



Clark County Water Reclamation D I S T R I C T

Information Technology Solutions

EDEMAND V5.0.0

Application | User Guide

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CHANGE HISTORY

Version	Date	Changed By	Change Description
1.00	07/01/2020	Zoyla Orellana	Initial Release

INTRODUCTION

SCOPE AND APPLICATION

This document is the official user manual for the eDemand V5.0.0 application. Its purpose is to provide procedures and guidance to application users.

PRE-REQUISITES

eDemand has a self-service account registration functionality. Starting with V5.0.0 of the application, all users (new and existing) are required to have a confirmed email associated with their account.

DEFINITIONS

Abbreviation	Expansion
APN	Assessor’s Parcel Number
CCWRD	Clark County Water Reclamation District
PDF	Portable Document Format

NAVIGATING TO APPLICATION

The eDemand Application can be found on the homepage of the District website <http://www.cleanwaterteam.com>. Click on the “Escrow Demands” icon as shown in [Figure 1](#).

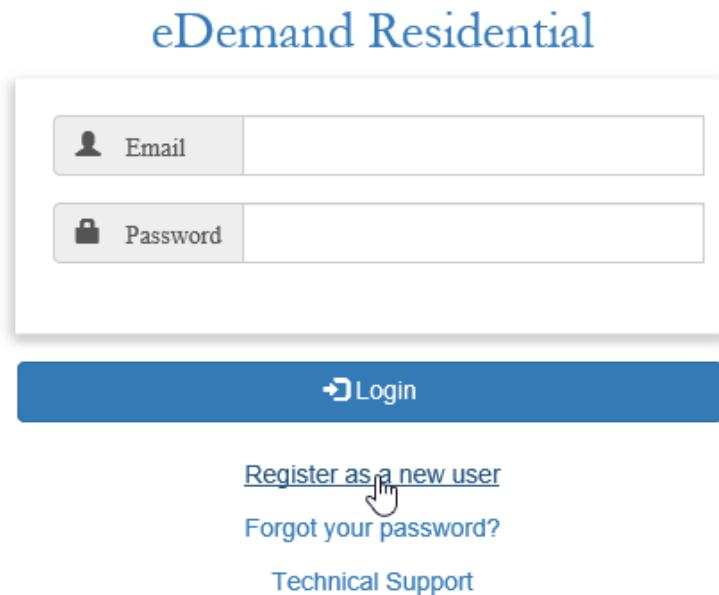


Figure 1 - Visit the District Website and click “Escrow Demands”

GETTING STARTED

REGISTER

To register as a user, click on “Register as a new user” as shown below.



eDemand Residential

Email

Password

Login

[Register as a new user](#)

[Forgot your password?](#)

[Technical Support](#)

Figure 2 – How to access the self-service registration function

To register, a user must provide the following:

1. A valid email address
2. A Password that meets the following requirements:
 - Must be 8 characters or more and must contain at least 1 character from each of the following:
 - Uppercase characters (A-Z)
 - Lowercase characters (a-z)
 - Numbers (0-9)
 - Special characters (!, #, \$, etc.)

Register

Create a new account

Email

Password

Confirm password

Refresh
Input symbols

Password Requirements:
Must be 8 characters or more and must contain at least 1 character from each of the following:

- Uppercase characters (A-Z)
- Lowercase characters (a-z)
- Numbers (0-9)
- Special characters (!, #, \$, etc.)

Figure 3 - Click on fields to see requirements

Once the registration form has been completed and successfully submitted, the application will be redirected to the Login page. An informational message will be displayed which includes the user’s email address and instructions on how to proceed.

Check your email for an eDemand confirmation email and follow the instructions contained within.
Note: Email links do expire. In such a case, the user will be presented with an option to resend the email.

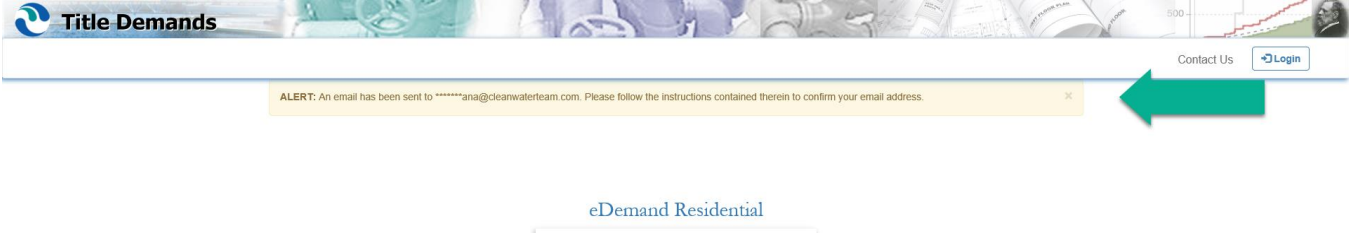


Figure 4 - Informational message will appear after registration form is successfully submitted

After clicking on the link provided in the email, a new browser window will display. Click on the link in this new window as shown below to login to your new account.

