City Mind - Quick Guide



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Meter replacement

From the (old) meter card - switch to replacement screen by using the Meter Replace button

Meter ID new38				_		the second s				-	Dacif. New	Search Pervices Mete	at the TMales
Meter ID Meter SIN Meter Category	new38		Consumer Name Property Address Diamater			Lasi Read (M*) Lasi Read Tan Status			Hor Mot	nu Phone No. Na Phone Narks			
Dashboard	Additionals				Alett			Mary	Daily Reads				Mary
Meter Details Consumer Dotails Alorts Research Entries	Consumption Type Purticipation N Annual Rubon Monitity ration	Gardon Atoa Ration balance Zone Sub Zone			Alort Type ton 17#7a	Status	Ater: Line		Konsutración Day No cata	Last lieat (M ⁴)	Consemption	Moter states	
Consumption Charts Events Diaty Rations	Reinted entities			Mare -	Events Duoy Heplace Data No Data No Events in Diary	Ond Menter 3/N	Cid Met	<u>More</u> cr itean	Charts Daily Roots		No Data		Mate
	GIS More Reports	Alerts Report Con	sumption Report 👘 On Line Re	ad					Me	eter Ren		ny Upicad Image 5	Send Email Priet

All details marked in red must be filled:

Meters replacement		
Old Meter SN	New Meter SN	
Old Transponder ID	New Transponder ID	
Disassembly Read	Assembly Read	0
Old Diameter	New Diameter	*
Old Model	New Model	*
Replacement reason	Replacement date	10/03/2020 00:00
Delete old meter readings received after replacement		
Archive all alerts related to the old meter		
Warranty renewal		
Save Don't forget to click SAVE		

Important emphases:

- Meter number and transmitter number are identical, except for Octave type meter.
- Verify that the removal reading is identical to that of the meter that was removed in the field.
- Installation reading should be "0" if the meter installed is new.
- Documentation of meter replacement can be seen in the



Setup of a new meter

Meters tab, and again Meters in the pull down menu, press Meters tab \rightarrow select Meters from the menu



iotor oc	arch		
Search By		All	•
		AI	•
Displa	y Clear	Meter ID Meter S/N Transponder ID Zone & Sub Zone Property Address	e s
earch F	Result	Consumer Name Leak Group Old MeterSN	e Search
		Old Weter Six	
	Meter ID	Model ID Meter Category	

Look for a "blank" line with no other content such as new meter 142 or new meter 31, (usually on the last page)

598	rch Rusult									Assign to group	Assign to sub zone	Show in GIS	Reports 🔹 🔒 I	Print 📑 Page Setup	Le
	Meter ID	Meter SIN	Transponder ID	Property Address	Consumer Name	Diamator	Zona	Lost Road Time	Read	Stotus	Tlomarks	Email	2ip	Techninian Remarks	Cop
6	EL AIL	All T	Ali 🔹	A3 •	Al	A9 *	All 🔹	All	1	A8 *	Al	All	AI T	All	A/E
	iii nexts				<u>new38</u>			_							

Enter the meter card and update first the details marked in red (after that additional relevant details, address, location notes, etc.)

Meters < Meter Card news	38		
Meter ID new38			
Meter ID Meter S/N Meter Category	new38	Consumer Name Property Address Diameter	
Dashboard Meter Details Consumer Details	Dashboard Motor ID new3 Motor Details Meter SN Transponder ID	8 Edit Active 2	
Alerts Related Entities Consumption Charts Events Diary	Cashboard Property ID ni Motor Cetails City Consumer Datails Consumer ID Alerts First Name Related Entities No. of compared	ew38 Edit Nes Ammim new38 Edit Change Consumer	More
Rations	GIS More Reports Alerts Re	Update	Don't forget to click Update



Consumer replacement

From the meter card - go to the tab Consumer Details on the right

And after that to the tab Change Consumer marked in red

Meters + Meter Cantine	ev30					Municipal prior os Dato
Motor ID now3t						Dist New Search Province Volar Hist Mater
Meter ID Meter 5/N Meter Category	nav38	Consume Name Property Address Diamotor		Last Road (MP) Last Road Time Status	Home Pitone No. Micbile Phone Remarks	
Dambard Mater Datalls Consumer Datalls Alens	Procenty ID pen/36 Edit State Ch Temphane Creasumer ID pen/36 Boll Crunge C	unteres Co	nsumer Details	Telephone		
Related Entrois	Last Name Last Name No. of persons Home Phone No Work Phone	Ale	erts	First Name	Edit	ge Consumer
Chans Events Diary Rations	Voble Phone Fas	E Dent alen	Sond letters le property	adores		

Please fill in the details marked in red on the screen that opens

Important emphases:

- Make sure that the consumer number matches your billing system.
- If there is no consumer number in the billing system, enter a number that does not exist in CityMind for another consumer.
- Documentation of customer replacement can be seen in the
 Immunication tab.



