



Neptune® 360™
Getting Started Guide



Neptune[®] 360[™] Getting Started Guide

Copyright

This manual is an unpublished work and contains the trade secrets and confidential information of Neptune Technology Group Inc., which are not to be divulged to third parties and may not be reproduced or transmitted in whole or part, in any form or by any means, electronic or mechanical for any purpose, without the express written permission of Neptune Technology Group Inc. All rights to designs or inventions disclosed herein, including the right to manufacture, are reserved to Neptune Technology Group Inc.

Neptune engages in ongoing research and development to improve and enhance its products. Therefore, Neptune reserves the right to change product or system specifications without notice.

Trademarks Used in This Manual

Neptune is a registered trademark of Neptune Technology Group Inc. Neptune 360 is a trademark of Neptune Technology Group Inc.

Other brands or product names are the trademarks or registered trademarks of their respective holders.



Caution! Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the software.

Neptune® 360™
Getting Started Guide
Literature No. GS Neptune 360 04.24

Neptune Technology Group Inc.
1600 Alabama Highway 229
Tallasse, AL 36078
Tel: (800) 633-8754
Fax: (334) 263-7293

Copyright © 2018 - 2024
Neptune Technology Group Inc.
All Rights Reserved.

Chapter 1: Welcome to Neptune® 360™	1
A Cloud-Based Data Management Platform	1
Chapter 2: System Configurations	3
Supported System Configurations	3
Internet Connection	3
Access and Security	3
Chapter 3: Getting Started	5
Administrative Access	5
Create a Password	6
Login and Passwords	6
Log In to Neptune® 360™	7
Login Window Options	8
Add Multifactor Authentication to Your Login	8
Microsoft Authenticator (free download)	8
Google Authenticator (free download)	8
Reset a Password	10
Chapter 4: Navigate in Neptune® 360™	15
Welcome Window	15
Returning to the Welcome Window	17
Chapter 5: Create New Users	19
Create a New User	19
Chapter 6: View Your Profile and Log Out	21
View Your Profile	21
Log Out of Neptune® 360™	21
Chapter 7: About Neptune® 360™ Mobile	23

Supported Devices and Operating Systems	24
Android™ Operating Systems	24
iOS Operating Systems	24
Required Devices	24
Required Credentials	25
Getting Started	25
Downloading the App	25
Logging In and Out of Neptune® 360™ Mobile	26
Logging In to Neptune® 360™ Mobile	26
Logging Out of Neptune® 360™ Mobile	28
<i>Index</i>	<i>29</i>

Figure 1: Neptune® 360™ Main Page with Icons for Navigation	1
Figure 2: New User Registration	5
Figure 3: Create Password	6
Figure 4: Login Window	7
Figure 5: Neptune® 360™ Welcome Window	7
Figure 6: Login Window Actions	8
Figure 7: 2-Step Verification Confirmation	9
Figure 8: Authenticator Generated Passcode	9
Figure 9: Verification Code Entry	10
Figure 10: Forgot Password	10
Figure 11: Password Reset Confirmation	11
Figure 12: Password Reset Email	11
Figure 13: Enter New Password	12
Figure 14: Enter New Password	12
Figure 15: Passwords Do Not Match	13
Figure 16: Navigation Pane with Icons	16
Figure 17: Menu Navigation Pane	16
Figure 18: Return to Welcome Window	17
Figure 19: User Management Window	19
Figure 20: Create New User Window	19
Figure 21: New User Registration Email	20
Figure 22: Profile and Logout Menu	21
Figure 23: Profile Window	21
Figure 24: Neptune® 360™ Mobile Main Screen	23
Figure 25: Login Screen	26

Figure 26: Country Selection27

Figure 27: Select Site ID Screen27

Figure 28: Select a Function28

Figure 29: Neptune® 360™ Menu Options28

A Cloud-Based Data Management Platform

Welcome to Neptune® 360™, Neptune's data management platform. Through this Software-as-a-Service (SaaS) model, utilities have access to a solution that is scalable, reliable, and secure. Neptune hosts the application and provides all software management-related activities. By providing these services, utilities can concentrate on providing their consumers clean drinking water and know that Neptune ensures their data is accurate, concise, and secure.

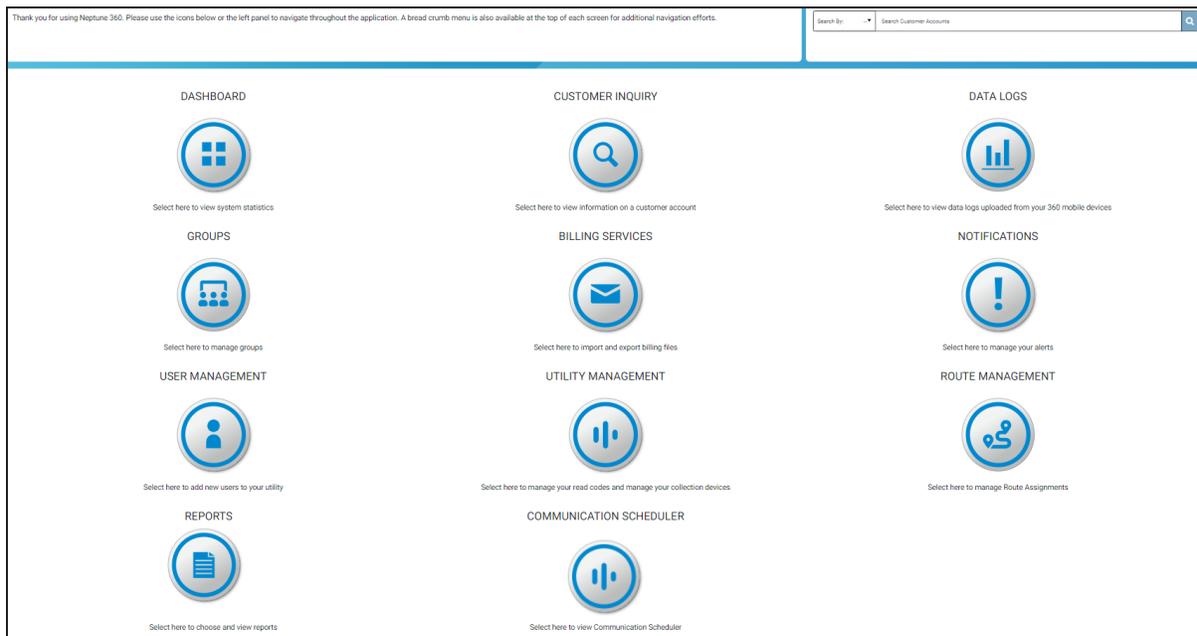


Figure 1: Neptune® 360™ Main Page with Icons for Navigation

This page intentionally left blank.

