



# Clark County Water Reclamation DISTRICT

**Information Technology Solutions**

## EDEMAND V6.0.0

Application | User Guide

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**CHANGE HISTORY**

<b>Version</b>	<b>Date</b>	<b>Changed By</b>	<b>Change Description</b>
1.00	07/01/2020	Zoyla Orellana	Initial Release
2.00	8/7/2025	Ricardo Lopez	Added instructions for the MFA Login

## INTRODUCTION

### SCOPE AND APPLICATION

This document is the official user manual for the eDemand V6.0.0 application. Its purpose is to provide procedures and guidance to application users.

### PRE-REQUISITES

eDemand has a self-service account registration functionality. Starting with V6.0.0 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
MFA	Multi-Factor Authentication

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](#).

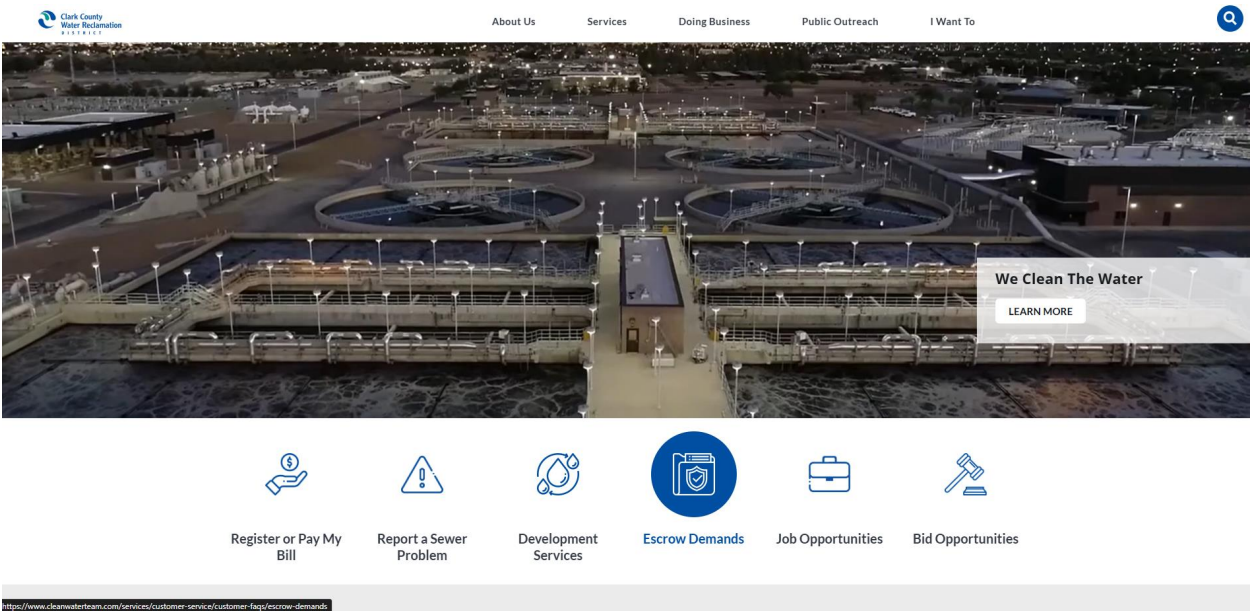
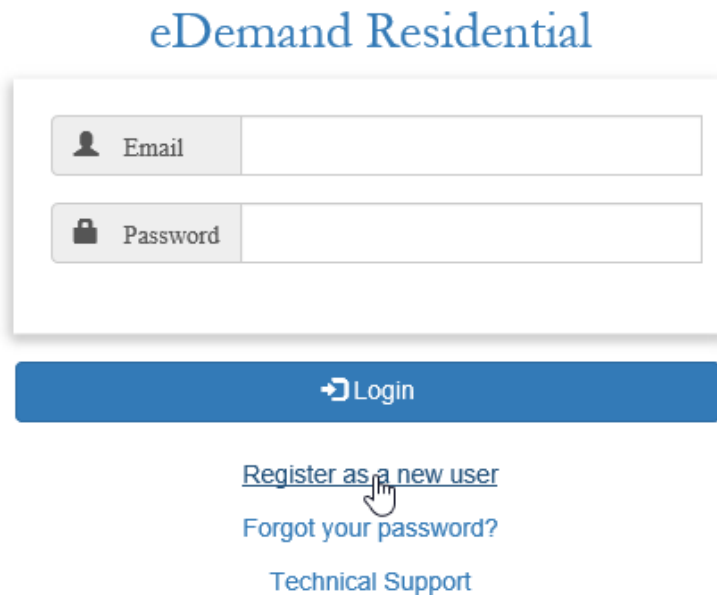


Figure 1 - Visit the District Website and click “Escrow Demands”

## GETTING STARTED

### REGISTER

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



The image shows the eDemand Residential login and registration interface. At the top, the text "eDemand Residential" is displayed in a blue serif font. Below this is a white rectangular box containing two input fields. The first field is labeled "Email" with a person icon and has a light gray background. The second field is labeled "Password" with a padlock icon and also has a light gray background. Below these fields is a blue button with a white right-pointing arrow and the text "Login". Under the button, there are three links in blue text: "Register as a new user" (which has a mouse cursor icon pointing at it), "Forgot your password?", and "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

Please type the characters you see in the picture.