Meter search

There are two search options:

Search that always appears on every CityMind screen , marked in red 1. Search according to tags Search by tag

Motor ID Motor SIN Meter Category	new26	Cor Pro Dia	sumur Namu berty Address nater			Lasi Read (M*) Lasi Read Time Status			Hom Mob Rem	e Phone No. Re Phone arks			
Dashboard	Additionals				Alett			Many	Daily Reads				Mese
Metre Details Consumer Dotaile Alarts	Consumption Type Participation 44 Annual Ration Monthly ration	Garden Aloa Ration bulance Zone Sub Zone			Alor: type too ()afa	Status	Ater: Line		K Ombilivation Day No Catla	Last Reat (M*)	Consemption	Mote states	
Consumption	Reinted entities			Mate	Events Diary			More	Charis Daily Reads	•			Mare
Charts Events Diary Rations					No Data	One Meter 5/M	Oid Meter Asan				No Data		
	GIS More Reports	Alerts Report 1 Consumption	Report 🚺 On Line Read							Meter Replice	Add Event To Diary	Upie id Image 📔 I	Sted Email P



Reports -Meters -2. Search by filtering according to selection - Meters tab Meters In the pull down menu select Meters On-Line read Actions On Read Meters . Books ew Billing Reads . A filtering screen with search options will open Fix Crossed Meters **Cross Municipals** 0 Meter Search Import / Export >

Materia Carlinia		
Meter Search		
Search By	Meter ID	
	All	
	Meter ID	
	Meter S/N	
Display Clear	Transponder ID	
	Property Address	
A SHARE BEING	Consumer Name Search	
Search Result	Leak Group	
	Old MeterSN -	
	Model ID	
	Meter Category	
	Consumption Type ID	
	Conc ID	
	Tag	
	Request ID	
	LIEP Assembled?	





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Meter cancellation

From the meter card - go to the Meter Details tab on the right Disable the V near "active" Active

and delete the transmitter number Transponder ID



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Password reset

Enter Setup tab \rightarrow Configuration setup \rightarrow Passwords generator - marked in red

Home	Settings - Analogs Hydrants
funicipal Context Switch	Alerts >
	Zones >
	Read Books
נס עמים select Municipal	Meters With No
More Options	Consumer
Manage Multi Municipals Users	Meters With No
	Group
	Add New Lines
	Users Managment
	Change Password
	Setup Generate Passwords
	Units Programming ►
	Quick User Guide

Select the requested username, enter the email address to which the new password will be sent (optional) and confirm by Reset Password .An initial password marked in red will appear

^					S	0	-
Home - Meters	• Reports •	Alerts	Waste 🗸	GIS	Settings -	Analogs	Hydrants
Generate Passwords							
Generate Passwo	ords	_		_		_	
Password length: Recomended Passw	6 /ord:		Gene	rate			
Reset Password	1					_	
Reset Password Fo	r: Arad2016		• Ema	il: <mark>liammor</mark> 2	010@gmail.co	m Re:	set Password
Comment:							
New password:	3TXy86						
Mail Sent?	Yes						

Important emphases:

• The option is available to a user with administrator privileges (one is necessary for each locality)



Release User blocking

Enter Setup tab \rightarrow Users Management - marked in red

Home V Meters V Reports V Alerts Vaste Vaste GIS	Settings - Analogs
Municipal Context Switch	Alerts •
	Zones 🕨 🗧
נס עמים	Read Books
Select Municipal נס עמים More Options	Meters With No Consumer
Manage Multi Municipals Users	Meters With No Group
	Add New Lines
	Users Managment

Clicking on (Unlock) will open a screen for updating details and privileges marked in red

Login r	name: <u>A</u>	BCDE	EGHIJKLM	NOPORSIU	VWXYZ		
Resul	lts						
Add N	ew Reco	ord					
x	1		Online	User Name	Full name	Email	Phone No
Remov	Update	Lock	Unlock	Unlock	Fratelis		

Important emphases:

• This option is available to a user with administrator privileges (one is necessary for each locality)



Add User

Enter Setup tab \rightarrow Users Management - marked in red

Home Veters Veters Alerts Vaste GIS	Settings - Analogs
Municipal Context Switch	Alerts >
	Zones •
נס עמים	Read Books
Select Municipal נס עמים More Options	Meters With No Consumer
Manage Multi Municipals Users	Meters With No Group
	Add New Lines
	Users Managment

Clicking on Add New Record will open a screen for updating details and privileges marked in red

esults	-									
dd New F	Record	Add N	New Record							
×		Online	User Name	Full name		Email		Phone No	Fax	Mobile
	Add New Record		Dnline User Name	Full name	Emai		Phone No	Fax Mo	bile Con	Refresh
<u>Remov</u> <u>Up</u>	User Name		Email			User roles	Comm	ient		
	Full name New password Confirm password		Fax Mobil	e No	=	 Technicians Administrators Managers Super Users Customer Ser 	vice		1	

Important emphases:

- This option is available to a user with administrator privileges (one is necessary for each locality)
- The password must contain 3 English letters and 3 numbers and it is an initial password that will be replaced upon the first entry of the user to the system.



