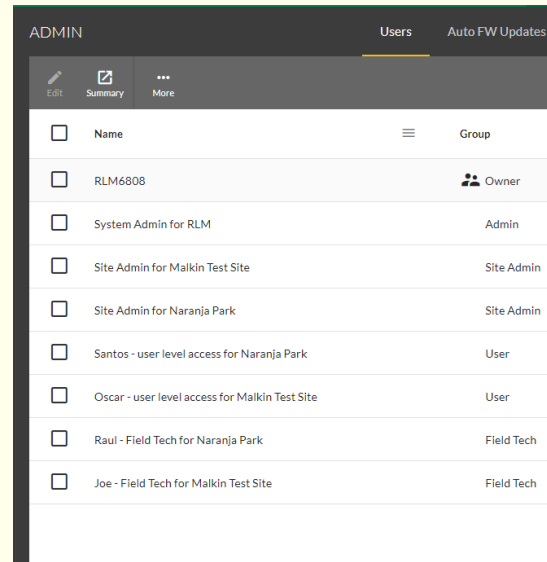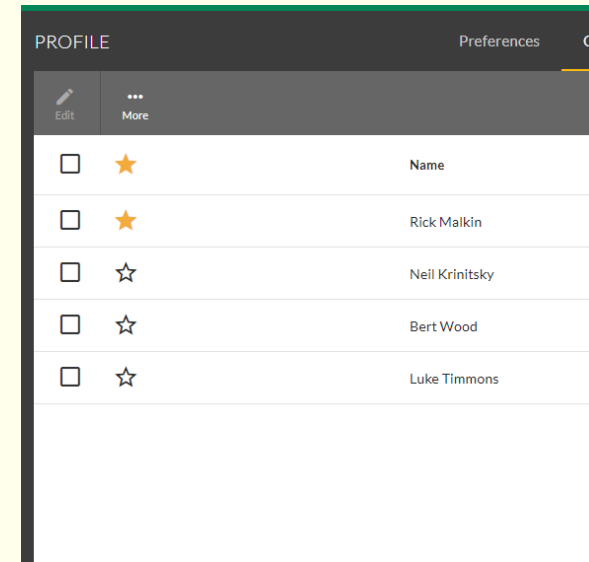# User, Contact & PIN-Code Setup

User/Contact Setup Overview

- **IQ4 has two types of program data access:**

  - **User** - Capable of controlling and monitoring the system

  - **Contact** - Capable of receiving information about the system

- These are different in who has access to IQ4 and who receives messages/alarms

Two types of program data access:

1. User which is setup in the Admin page -> of IQ4

2. Contact which is setup in the Profile page -> Contacts of IQ4

User Setup Overview

IQ4 supports 5 User Access Levels

1. **Owner**
   - Full access to all settings for all Sites within a Company including add-on subscriptions. They cannot be deleted. The Owner is the person who setup the IQ4 account initially.

2. **Admin**
   - Full access to all settings for all Sites within a Company. Admin cannot change or transfer the Owner. They can view/edit all users within the Company. They can be deleted.

3. **Site Admin**
   - Same access as an Admin but only for the Sites they have been granted access to. They can view/edit all users within the same Sites they have access to. They can be deleted

4. **User**
   - Limited access to Sites they have been authorized for. They cannot view/edit users or make changes to PIN codes. They can be deleted.

5. **Field Tech**
   - Access limited to manual operations for Sites they have been authorized for. They cannot view/edit users or make changes to PIN codes. They can be deleted.

User Levels & Capabilities

Task/Capability	Owner	Admin	Site Admin	User	Field Tech
Unique – Only one can exist per account	X				
Can transfer Owner position with another user	X				
Cannot be deleted	X				
Can manage data plan and other subscriptions	X				
Can edit the account time zone	X				
Can see all Sites and Controllers in the account	X	X			
Can view and edit all other users in the account	X	X			
Can create or delete other users in the account	X	X	X		
Can access System Setup > Admin	X	X	X		
Can edit PIN code access at LX controllers	X	X	X		
Can only see other users who also access their assigned Sites			X		
Can only view or edit Sites and Controllers to which they are assigned			X	X – Can Edit Controllers, cannot Edit Sites	X – Can view, cannot edit
Can only operate Controllers, cannot edit them					X

User Setup Steps

Recommended steps to setup users and PIN-Codes:

1. Setup Owner profile
2. Setup Contacts (Profile page)
3. Setup Users (Admin page)
4. Setup Notifications (Profile page)
5. Users' Login and Setup Profiles
6. Activate PIN-Code Access