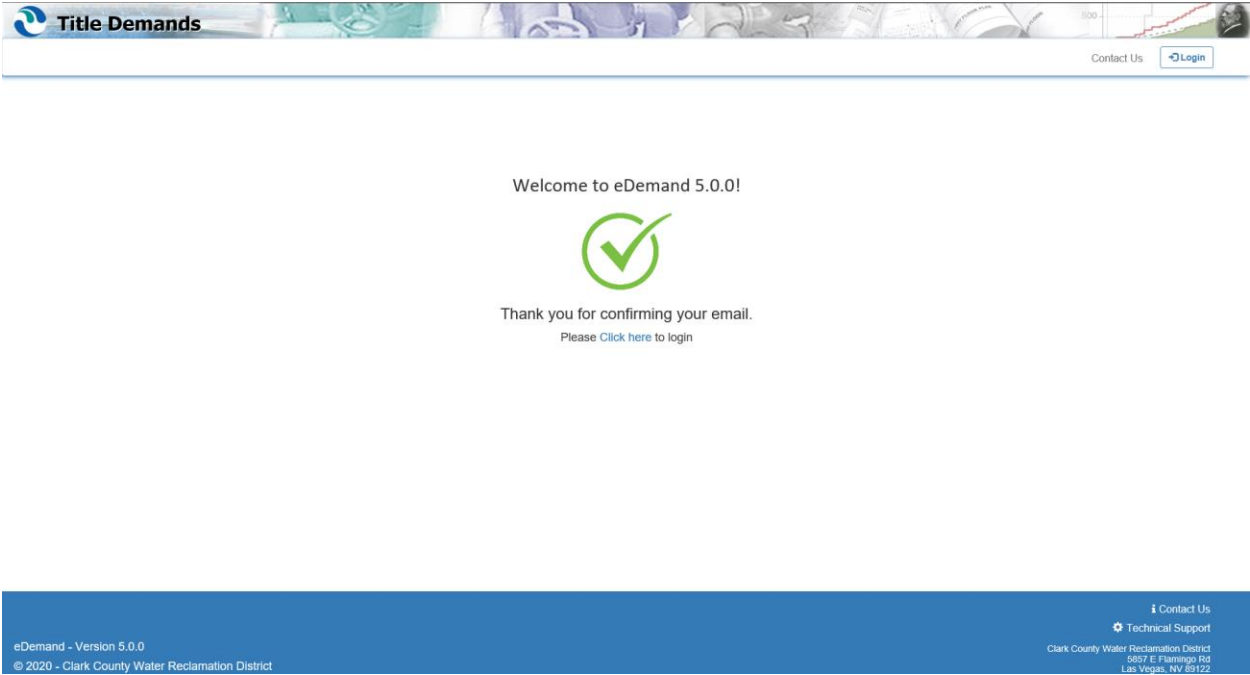
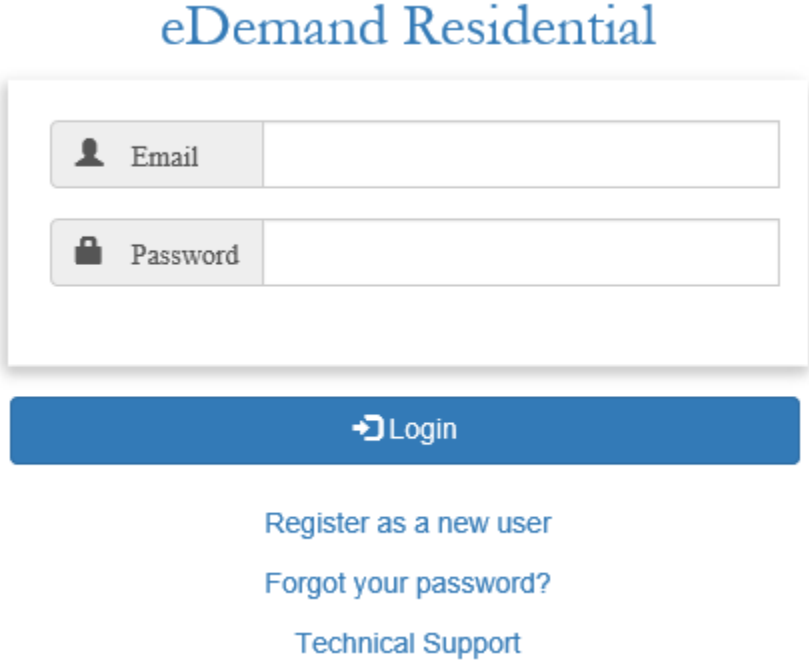


Figure 5 - Email link will open a new eDemand window

LOGIN

Login to the eDemand Application using your account credentials.



The login form for eDemand Residential features the title "eDemand Residential" in a blue serif font. Below the title is a white rectangular box containing two input fields. The first field is labeled "Email" with a person icon, and the second is labeled "Password" with a lock icon. Below these fields is a blue button with a white right-pointing arrow and the text "Login". Underneath the button are three links: "Register as a new user", "Forgot your password?", and "Technical Support", all in blue text.

Figure 6 – Login

Note: Account will be locked out after 3 failed attempts

NAVIGATION MENU ITEMS

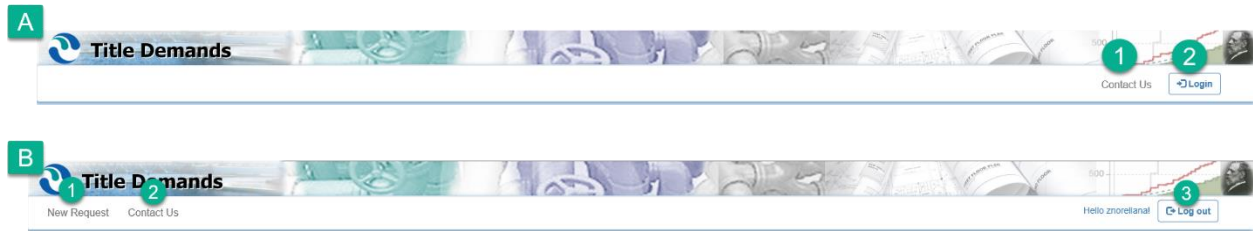


Figure 7 - Navigation options when a user is logged out (A) and when a user is logged in (B)

Application Navigation Bar: [Figure 7](#)

- A. When a user is logged out, the following options are available
 1. Contact Us
 2. Login
- B. When a user is logged in, the following options are available
 1. New Request
 2. Contact Us
 3. Log Out



Figure 8 - eDemand Footer

The page footer contains the following information: [Figure 8](#)

- A. A hyperlink to the official Clark County Water Reclamation District website
- B. A Contact Us link
- C. A Technical Support link

NEW REQUEST

The form to request a Title Demand will display three fields:

Assessor’s Parcel Number (APN) –

This is a **Required** field with the following requirements:

- APN must be 11 digits long
- Text field only allows numeric values
- Must be associated with a Residential account

Escrow Number –

This is an **Optional** field with the following requirements:

- Can only include letters, numbers, and the “-” special character

Company or Agent Name –

This is an **Optional** field with the following requirements:

- Can only include letters, numbers, and these special characters (-, ., /, &, #)



Figure 9 – New Title Demand Request Form

Hovering over the form fields will display a “Tip” bubble. The Submit Request button will remain disabled until all fields have met their respective requirements.

Residential eDemand

* Assessor's Parcel Number(APN):

Escrow Number:

Company or Agent Name:

Submit Request

Required fields are indicated with *

Residential eDemand

* Assessor's Parcel Number(APN):

Must be 11 digits long
Can only contain numbers

Company or Agent Name:

Submit Request

Required fields are indicated with *

Figure 10 – Title Demand Form: Hovering over a form field displays a “Tip” bubble with the field’s requirements

If a field input does not meet its requirement, an error message will display under the page title, “Residential eDemand”, as shown below. When form fields have been successfully filled in, the Submit Request button will become available.

Click “Submit Request” to generate a Title Demand.

Residential eDemand

PARCEL NUMBER IS REQUIRED

* Assessor's Parcel Number(APN):

Escrow Number:

Company or Agent Name:

Submit Request

Required fields are indicated with *

Residential eDemand

* Assessor's Parcel Number(APN):

Escrow Number:

Company or Agent Name:

Submit Request

Required fields are indicated with *

Figure 11 - Error messages will display if requirements are not met. Once requirements are met, the “Submit” button will become enabled.

