User, Contact & PIN-Code Setup

The Intelligent Use of Water.™

User/Contact Setup Overview

- **IQ4 has the ability to setup 2 types of program access**
  - User
    - Capable of controlling and monitoring the system
  - Contact
    - Capable of receiving information about the system

User Setup Overview

- **IQ4 has the ability to setup 4 levels of users**
  - Owner
  - Admin
  - Site Admin
  - User

User Levels & Capabilities

	Owner	Admin	Site Admin	User
Can only be one instance of this user type	X			
Can transfer ownership	X			
Cannot be deleted	X			
Can see all sites in the Company	X	X		
Can view/edit all users in the Company	X	X		
Can access the Admin tab screen	X	X	X	
Can delete other user accounts	X	X	X	
Can create Users	X	X	X	
Can edit PIN-Code access to Controllers	X	X	X	
Can view/edit users who have site(s) in common			X	
Can only view/edit sites they are authorized for			X	X

User Setup Steps

- **Recommended steps to setup users and PIN-Codes**
  - Setup Owner profile
  - Setup Contacts (Profile page)
  - Setup Users (Admin page)
  - Setup Notifications (Profile page)
  - Users login & setup profiles
 - Activate PIN-Code access
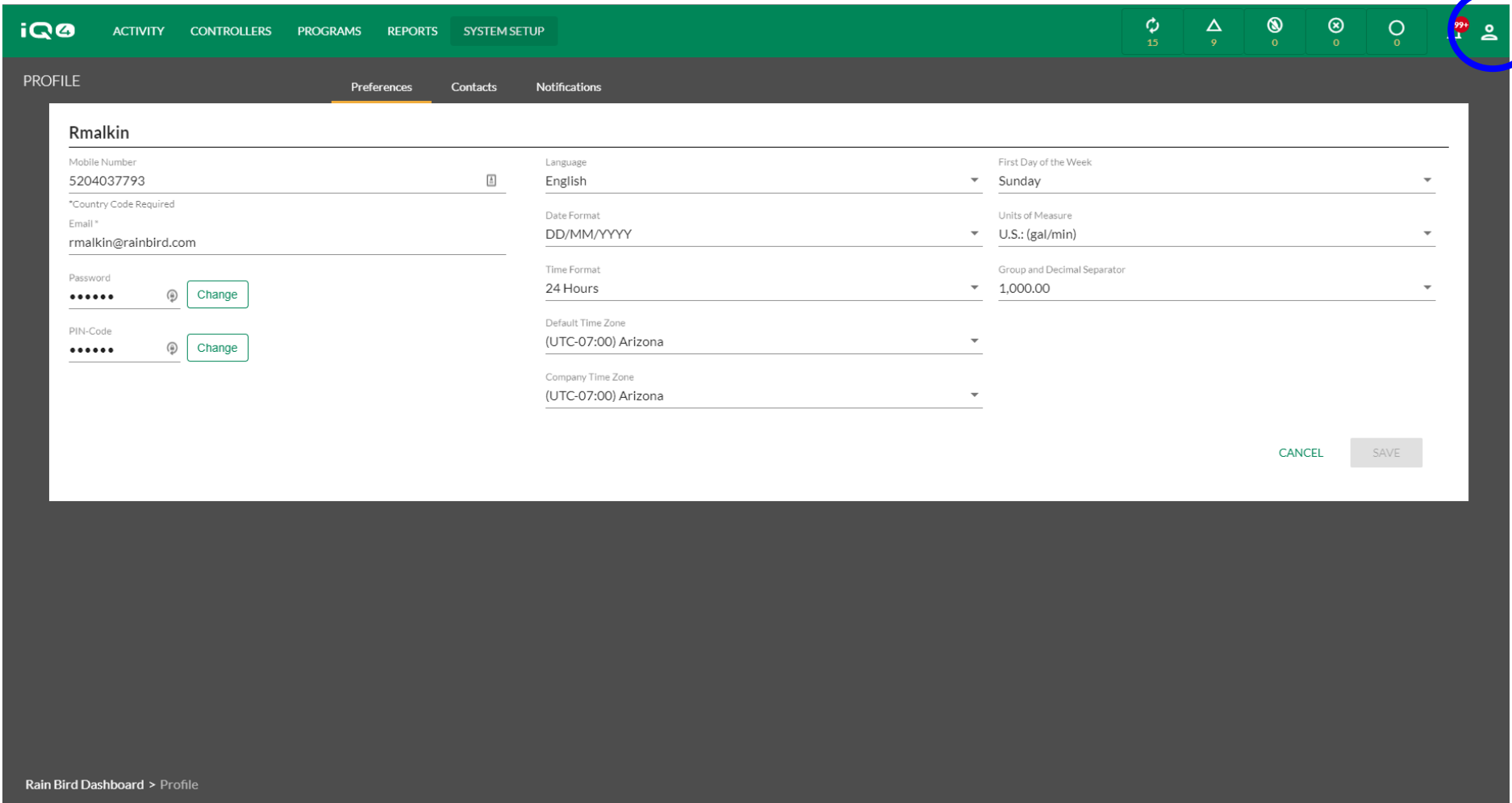
- **Setup Owner Profile**
  - Click on Profile Icon in upper right corner, select Profile
  - Enter Mobile number, Email, Password (if change is required) and PIN-Code
  - Setup all other program preferences
  - Click on Save