Note: To setup users, IQ4 will need the Owner and the user setup in the Admin and/or Profile pages. With the different levels of access offered in IQ4, users can be allocated to limited features and/or limited sites that they have access to.
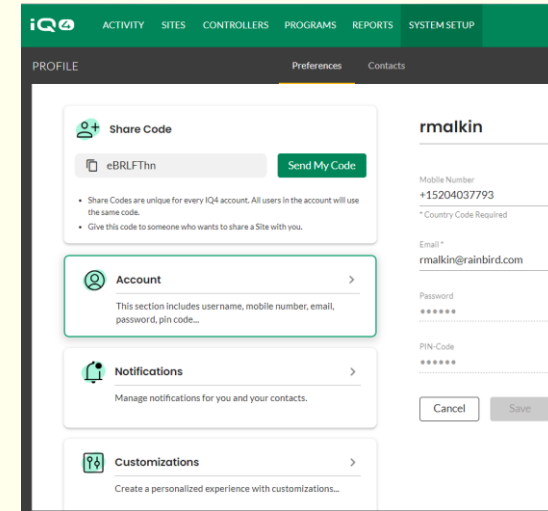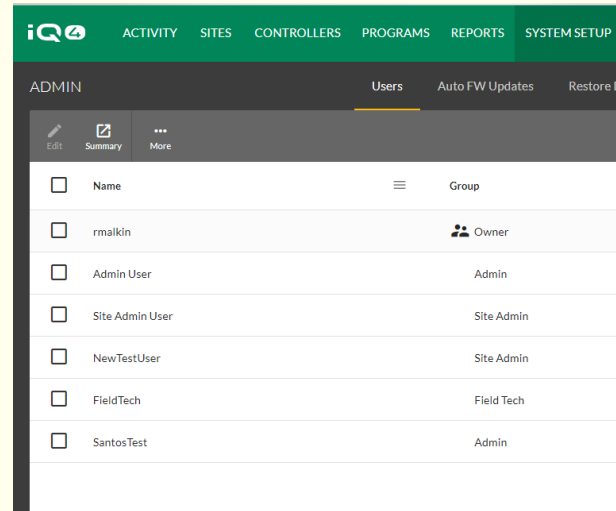
Setup Owner Profile

The Owner is established when a Company is registered in IQ4. The Owners profile page is accessed with the person icon on the far-right top of the IQ4 tool bar.