Registration status report

In order to generate a report that checks if there are meters not listed in CityMind: Enter Reports tab \rightarrow Alerts \rightarrow Registration report

Home + Meters +	Reports - Alerts	Waste +	GIS Settir
Municipal Context Switch נס עמים	Consumption Registered Consumers		
Select Municipal עמים More Options	Charts ► Billing Reads ►		*
Manage Multi Municipal	Alerts	Meters Alerts	-
	Readings Report	Unread meters Reading Errors	
		Low Consumption	

The unread metes date should be changed to "Yesterday," click Show

Home Meters Repo	rts • Alerts Waste •	GIS Setting	s ▼ Analogs	Hydra
Reports 🔄	Unread meters			
Consumption Registered Consumers Charts Charts Billing Reads Rations Alerts	Search By	All • And Or Select Field •		
 Operation Readings Report Invoices 	Meters that were not read Transponder ID	From Date	10/03/2020 aving Transpol	
	Transmission Display Clear	This Week This Month This Year	*	

	Sea	rch Resu	ılt							
Unread motors Search Result	-	Meter	ID				Show in GIS	Print o Page Se	fup 🚗 Drive By 💡	Export Personal Settings
Meter ID Meter SN Transporder ID	100	(air	(es)	Zone No.	Sub Zone	Read Time	Read	Status	Remarks	Technician Remarks
All + All + All +		All	×	Alt x	40 Y	NI T		All 🔐	A8 7	All

If the report shows water meters data, make sure that the meters displayed actually exist on the field (were not replaced by the water personnel, stolen, etc.).

After verifying that the meters exist in the field, call Arad's customer service and request to open a service technician call for registration status

Customer Service 1-700-50-6565



Consumption report

Enter Reports tag \rightarrow Consumption \rightarrow Select data mining - for example consumption per meter

Home + Meters +	Reports •	s Waste - GIS		
Municipal Context Switch	Consumption •	Detailed		
DIM 01	Registered	Consumption		
Delect Musicipal (Consumers	Consumption For		
Select Municipal	Charts ►	Weter		
More Options	Billing Reads >	Consumption For		
Manage Multi Municipal	Rations	Consumption For Leak Group		
manage man manage	Alerts >			
	Operation •	Consumption		
	Readings Report	Between Hours		
	Invoices	Group consumption		
		By dates		
		Total Consumption For Period		

In order to receive a report for all meters AF should be marked and the desired date (s) should be selected. Consolidate report by - choose to which level data will be received - for example Date means on a daily basis. It can be changed to additional levels according to the above and generate the report by clicking Display

Consumption For Meter		Consumption For Meter	
Search By Consumption Date Group By Display Clear	All All Meter ID Meter S/N Zone & Sub Zone Property Address Consumer Name Search Leak Group Consumer ID Consumption Type ID	Search By Consumption Date Group By Display Clear	All All All All All All All All
Search Result	Request ID	Search Result	This Week In Week



Readings report

Enter Reports tab \rightarrow Readings reports.

In order to generate report for all meters you should mark All

For a "current" reading on a specific date, select the desired date (make sure to select a date)

		Select Field			
Consumption	n Date	From Date			
		From Date			
Group By		Today			
Display	Clear	In Date			
		Between Dates			

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and generate the report by clicking on Display

		2		
Home Veters Veters	Reports - Alerts	S		
Consumption For Meter	Consumption •	-		
Reports	Registered Consumers	0		
Consumption	Charts ►			
Charts	Billing Reads >			
 Rations 	Rations			
Operation	Alerts •			
 Readings Report Invoices 	Operation ►	-0		
	Readings Report			

AC		P Q .
	e → GIS Se	ettings - Analogs Hyd
Readings Report		
Search By	All	*
	And Or Select Field	
Read Time	From Date	10/03/2020
Display Clea	r Today In Date Between Dates Vesterday	*
Search Result	This Week In Week	
	In Year In Month In Two Month This Year	



Accounts report

Enter Reports tab \rightarrow Readings reports.

In order to generate report for all meters you should mark All

For a "current" reading on a specific date, select the desired date (make sure to select a date)

		Select Field	
Consumption Date Group By		From Date	,
		From Date	
		Today	
Display	Clear	In Date	
		Between Date	s

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and generate the report by clicking on Display

		A			
Home Villeters V	Consumption •	ins.			
Readings Report	Basistand				
Reports	Consumers				
 Consumption Registered Consume Charts Billing Reads Rations Alerts Operation Readings Report Invoices 	Charts >				
	Billing Reads ► Rations Alerts ►				
			Operation •		
			Readings Report		
	Invoices				

Invoices	
Search By	Meter ID And Or
	Select Field T
Consumption Date Display Clear	All T All From Date Today
Search Result	In Date Between Dates Yesterday This Week In Week In Year In Month In Two Month This Year