CUSTOMER SERVICE SEWER SERVICE DEMAND

When the given APN is found in the system, a Title Demand will be generated and displayed in a manner similar to [Figure 12](#).

In case the APN is not valid or not found in the system, an error message will be displayed. Please refer to section [“Email Your Demand Request”](#) for more information.

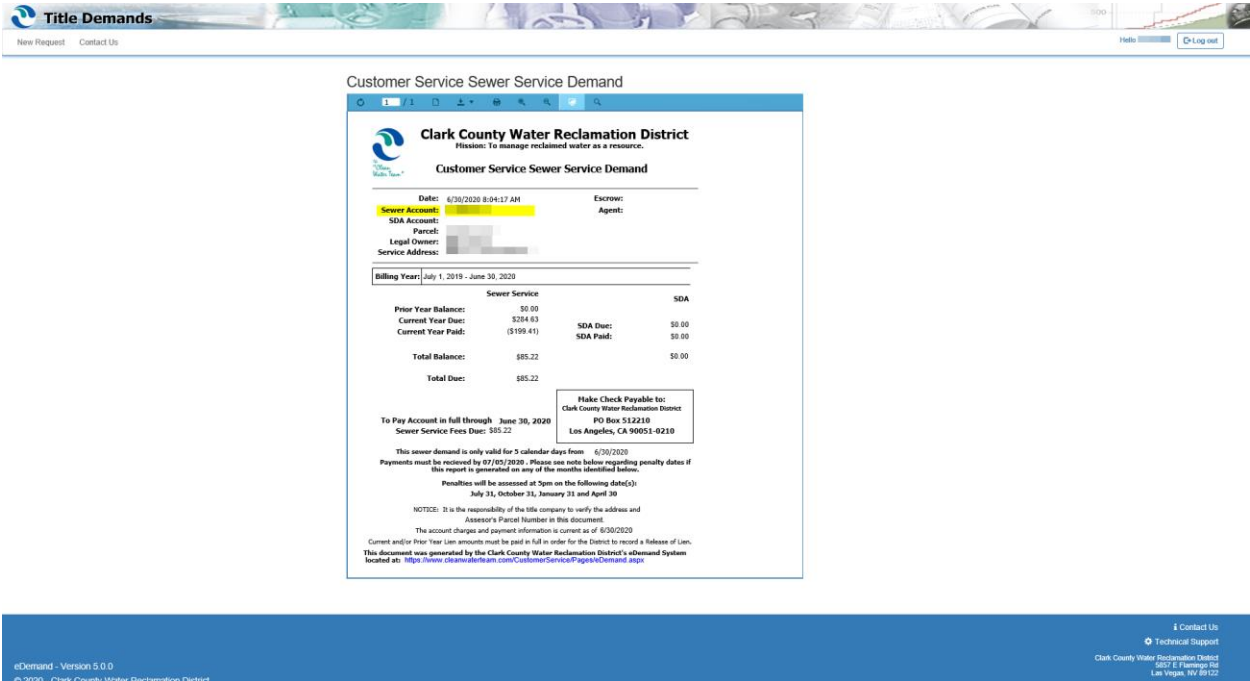


Figure 12 - Title Demand

The information that was provided in the request form (**shown on the right**) can be found in the top portion of the report as Parcel, Escrow, and Agent. See [Figure 14](#).

Figure 13 - Title Demand Request example



Clark County Water Reclamation District

Mission: To manage reclaimed water as a resource.

Customer Service Sewer Service Demand

Date: 6/29/2020 11:36:35 AM	Escrow: Test-156
Sewer Account: [REDACTED]	Agent: Sample Company
SDA Account: [REDACTED]	
Parcel: [REDACTED]	
Legal Owner: [REDACTED]	
Service Address: [REDACTED]	

Figure 14 - The following fields: Parcel, Escrow, and Agent reflect values input in Title Demand Form.

TITLE DEMAND REPORT OPTIONS



Figure 15 - Title Demand Navigation

- 1. Refresh – Reload the report
- 2. Pages – Current page # and total number of pages
- 3. Print Preview – Print preview of the Title Demand
- 4. Export to PDF – Export Title Demand as a PDF
- 5. Print – Print Title Demand
- 6. Zoom In – Zoom into document
- 7. Zoom Out – Zoom out of document
- 8. Toggle Full Page/Page Width – Adjust Title Demand size
- 9. Search – A tool to search words or phrases within the document

To create a new Title Demand Request, click “New Request” on the top left of the navigation bar.

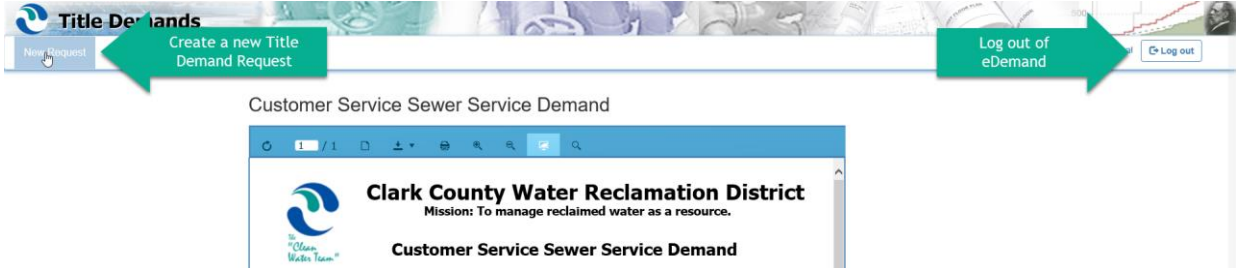


Figure 16 - To request a new Title Demand, click New Request in the navigation bar

EMAIL YOUR DEMAND REQUEST

eDemand only generates Title Demands for Residential accounts. If an APN is not for a Residential account or the account is not in the system, an error message will be displayed.