✓ Register

✗ Cancel

**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:** The link contained in the confirmation email will expire in 30 minutes. 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.

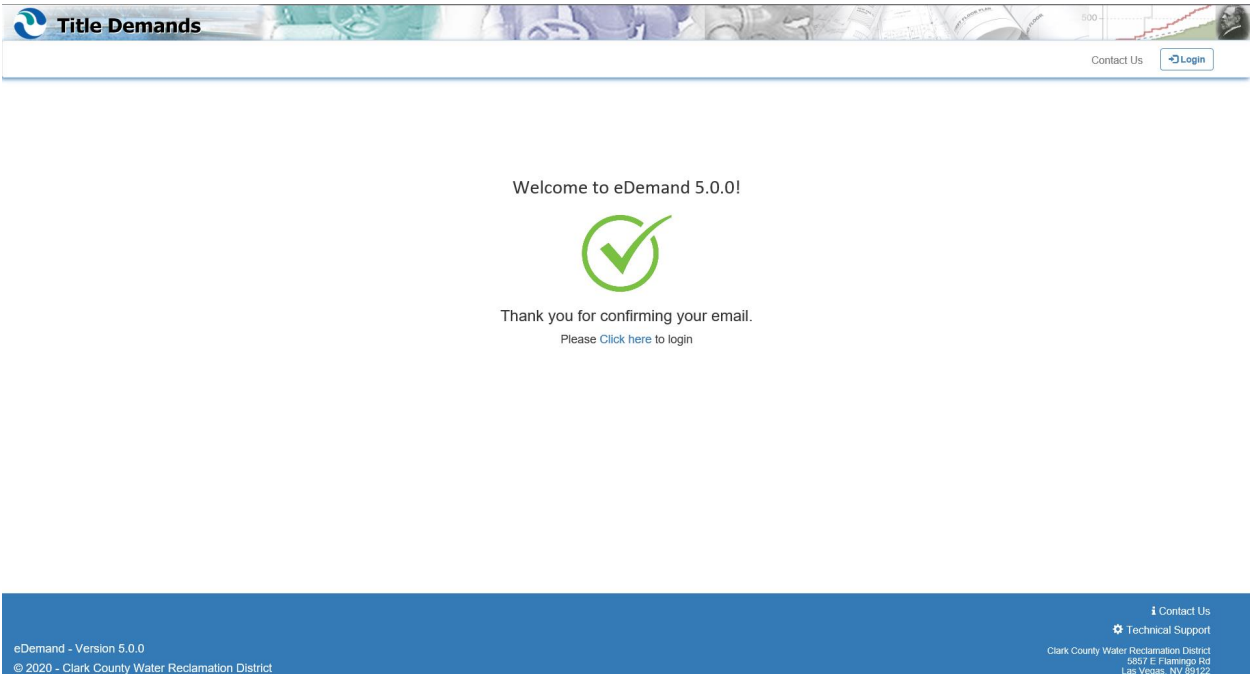


Figure 5 - Email link will open a new eDemand window



LOGIN

Login to the eDemand Application using your account credentials.

### eDemand Residential

Email

Password

Login

[Register as a new user](#)

[Forgot your password?](#)

[Technical Support](#)

Figure 6 – Login

Enter the authentication code sent to your account’s email inbox in the textbox displayed in Figure 6.1. If a code is not sent to your inbox or if it has expired, click the “Resend Code” button.

### eDemand Residential

An email containing an authentication code has been sent to rloXXXXX@cleanwaterteam.com. Please enter it below.

Submit

Resend Code

Figure 6.1 – Login, MFA Page

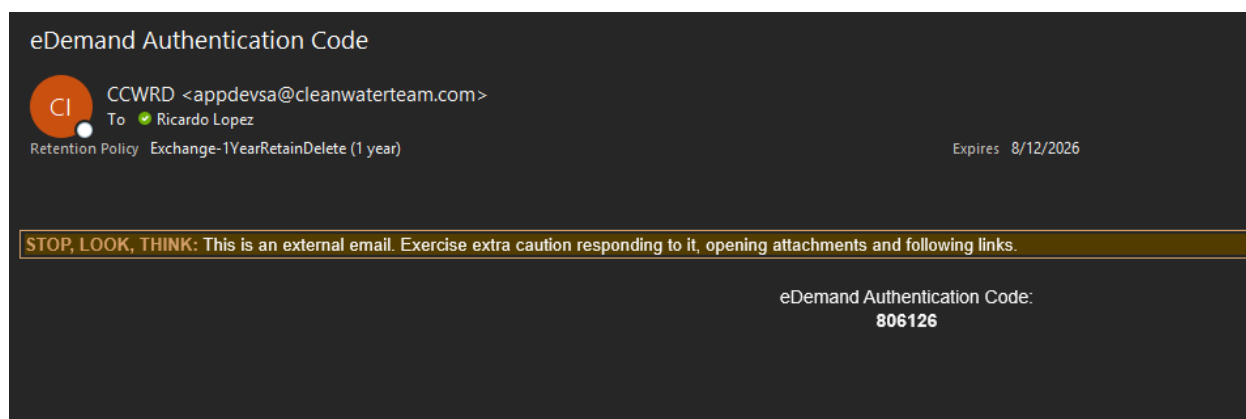


Figure 6.2 – Login, Authentication Code Email

**Note:** Your account will be locked out after 3 failed login attempts.  
The authentication code can take up to a minute to appear in your mailbox.  
The authentication code lasts for **15 minutes before expiring**.

