



eAccounts Customer Instruction Manual

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1.0 eAccounts Homepage

On this page:

- The Login link takes you to the login page.
- The Exit Application logs you out.

The login link will be sent to water customers. Please contact CAP for login help.

Example Page: eAccounts Homepage

The screenshot shows the homepage of the Central Arizona Project's eAccounts application. At the top, the header features the text "CENTRAL ARIZONA PROJECT" and "YOUR WATER. YOUR FUTURE." alongside the CAP logo. Below this is a dark blue navigation bar labeled "CUSTOMER INFORMATION CENTER". A sidebar on the left contains links for "Home", "Login", and "Exit Application". The main content area is titled "Home" and includes a welcome message, a description of the portal's purpose, instructions on how to use the site, and contact information for support. A thumbnail for the "eAccounts Customer Instruction Manual" is displayed on the right. The footer contains the CAP logo, copyright information for 2013, and contact details for the business and IT teams. A small accessibility statement is located at the bottom of the page.

CENTRAL ARIZONA PROJECT
YOUR WATER. YOUR FUTURE.

CAP
CENTRAL ARIZONA PROJECT

CUSTOMER INFORMATION CENTER

Home
Login
Exit Application

Home

Welcome to Central Arizona Project's eAccounts application.

This customer portal is designed to allow CAP's water customers to quickly and easily verify administrative and operational contact information. Also, specific documents pertinent to water scheduling and delivery are available to view and download 24 hours a day, seven days a week.

Get started by printing the instruction manual via the link located on the right side of this screen. This document provides a step-by-step introduction to log-in and utilization of the application's features.

If you have any questions, or would like to provide feedback regarding CAP's Water Customer Portal, please send an email to WaterAdmin@cap-az.com. The following people may also be contacted by phone for assistance:

Thank you.

eAccounts Customer Instruction Manual

CAP

CAP COPYRIGHT © CENTRAL ARIZONA PROJECT 2013 P.O. Box 43020 Phoenix, AZ 85080-3020 P 623.869.2333 [Contact Business Team](#) [Contact IT Team](#)

At CAP, we are committed to developing U.S. Section 508 compliant web sites that are accessible to all sections of people with varying abilities. If you find that any of our site features, documents, images, text and / or other informational elements, contained herein, are not in compliance with Section 508, please send an email to 508issues@cap-az.com, with your contact details, so we can reach out to you, either with an effective resolution, or to provide you with an alternative means of obtaining the inaccessible information. Thank you.

2.0 Login

Click the link "Login"