▪ **Setup Contacts**

– Click on Profile Icon in upper right corner, select Profile -> Contacts

– Click on Add button

– Enter contact information (name, numbers, email, company information)

– Click on Save
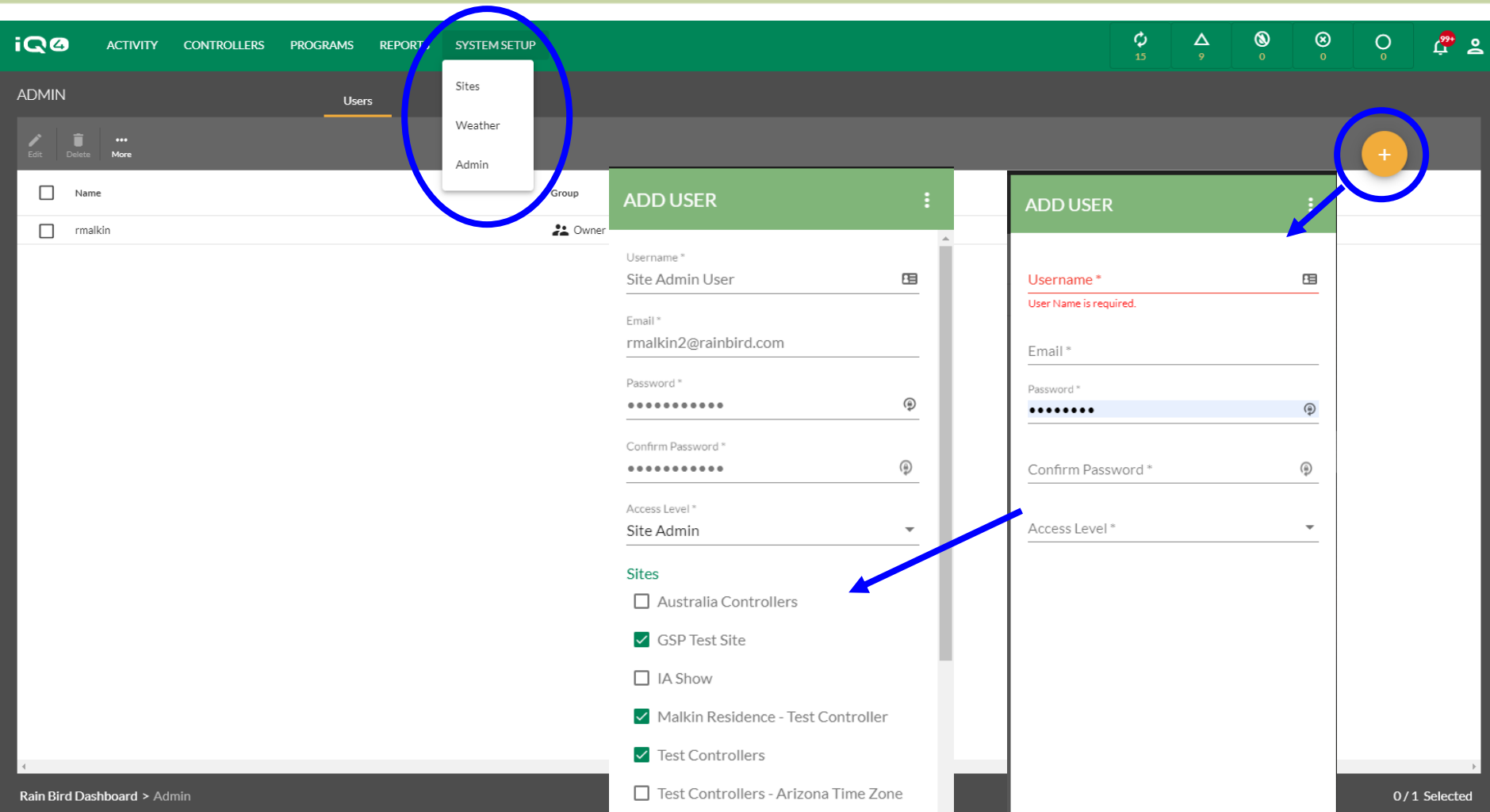
Setup Users

- – Click on System Setup -> Admin
- – Click on Add button
- – Enter Username (this will be their login name), email, password and access level (Select sites if Site Admin or User)
- – Click on Save

