



# IQSN Mobile

DESKTOP APPLICATION FOR IQSN MOBILE ACCOUNT MANAGEMENT

## General Information

The information contained in this manual is subject to change without notice.

Effort has been made to make the information in this manual complete, accurate, and current.

The manufacturer shall not be held responsible for errors or omissions in this manual.

No part of this document may be reproduced, photocopied, or translated to another language without the prior written consent of YSI.

Consult [YSI.com](http://YSI.com) for the most up-to-date version of this manual.

---

## Technical Support

Telephone: +1 877 726 0975

+1 937 688 4255 (Globally) Monday through Friday,

8:00 AM to 5:00 ET

Fax: +1 937 767 9353 (orders)

Email: [info@ysi.com](mailto:info@ysi.com)

[YSI.com](http://YSI.com)

# TABLE OF CONTENTS

<b>1. General Product Information</b> .....	2
<b>1.1</b> Introduction.....	2
<b>1.2</b> User Roles.....	2
<b>1.3</b> User Authorization.....	3
<b>2. Operations</b> .....	4
<b>2.1</b> Start the Application.....	4
<b>2.2</b> Common Desktop Icons.....	5
<b>2.3</b> Accounts.....	6
2.3.1 Account Details.....	7
2.3.1.1 Facilities.....	7
2.3.1.2 Users.....	8
2.3.2 List of Gateways.....	9



### THIS IS AN INTERACTIVE DOCUMENT

When viewing this document as an Adobe™ PDF, hovering your cursor over certain phrases will bring up the finger-point icon. Clicking elements of the Table of Contents, website URLs, or references to certain sections will take you automatically to those locations.

# 1. General Product Information

## 1.1 Introduction

**IQSN Mobile** is a cloud-based application that allows users to manage their IQ SensorNet network of online analytical instrumentation on a mobile device. The mobile interface is supported by Android (v11 or higher) or iOS (v12 or higher) platforms.

The desktop application is used to create user accounts, add facilities, and add new users. The desktop portal is supported in the latest versions of Edge, Chrome, Firefox, and Safari browsers.

## 1.2 User Roles

A user is defined as someone with IQSN Mobile login privileges. User roles define access to the IQSN Mobile components as described below.

User Role	Access
Facility Administrator	Desktop - Limited access to their customer account; includes editing facilities only Mobile - Full access to their account in the mobile app
General User	Desktop - No access to the desktop app Mobile - Full access to their account in the mobile app

### Notes:

IQSN Mobile user accounts are tied to an email address. If a user needs to change their email address, an administrator must create a new account and delete the old account.

To permanently delete a user account from IQSN Mobile, contact the Xylem Administrator ([info@ysi.com](mailto:info@ysi.com)).

# 1.3

## User Authorization

User Action	Customer Administrator	Facility Administrator	General User
<b>Customer Account</b>			
Edit Account	✓	✗	✗
<b>Users</b>			
Create/Edit/Delete Facility Administrator	✓	✗	✗
Create/Edit/Delete General User	✓	✓	✗
<b>Facilities</b>			
Create New Facility	✓	✗	✗
Edit Facility	✓	✓	✗
Delete Facility	✓	✗	✗

# 2. Operations

## 2.1 Start the Application

1. Start the **IQSN Mobile desktop application** at <https://cloud.xylem.com>.
2. Type the username (email address) and click Log In.
3. Type the username and password.
4. Click Log In.

**Note:** IQSN Mobile desktop application will automatically log off after 30 minutes of inactivity.

5. New users will receive an email with a link to verify their email address. Clicking this link is required to complete the user account setup process. The link remains active for 24 hours. If the link expires, the user can click 'Forgot Your Password?' and follow the instructions.

The username is the user's email address.