This chapter provides information on the operating system and browser combinations Neptune® tests and validates.



Caution! Other combinations may work, but are not supported.

Supported System Configurations

This section provides a list of supported system configurations:

- A PC running Windows 7 or Windows 10.
- Microsoft® Edge or Google Chrome™ (latest version) browsers.
- Minimum recommended screen resolution of 1280 x 720.



Important! Microsoft has ended all support of Windows 7.

Internet Connection

Broadband internet connection is needed with minimum speeds of:

- Download – 4 Mbps.
- Upload – 1 Mbps.

Access and Security

Your network must allow traffic and emails from: <https://www.neptune360.com/>.

This page intentionally left blank.

This chapter provides information on how to access Neptune[®] 360[™].

Administrative Access

A utility administrator is assigned by your utility prior to delivery of the system. Neptune is responsible for setting up user access for the utility administrator. After Neptune creates the account for the administrator, the system sends an email inviting the administrator to register for access to the system.



Important! The administrator and all Neptune 360 users must have a valid email address.

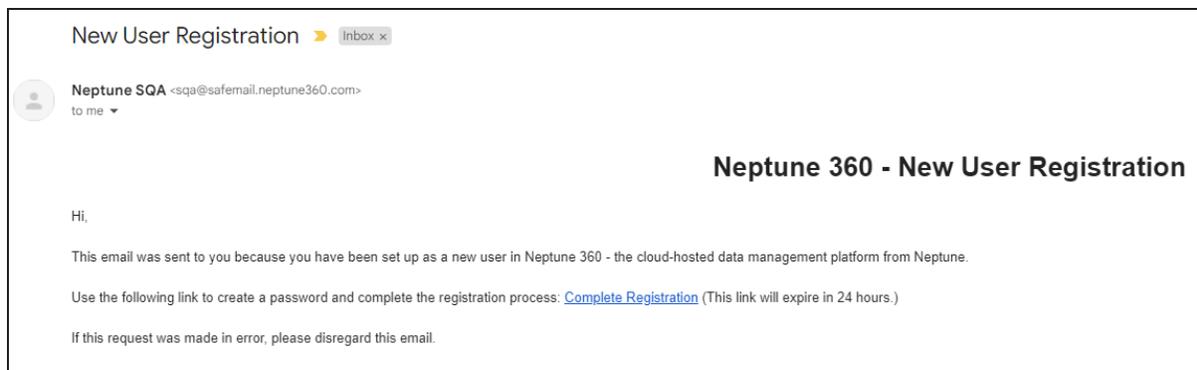
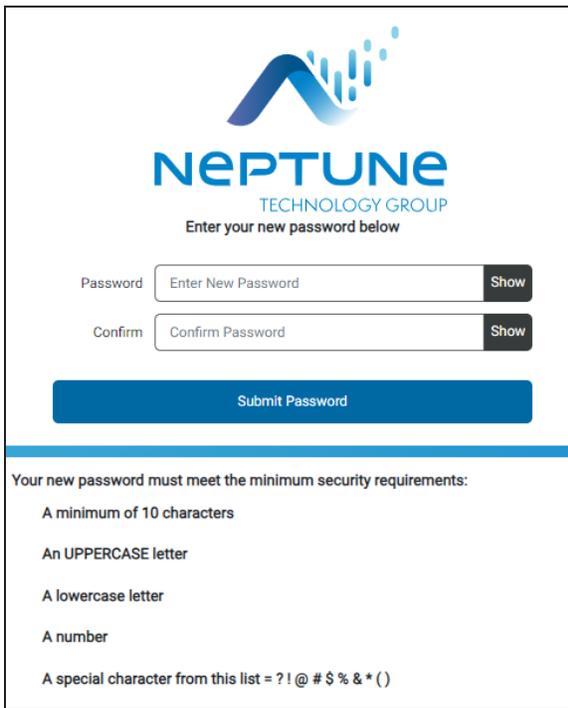


Figure 2: New User Registration

Create a Password

Click the link in the email and the create a password window appears.



The screenshot shows a web form for creating a password. At the top is the Neptune Technology Group logo, which consists of a stylized blue 'N' followed by a series of vertical bars of increasing height, and the text 'NEPTUNE TECHNOLOGY GROUP' below it. Underneath the logo is the instruction 'Enter your new password below'. The form contains two input fields: 'Password' with the placeholder text 'Enter New Password' and a 'Show' button, and 'Confirm' with the placeholder text 'Confirm Password' and a 'Show' button. Below these fields is a large blue button labeled 'Submit Password'. At the bottom of the form, there is a section titled 'Your new password must meet the minimum security requirements:' followed by a list of requirements: 'A minimum of 10 characters', 'An UPPERCASE letter', 'A lowercase letter', 'A number', and 'A special character from this list = ? ! @ # \$ % & * ()'.

Figure 3: Create Password

Refer to "Create a New User" on page 19 for instructions on creating other utility users within the system.

Login and Passwords

This section provides information on how to log in to Neptune 360 and how to reset your password.

Log In to Neptune[®] 360™

After the Neptune 360 account is created and you create your password, complete the following steps to log in to Neptune 360.

1. In Google Chrome™ or Microsoft[®] Edge browser type the login address Neptune assigned you, which is one of the following:
 - East – <https://www.neptune360.com/>
 - West – <https://www2.neptune360.com/>
 - Canada – canada.neptune360.com

The Login window appears.