- **Setup Notifications**
  - Click on Notifications
  - Click on the email and/or test button to select which alarm condition notifications will be sent
  - Click on Save

- **Setup Notifications -> Additional Recipients**
  - Click on SELECT (next to Additional Recipients)
  - Select Same as me, Both, Email, Text or None for each contact
  - Click on Save
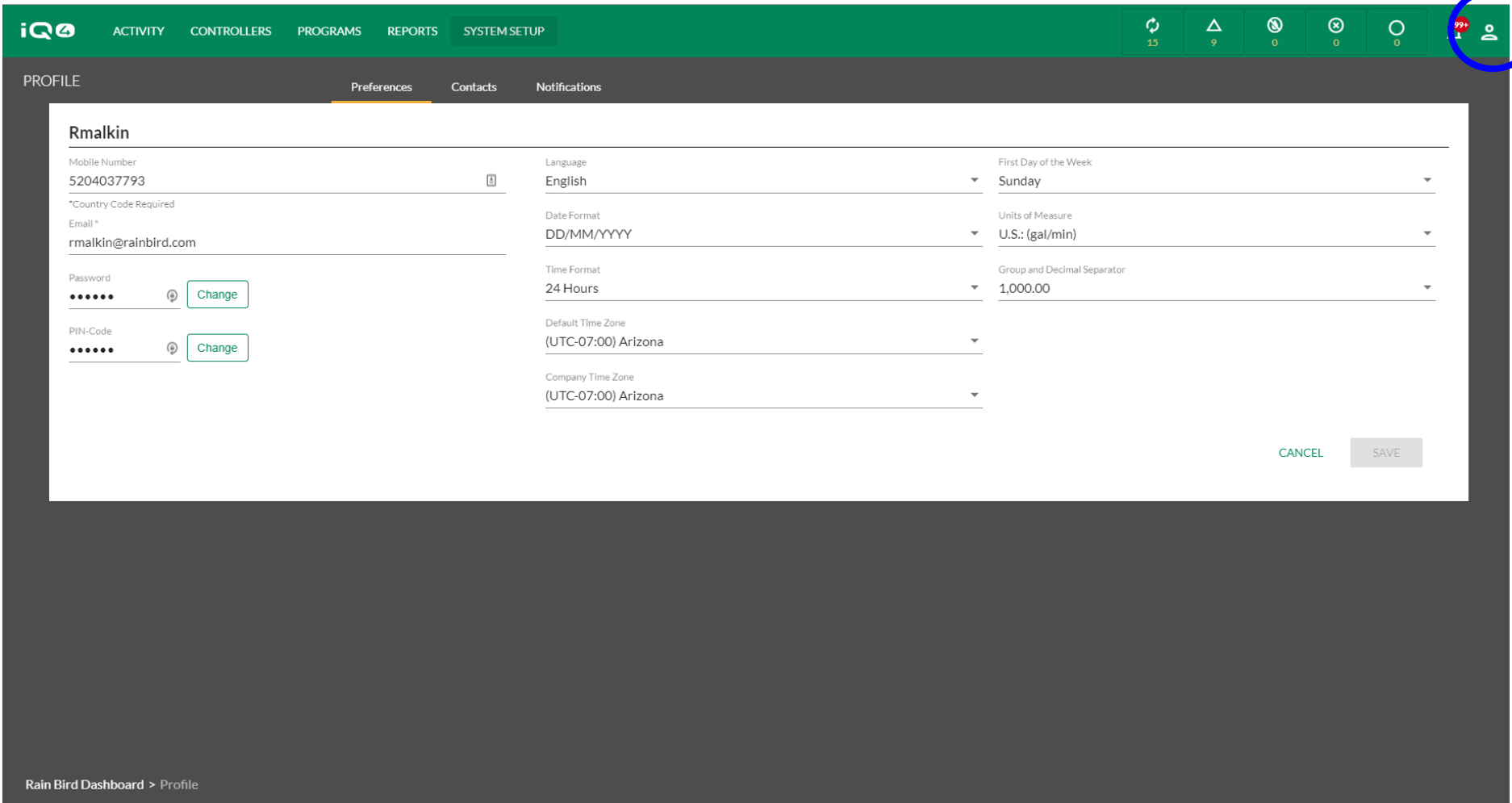
- **Setup User Profile**
  - Login as User, click on Profile Icon in upper right corner, select Profile
  - Enter Mobile number, Email, Password (if change is required) and PIN CODE
  - Setup all other program preferences
  - Click on Save

- **Activate PIN-Code Access**
  - Select the controller that is to have PIN-Code restrictions
  - Click on the More button - > Select PIN-Code Access
  - Select the user and the Protection Level
  - Click on Save