## NAVIGATION MENU ITEMS

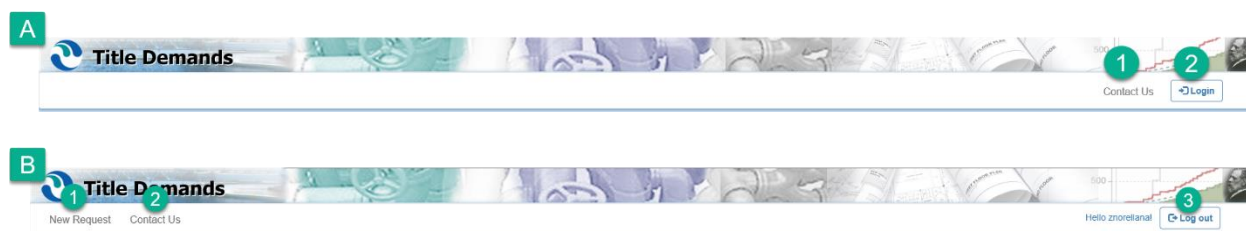


Figure 7 - Navigation options when a user is logged out (A) and when a user is logged in (B)

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
- This field only allows numerical values, do not include hyphens in the field
- Must be associated with a Residential account

**Escrow Number –**

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

- Can only include letters, numbers, and the "-" special character

**Company or Agent Name –**

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

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

The screenshot displays the 'Title Demands' web application interface. At the top, there is a header with the 'Title Demands' logo, navigation links for 'New Request' and 'Contact Us', and a 'Log out' button. The main content area features a blue-bordered box titled 'Residential eDemand'. Inside this box, there are three input fields: 'Assessor's Parcel Number (APN)' (marked as required with a red asterisk), 'Escrow Number', and 'Company or Agent Name'. Below these fields is a green 'Submit Request' button. A note at the bottom of the box states 'Required fields are indicated with \*'. The footer of the application contains version information ('eDemand - Version 5.0.0', '© 2020 - Clark County Water Reclamation District') on the left and contact information ('Contact Us', 'Technical Support', 'Clark County Water Reclamation District', '3501 E. Flamingo Ave', 'Las Vegas, NV 89119') on the right.

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.

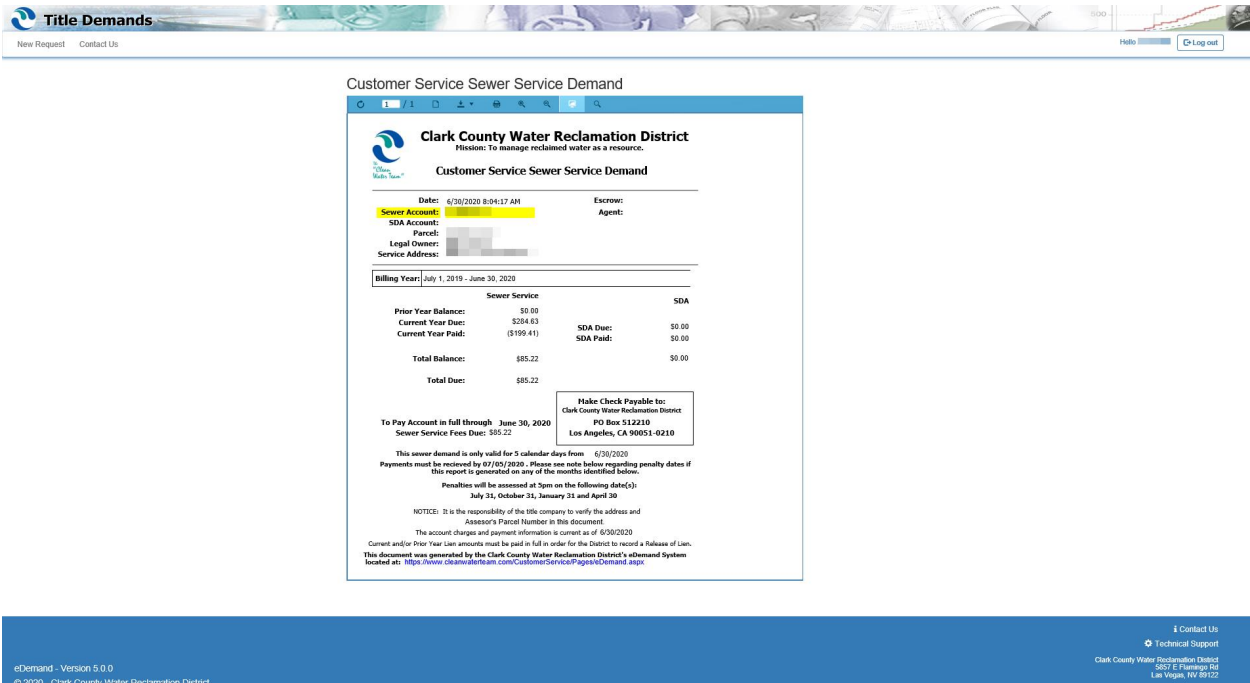


Figure 12 - Title Demand

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](#).