1. Click on Profile Icon in upper right corner, select Profile

2. Enter Mobile number, Email, Password (if change is required) and PIN-Code

3. Setup all other system preferences: Account, Notifications, Customizations, Language and Time, Units

4. Click on Save
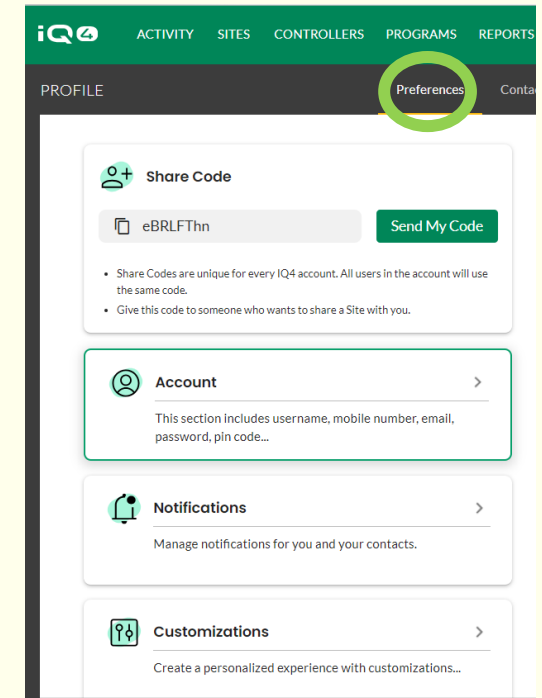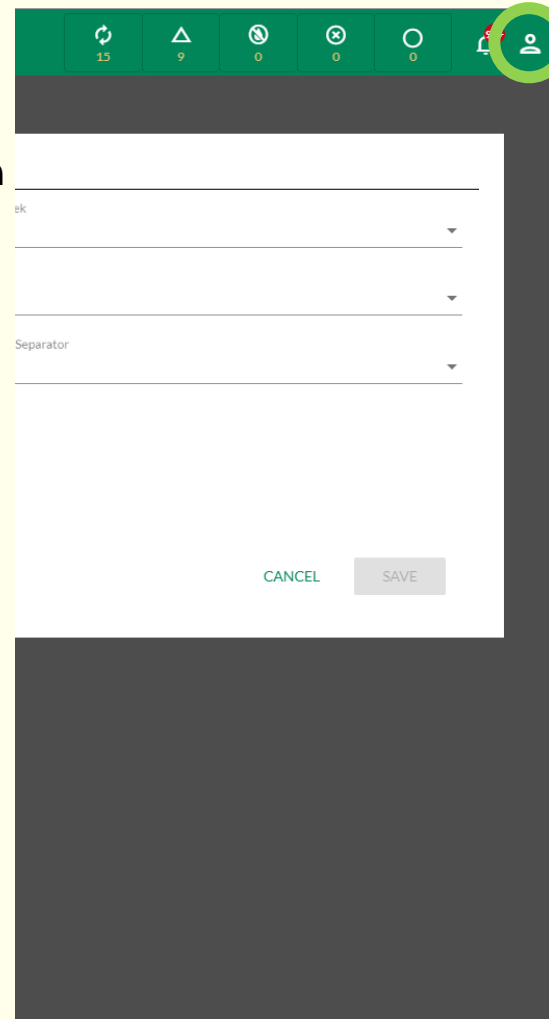
Setup Contacts

Contacts are setup in the Profile page. Contacts are stakeholders who receive notifications only. They do not have access to programming in IQ4.

