



IMPERIAL IRRIGATION DISTRICT

OPERATING HEADQUARTERS • P.O. BOX 937 • IMPERIAL, CA 92251-0937

August, 2009

Dear IID Water Customer:

Thank you for your interest in the IID/TruePoint web portal. The web portal is available to authorized IID water customers to place water orders, view and print both their account consumption and received water orders using the internet. The direct link to the web portal is: www.iid.com/Water/Place&ReviewWaterOrders. Please bookmark this link for easy access. If you should encounter any difficulties, please contact the Water Department online support at (760) 339-9171 during normal business hours; Monday through Friday, 7:30 a.m. – 5:30 p.m. (closed every other Friday).

Listed below are frequently asked questions with responses to some of the web portal functions and how to initially place water orders to help ensure they are processed correctly:

- *Who can apply for an IID web portal online account?*
Any IID water user with an IID water account and places water orders that requires the order to be scheduled and is delivered through a delivery gate may apply for an IID web portal online account.
- *Where do I go online to access the web portal and apply for a web portal account?*
The web portal may be accessed at: www.iid.com. Click on the "Water Orders" button on the left margin and follow the instructions on the screen.
- *Are the rules and regulations any different when placing water orders through the web portal than when they are phoned in to the divisions?*
No. The rules and regulations, on how to place water orders and when requests for orders to run, are the same whether the water orders are placed through the web portal or phoned in to divisions. The only difference is that the web portal allows water orders to be placed after normal business hours.
- *How long will it take to be authorized to have a web portal account and how will I be notified?*
The IID will notify you by email, usually within three business days of having received a request, of whether you have been authorized to open a web portal account. The IID may also contact you during the authorization process.
- *How should I get started when placing water orders for the first time?*
It is strongly recommended when initially placing water orders through the web portal that they are regular orders (RG) and that you limit to placing just one water order per day until you are comfortable and confident that your orders are being received and processed correctly. It is also recommended to initially place orders for fields that will not be significantly harmed in the event the web portal order does not get processed correctly.

- *Where can I see that a water order has been placed through the web portal?*

When a water order is placed through the web portal it resides in the Pending Orders box under the Water Orders link.

- *How will I know when my web portal water orders have been received by a water coordinator?*

An email will be sent to the email address associated with the web portal account when a water order, placed through the web portal, has been received by a water coordinator. The order will then be listed in the Received Orders box under the Water Orders link in your web portal account. Following up with water coordinators until they are in the routine of regularly checking for web portal orders would help you to know sooner. Water orders, whether placed through the web portal, by phone or in person at a division office, will all reside in the Received Orders box under the Water Orders link. However, this does not necessarily mean the order has been approved to run yet.

- *When and where can I find out on the web portal if an order will run the next day or will be carried over?*

Orders approved to run the following day are listed in the Received Orders box under the Water Orders link after 3:00 p.m. (usually), with nothing entered under the heading Carried Over. If the order is carried over, for say one day, then "1day" will be displayed under the heading Carried Over.

- *How may I change or cancel an order placed through the web portal and listed in the Received Orders box?*

Currently, orders listed in the Received Orders box cannot be changed or cancelled through the web portal. They may be able to be changed by contacting a division coordinator by phone or at a division office.

- *Are same day Finish Heads able to be ordered through the web portal?*

Same day Finish Head orders cannot be processed through the web portal at this time.

- *How do I get additional help with any questions I have or provide comments about my experience with the web portal?*

Additional questions not addressed here or comments about your web portal experience may be forwarded by calling the IID at (760) 339-9171.

The web portal is a service designed to be as user friendly and practical as possible. It offers another option for our customers to place water orders, access to their fields' consumption data, view and print their accounts water orders. Using the web portal and customer feedback will help the IID know how it can be improved to be a more efficient tool for water management purposes. Should you encounter any difficulties, IID staff is available to assist you in resolving your issue as soon as possible.

Thank you for your participation and we look forward to your responses.

Sincerely,



MICHAEL L. KING
Manager, Water Department

You are not currently logged in. Home

APPLY FOR AN ACCOUNT

LOG IN

User Name:

Password:

Remember me next time.

If you are a new user click [Apply For An Account](#)

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As a new user, click here to apply for an account.



TrueCIP Portal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://app25/TrueCIP/CreateAccount.aspx

You are not currently logged in. Home : [Apply for an Account](#)

APPLY FOR AN ACCOUNT

CREATE A USER ACCOUNT

User Name:

Full Name:

Password:

Confirm Password:

E-mail:

Security Question:

Security Answer:

Phone #:

Comments:

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Local intranet 4:07 PM

Please make sure to record your Username & Password.

Complete all the fields and press continue. Should you leave any required fields blank, the system will prompt you to complete.

If you have more than one account, please tell us here the names and account numbers you would like to have online access to.

You are not currently logged in.

[Home](#) : [Apply for an Account](#)

APPLY FOR AN ACCOUNT

USER ACCOUNT CREATED

Your account has been successfully created. You will receive a call from IID staff regarding your account setup. An email regarding your new account information has been sent to the email address you supplied and IID staff have been alerted of your new account.

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You will receive this message once you have successfully entered the required user data; press continue.

TrueCIP Portal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Recycle Bin Mail Print Word Pad Internet Options

Address http://app25/TrueCIP/Default.aspx Go

Welcome tester | [Logout](#) Home

[APPLY FOR AN ACCOUNT](#) [CHANGE PASSWORD](#) [EDIT YOUR PROFILE](#)


Welcome to the Imperial Irrigation District Online Services Portal

Your new account is pending approval by IID. You may not use some functions of this portal until the district has approved your login.

Once the district has approved your login you will receive an e-mail notifying you that your portal account is ready to use. To ensure prompt approval of your login please ensure your site profile information is correct.

User Name: tester
Full Name: farmer john
Phone #: (760) 425-6071
Email: mozarate@iid.com

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You will receive this welcome message and a notification will be e-mailed to an IID administrator who will approve your online account and assign the field(s) to your associated accounts.

Local intranet

start | Inbox - Microsoft Out... | TruePoint Solutions - ... | TrueCIP Portal - Mic... | Document1 - Microsof... | 4:12 PM

Welcome mozarate | [Logout](#)

Home

- APPLY FOR AN ACCOUNT
- CHANGE PASSWORD
- EDIT YOUR PROFILE
- ACCOUNT CONSUMPTION
- WATER ORDERS

Welcome to the Imperial Irrigation District Online Services Portal

Choose a menu option from the left to begin using the portal.

User Name: mozarate
Full Name: Manuel Zarate
Phone #: 760-427-5775
Email: mozarate@iid.com

Once you have received your e-mail confirmation that your online user account has been approved, log in and you will see this screen with your account information.

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