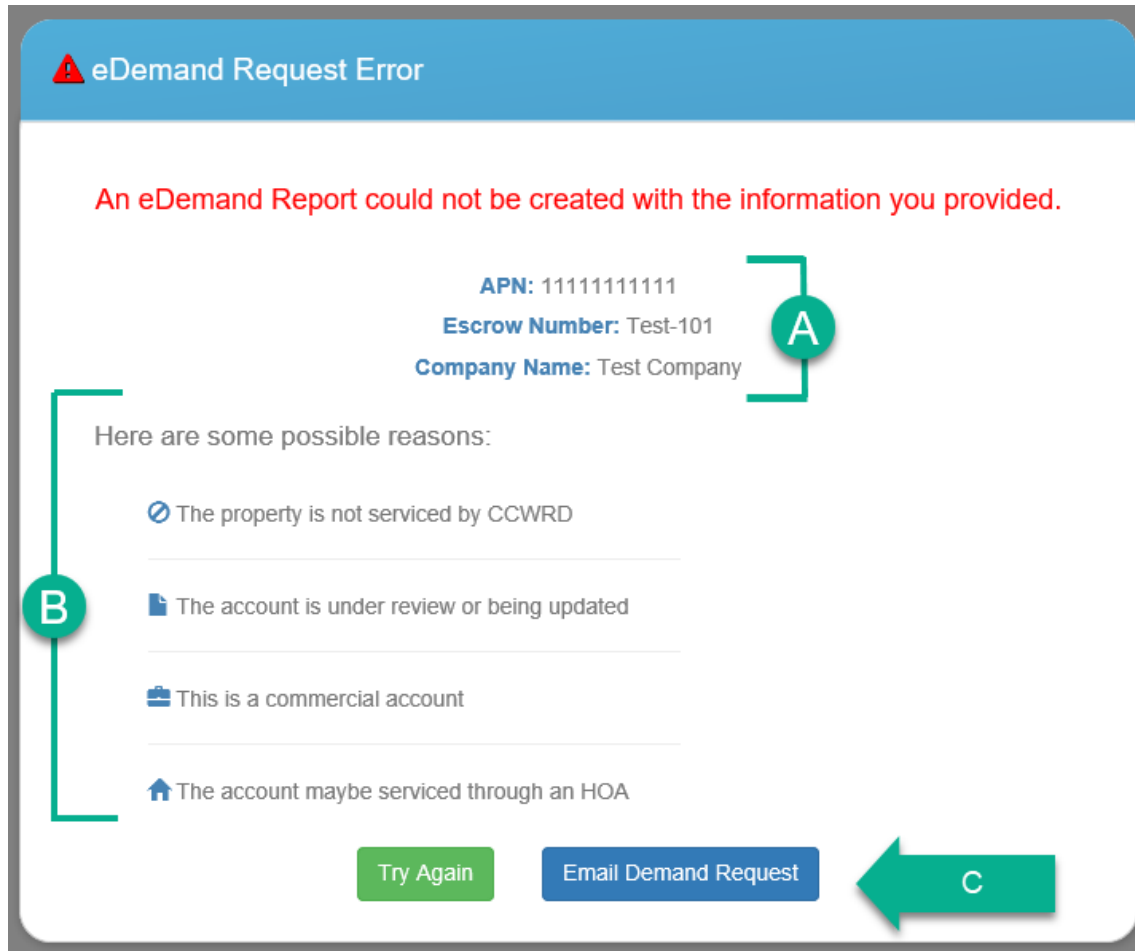


Figure 17 - Error popup for an unsuccessful Title Demand request

This dialog box will display (A) information provided by the user, (B) possible reasons a Title Demand request cannot be created and (C) options on how to move forward:

- ❖ “Try Again” button – If an incorrect APN was used, use this to return to the request form.
- ❖ “Email Demand Request” button – If the APN is a valid Residential account, an email with all Title Demand request information may be sent to Customer Service. Click this button to navigate to the Demand Request Form.

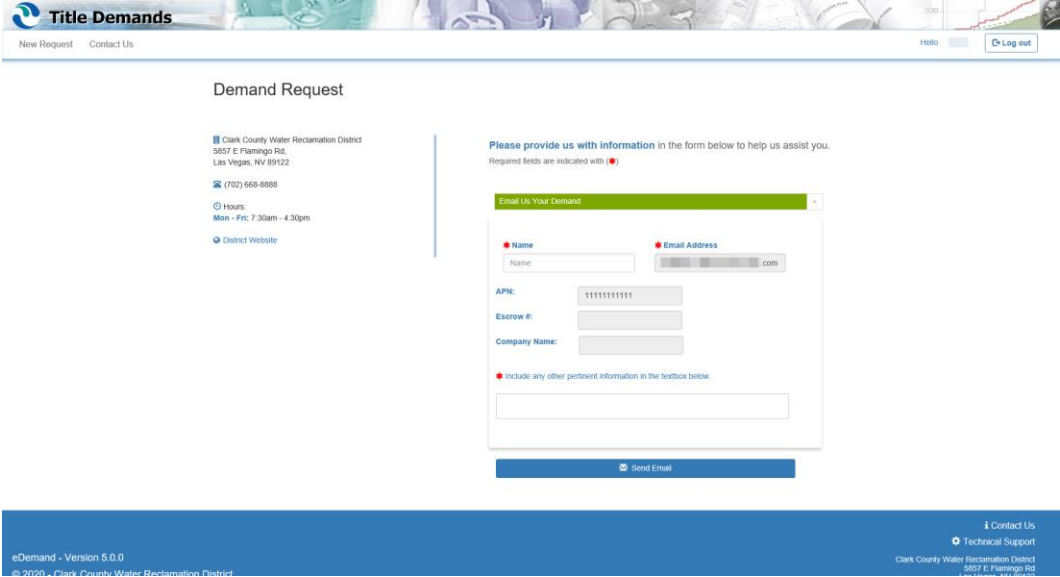


Figure 18 - Demand Request

Fill in Name (A), verify that all information in form is correct (B and C), and fill in text area with any information that is pertinent to this request (D).

Please provide us with information in the form below to help us assist you.
Required fields are indicated with *

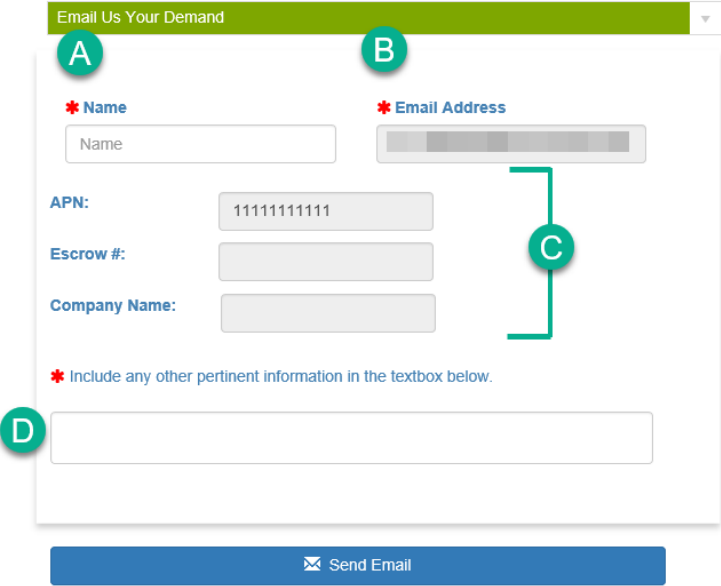


Figure 19 - Email Demand Request Form

Note: Grayed out fields may not be modified. If any information displayed is not accurate, please note as other pertinent information.