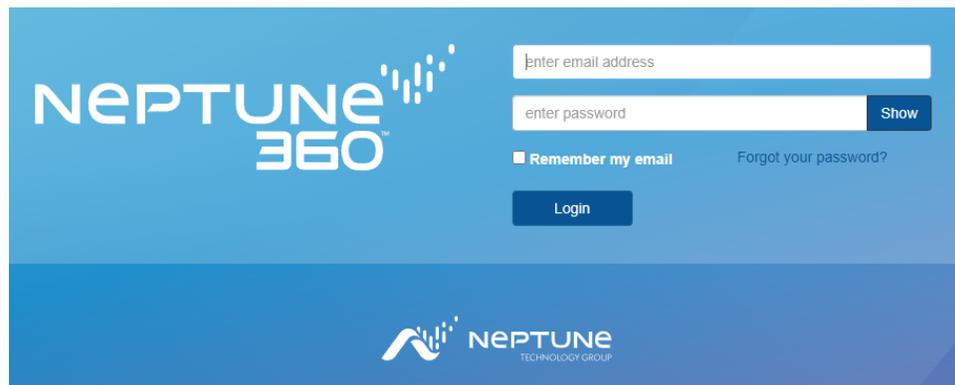


Figure 4: Login Window

2. Type your email address (username) and the password you created.
3. Click **Login** or press **Enter** on the keyboard.

The Neptune 360 welcome window appears.

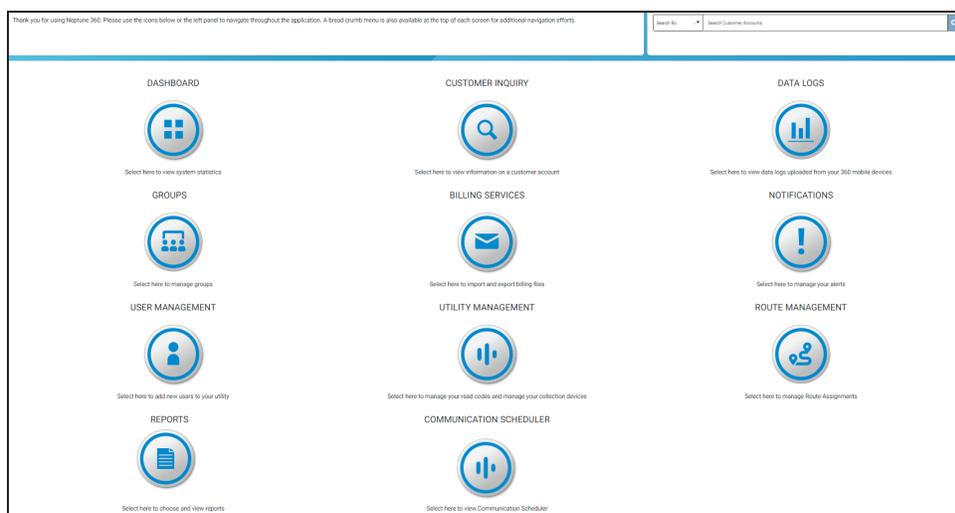


Figure 5: Neptune[®] 360™ Welcome Window

Login Window Options

Following are more actions you can perform on the Login window:

- Click **Show** to view your password as you type. Click **Hide** to conceal your password.
- Click **Remember my email** to have Neptune 360 remember your email address the next time you log in.

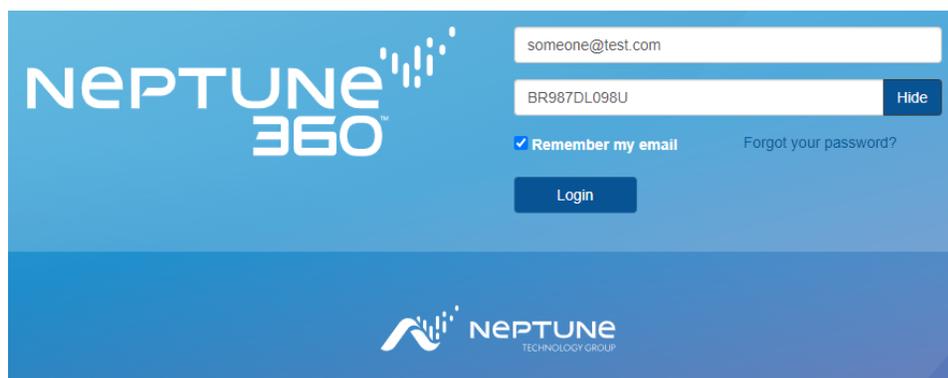


Figure 6: Login Window Actions

Add Multifactor Authentication to Your Login

If your utility uses Multifactor Authentication (MFA), Neptune 360 prompts you to download and set up the authenticator when you first log in. MFA is disabled by default until a utility requests that Neptune enable it.

You perform these steps only on the first login. Before taking advantage of the additional account security MFA provides, on your mobile device, download and register with one of the two supported third-party authenticator apps: Google or Microsoft[®] Authenticator.

1. Log in to Neptune 360 using your regular email and password Neptune provided.
2. Follow the prompts to download and register the MFA authenticator app for your phone type.
After you perform initial registration for Neptune 360, you cannot switch authenticator apps.

Microsoft Authenticator (free download)

- MS Authenticator - Google Play[™] store Download Link
- MS Authenticator - Apple[®] App Store Download Link

Google Authenticator (free download)

- Google Authenticator – Google Play[™] store Download Link
- Google Authenticator - Apple[®] App Store Download Link



Important! While both Google and MS Authenticator apps provide similar MFA functionality, you can register and use only one of them to gain access to your Neptune 360 account.

3. Scan the QR code or enter the key indicated into the 2-step authenticator app on your phone.

This is the only time you perform this step as part of setup.

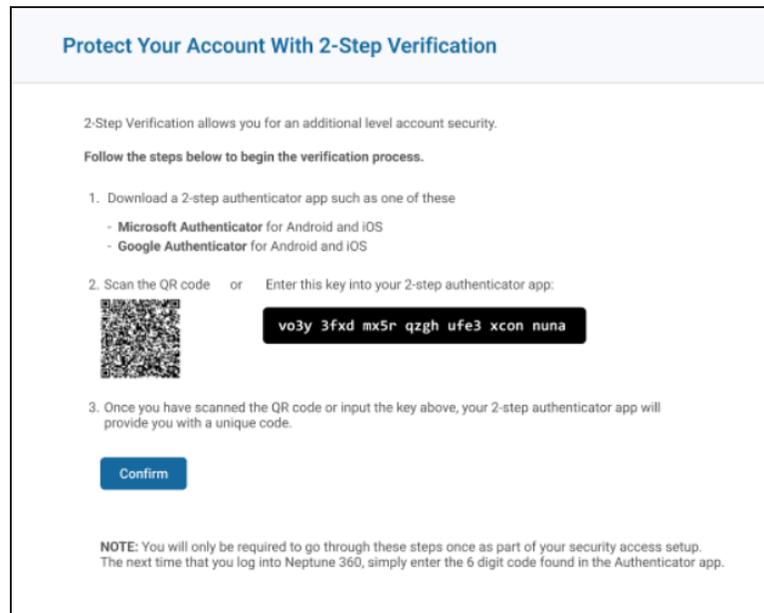


Figure 7: 2-Step Verification Confirmation

4. Click **Confirm**.
The authenticator app is now connected to your Neptune 360 account and automatically generates time-based one-time passcodes every 60 seconds.