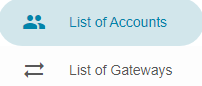




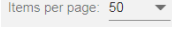






The password must contain at least:

- Twelve characters
- One upper-case letter
- One lower-case letter
- One number
- One special character (e.g. !@#\$%^&\*)
- More than two identical characters in a row are not allowed (e.g., 111)

## 2.2

# Common Desktop Icons

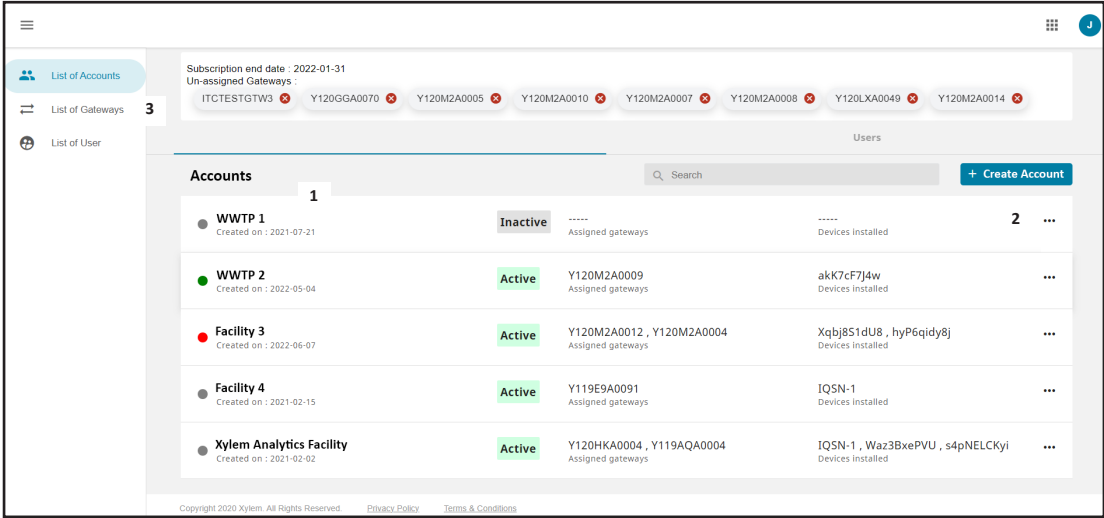
The following icons are common icons in the IQSN Mobile Desktop application:

Icon	Name	Description
	Display Labels	This icon will display or hide label icons on the left side of the Dashboard: 
	Log Out	Allows the user to log out of the application.
	Multiple Applications	If a user has access to Xylem applications other than IQSN Mobile, those applications will be displayed when selecting this icon, allowing a seamless transition between applications.
	Multiple Option Icon	Provides the user with more options (e.g., edit, delete, etc.).
	Page Loading Progress Indicator	A dynamic bulls eye will display in the middle of the page to show page loading progress.
	Page Navigation	Allows the user to select how many entries will be displayed on each page (options are 5, 10, 20, 30, and All).
	Page Navigation	Go to the first page.
	Page Navigation	Go back one page
	Page Navigation	Go to the last page.
	Page Navigation	Go forward one page.
	Required Entry	A red asterisk to the right of any field label means that an entry is required.
	Search Bar	Allows the user to search by account name, username, email address, etc.

# 2.3

## Accounts

After logging in, Customer and Facility Administrators will see their personal accounts.



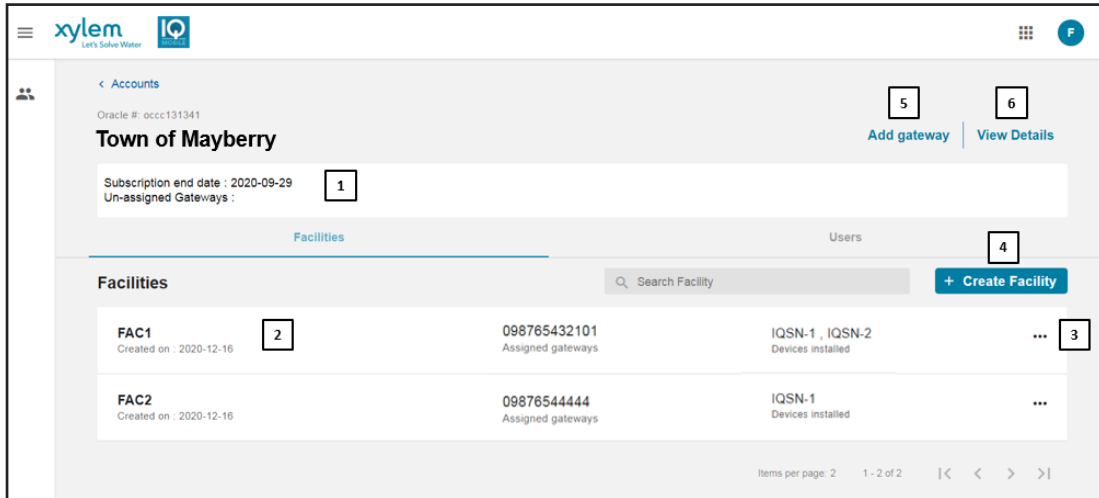
#	Name	Description
1	Accounts	Clicking the account name will display additional account details. See <a href="#">Section 2.3.2 Account Details</a> for more information.
2	Multiple Option Icon	Clicking the <b>...</b> icon will display the following options: <ul style="list-style-type: none"> <li><b>Edit</b> - Allows the user to edit the account information. Refer to <a href="#">Section 2.3.1.1 Create Account</a> for more information.</li> </ul>
3	List of Gateways	Refer to <a href="#">Section 2.3.3 List of Gateways</a> for more information.