Tips and Tricks

- Once a new user is saved to IQ4, the user name and password is used to allow that user to access their site(s) and profile

- The user login is the only one who can modify their settings including User name and password

- Recommendation: Owner/Admin/Site Admin should keep an offline list of User name & password to gain access to the User profile to change PIN-Code, password, etcetera

Tips and Tricks

- Tip: if the Owner wants to change the user name or password and do not have access information, they must delete the user and setup a new one

- The Owner can setup a new Owner but must select from the list of users already in the system

- Each user level can setup users below their level only (except Users as there is no level below)
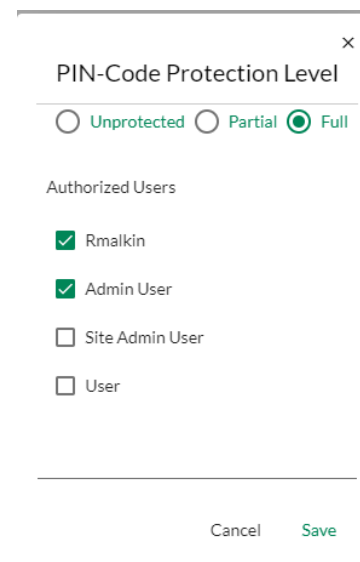
Tips and Tricks

- When setting PIN-Code access, the PIN-Code is setup in the user's Profile. It is assigned in the Controller -> More settings box

- Once PIN-Code(s) are setup in IQ4, they will be activated in the controller after the next Sync occurs

- Note: Maximum # of PIN-Codes is 5 per controller, all must use the same level of protection

Tips and Tricks

- PIN-Code Functions
  - Unprotected – No PIN-Code required to access controller
  - Partial – PIN-Code required, access to controller settings and functions limited to:
    - Turn controller On or Off
    - Run a station test program
  - Full –access to all controller functions and settings is blocked until PIN-Code is entered

PIN-Code Protection Level ✕

○ Unprotected ○ Partial ⦿ Full

Authorized Users

☑ Rmalkin

☑ Admin User

☐ Site Admin User

☐ User

Cancel   Save

PIN-Codes

- **PIN-Codes are used to provide access control to the front panel of your satellites. If a satellite is protected with PIN-Codes, then the satellite will prompt the user to enter a PIN-Code whenever the dial is turned, a switch is moved, or a button is pressed.**

- **If a correct PIN-Code is entered, the satellite will be unlocked for 10 minutes, and the user is allowed full access to the user interface. Be careful who you give out PIN-Codes to, because they will be able to unlock the satellite and change programming, settings, and manually control stations. The satellite will automatically relock after 10 minutes of inactivity. The user will need to re-enter the PIN-Code to regain access to the user interface.**

- **If an incorrect PIN-Code is entered, the satellite will display the message "Incorrect PIN-Code" and allow another PIN-Code entry attempt. After the 3rd consecutive incorrect PIN-Code is entered within a 5-minute span, the satellite will lock out any further attempts for 2 minutes. After 2 minutes the PIN-Code screen will be displayed and another PIN-Code entry allowed.**

PIN-Codes

- **An IQ Event Log will be created every time a PIN is entered. This Event Log is available from the IQ Software.**

- **Tip: If the physical satellite Auto/Off dial position or Sensor Active/Bypass switch position has been overridden from the IQ software, the user will first need to follow the screen prompts to synchronize these positions before the satellite will display the PIN entry screen.**

- **The PIN-code feature allow for both:**

- **Full PIN-Code Protection**
  - If the satellite is configured for full PIN-Code protection, the satellite display will prompt the user to enter a PIN-Code to access the user interface whenever the dial is turned, a switch is moved, or a button is pressed.

PIN-Codes

- **Partial PIN-Code Protection**
  - If the satellite is configured for Partial PIN-Code Protection, the user will be able to access the user interface in the following dial positions:
  - Auto/Off (turn irrigation on or off)
  - Test All Valves/Check System (review programs and total station run times, run test program, start RASTER Test)

- **In any other dial position, the satellite will display the Enter PIN screen and a correct PIN will be required to gain access to the user interface.**

FREQUENTLY ASKED QUESTIONS

FAQs

- **Can I change the Owner of my system?**
  - Yes. This allows the Owner to move the ownership of the system/company and all the associated sites to a new user.
  - The new Owner must be on the user list
  - The former Owner will be made an Admin
  - To change the Owner:
    - Click on System Setup -> Admin -> More
    - Select Set New Owner
    - Select the new Owner from the User List
    - Select Done

FAQs

- **Can Users setup their own Company account rather than be part of the Owners company?**
  - It is highly recommended that you do NOT have multiple companies contact controllers
  - This will cause multiple companies overwriting controller programs leading to unintended results
  - Best practice: use sites and site access per-user to limit which controllers a user can access