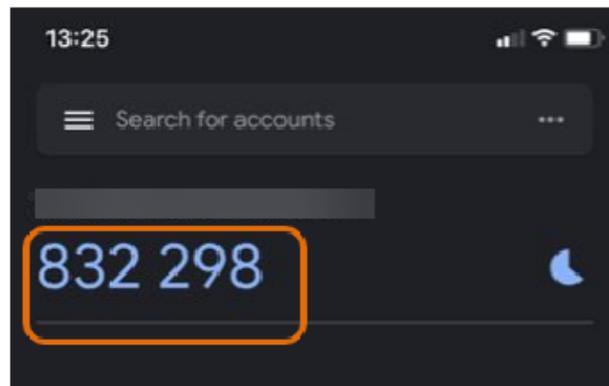


Figure 8: Authenticator Generated Passcode

5. In the subsequent 2-step verification window, enter the verification code the authenticator app provided.

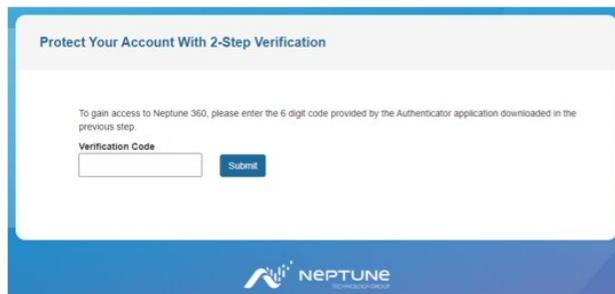


Figure 9: Verification Code Entry

6. Click **Submit** to access Neptune 360.



Important! The next time you need access to Neptune 360, navigate to Neptune 360 and log in as usual, then enter the one-time code found in your previously registered authenticator app as prompted. If you experience any issues logging in, contact your utility's IT department.

Reset a Password

Complete the following steps to reset your password. New users follow this procedure to create a new password.

1. In the Login window, click **Forgot your password?**

Neptune 360 prompts you to enter your email address.

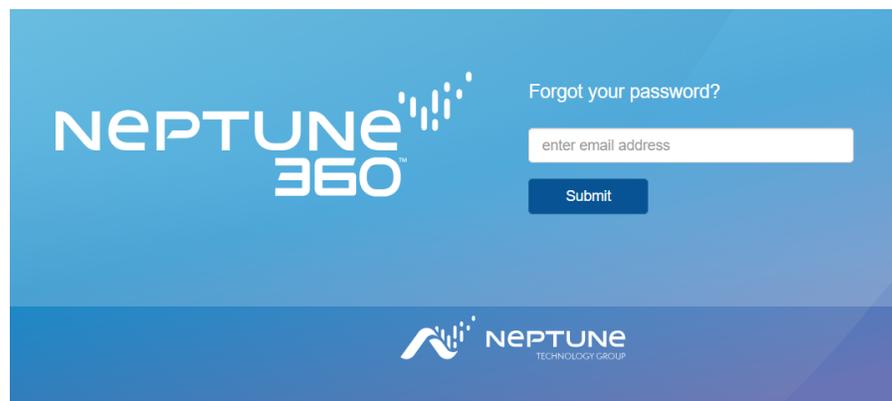


Figure 10: Forgot Password

2. Type your email address.

3. Click **Submit** or press **Enter** on your keyboard.

Neptune 360 prompts you to check your email.

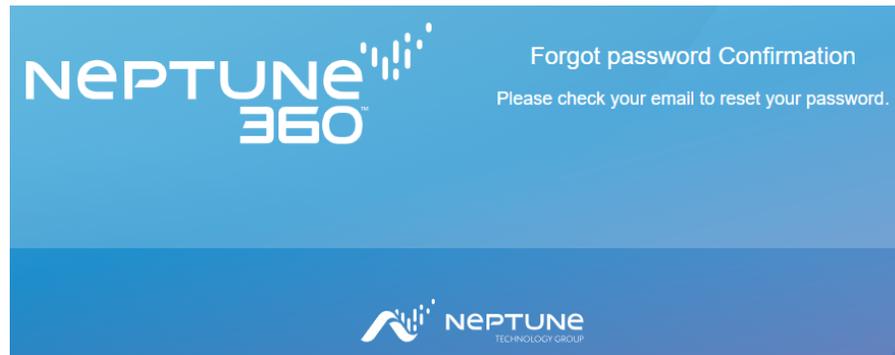


Figure 11: Password Reset Confirmation

After a few minutes, you receive an email that includes a link to reset your password.

