

**CLEARWATER FARMS
IRRIGATION MANAGEMENT SYSTEM INSTRUCTIONS AND FAQs**

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INSTRUCTIONS

I. INTRODUCTION

The online Irrigation Management System is intended to help those who are members of the Clearwater Farms Property Owners Association Units IV, V, VI and VII do the following things online:

- Place and change irrigation orders right up until the Sunday at 6:00 deadline.
- Arrange to get an email reminder before your irrigation begins.
- Arrange to get a text message reminder before your irrigation begins.
- Check the balance you have on deposit in your water account.

Soon, property owners will also have the ability to place a "recurring" irrigation order so that the same amount of water is always ordered for you unless you specifically log in before the deadline and stop or change it. (Please see the "Recurring Irrigation Orders" section, below.)

Please understand this system is still a work in progress. Because most of the kinks appear to have been worked out it is being made available to property owners now, but it is likely there

will continue to be minor glitches for some time. Please check the "Known Issues" section, below, frequently! Please also report problems as you encounter them!

II. GETTING STARTED

Getting started is easy; just follow these steps:

1. Point your web browser to <http://clearwaterfarmspoa.com/ims/> or go to the Association's main home page (<http://clearwaterfarmspoa.com>) and click on the link.
2. In the "User Name" field, enter your last name. (This field is not case sensitive.)
3. In the "Password" field, enter the temporary password you were assigned when you were given access to the system. (This field IS CASE SENSITIVE!)
4. Go directly to the "**Settings**" tab in the menu bar at the top.
5. Enter the email address where you may be contacted with information about the Irrigation Management System. This is important! Changes to the procedures or rules may occur and notice may only be given by email to this address! You will be responsible for complying with rules changes whether or not you received that notice.
6. Enter a new password that you choose. Please make a record of it! If you lose your password the Administrator can reset it, but the Administrator may not be available right away. If you miss a deadline because you lost your password, you may miss an irrigation cycle or get water you do not want! Please keep your password in a safe place! If an unauthorized user finds it and places or changes an order in your name, you will be responsible for that order or change.
7. If you would like to receive reminders by email and/or text, complete the fields in the reminder section. Please note that you are responsible for handling your irrigation whether or not the reminder is received!

NOTE: As you complete each field, be sure to click the "Update" button. Otherwise, your changes will not take effect!

III. USING THE IRRIGATION MANAGEMENT SYSTEM

A. Quick "How To" Reference

1. Placing, Reviewing, Changing or Cancelling an Irrigation Order

At the IMS Home page, choose the appropriate "Upcoming Irrigation" and use the dropdown box to place, review, change or cancel an irrigation order at any time until the irrigation request deadline (Sunday evening at 6:00 p.m.). If the dropdown box does not appear, the irrigation request deadline has passed. After the irrigation request deadline has passed, your irrigation order is "locked in."

2. Placing a Recurring Irrigation Order

It is not yet possible to place a recurring irrigation order. It is expected this feature will be made available beginning in June to those who have already placed two or more regular irrigation orders online. When available, this feature will be found on the bottom of the "Settings" page.

3. Checking Your Irrigation Account Balance

At the IMS Home Page, your current irrigation balance will appear in the top-right corner, together with the "as of" date. Payments received after that date will not have been credited.

CAUTION: The Irrigation Management System is a work in progress. Although every attempt has been made to ensure the balance stated is accurate, in the event of a discrepancy the records of the Association Treasurer will prevail.

4. Setting Up Text and/or Email Reminders

Choose "Settings" from the menu bar at the top, then make your selections. Be sure to click "Update" after each change.

B. Definitions of Fields, Terms and Phrases

The following terms and phrases may appear on various pages in the IMS:

1. Available Balance

This is the balance in your personal irrigation account as of the date stated. Payments that you made after that date will not be credited yet. A negative number indicates that you have exhausted your account and should deposit more by mailing it to the Association at the address at the top of these Instructions. The Association reserves the right not to accept irrigation orders if your account balance is negative.

CAUTION: This Irrigation Management System is a work in progress. Although every attempt has been made to ensure the balance stated is accurate, in the event of a discrepancy the records of the Association Treasurer will prevail.

2. [CFPOA Home](#)

Selecting "CFPOA Home" on the menu bar will take you to the home page for the Clearwater Farms Units IV, V, VI and VII Property Owners Association.