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

2. Click on Add button

3. Enter contact information (name, numbers, email, company information)

4. Click on Save
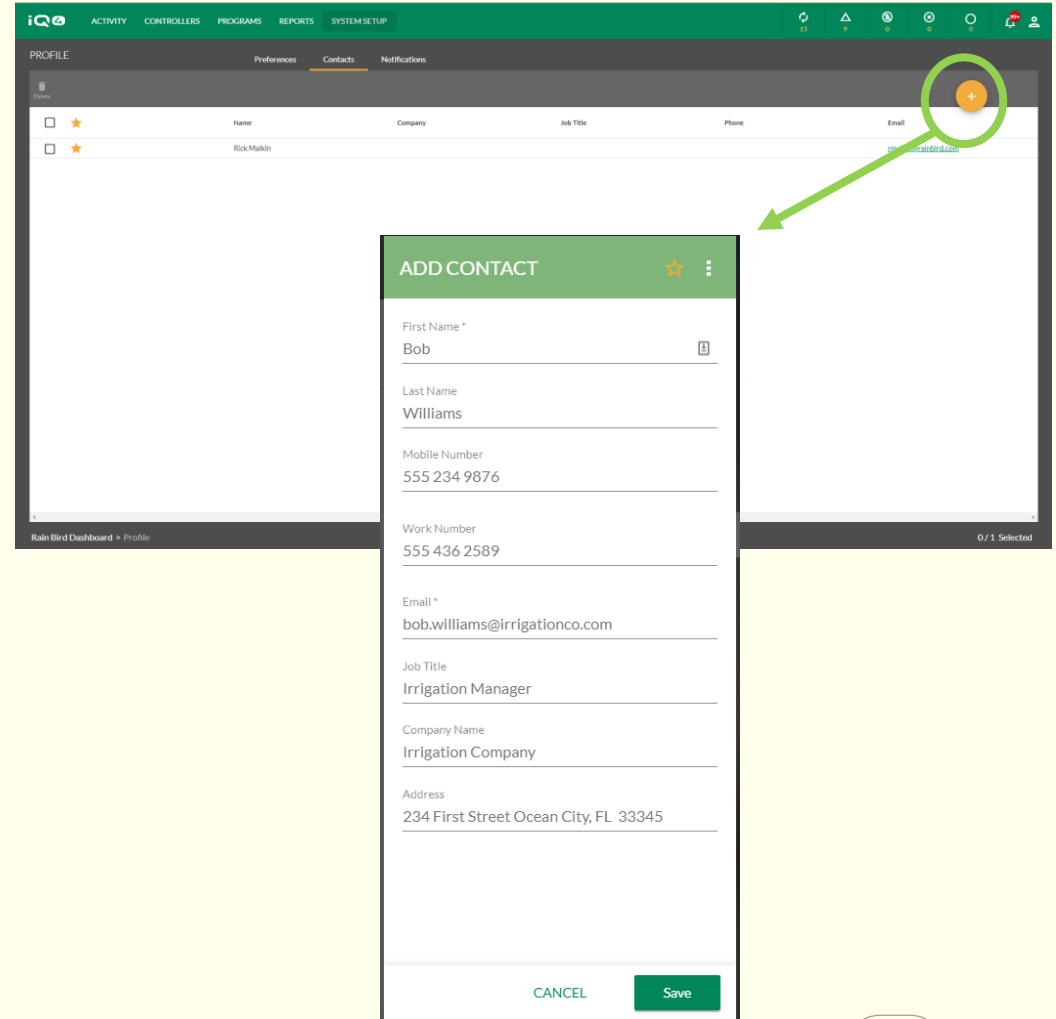
Setup Users

Users have 5 levels of access: Owner, Admin, Site Admin, User and Field Tech. Each has a set of capabilities governed by IQ4. Users can be setup by going to the System Setup tab, select Admin and then the Users tab.

1. Click on System Setup -> Admin

2. Click on Add button

3. Enter Username (this will be their login name), email, password and access level (Select sites if Site Admin, User or Field Tech)