### Residential eDemand

★ Assessor's Parcel Number(APN):

Escrow Number:

Test-156

Company or Agent Name:

Sample Company

✓ Submit Request

Required fields are indicated with (★)

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:		Agent:	Sample Company
SDA Account:			
Parcel:			
Legal Owner:			
Service Address:			

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.

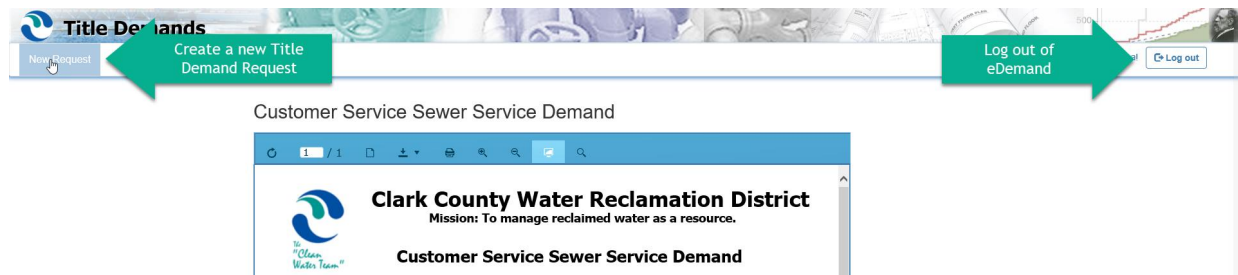


Figure 16 - To request a new Title Demand, click New Request in the navigation bar



## 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.

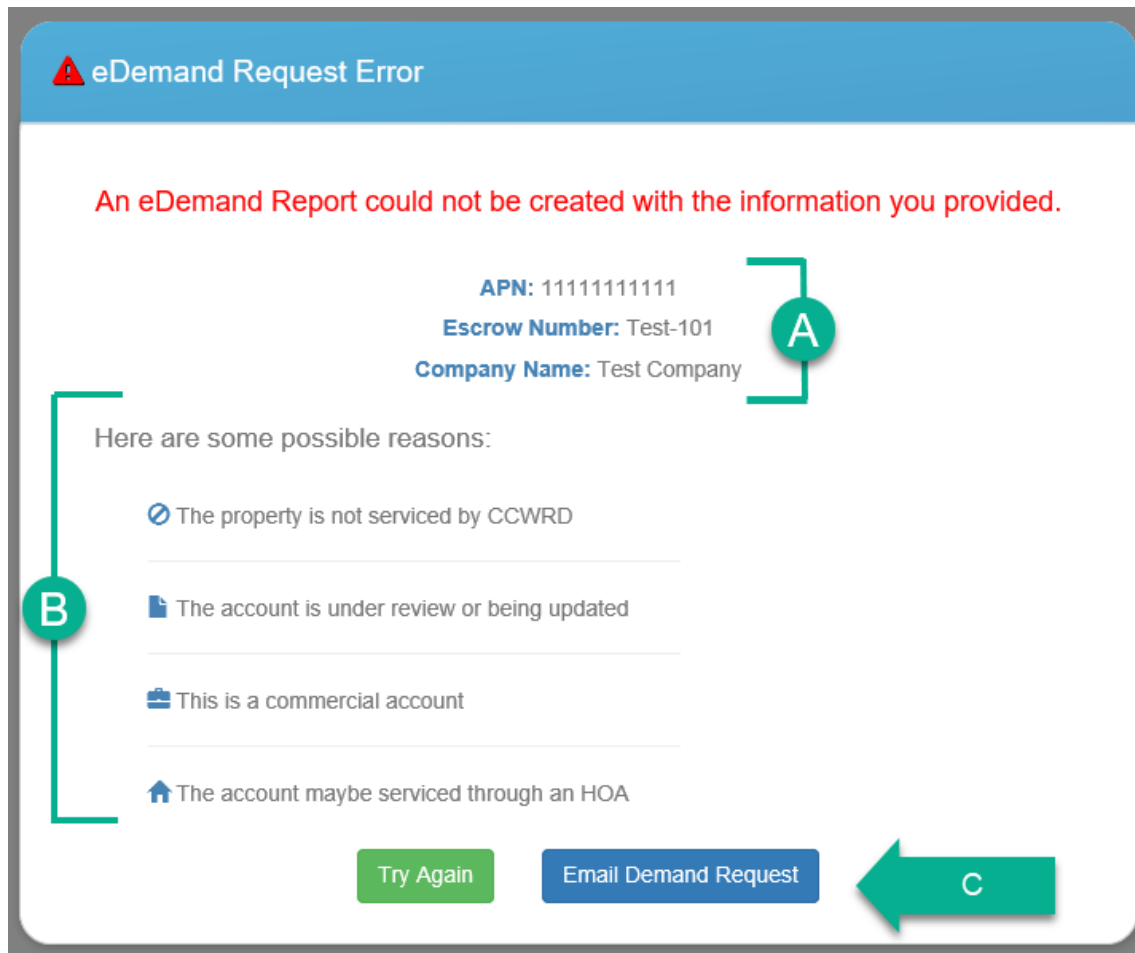


Figure 17 - Error popup for an unsuccessful Title Demand request

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.