3. [Contact BOA](#)

Selecting "Contact BOA" on the menu bar will take you to a form you can use to send a message to the administrator for the Irrigation Management System.

4. [Current Irrigation](#)

"Current Irrigation" refers to an irrigation cycle that has already started and has not yet completed. You may not place a water order for Current Irrigation.

5. [IMS Home](#)

Selecting "IMS Home" on the menu bar will take you to the home page for the Irrigation Management System.

6. [Irrigation Cycle Begins](#)

The phrase "Irrigation Cycle Begins" refers to the date it is estimated the first property in the community will receive irrigation. The actual date is not known until the Maricopa Water District schedules our delivery. To view the actual date when it becomes known, select "View Schedule."

7. [My Recent Irrigation History](#)

This section shows your recent irrigation orders, when you received irrigation, and how much you were charged.

8. [Recurring Irrigation Order](#)

A "recurring irrigation order" is an order that becomes your standard order unless you say otherwise. Generally, if you do not place an order for each cycle, you will not get water. If you place a recurring irrigation order you will always be scheduled to receive that amount you log in to the system and change or cancel it. For example, someone who places a recurring irrigation order for 3 hours will always receive 3 hours of irrigation unless that person logs in and changes or cancels it. See section "C. Recurring Irrigation Orders" below for more information.

9. Upcoming Irrigation

"Upcoming Irrigation" is an irrigation cycle that has been scheduled but has not yet begun. Whether or not you can place a water order for Upcoming Irrigation depends on whether the "Irrigation Request Deadline" has passed.

The Upcoming Irrigation section should display the estimated date the first property will receive water, the amount of water you have requested (if any) and the deadline to place, change or cancel an order.

C. Recurring Irrigation Orders

Very soon it will be possible for you to place a "recurring irrigation order" that will automatically be scheduled for every subsequent irrigation cycle unless you say otherwise.

If you place a recurring irrigation order, you will be responsible to receive the amount of that order when it is scheduled unless you log in to the Irrigation Management System and cancel or change your order before the 6:00 Sunday ordering deadline!

When recurring irrigation orders are available, everyone who has signed up for the Irrigation Management System will receive an email. However, the ability to place recurring irrigation orders will only be available to those who have placed at least two orders using the system. (That minimum may change.) This is to ensure that anyone placing a recurring irrigation order is familiar with how the system works.

IV. KNOWN ISSUES

1. Email and text reminders are not yet reliable. Please notify the IMS Administrator if your notice is not received or is received at the wrong time.

V. FREQUENTLY ASKED QUESTIONS (AND ANSWERS)

1. *Is it the "IOS" or the "IMS?" I'm so confused!*
2. *Do I have to order through the IMS? I like ordering with little pieces of paper!*
3. *If I order through the IMS, do I still have to turn in paper slips when I order irrigation?*
4. *If I order both ways (through the IMS and with a slip of paper) and the amounts differ, will I get the amount I put on the paper or the amount I put in the IMS?*

1. Is it the "IOS" or the "IMS?" I'm so confused!

It's the "IMS" or "Irrigation Management System." For a time we called it the "IOS" or "Irrigation Ordering System," but it does more than allow you to order irrigation (you can review, change or delete orders; check your account balance; and set up reminders) and we're

hoping in the future it will do other things too. We're weeding out references to the "IOS" as we find them.

2. Do I have to order through the IMS? I like ordering with little pieces of paper!

Feel free to continue ordering as you always have. The IMS is intended primarily for your convenience, so if it isn't convenient, don't use it. We certainly would like to get people moved to the IMS as we can because it makes scheduling much easier for the person who does the scheduling. But you don't have to.

3. If I order through the IMS, do I still have to turn in paper slips when I order irrigation?

No, but if you really, really want to be sure you get your order you might want to for the time being. The system is new. So far, we haven't had any trouble with orders placed online not showing up on the schedule, or with the system crashing, so you can be pretty confident that an order placed through the IMS will be scheduled.

However, again, the system is new. Glitches can happen. (Of course, they can happen when you submit an order on paper too.) So feel free to submit the order both ways for the next few months if you want that added layer of protection.

4. If I order both ways (through the IMS and with a slip of paper) and the amounts differ, will I get the amount I put on the paper or the amount I put in the IMS?

If the amount ordered through the IMS and the amount ordered on paper are different, the amount you entered into the IMS will control.