4. Click on Save
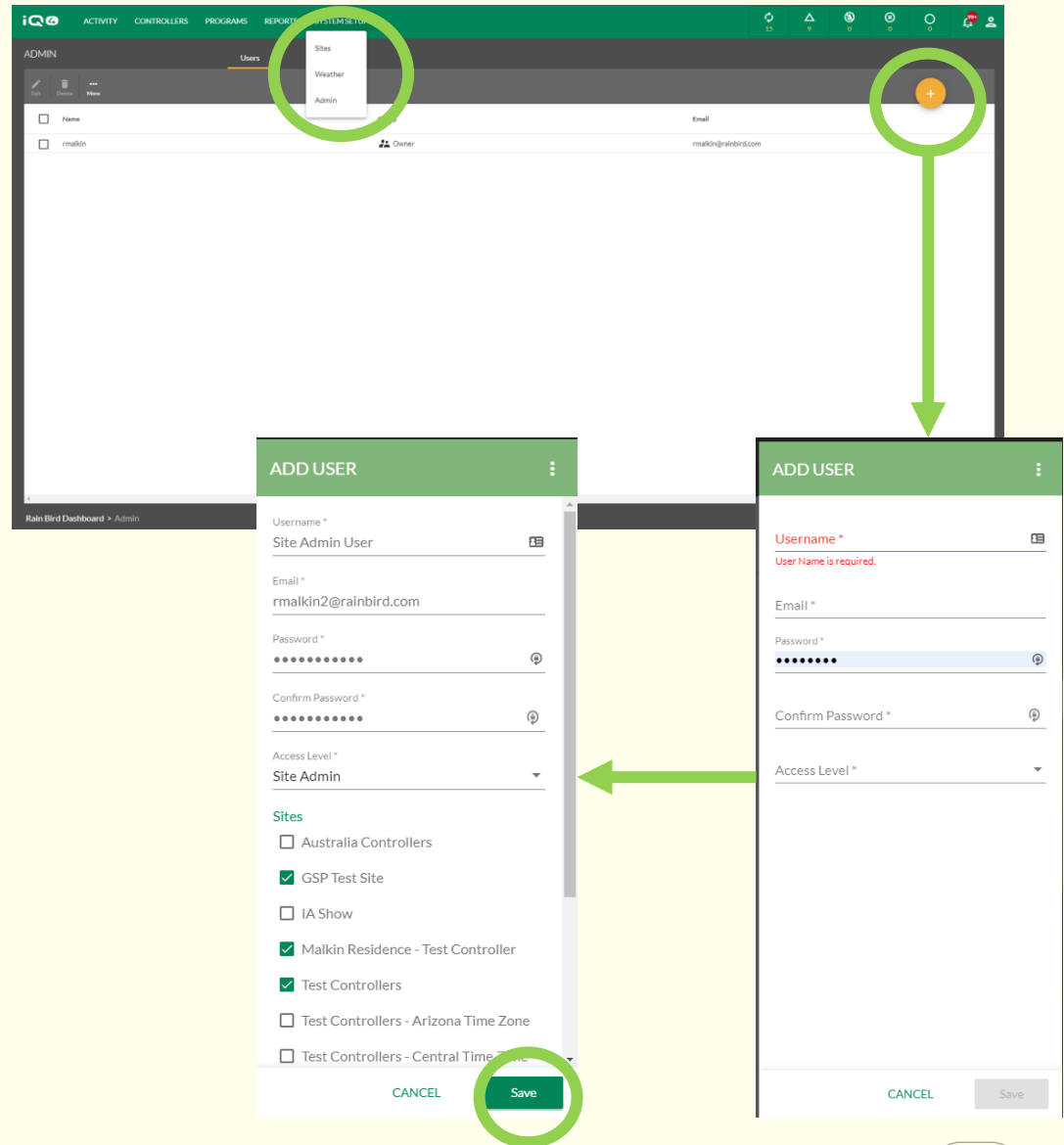
Setup Notifications

Notifications allow IQ4 to send information about the system to selected email addresses or text selected mobile telephones. Notifications are setup in the Profile page

1. Click on Notifications
2. Click on the email and/or test button to select which alarm condition notifications will be sent
3. Click on Save

Setup Notifications

Setup Notifications -> Additional Recipients

IQ4 allows users to add as many Notification recipients as desired. This is accomplished in the Profile page -> Notifications tab -> Additional Recipients Select button (bottom left)

1. Click on SELECT (next to Additional Recipients)

2. Select Same as me, Both, Email, Text or None for each contact

3. Click on Save
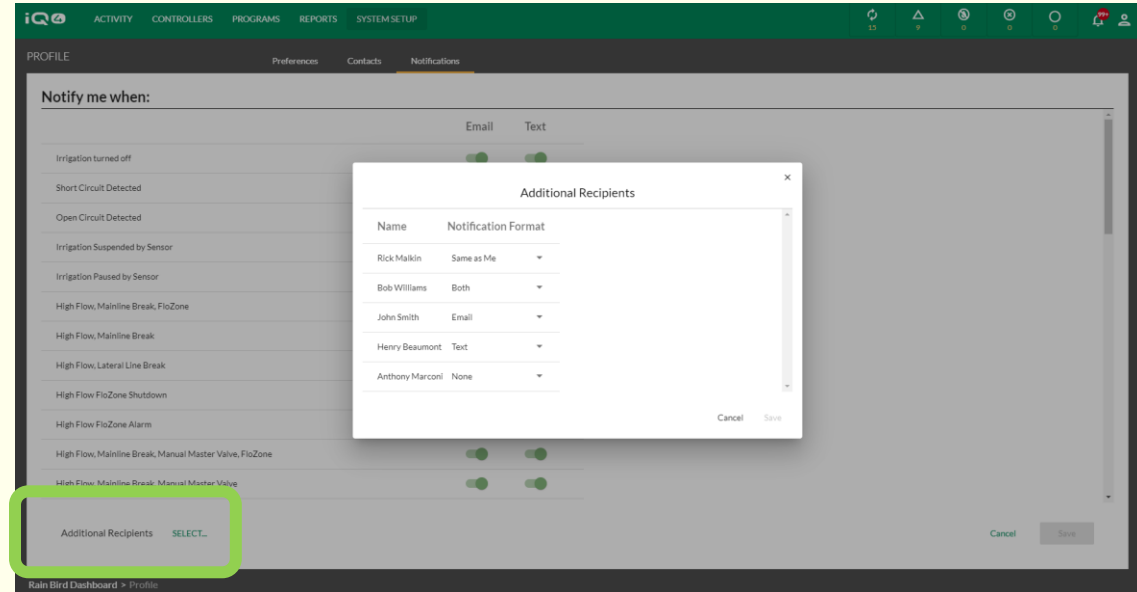
Setup User Profile

Each user can setup their own preferences. Preferences are accessed via the sub-menu items on the left side of the Preferences tab. Preferences include Account, Notifications, Customizations, Language/Time and Unit. This page can be reached via the Profile button (upper right)

1. Login as User, click on Profile Icon in upper right corner, select Profile

2. Enter Mobile number, Email, Password (if change is required) and PIN CODE

3. Setup all other program preferences

4. Click on Save

Activate PIN-Code

Each user in IQ4 can have an assigned PIN CODE. A PIN CODE is used to allow only authorized persons to program a controller at the site.