The screenshot shows the 'Title Demands' web application interface. At the top, there's a navigation bar with 'New Request' and 'Contact Us' links. Below this, the 'Demand Request' section is displayed. On the left, contact information for Clark County Water Reclamation District is provided, including address, phone number, hours, and website link. The main form area is titled 'Please provide us with information in the form below to help us assist you. Required fields are indicated with \*'. The form is titled 'Email Us Your Demand' and contains fields for Name, Email Address, APN, Escrow #, and Company Name. A text area for additional information is also present. A 'Send Email' button is at the bottom of the form. The footer includes version information and contact details.

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 \*

This is an annotated version of the 'Email Us Your Demand' form. Callout A points to the 'Name' field. Callout B points to the 'Email Address' field. Callout C points to the 'APN', 'Escrow #', and 'Company Name' fields. Callout D points to the text area for additional information. The 'Send Email' button is at the bottom.

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.

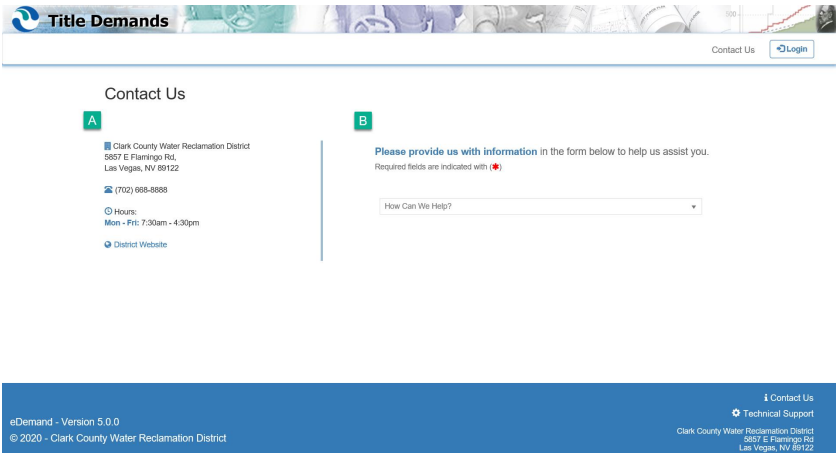


Figure 21 - Contact Us information and customer support forms

### 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 (\*)

A screenshot of a web interface. At the top, there is a green dropdown menu with the text 'Technical Support'. Below it, a white box contains the text 'Forgot your password?' followed by two radio buttons, 'Yes' and 'No'. The 'Yes' 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.

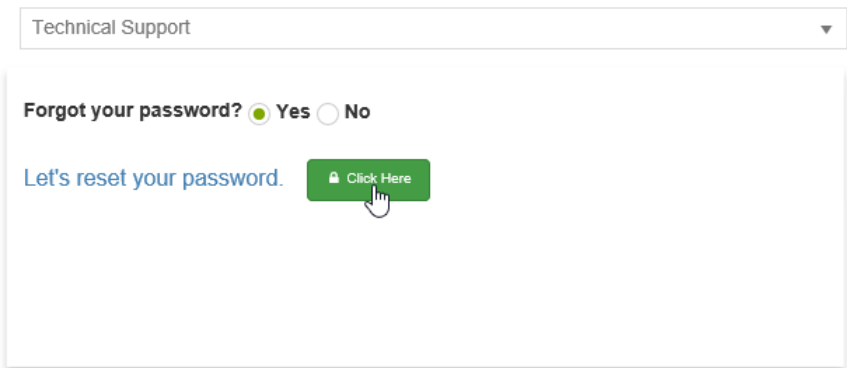
A screenshot of a web interface. At the top, there is a white dropdown menu with the text 'Technical Support'. Below it, a white box contains the text 'Forgot your password?' followed by two radio buttons, 'Yes' and 'No'. The 'Yes' radio button is selected. Below the radio buttons, there is a link 'Let's reset your password.' and a green button with a lock icon and the text 'Click Here'. A mouse cursor is pointing at the 'Click Here' button.

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”.

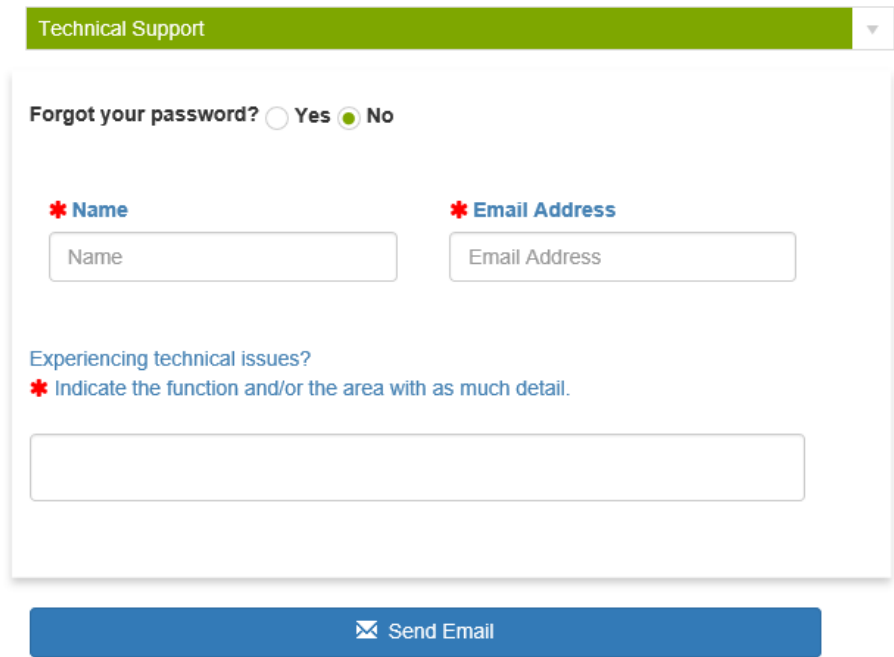


Figure 26 - Technical Support Form with Forgot your Password question

**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







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.

