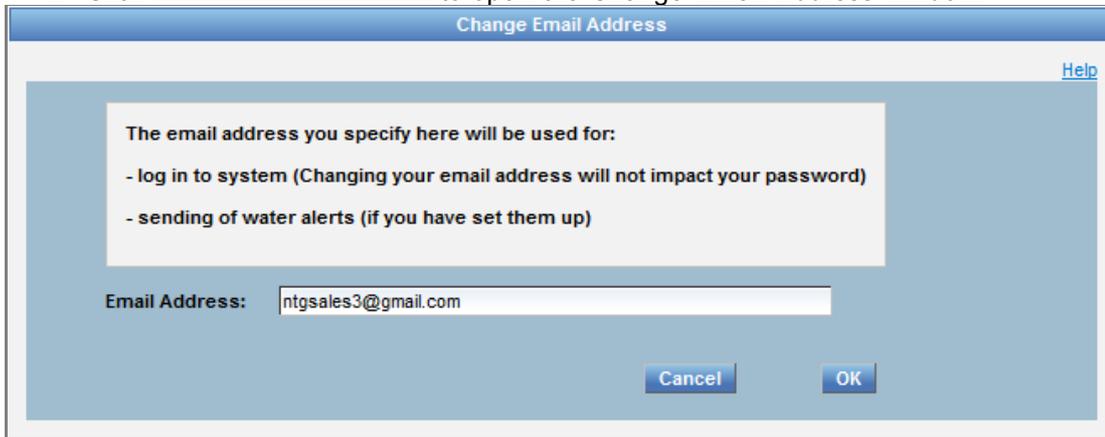
# Editing Your Profile

Use this page to find information about the following:

## Changing Your Email Address

You can change your the email address associated with your account at any time by performing the following steps:

1. Click  to open the Change Email Address window.



3. Enter your email address.

**Note:** These values are stored only with in DBQ IQ and are not transferred to any other systems.

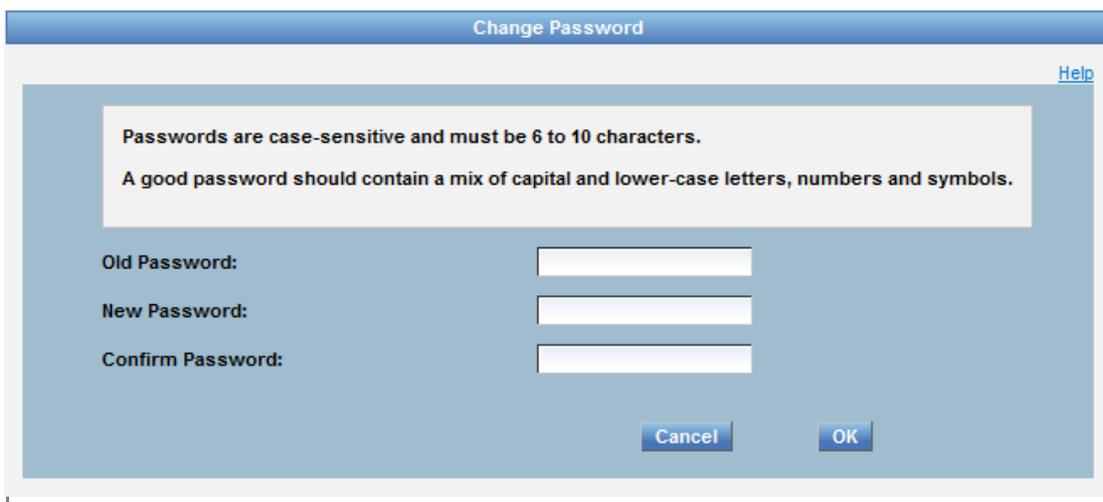
4. Click  to save your changes.

Changing your email address affects how you log in. If you change your email address, you must use your new email address the next time that you log in. Your password does not change.

## Changing Your Password

Passwords are case-sensitive, must be at least 6 characters and less than 10 characters, and must contain upper- and lower-case letters and one or more numbers. You can change your password at any time by doing the following:

1. Click  to open the Change Password window. A window similar to the image below displays.



2. Type your **Old Password** in the appropriate field.
3. Type your new password in both the **New Password** and **Confirm Password** fields.
4. Click  to save your changes. Your new password is effective immediately.