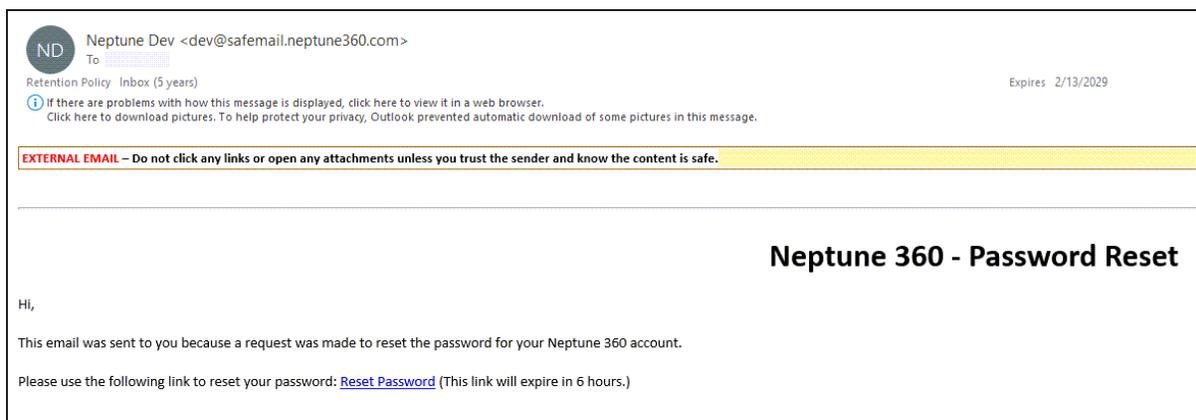
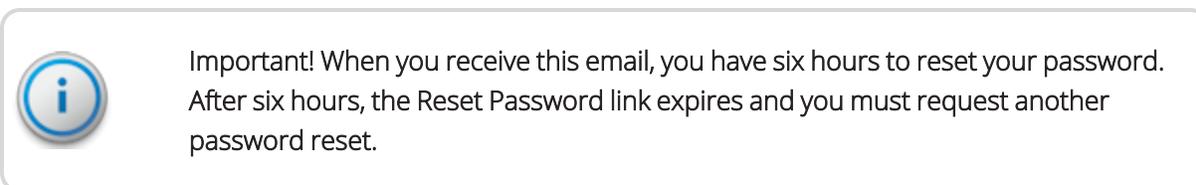
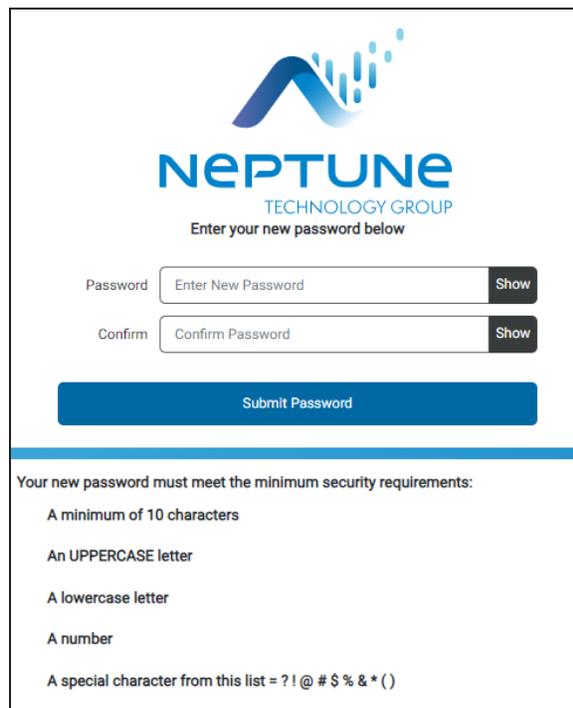


Figure 12: Password Reset Email



4. Click the link in the email.

The following window appears.



The screenshot shows a web form for creating a new password. At the top is the Neptune Technology Group logo, which consists of a stylized blue 'N' followed by a series of vertical bars of increasing height. Below the logo, the text reads "NEPTUNE TECHNOLOGY GROUP" and "Enter your new password below". There are two input fields: "Password" with the placeholder text "Enter New Password" and a "Show" button to its right, and "Confirm" with the placeholder text "Confirm Password" and a "Show" button to its right. Below these fields is a large blue button labeled "Submit Password". At the bottom of the form, there is a section titled "Your new password must meet the minimum security requirements:" followed by a list of requirements: "A minimum of 10 characters", "An UPPERCASE letter", "A lowercase letter", "A number", and "A special character from this list = ? ! @ # \$ % & * ()".

Figure 13: Enter New Password

5. Type your new password in the **Password** and **Confirm** fields. To see your password characters, click **Show** in each field.



Important! The new password must meet the minimum security requirements as shown in the previous image.

6. Click **Submit Password**.

The system displays the login window.

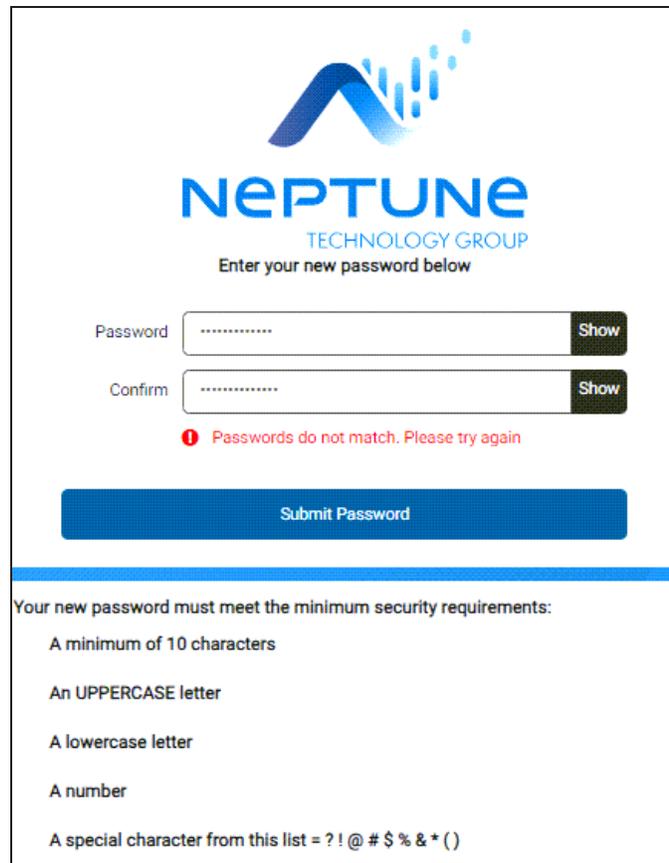


The screenshot shows the Neptune 360 login interface. On the left is the "NEPTUNE 360" logo. On the right, there are two input fields: "enter email address" and "enter password" with a "Show" button to its right. Below the password field is a checkbox labeled "Remember my email" and a link "Forgot your password?". At the bottom of the form is a blue button labeled "Login". The Neptune Technology Group logo is also visible at the bottom of the page.

Figure 14: Enter New Password

- In the fields, type your email, which is your username, and password.
- Click **Login** or press **Enter** on your keyboard.

If the passwords do not meet the minimum security requirements or do not match, the system displays a message.



The screenshot shows the Neptune Technology Group password creation interface. At the top is the Neptune logo and the text "NEPTUNE TECHNOLOGY GROUP". Below this is the instruction "Enter your new password below". There are two input fields: "Password" and "Confirm", both containing masked characters (dots). Each field has a "Show" button to its right. Below the fields is a red error message: "Passwords do not match. Please try again". At the bottom of the form is a blue "Submit Password" button. Below the form, a blue horizontal line separates it from a list of password requirements: "Your new password must meet the minimum security requirements: A minimum of 10 characters, An UPPERCASE letter, A lowercase letter, A number, A special character from this list = ? ! @ # \$ % & * ()".