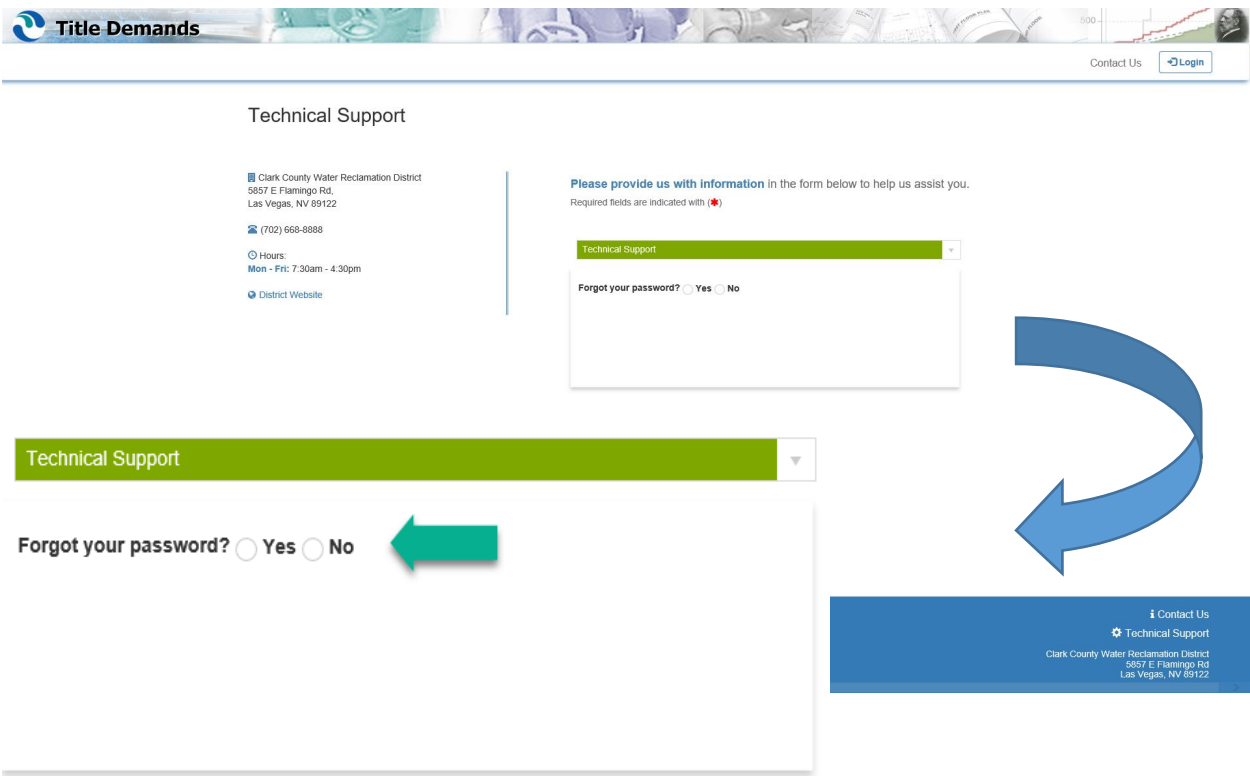


Figure 32 - Technical Support View for logged out users

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](#)

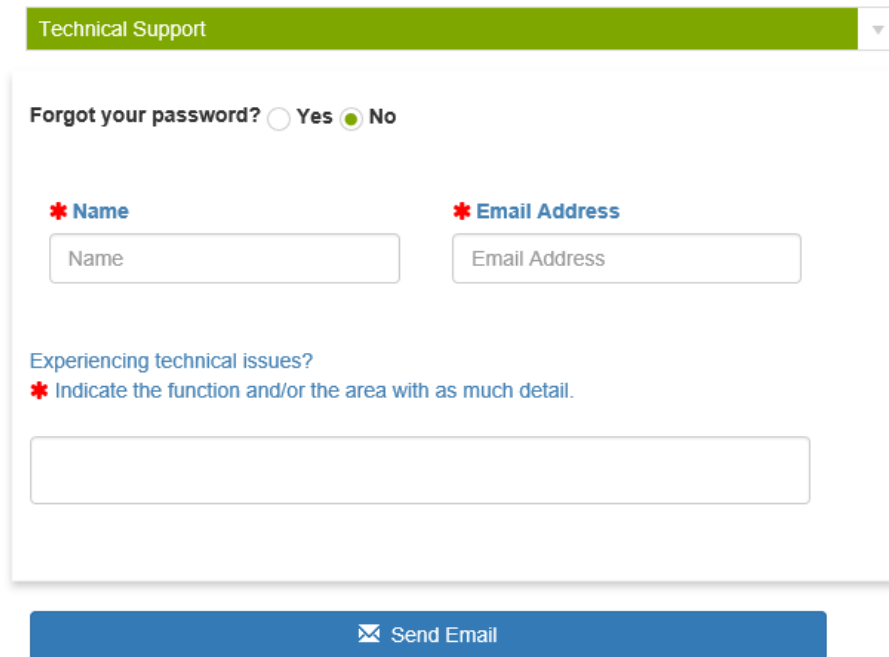
Figure 34 – "Click Here" button to redirect user to Forgot Password View