Once all required fields are filled with the correct information, click “Send Email”. Customer Service will receive a copy of your Demand request for processing. A confirmation message will be displayed, and an option to send a new email is provided.

Contact Us

Clark County Water Reclamation District
5857 E Flamingo Rd.
Las Vegas, NV 89122

(702) 668-8888

Hours:
Mon - Fri: 7:30am - 4:30pm

District Website

Thank you!

Your email has been sent. Our team will be with you as soon as possible.

Want to send another email? Click "New Email" button.

[New Email](#)

Figure 20 - Once an email is successfully sent, a confirmation message will display

CONTACT US

In the “Contact Us” page, users can find the Customer Service contact information and a tool to directly receive assistance from Customer Service.

Note: The location of Contact Us links will change depending on login status.

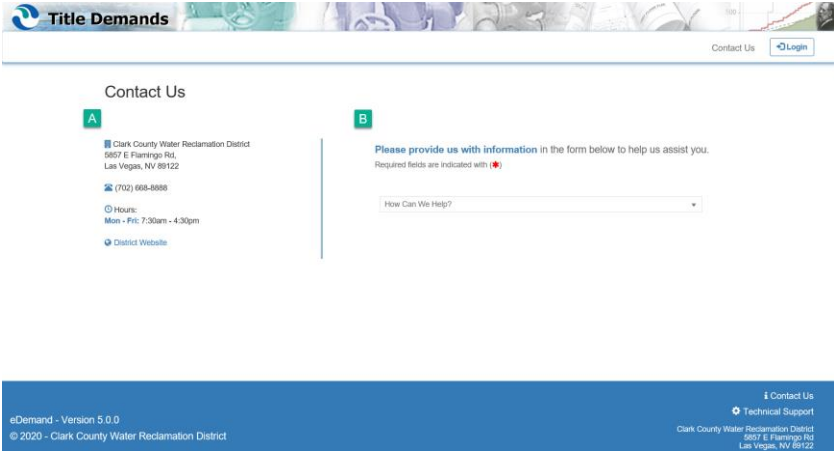


Figure 21 - Contact Us information and customer support forms

A: Customer Service Contact Information

- Business address
- Phone number
- Hours of operation
- Link to District website

Clark County Water Reclamation District
 5857 E Flamingo Rd,
 Las Vegas, NV 89122

(702) 668-8888

Hours:
Mon - Fri: 7:30am - 4:30pm

[District Website](#)

Figure 22 - Customer Service Information and District website link

B: Customer Assistance Tool

- Technical Support
 - Password Reset
 - Other
- Demand Request
- Contact for any other inquiries

Please provide us with information in the form below to help us assist you.
 Required fields are indicated with *

How Can We Help?

How Can We Help?

Technical Support

Email Us Your Demand

Contact Us

Figure 23 - Customer Service help options

Note: All functionality may not be visible, depending on user’s login status.

TECHNICAL SUPPORT

The Technical Support option may display in two manners:

- When a user is logged out, Technical Support provides “Forgot password” assistance and a Technical Support Form.
- When a user is logged in, Technical Support only provides the Technical Support Form.

Forgot Password Assistance

Forgot Password Assistance is displayed when a user is logged out. A “Forgot your password?” question will be prompted when Technical Support is selected in dropdown.

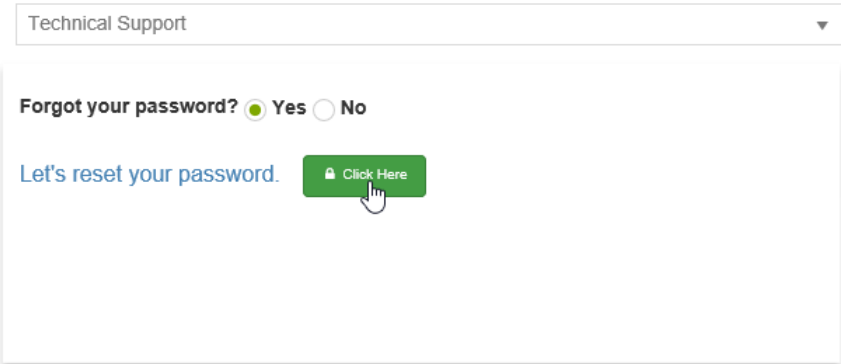
Please provide us with information in the form below to help us assist you.
Required fields are indicated with (*)



The screenshot shows a dropdown menu with 'Technical Support' selected. Below the dropdown, there is a form with the text 'Forgot your password?' followed by two radio buttons: 'Yes' and 'No'. The 'No' radio button is selected.

Figure 24 - Forgot Your Password prompt is only visible to logged off users

Click “Yes” to receive assistance to reset your password. Then, click the “Click here” button to be redirected to the Forgot password functionality. For more information, go to the [Forgot Password section](#) in this document.



The screenshot shows the same dropdown menu with 'Technical Support' selected. Below the dropdown, there is a form with the text 'Forgot your password?' followed by two radio buttons: 'Yes' and 'No'. The 'Yes' radio button is selected. Below the radio buttons, there is a text prompt 'Let's reset your password.' followed by a green button labeled 'Click Here' with a hand cursor icon over it.

Figure 25 – “Click Here” button will redirect user to Forgot Password view

Technical Support Form

The Technical Support Form includes three fields: Name, Email Address, and details text area.

Provide your Name and your technical issue. If the user is logged in, the Email Address field will automatically display their email address. Otherwise, fill in Email Address field with a valid email address. Once the form is completed, click “Send Email”.

Figure 26 - Technical Support Form with Forgot your Password question

Note: All functionality may not be visible, depending on user’s login status.

A confirmation message will display in place of the form, and the option to send a new email is provided.

Contact Us

Clark County Water Reclamation District
5857 E Flamingo Rd,
Las Vegas, NV 89122

(702) 668-8888

Hours:
Mon - Fri: 7:30am - 4:30pm

District Website

Thank you!
Your email has been sent. Our team will be with you as soon as possible.
Want to send another email? Click "New Email" button.
[New Email](#)

Figure 27 – Once email is successfully sent, a confirmation message will display

EMAIL US YOUR DEMAND

The “Email Us Your Demand” Form contains the following input fields: Name, Email Address, APN, Escrow #, Company Name, and other pertinent Information. This form may be accessed directly in Contact Us or through the error dialog box in “New Request”.

Fill in all required fields. Escrow # and Company Name are optional. Once the form is complete, click “Send Email”.