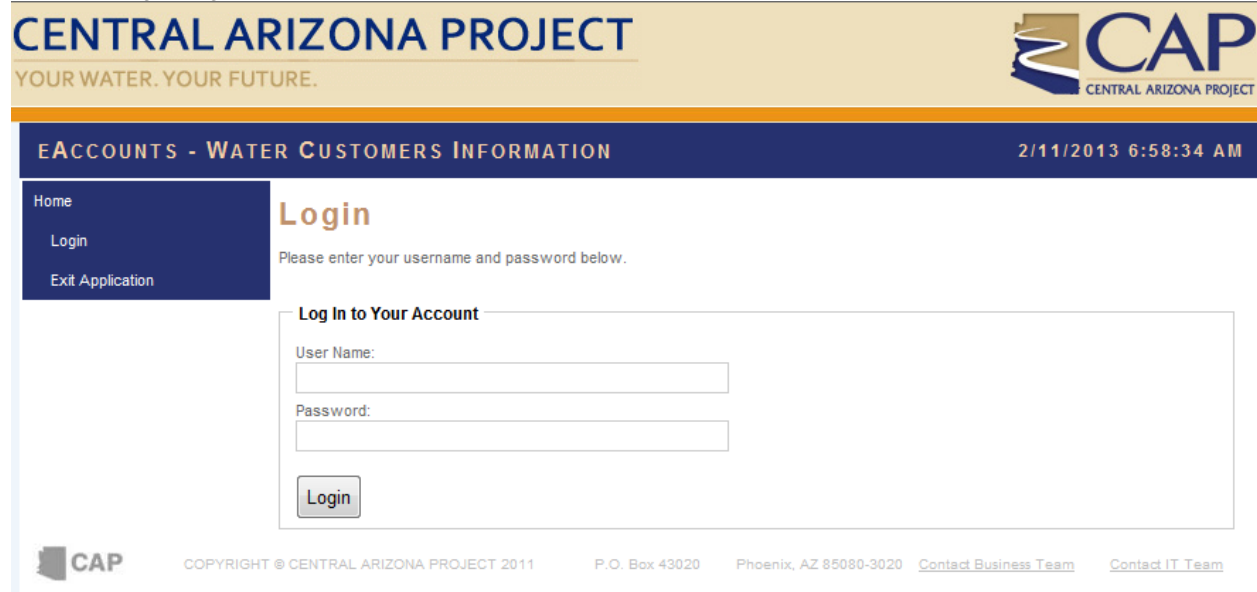


On this page:

- You can log into your CAP eAccount.

The Login ID and passcode is supplied by CAP. As a security measure, the user cannot set their password at this time.

Example Page: Login



3.0 Login History

Click "Login History" to view the login details.

On this page:

- Login History displays the day of the last login and how many days ago that occurred.

CAP ID	Customer Name			
0000	Acme Water Co.	Login History, 2/11/2013, 1	Download History, 2/6/2013, 6	Customer Details Operations Personnel Customer Files

- Login History Details will display a full record of the login dates, user IP address and email address of who logged into the account.

By viewing this information, customers may verify the logins that occurred on their account. Please contact CAP if there is anything of concern in this list.

Example Page: Login History List

If you have any questions on the list below, send an email to WaterAdmin@cap-az.com, or call Customer Service directly at (623) 869-2573.

[Set Grid Paging OFF](#)

Login Date	User IP	User Email	
3/13/2013 9:23:20 AM	172.17.7.19	admin@acmewc.com	Map IP Location
3/13/2013 9:23:20 AM	172.17.7.19	admin@acmewc.com	Map IP Location
3/13/2013 9:23:00 AM	172.17.7.19	admin@acmewc.com	Map IP Location
2/21/2013 12:49:01 PM	172.17.7.22	admin@acmewc.com	Map IP Location
2/21/2013 9:26:45 AM	172.17.6.243	admin@acmewc.com	Map IP Location
2/21/2013 9:17:23 AM	172.17.7.22	admin@acmewc.com	Map IP Location
2/21/2013 9:08:32 AM	172.17.7.22	admin@acmewc.com	Map IP Location
2/20/2013 10:42:40 AM	172.17.7.22	admin@acmewc.com	Map IP Location
2/20/2013 10:24:17 AM	172.17.7.22	admin@acmewc.com	Map IP Location
2/20/2013 1:11:08 AM	172.17.7.22	admin@acmewc.com	Map IP Location

1 2 3 4 5 >

Records Per Page: 10

Total Records: 50

Set Grid Paging turns off/on the 10 records per page numbering and shows all the records on a single page.

4.0 Download History

Click "Download History" to view the download details.

On this page:

- Download History displays the day of the last download, and how many days ago that has occurred.

CAP ID	Customer Name			
0000	<p style="color: red; font-size: 1.2em; margin: 0;">Acme Water Co.</p> <p style="margin: 0;"> Login History, 2/11/2013, 1 Download History, 2/6/2013, 6 </p>	Customer Details	Operations Personnel	Customer Files

- Download History Details will display a full record of the download dates, email address and the file name of what was downloaded.

By viewing this information, customers may verify the documents that have been downloaded from their account. Please contact CAP if there is anything of concern in this list.

Example Page: Download history List

ii If you have any questions on the list below, send an email to WaterAdmin@cap-az.com, or call Customer Service directly at (623) 869-2573.

[Set Grid Paging OFF](#)

Download Date	User Email	File Name
2/6/2013 1:11:30 AM	admin@acmewc.com	report.pdf

Records Per Page: 1

Total Records: 1

Set Grid Paging turns off/on the 10 records per page numbering and shows all the records on a single page.

5.0 Verify Customer Details

Click the link "Customer Details"

On this page:

- Verify your customer information.

CAP ID	Customer Name			
0000	Acme Water Co. Login History, 2/11/2013, 1 Download History, 2/6/2013, 6	Customer Details	Operations Personnel	Customer Files

- Verify your billing, invoices and accounts payable contact information.
- Verify your administrative contacts information
- Use the Email hyperlink and phone number to contact CAP if necessary.