## 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”.



The form is titled "Technical Support" in a green header bar. Below the header, there is a section for "Forgot your password?" with radio buttons for "Yes" and "No". The "No" button is selected. Below this, there are two required fields: "\* Name" and "\* Email Address", each with a text input box. Below the email field, there is a section for "Experiencing technical issues?" with a red asterisk and the instruction "Indicate the function and/or the area with as much detail." followed by a large text area. At the bottom of the form is a blue button labeled "Send Email" with an envelope icon.

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.

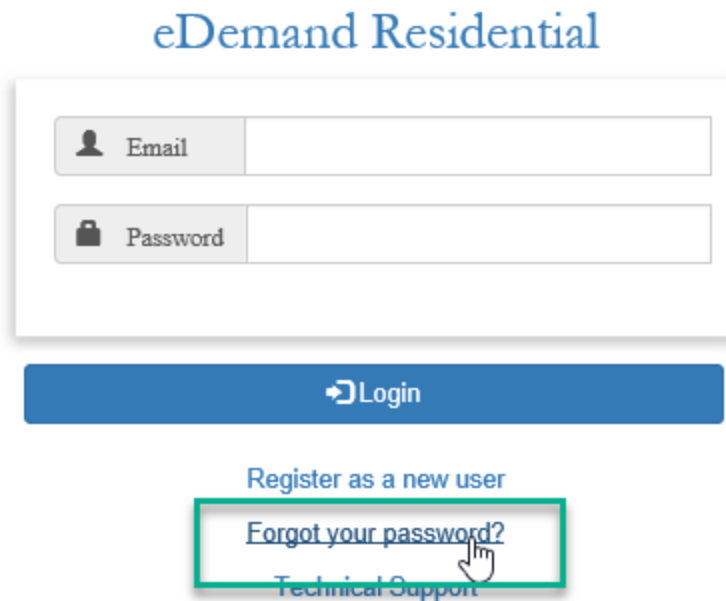


Figure 37 - Forgot Password Link

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

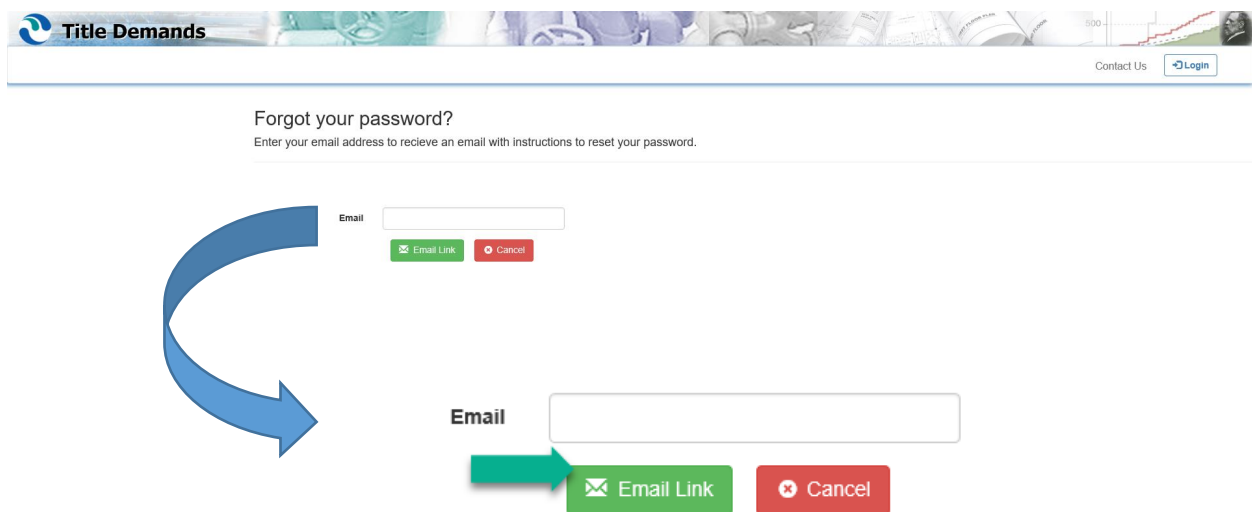


Figure 38 - Forgot Password

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.