## Changing Your Alert Preferences

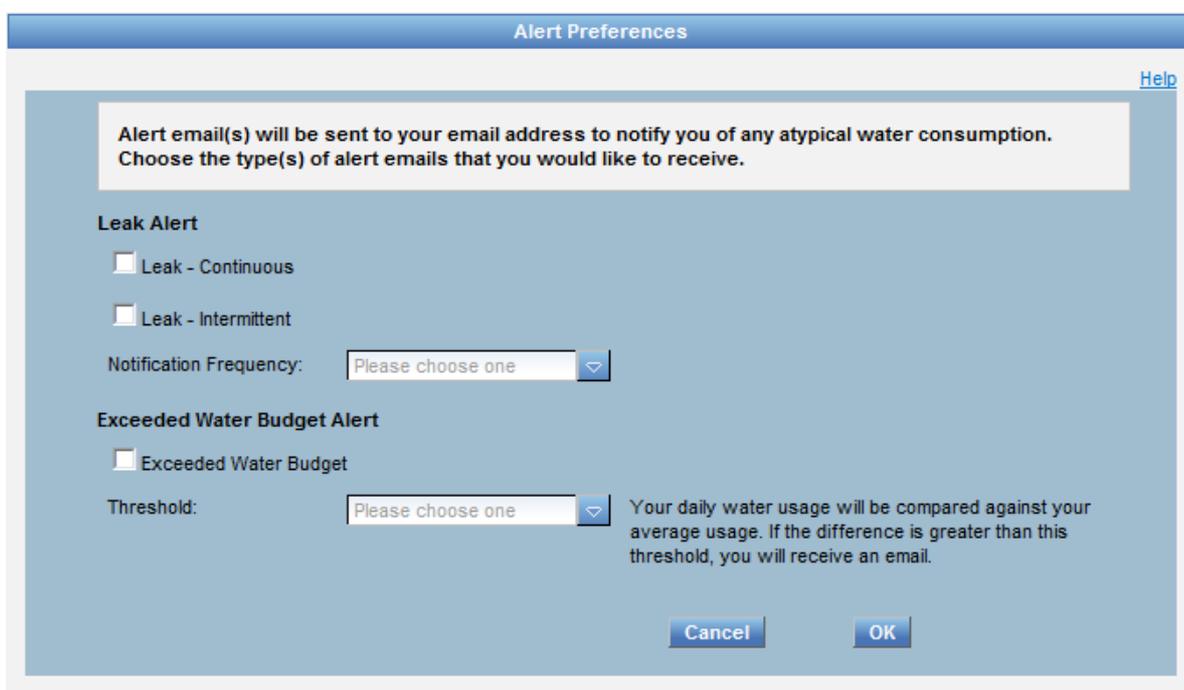
Alert emails are sent to the email address associated with your account. These alerts notify you if your average water consumption has increased due to a leak, or if you have surpassed your set water budget. You can also request to have a record of your usage sent to you while you are away from your home.

You can customize alert preferences through the **My Account** tab. By default, no alerts are active until you make your selections in the Alert Preferences page. This page only manages the type and frequency of alert emails that are sent to your email address. It does not filter or limit the alerts that are displayed on the View Consumption page or the View Alerts page. An alert email includes the following information:

- Meter
- Account
- Type of alert

You can change your alert preferences by doing the following:

1. Click . An Alert Preferences window similar to the image below displays.



2. Choose the type(s) of alerts you would like to receive by selecting or deselecting the check box.
3. Select your choice(s) from the drop-down menu.

**Note:** The notification frequency for leak alerts ranges from 1 day to 14 days. Threshold ranges from 10% to 200%. You receive an alert email if the difference between your daily water usage and your average usage is greater than the selected threshold.

4. Click  when finished to save your changes.

## Viewing Your Alerts

The **View Alerts** page allows you to browse through a list of alerts that have been generated for the meter(s) associated with your account(s). A page similar to the image below displays.

Some of the alerts in the list have been sent to your email address if you selected the option on the Alert Preferences page. Alerts that have been sent to the user have the following fields completed:

- Target email
- Sent (date)

If these fields are blank, the alert was not sent to your email address. The list of alerts indicates the date that an alert you acknowledged by you on your account.

## Linking Your Accounts

If you have multiple accounts, DBQ IQ allows you to have all your water accounts linked together. Linking multiple accounts together allows you to access the information for all accounts using a single username and password. If you would like all your accounts linked together, please contact the City of Dubuque Utility Billing Department at (563) 589-4144

## Difficulty Logging In

### Retrieving Your Password

Complete the following steps if you have forgotten your password.

1. Click **Forgot Password** on the Login page. A password reset page similar to the image below displays.

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DBQ IQ water management

[Login | Help](#)

Forgot Password?

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## Forgot Password?

Please enter your username and email address so that we can send your password in an email

Username:

Email:

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For added security, please enter the words displayed in the image below.

reCAPTCHA™

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2. Type your email address in the **Username** field
3. Type your email address in the **Email** field.
4. Type the letters as you see them, separated by a space, in the field below the **CAPTCHA**. This field is case sensitive. Use upper- or lower-case letters exactly as they are displayed.

**Note:** If you cannot distinguish the letters, you can click **Get a new challenge**  to display a different pair of letter sets, or you can click **Get an audio challenge**  to hear the challenge through your computer speakers for you to type. ]

5. Click . An email with your password is sent to the email address you entered in the **Email** field.

### Being Locked Out

DBQ IQ locks the user account after more than 3 failed login attempts. If you receive an error message indicating that your username is locked, you must wait at least 20 minutes before trying again. If you are still unable to sign in, you will need to re-enroll.

## Using DBQ IQ Online Help

Welcome to DBQ IQ Online Help. This online Help serves as a resource to help you answer questions or perform tasks within the DBQ IQ software. The following provides a brief overview on how to use the various tabs and links to locate the information you need.

### About the DBQ IQ Help

The purpose of this help is to provide information about how to use DBQ IQ. This help is made available to the customers of a utility company that has employed DBQ IQ as a customer-facing solution. For definitions of unfamiliar terms, refer to the glossary, which is accessible from the Glossary tab in the Help's navigation bar.

While in DBQ IQ, whenever you click the Help link located in the top right corner next to Logout, you can view information for the page you are currently on, as well as begin using the online Help to find information about other topics.

The Help contains tutorials for the functions you perform using the DBQ IQ software. Many Help topics, such as those that describe the basic tasks, contain graphics with [pop-up](#) information detailing the parameters required for each field in the [dialog](#)(s) associated with the task. As with most Windows-based applications, you must complete the fields, then click OK. If the information you enter is not correct, or if you fail to enter the required information in a field, an error message will display. You must correct the error before proceeding. Each dialog also has a Cancel button to allow you to exit the function without changing your program file and a Help button for you to get assistance on the dialog.

### Navigating the DBQ IQ Help

Upon clicking the Help link in the DBQ IQ software, a separate window launches displaying the Help. This window features a top navigation bar, a left panel which displays links to help topics and search options, and right panel which displays the help topic pages. The Help window appears similar to the image below.