1. Select the controller that is to have PIN-Code restrictions

2. Click on the More button - > Select PIN-Code Access

3. Select the user and the Protection Level

4. Click on Save
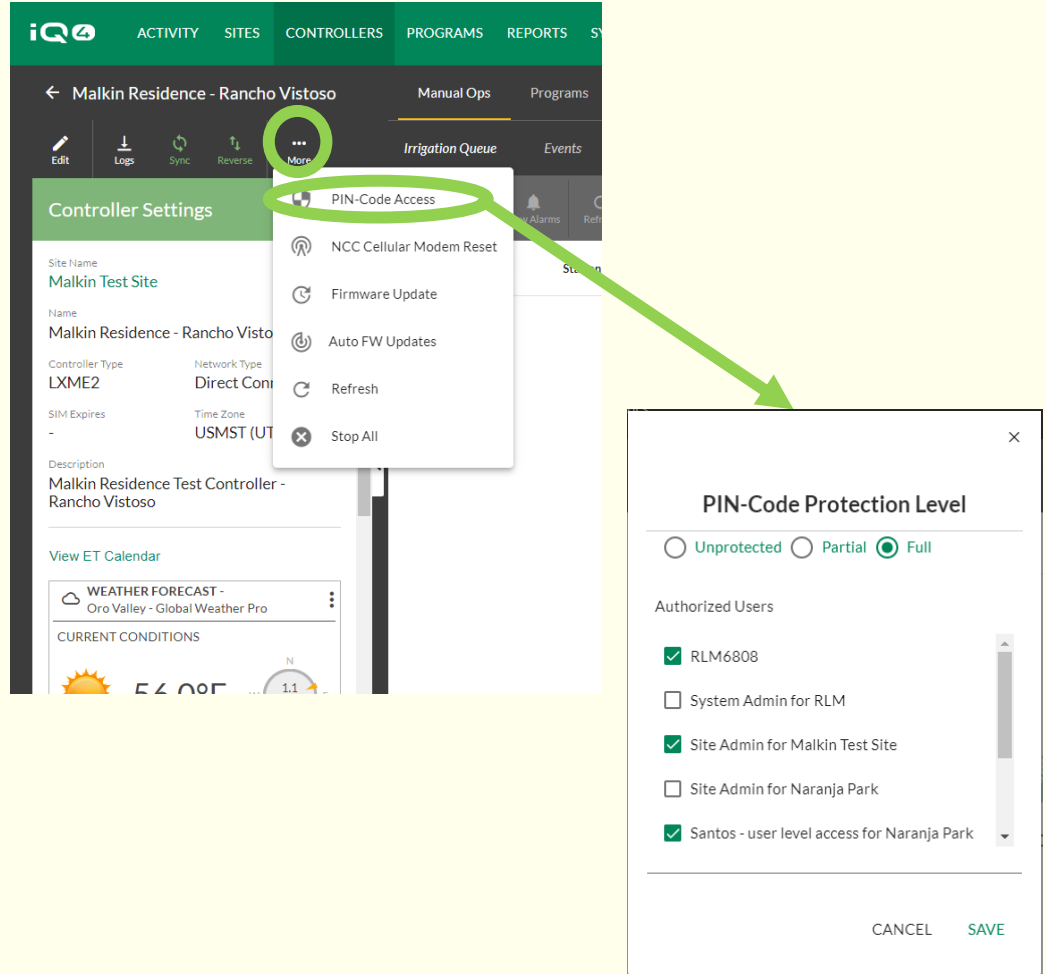
Tips and Tricks

Tips and Tricks

Once a new user is saved to IQ4, the Username 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 Username and password

Recommendation: Owner/Admin/Site Admin should keep an offline list of Username & 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 username 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

![Rain Bird logo]

Tips and Tricks – PIN-Code Functions
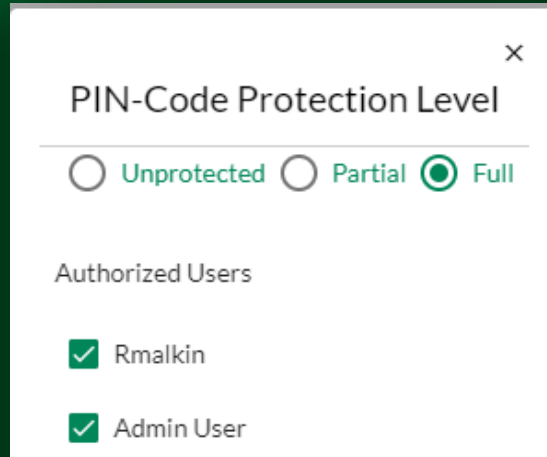
Unprotected – No PIN-Code required to access controller

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

PIN-Codes

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:

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.

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:
1. Auto/Off (turn irrigation on or off)
2. 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

Frequently Asked Questions

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

Rain Bird

Frequently Asked Questions

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