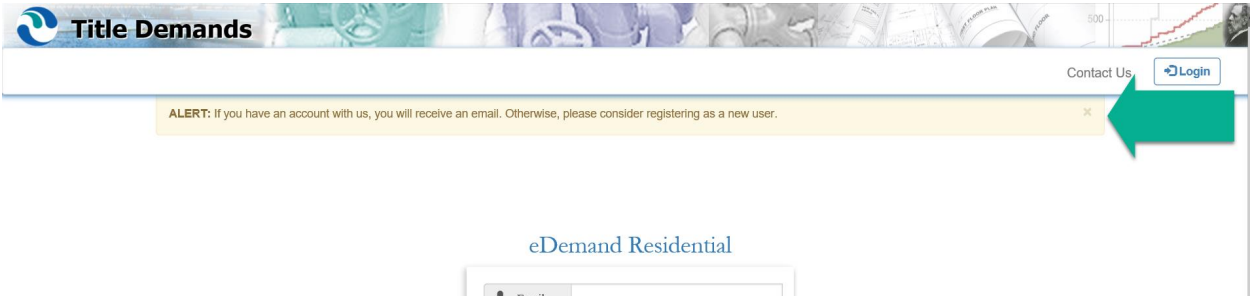


Figure 39 - When a valid email is submitted, application will redirect to login and display an informational message

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

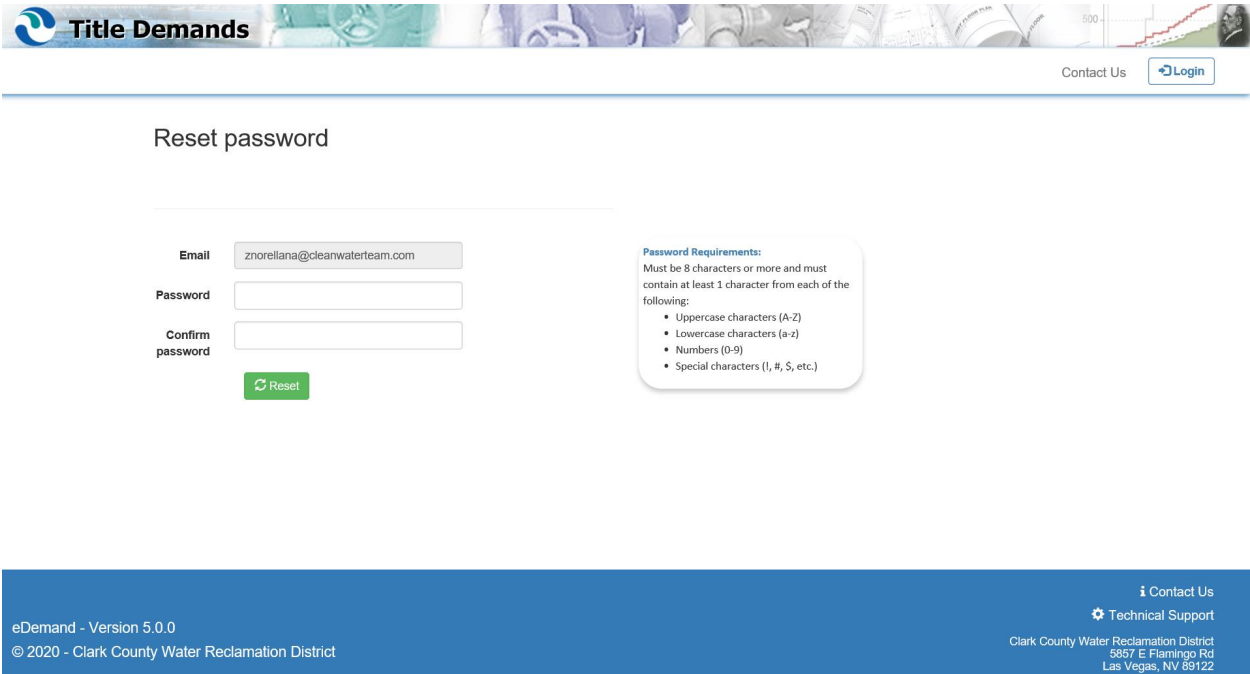


Figure 40 - Reset Password View

## Reset password

The form is titled "Reset password". It contains three input fields: "Email" (pre-filled with a masked address ending in ".com"), "Password", and "Confirm password". A green "Reset" button is located below the "Confirm password" field. A callout box on the right, labeled "4", lists the 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 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.

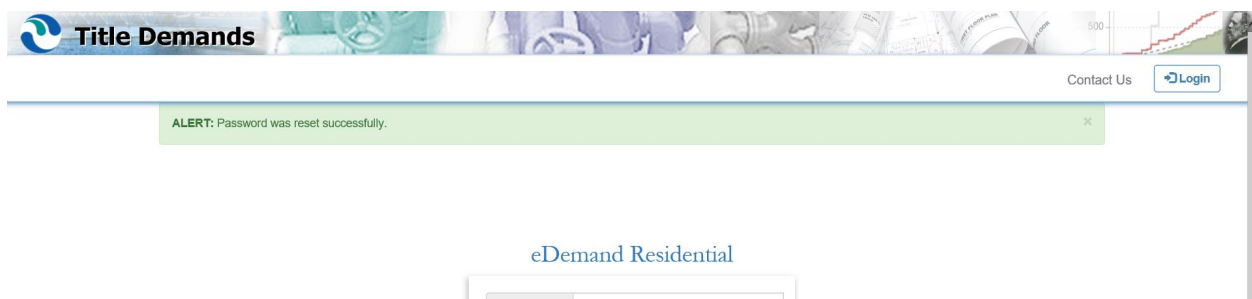


Figure 42 - Application will redirect to login after a successful password reset and display a success message

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