## 2.3.1 Account Details

Each account can have multiple facilities and multiple users. Facility and user management is discussed below.

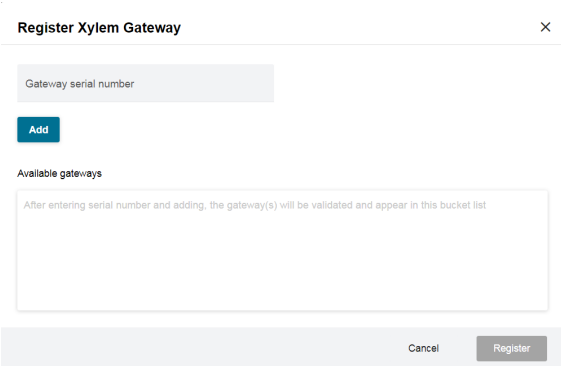
### 2.3.1.1 Facilities

Multiple facilities can be created for each account.



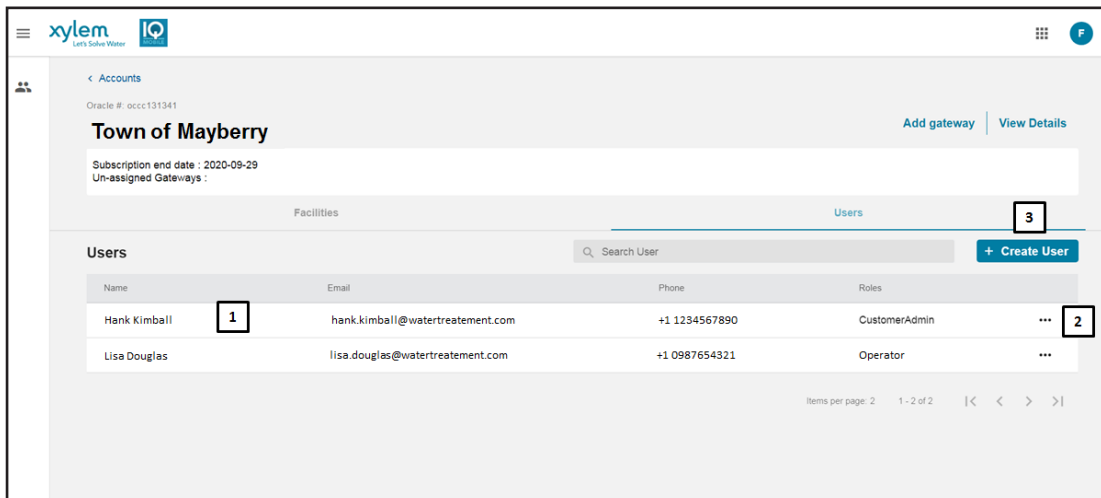
#	Name	Description																
1	Account Information	Displays when the account subscription ends and the serial number of any gateways that have been added to the account but not yet assigned to a facility.																
2	Facilities Entries	Lists all existing facilities associated with the account.																
3	Multiple Option Icon	Clicking the <b>⋮</b> icon will display the following options: <ul style="list-style-type: none"> <li><b>Edit</b> - Allows the user to edit the facility information. Refer to <a href="#">Create Facility</a> below for available fields.</li> <li><b>Delete</b> - Deletes the facility.</li> </ul>																
4	Create Facility	Allows the user to create a new facility in the account using the pop-up window below. <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p><b>Create New Facility</b> <span style="float: right;">✕</span></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"><input type="text" value="Facility Name *"/></td> <td style="width: 50%;"><input type="text" value="Description"/></td> </tr> <tr> <td><input type="text" value="Assign Gateway *"/></td> <td><input type="text" value="Assign User: Kaustavviva sdas, suchi pandaqa"/></td> </tr> <tr> <td><input type="text" value="Country * United States"/></td> <td></td> </tr> <tr> <td><input type="text" value="State/Province *"/></td> <td></td> </tr> <tr> <td><input type="text" value="Address *"/></td> <td></td> </tr> <tr> <td><input type="text" value="Postal Code *"/></td> <td></td> </tr> <tr> <td><input type="text" value="Latitude *"/></td> <td></td> </tr> <tr> <td><input type="text" value="Longitude *"/></td> <td></td> </tr> </table> <p style="text-align: right;"><input type="button" value="Cancel"/> <input type="button" value="Save"/></p> </div>	<input type="text" value="Facility Name *"/>	<input type="text" value="Description"/>	<input type="text" value="Assign Gateway *"/>	<input type="text" value="Assign User: Kaustavviva sdas, suchi pandaqa"/>	<input type="text" value="Country * United States"/>		<input type="text" value="State/Province *"/>		<input type="text" value="Address *"/>		<input type="text" value="Postal Code *"/>		<input type="text" value="Latitude *"/>		<input type="text" value="Longitude *"/>	
<input type="text" value="Facility Name *"/>	<input type="text" value="Description"/>																	
<input type="text" value="Assign Gateway *"/>	<input type="text" value="Assign User: Kaustavviva sdas, suchi pandaqa"/>																	
<input type="text" value="Country * United States"/>																		
<input type="text" value="State/Province *"/>																		
<input type="text" value="Address *"/>																		
<input type="text" value="Postal Code *"/>																		
<input type="text" value="Latitude *"/>																		
<input type="text" value="Longitude *"/>																		