Figure 15: Passwords Do Not Match

- In the **Password** and **Confirm** fields, type your corrected password, and then click **Submit Password**.



Important! Neptune requires that you create a new password at least every 365 days and the system prompts you to change your password before it expires. You can change your password as often as you want, or as often as your organization requires. Each time you change your password, the password expiration date resets to 365 days from the most recent password change.

This page intentionally left blank.

This chapter provides information on how to navigate Neptune® 360™.

Welcome Window

After you log in to the system, the system displays the Welcome Window. This window provides an overview of the information available to you in Neptune 360. The following list shows the information available:

- **DASHBOARD** – view system statistics.
- **CUSTOMER INQUIRY** – view information on a customer account.
- **DATA LOGS** - view data logs uploaded from mobile devices.
- **GROUPS** – manage user groups.
- **BILLING SERVICES** – import and export billing files.
- **NOTIFICATIONS** – manage alerts and other notifications.
- **USER MANAGEMENT** – add new users to your utility.
- **UTILITY MANAGEMENT** – manage read codes and your collection devices.
- **ROUTE MANAGEMENT** – manage your route assignments.
- **REPORTS** – run reports to display the health of your utility network and the components within the network.
- **COMMUNICATION SCHEDULER** – view communication scheduler and create reading schedules.

There are two navigation panes on this page. One pane uses navigation icons and the other uses a menu.

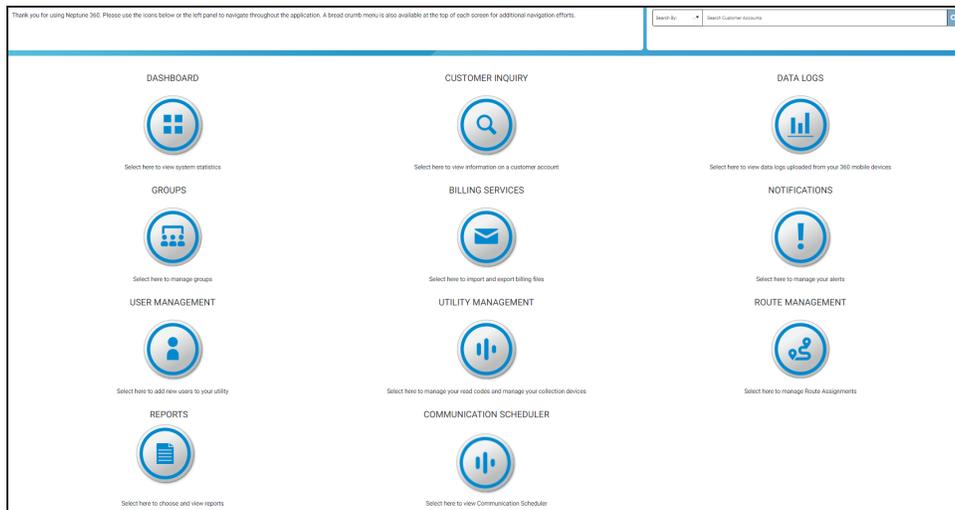


Figure 16: Navigation Pane with Icons

A menu control icon closes and expands the left navigation pane.

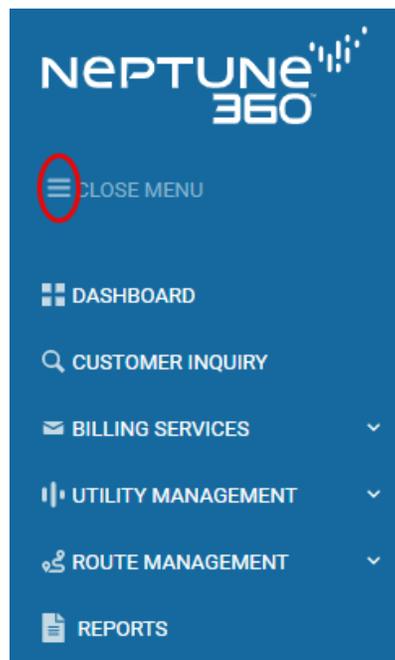


Figure 17: Menu Navigation Pane

Returning to the Welcome Window

The  icon displays in the top left of the window beside the Neptune 360 logo, on every window of Neptune 360.

Click  to return to the Welcome Window.



Figure 18: Return to Welcome Window

This page intentionally left blank.

This chapter provides information on creating new users in Neptune[®] 360[™]. Utility administrators and Neptune system administrators can create new users.

Create a New User

Complete the following steps to add a new user to Neptune[®] 360[™].

1. On the Welcome Window, click  (User Management).

The following window appears.

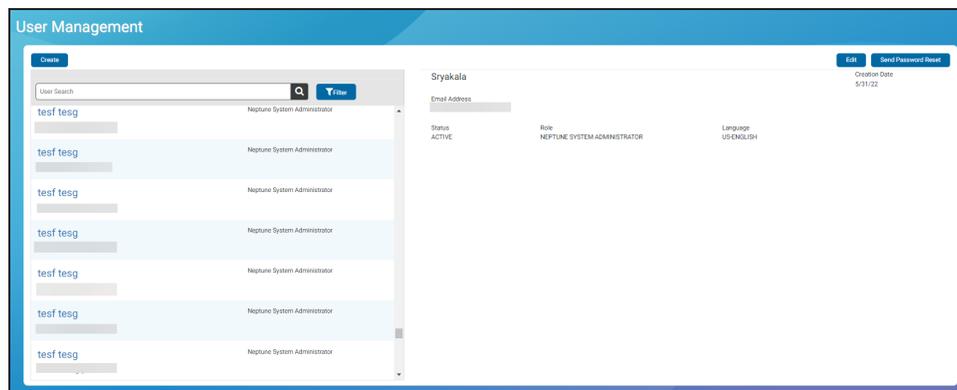


Figure 19: User Management Window

2. Click **Create**.

The following window appears.