Please provide us with information in the form below to help us assist you.
Required fields are indicated with (*)

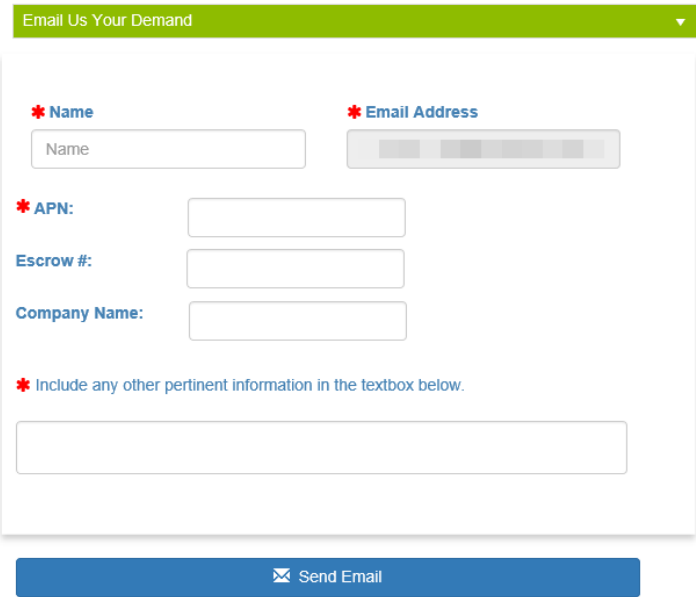


Figure 28 - Email Title Demand Form

A confirmation message will display in place of the form and the option to send a new email is provided.

Contact Us

Clark County Water Reclamation District
5857 E Flamingo Rd,
Las Vegas, NV 89122

(702) 668-8888

Hours:
Mon - Fri: 7:30am - 4:30pm

District Website

Thank you!

Your email has been sent. Our team will be with you as soon as possible.
Want to send another email? Click "New Email" button.

[New Email](#)

Figure 29 - Once email is successfully sent, a confirmation message will display

CONTACT US

The Contact Us Form contains the following fields: Name, Email Address, and feedback/input text area. This selection is available for any questions or concerns that are not covered by “Technical Support” or “Email Us a Demand”.

Fill in Name and in detail, provide questions and comments in text area. If the user is logged in, the Email Address field will automatically display their email address. Otherwise, fill in Email Address field with a valid email address. Once the form is complete, click “Send Email”.

Please provide us with information in the form below to help us assist you.
Required fields are indicated with *

Contact Us

* Name

* Email Address

* Please provide any feedback/input regarding our application and/or its functionality.

Send Email

Figure 30 - Contact Us Form

A confirmation message will display in place of the form and the option to send a new email is provided.

Contact Us

Clark County Water Reclamation District
5857 E Flamingo Rd,
Las Vegas, NV 89122

(702) 668-8888

Hours:
Mon - Fri: 7:30am - 4:30pm

District Website

Thank you!

Your email has been sent. Our team will be with you as soon as possible.
Want to send another email? Click "New Email" button.

New Email

Figure 31 - Once email is successfully sent, a confirmation message will display

TECHNICAL SUPPORT

Technical Support links direct a user to the Customer Service information and Assistance tool.

The Technical Support option may display in two manners:

- When a user is not logged in, Technical Support provides “Forgot password” assistance and a Technical Support Form.
- When a user is logged in, Technical Support only provides the Technical Support Form.

Forgot Password Assistance

Forgot Password Assistance is displayed when a user is logged out. A “Forgot your password?” question will be prompted when Technical Support is selected from the dropdown list.

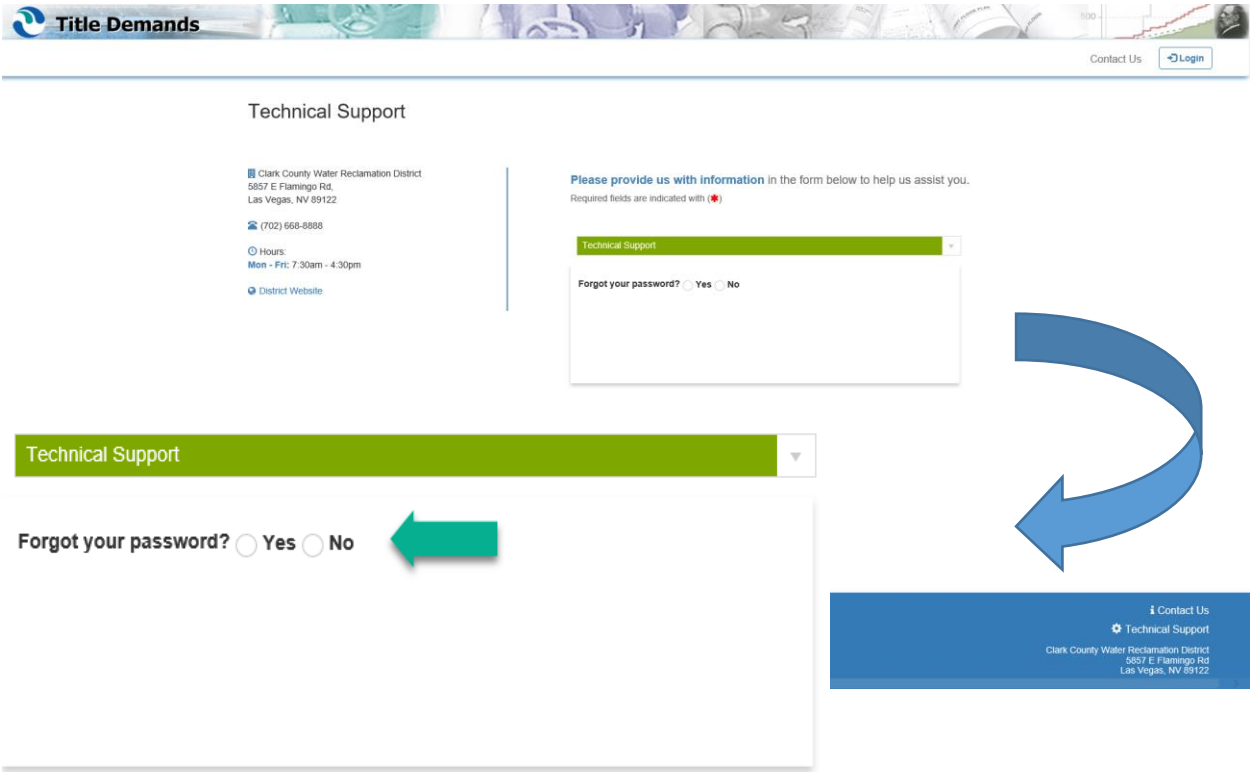


Figure 32 - Technical Support View for logged out users

Please provide us with information in the form below to help us assist you.
Required fields are indicated with *