#	Name	Description
5	Add Gateway	<p>Allows the user to add a new gateway in the account using the pop-up window below.</p> 
6	View Details	Display read-only account details.

### 2.3.2.2 Users

Multiple users (Customer Administrators, Facility Administrators, or General Users) can be created for each account.



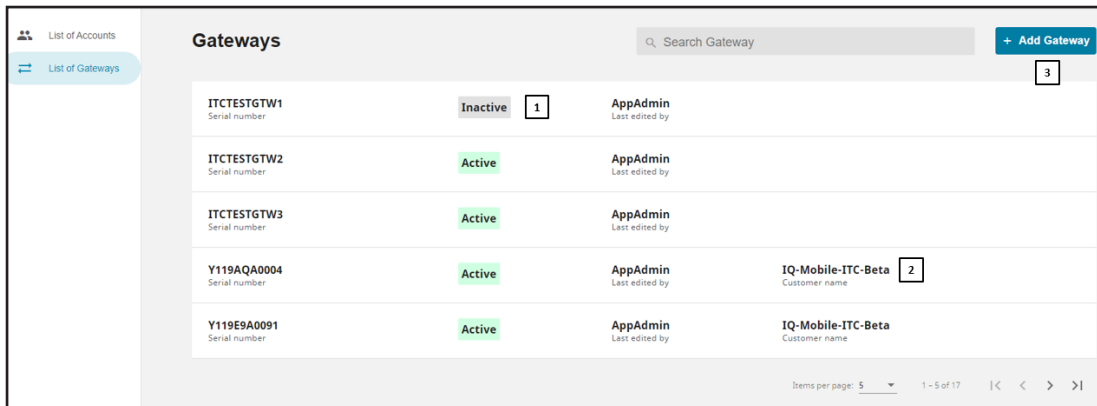
The screenshot displays the Xylem user management interface for the 'Town of Mayberry' account. The page includes a navigation menu, account details (Oracle #, subscription end date, and un-assigned gateways), and a 'Users' section. The 'Users' section features a search bar, a '+ Create User' button, and a table of users. The table has columns for Name, Email, Phone, and Roles. Two users are listed: Hank Kimball (CustomerAdmin) and Lisa Douglas (Operator). Callout boxes are used to highlight specific elements: '1' points to the 'Name' column header, '2' points to the action menu for Hank Kimball, and '3' points to the 'Users' tab label.