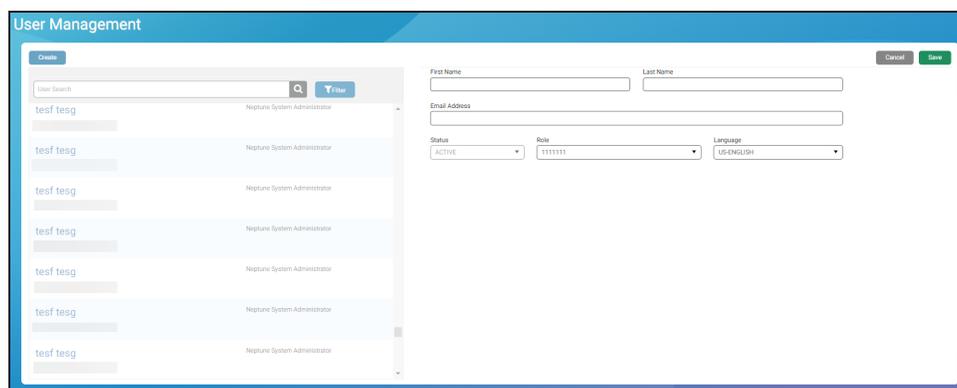


Figure 20: Create New User Window

3. Type the appropriate information in each field.



Important! Status defaults to Active and the default language is U.S.-English.

4. Select a **Role** based on the permissions you want the user to have.
5. Click **Save**.

The new user receives a registration email similar to the following.

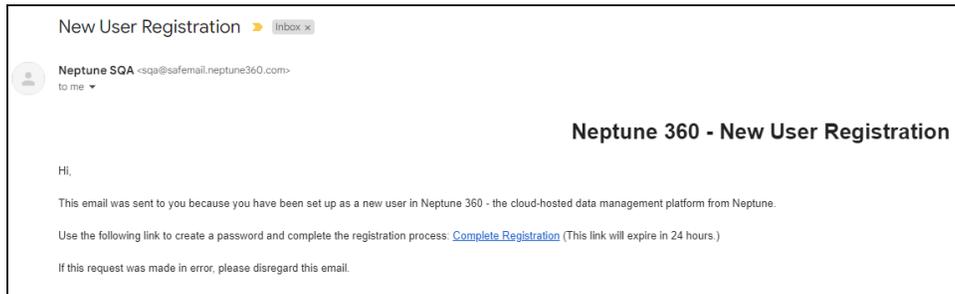


Figure 21: New User Registration Email

The steps to create a new password are the same as resetting a password. See "Getting Started" on page 5. New users should follow these steps to create a password and log in to the system.

Chapter 6: View Your Profile and Log Out

This chapter provides information on how to view your profile and how to log out of Neptune® 360™.

View Your Profile

Complete the following steps to view your profile.

1. Click  to display the menu.

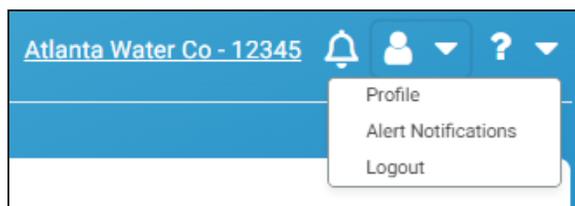


Figure 22: Profile and Logout Menu

2. Select **Profile** to display your profile information.

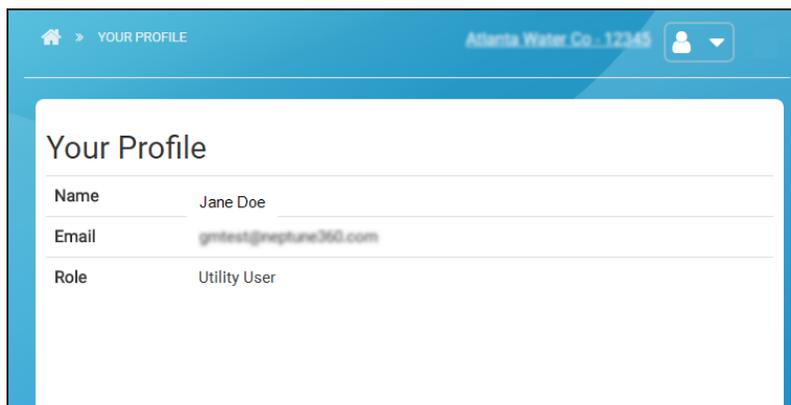


Figure 23: Profile Window

This window shows your **Name**, **Email**, and **Role**. The information is view only. Only a user with a role that allows editing can change profile information.

While on this window, you can access the left navigation menu to navigate to any other part of the system.

Log Out of Neptune® 360™

To log out of Neptune 360, click  to display the menu, and then select **Logout**.

The system logs you out and displays the Login window.

This page intentionally left blank.

Chapter 7: About Neptune® 360™ Mobile

Welcome to the Neptune® 360™ Mobile app. Using a cellular phone or tablet as your meter reading device makes the reading process fast and efficient without the burden of learning new hardware. You can use the app as soon as you install it.

The software has four major functions you can perform:

- RF Test.
- Data Logging.
- Meter Reading.
- Pressure Reading.

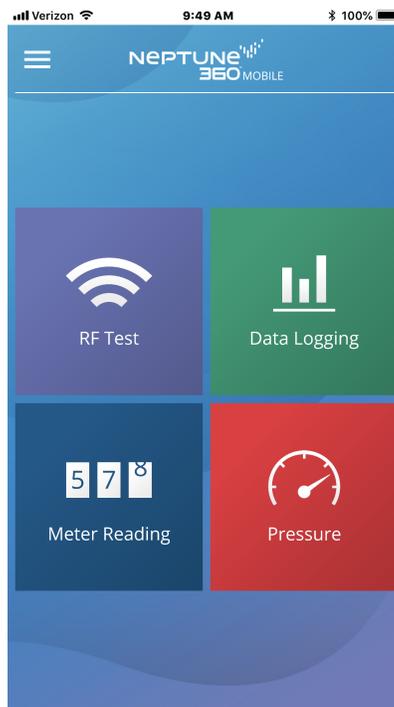


Figure 24: Neptune® 360™ Mobile Main Screen

Supported Devices and Operating Systems

Neptune 360 Mobile supports Android™* and Apple® operating systems for both phones and tablets.

Android™ Operating Systems

Neptune has tested the mobile app on the following operating systems and performs additional testing as new versions of these operating systems are made available in the market:

- 13.0.x.
- 14.0.x.