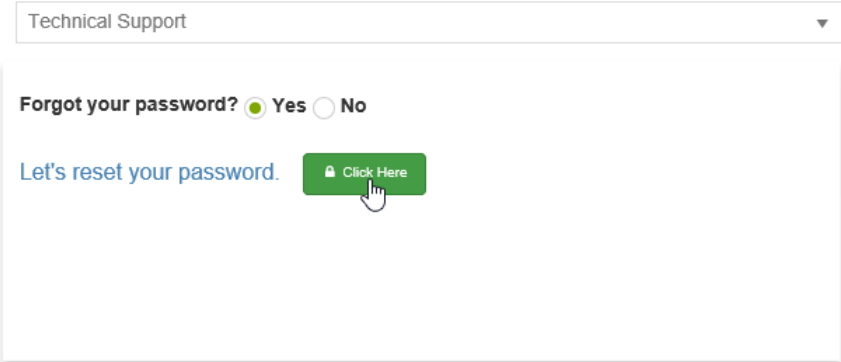


Technical Support

Forgot your password? Yes No

Figure 33 - Technical support will first prompt a user with the "Forgot your password" question

Click "Yes" to the question to receive assistance with resetting your password. "Click here" button will redirect user to the Forgot password functionality. For more information, go to the [Forgot Password](#) section in this document.



Technical Support

Forgot your password? Yes No

Let's reset your password. [Click Here](#)

Figure 34 – "Click Here" button to redirect user to Forgot Password View

Technical Support Form

The Technical Support Form includes these fields: Name, Email Address, and details text area.

Note: A logged out user must select “No” to “Forgot your password?” to view this form.

Provide your Name and your technical issue. If the user is logged in, the Email Address field will automatically display their email address. Otherwise, fill in Email field with a valid email address. Once the form is completed, click “Send Email”.

Figure 35 - Technical Support Form with Forgot Your Password prompt

Note: All functionality may not be visible, depending on user’s login status.

A confirmation message will display in place of the form and the option to send a new email is provided.

Contact Us

Clark County Water Reclamation District
5857 E Flamingo Rd,
Las Vegas, NV 89122

(702) 668-8888

Hours:
Mon - Fri: 7:30am - 4:30pm

District Website

Thank you!
Your email has been sent. Our team will be with you as soon as possible.
Want to send another email? Click "New Email" button.

[New Email](#)



Figure 36 - After submitting email successfully, a confirmation message will display

FORGOT YOUR PASSWORD

Forgot password is a self-service feature that allows user to reset password. User will need to enter a valid email address and follow instructions within resulting email to reset their password.

This feature can be found in the Login page. User is required to be logged out to access this feature.

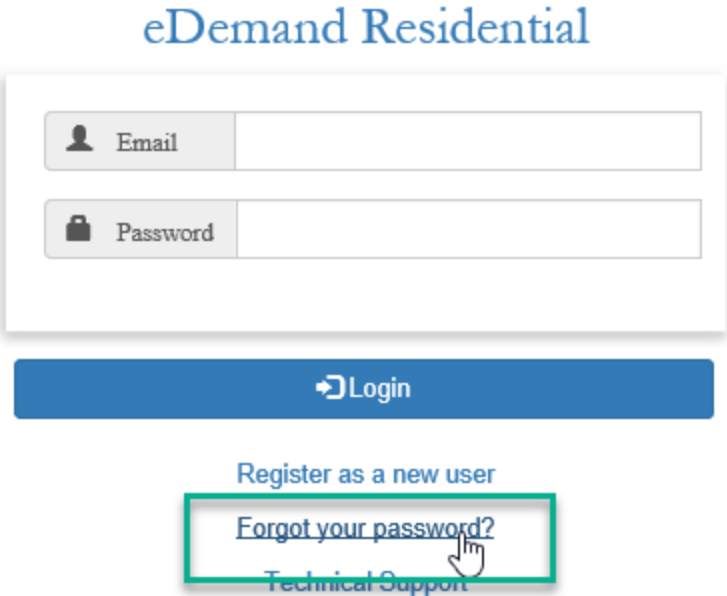


Figure 37 - Forgot Password Link

Provide the email address associated with your eDemand account and click “Email Link”.

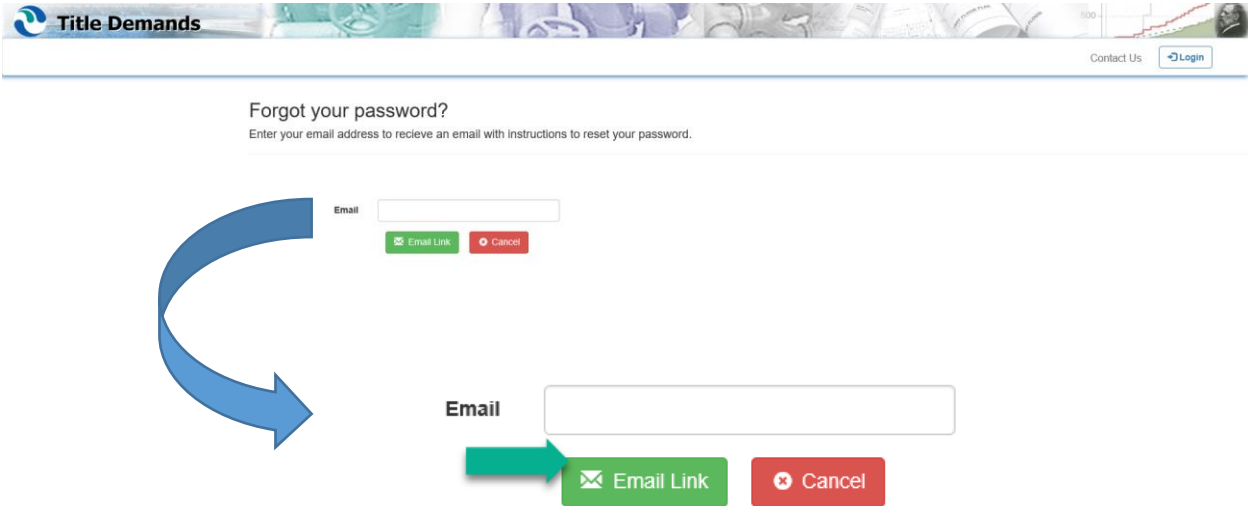


Figure 38 - Forgot Password

The application will be redirected to login and display an informational message. If the email provided is in our records, the user will receive an email with instructions to reset the password.