If any of the information needs to be changed, click the email hyperlink or call the phone number provided to request the changes. You may be asked to verify your identity. Please verify this information quarterly and contact CAP if you see anything of concern.

Example Page: Customer Details

[Home](#)

[Customer Details](#)

[Exit Application](#)

Customer Details

CAP ID	Customer Name			
0000	Acme Water Co. Login History, 4/23/2013, 1 Download History, 2/20/2013, 63	Customer Details	Operations Personnel	Customer Files

What information do we have for you at CAP?

If below information is incorrect, send an email to WaterAdmin@cap-az.com, or call Customer Service directly at (623) 869-2573.

CUSTOMER INFORMATION

Name* PassCode* CAP ID*

Telephone Number* Fax Number: Email Address: Website:

INVOICES CONTACT:

Prefix: First Name: Last Name: M.I.: Suffix: Position Title:

Address Line 1: Address Line 2:

Address Line 3: City: State: Zip Code: Country:

Telephone Number: Telephone Number 2: Email Address: Email Address 2:

ACCOUNTS PAYABLE CONTACT:

Prefix: First Name: Last Name: M.I.: Suffix: Position Title:

Telephone Number: Telephone Number 2: Email Address: Email Address 2:

[+] ADMINISTRATIVE CONTACTS:

Note: The [+] sign that indicates the field can be expanded to show more information.

6.0 Verify Operations Personnel

Click the link "Operations Personnel"

On this page:

- Verify the personnel to place daily water orders and make changes.

CAP ID	Customer Name			
0000	<p style="color: red; font-size: 1.2em; margin: 0;">Acme Water Co.</p> <p style="font-size: 0.8em; margin: 0;"> Login History, 2/11/2013, 1 Download History, 2/6/2013, 6 </p>	Customer Details	Operations Personnel	Customer Files

- Verify the personnel to receive 24/7 emergency or curtailment notifications.
- Verify the personnel to receive planned maintenance notifications.
- Verify the personnel to receive water quality notifications.
- Use the Email hyperlink and phone number to contact CAP if necessary.

If any of the information needs to be changed, click the email hyperlink or call the phone number provided to request the changes. You may be asked to verify your identity. Please verify this information quarterly and contact CAP if you see anything of concern.

Example Page: Operations Personnel

What information do we have for you at CAP?

If any of the information below is incorrect, send an email to WaterAdmin@cap-az.com, or call Customer Service directly at (623) 869-2573.

[-] PERSONNEL TO PLACE DAILY WATER ORDERS/CHANGES:

First Name:	Last Name:
First Name:	Last Name:
First Name:	Last Name:
First Name:	Last Name:

[+] PERSONNEL TO RECEIVE 24/7 EMERGENCY OR CURTAILMENT NOTIFICATIONS:

[+] PERSONNEL TO RECEIVE PLANNED MAINTENANCE NOTIFICATIONS:

[+] PERSONNEL TO RECEIVE WATER QUALITY NOTIFICATIONS:

If any of the information above is incorrect, send an email to WaterAdmin@cap-az.com, or call Customer Service directly at (623) 869-2573.

Note: The [+] sign that indicates the field can be expanded to show more information.

7.0 View and Download Customer Files

Click the link "Customer Files"

On this page:

- View and Download customer files like reports, schedules and other documents if they are available.

CAP ID	Customer Name			
0000	Acme Water Co. Login History, 2/11/2013, 1 Download History, 2/6/2013, 6	Customer Details	Operations Personnel	Customer Files

- Use the Email hyperlink and phone number to contact CAP if necessary.

Example Page: Customer Files

If any of the information below is incorrect, send an email to WaterAdmin@cap-az.com, or call Customer Service directly at (623) 869-2573.

Show ALL [Set Grid Paging OFF](#)

File Date	Type	File Name	
1/31/2013	Contracts	report.pdf	Download*

Records Per Page: 1 * For a faster and safer download experience, Save the files to your local drive prior to viewing them. Total Records: 1

If any of the information below is incorrect, send an email to WaterAdmin@cap-az.com, or call Customer Service directly at (623) 869-2573.

Set Grid Paging turns off/on the 10 records per page numbering and shows all the records on a single page.

- Use the filter to sort results if the list is long.

Show ALL * For a faster and safer download experie

- Show ALL
- Show Contracts Only
- Show Invoices Only
- Show Reports Only
- Show Schedules Only
- Show Others Only



April, 2013