Android Devices

We recommend using Neptune 360 Mobile on devices from the following Original Equipment Manufacturers (OEMs):

- Google™.
- Motorola®.
- Samsung®.

iOS Operating Systems

- 13.
- 14.
- 15.
- 16.
- 17.

iOS Devices

Neptune 360 Mobile supports the following iOS devices:

- iPhone®.
- iPad®.

* Android is a trademark of Google LLC.

Required Devices

Following are the devices required to use Neptune 360 Mobile:

- Mobile device – Android or iOS phone or tablet that runs one of the supported operating systems previously listed.



Important! The mobile device requires a minimum of 2 GB of RAM to run the software.

- Transceiver – Neptune 360 Mobile pairs with:
 - Neptune belt clip transceiver.
 - Mobile data collector (MRX) on Android and iOS devices.
- Probe reader (optional) – Neptune Advantage II, Neptune Pocket ProReader.
- USB tether cable.

Required Credentials

Neptune 360 Mobile is linked to the Neptune 360 host software. Utility administrators must ensure that all mobile app users have an account established within the host system. Users can use their host system email address and password credentials to log into the mobile app.

Getting Started

This section includes the procedures to download and log on to Neptune® 360™ Mobile.

Downloading the App



Important! Before downloading the Neptune 360 Mobile app, first sync or unload any captured readings from the previous version of the app. Otherwise, the captured readings are removed upon first login to the newer software version. For more information, see "Syncing or Unloading Captured Readings" of the *Neptune® 360™ Mobile Users' Manual*.

Complete the following steps to download the Neptune 360 app.

1. Open the Google Play™ Store (Android™*), or the App Store (Apple®) on your device.
2. Search for Neptune 360 Mobile.
3. Tap one of the following to install the app:
 - **Install**, for an Android device, and then go to step 4.
 - **Get**, for an iOS device. You can now open the app and log in.
4. On your Android device, review the app permissions, and then tap **Accept** to continue the download.

Logging In and Out of Neptune® 360™ Mobile

Make sure you have downloaded and installed Neptune 360 Mobile from the Google Play Store (Android) or the App Store (iPhone). For the procedure steps, see "Downloading the App" on the previous page.

Logging In to Neptune® 360™ Mobile

Complete the following steps to log in to Neptune 360 Mobile.

1. Open the app.

The Login screen is displayed.

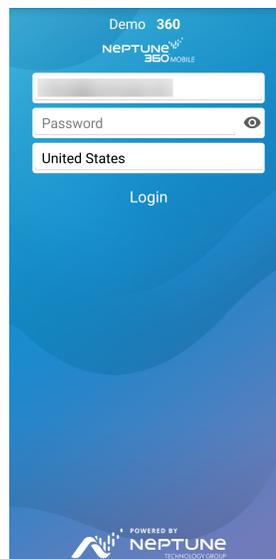


Figure 25: Login Screen

2. To select a different default country than the one displayed, tap the country name to display the selections.

3. Tap the country you want as your default, then tap **OK**.

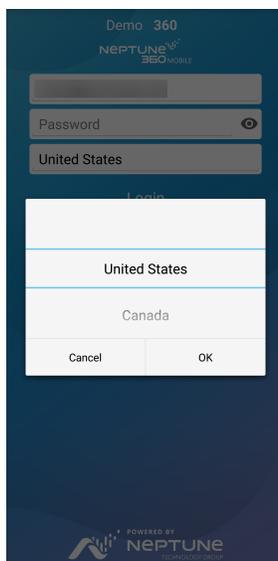


Figure 26: Country Selection

4. In the **Email Address** field, type the email address you use for Neptune 360.
5. In the **Password** field, type the password you use for Neptune 360.
6. Tap **Login**.

The system displays the Select Site ID screen, if you have access to multiple utilities. Otherwise, the landing screen as shown in step 7 is displayed.



Figure 27: Select Site ID Screen

7. Type the 5-digit Site ID for your utility.

The app displays the Neptune 360 Mobile landing page and you can select the function you want.

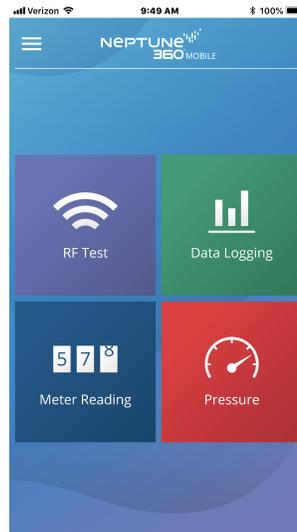


Figure 28: Select a Function

Logging Out of Neptune® 360™ Mobile

You can log out of the software from any screen.

Complete the following steps to log out of Neptune 360 Mobile.

1. Tap the menu icon in the menu navigation pane to display the menu options that slide to the right.



Figure 29: Neptune® 360™ Menu Options

2. Tap **Log Out** to log out of the software.

Refer to the *Neptune® 360™ Mobile Users' Guide* for information on how to use this app.

A

Apple® App Store 26

Authenticator 8

B

browser 7

C

cloud-based 1

D

data logging 23

E

email 5, 7-8

export 15

H

hosting 1

I

import 15

L

log off 21

login 6

M

menu control 16

meter reading 23

MFA 8

mobile

credentials 25

device 24

operating systems 24

supporting devices 24

transceiver 25

N

navigate 15, 21

new users 15, 19

P

panes, navigation 16

passcodes 9

password 6, 12

hide 8

resetting 10

show 8

permissions 20

platform 1

Google Play™ store 26

pressure reading 23

profile 21

R

readcodes 15

registration 20

RF test 23

S

SaaS 1

security requirements 12-13

system statistics 15

U

user management 19

username 13

utility administrator 5



Neptune Technology Group Inc.

1600 Alabama Highway 229
Tallahassee, AL 36078
USA Tel: (800) 633-8754
Fax: (334) 283-7293

Neptune Technology Group Canada Co.

7275 West Credit Avenue
Mississauga, Ontario L5N 5M9
Canada Tel: (905) 858-4211
Fax: (905) 858-0428

Neptune Technology Group Inc.

Avenida Ejercito Nacional No 418
Piso 12, Despacho 1203
Colonia Polanco V Sección
C.P. 11560 Delegación, Miguel Hidalgo
Mexico D.F.
Tel: (55) 5203-5708, (55) 5203-4032,
(55) 5203-5294

Online
www.neptunetg.com