Note: Email links do expire. In such a case, the user will be presented with an option to resend the email.

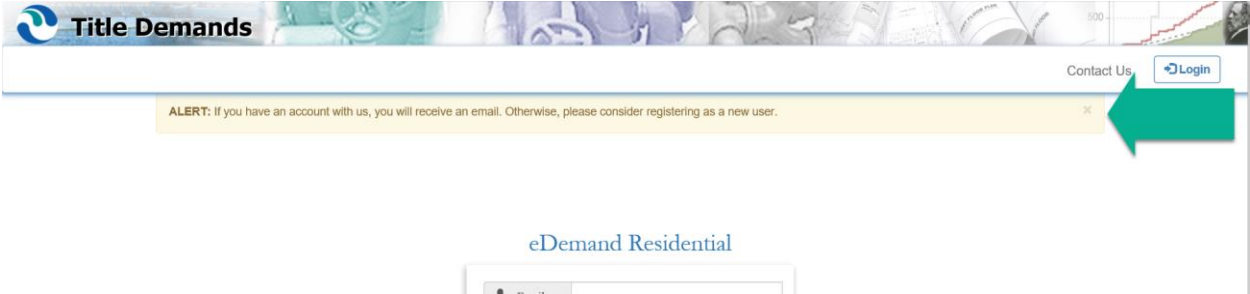


Figure 39 - When a valid email is submitted, application will redirect to login and display an informational message

Link in email will open a new eDemand browser page to “Reset Password”.

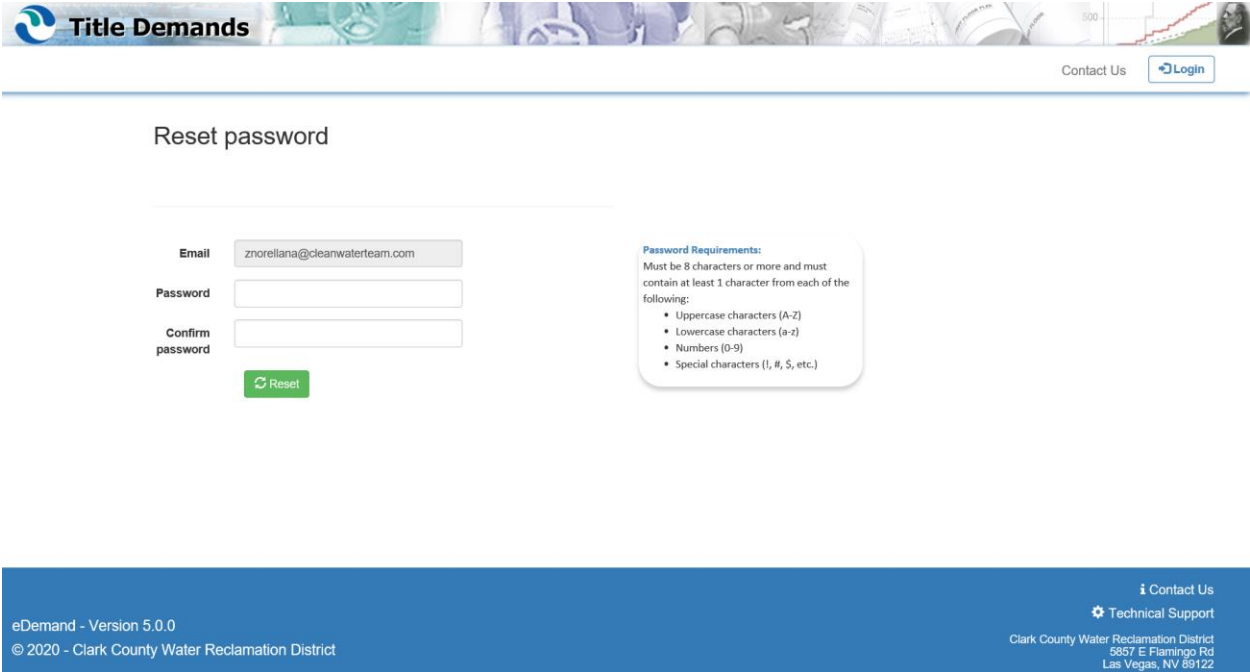


Figure 40 - Reset Password View

Reset password

The form consists of the following elements:

- 1 Email:** A text input field containing a masked email address ending in ".com".
- 2 Password:** A text input field for the new password.
- 3 Confirm password:** A text input field for the password confirmation.
- 4 Password Requirements:** A box containing the following text:

Must be 8 characters or more and must contain at least 1 character from each of the following:

 - Uppercase characters (A-Z)
 - Lowercase characters (a-z)
 - Numbers (0-9)
 - Special characters (!, #, \$, etc.)

Below the input fields is a green button labeled "Reset".

Figure 41 – Reset Password fields

The Reset Password Form includes these fields: Email (1), Password (2) and Confirm Password (3). Email address will automatically display email address associated with the user’s account and cannot be modified. Password and Confirmation Password must match and meet Password Requirements (4):

Must be 8 characters or more and must contain at least 1 character from each of the following:

- Uppercase characters (A-Z)
- Lowercase characters (a-z)
- Numbers (0-9)
- Special characters (!, #, \$, etc.)

Fill in Password and Confirm password fields. Click “Reset”.

The application will be redirected to the Login page and a success message will display. For user’s account safety, an email is sent to the account holder’s email to advise them of their account change.

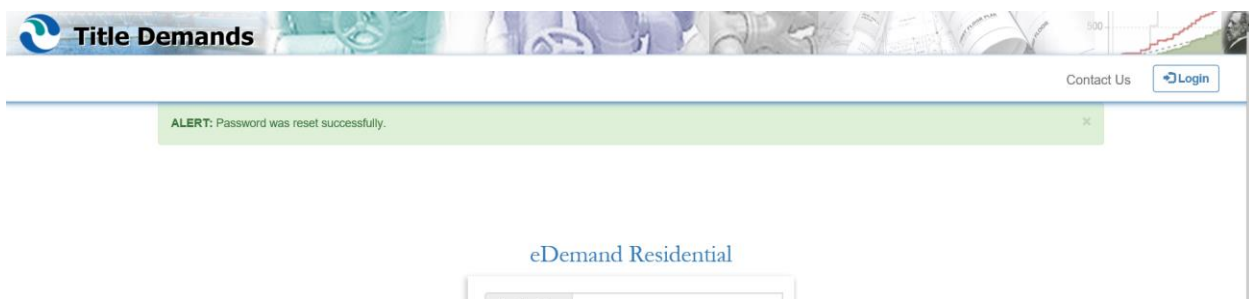


Figure 42 - Application will redirect to login after a successful password reset and display a success message

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