Name	Email	Phone	Roles
Hank Kimball	hank.kimball@watertreatment.com	+1 1234567890	CustomerAdmin
Lisa Douglas	lisa.douglas@watertreatment.com	+1 0987654321	Operator

#	Name	Description
1	User	Displays all existing users on a particular account.
3	Multiple Option Icon	Clicking the <b>•••</b> icon will display the following options: <ul style="list-style-type: none"> <li><b>Edit</b> - Allows for editing of the user information. Refer to <a href="#">Create User</a> below for available fields.</li> </ul>
4	Create New User	Allows for the creation of a new user in the account using the pop-up window below. <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p style="text-align: right;"><b>Create New User</b> <span style="float: right;">✕</span></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">Assigned Facilities <span style="font-size: 0.8em;">▼</span></div> <div style="width: 45%;">Title <span style="font-size: 0.8em;">▼</span></div> </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div style="width: 45%;">First Name * <input type="text"/></div> <div style="width: 45%;">Last Name * <input type="text"/></div> </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div style="width: 45%;">Email ID * <input type="text"/></div> <div style="width: 45%;">Role * <span style="font-size: 0.8em;">▼</span></div> </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div style="width: 45%;">Country Code * <span style="font-size: 0.8em;">▼</span> US(+1)</div> <div style="width: 45%;">Phone Number * <input type="text"/></div> </div> <div style="margin-top: 5px;"><input type="text" value="General notes"/></div> <div style="text-align: right; margin-top: 10px;"> <span style="margin-right: 20px;">Cancel</span> <span style="background-color: #0070c0; color: white; padding: 2px 10px; border-radius: 3px;">Save</span> </div> </div>

### 2.3.2 List of Gateways

Multiple Xylem Gateways can be added to one facility.



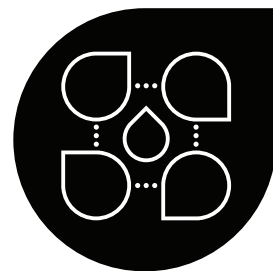
#	Name	Description
1	Gateway Status	<ul style="list-style-type: none"> <li><b>Active</b> - The gateway is eligible to be linked to a facility.</li> <li><b>Inactive</b> - The gateway has been removed from a facility and is not eligible to be linked to a facility. Contact YSI Technical Support to return any inactive gateway to the Active list (requires work in the back end).</li> </ul>
2	Facility Link	If the gateway is Active and linked to a facility, the facility name will display here.
3	Add Gateway	Allows users to add gateways using the pop-up window below. <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p style="text-align: right;"><b>Add Xylem Gateway</b> <span style="float: right;">✕</span></p> <div style="margin-top: 5px;"><input type="text" value="Gateway serial number"/></div> <div style="text-align: right; margin-top: 10px;"> <span style="margin-right: 20px;">Cancel</span> <span style="background-color: #0070c0; color: white; padding: 2px 10px; border-radius: 3px;">Add Gateway</span> </div> </div>

# Xylem |'zīləm|

- 1) The tissue in plants that brings water upward from the roots;
- 2) a leading global water technology company.

We're a global team unified in a common purpose: creating advanced technology solutions to the world's water challenges. Developing new technologies that will improve the way water is used, conserved, and re-used in the future is central to our work. Our products and services move, treat, analyze, monitor and return water to the environment, in public utility, industrial, residential and commercial building services settings. Xylem also provides a leading portfolio of smart metering, network technologies and advanced analytics solutions for water, electric and gas utilities. In more than 150 countries, we have strong, long-standing relationships with customers who know us for our powerful combination of leading product brands and applications expertise with a strong focus on developing comprehensive, sustainable solutions.

**For more information on how Xylem can help you, go to [www.xylem.com](http://www.xylem.com)**



YSI  
Municipal  
Water

**xylem**  
Let's Solve Water

YSI, a Xylem brand  
1725 Brannum Lane  
Yellow Springs, OH 45387

- +1.937.767.7241
- info@ysi.com
- YSI.com



[YSI.com/IQSN-Mobile](http://YSI.com/IQSN-Mobile)