



Customer Portal Sign-Up Instructions:

1. Open a web browser or click on the link to <https://my-fshkl.sensus-analytics.com/login.html#/signin>. Set up an account by clicking on the link “Need to set up an account?”



Customer Portal

Please Sign in

Need Help? Contact us at 845-831-7800, mboyle@fishkill-ny.gov or <https://www.fishkill-ny.gov/water-sewer.html>.

Email Address

Password

Show password



Sign in

[Forgot password?](#) [Need to set up an account?](#)

2. Please read the “Terms and Conditions” of the Customer Portal. To register, click “I Accept.”

3. Enter your email address in the prompt and click “Get Started.”



Customer Portal

Set up your account

Need Help? Contact us at **845-831-7800**, mboyle@fishkill-ny.gov or <https://www.fishkill-ny.gov/water-sewer.html>.

Email Address

Get Started

[Return to Sign In](#)



4. Go to your email and open the email sent from donotreply@sensusanalytics.com, subject will be “Fishkill, NY-Account Signup” and contains the Town’s logo. Click the link in the body of the email as shown below.



Please complete signup for Fishkill, NY Customer Portal

Welcome to the Fishkill, NY Customer Portal. To complete the signup process, please click the link below or copy the URL into a web browser.

<https://my-fshkl.sensus-analytics.com/login.html#/completeSignup/c21pdGNoZWxsQGZpc2hraWxsLW55LmdvdnwxNjg0NDM1MzY2>

This link will expire in 24 hours.

Questions? Please contact us at 845-831-7800 , mboyle@fishkill-ny.gov or <https://www.fishkill-ny.gov/water-sewer.html> .

This email was sent by [Fishkill, NY Customer Portal](#).

5. Follow the Link in the email to **Customer Portal**. You will be taken to the web page shown below.
 - a. Complete all applicable fields.
 - i. Account number as shown on your quarterly invoice.
 - ii. Customer Name (enter exactly as it appears on the bill)
 - iii. Create a Password using the following rules:
 1. Be at least 8 characters long
 2. Use at least one lower-case character
 3. Use at least one upper-case character
 4. Use at least one number
 5. Use at least one of the following special characters:- ! " \$ % & ' * , .
 6. Must not contain regular words



Customer Portal

Set up your account

Need Help? Contact us at 845-831-7800, mboyle@fishkill-ny.gov or <https://www.fishkill-ny.gov/water-sewer.html>.

Email Address

Account Number

Customer Name (enter exactly as it appears on bill)

Cell Phone for Text Messages (optional)

Password [Rules](#)

Confirm Password

Show passwords

Language

[Return to Sign In](#)

- b. Registering your cell phone for text message alerts is optional and can be done at initial sign-up or after sign-up.

6. If you have two or more separate accounts for water/sewer services, you can link different accounts to your **Customer Portal** Login by following these steps:
 - a. Using the left menu on the customer portal page, scroll to Settings >User Settings. Click on User Settings.
 - b. Under “Manage Accounts”, click the button to “Add Account.”
 - c. Follow the same procedure to add the Account Number and Customer Name

Dashboard
Usage Details
Meters
Settings
Usage Alerts
Alert Recipients
User Settings
Units

81108
Water
Remove

Update user info
Change password

Manage Accounts

Add account Done

81108
8441119

1 GEERING WAY
FISH, NY 12524

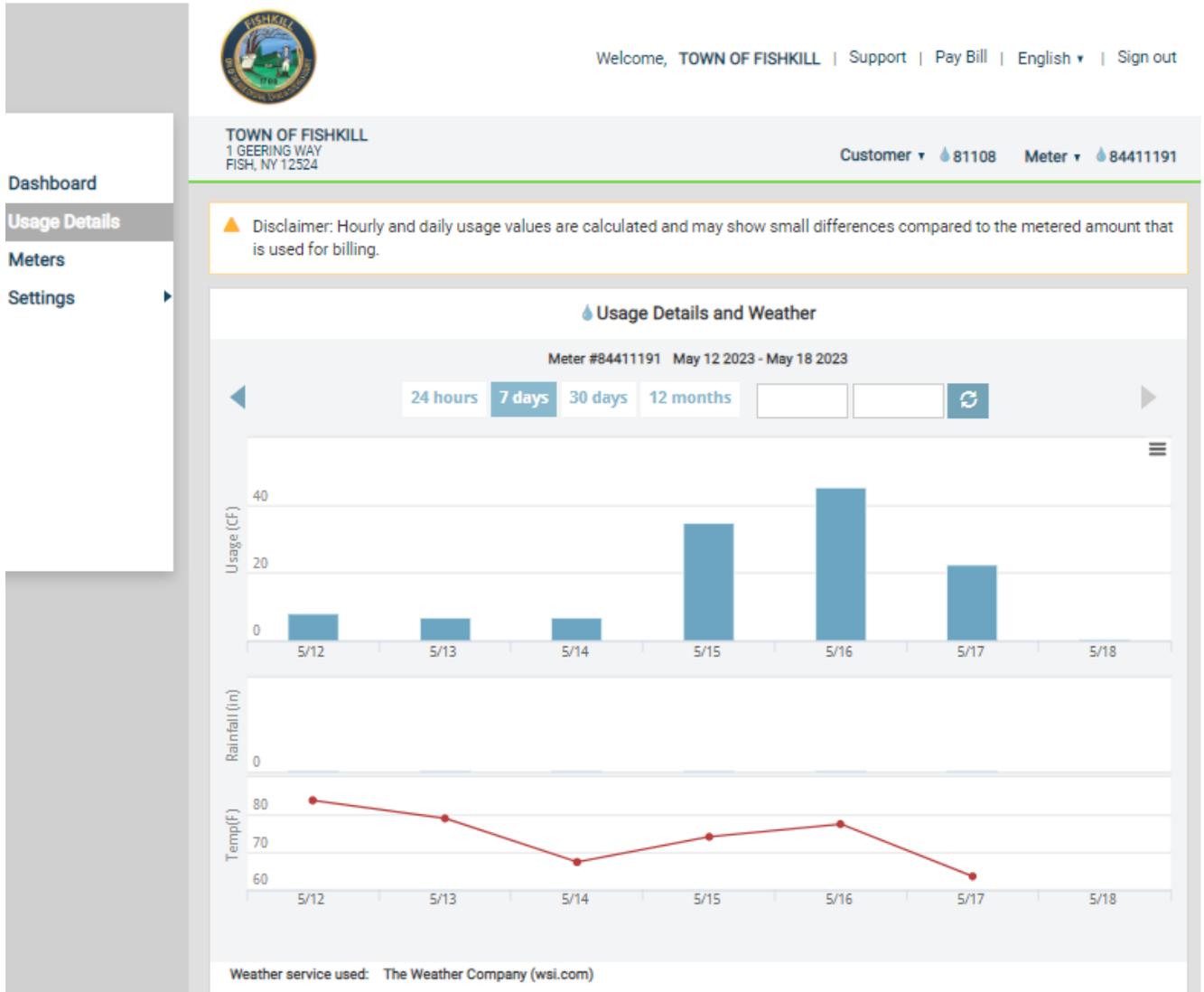
Welcome, TOWN OF FISHKILL | Support | Pay Bill | English | Sign out

7. **Dashboard** is an overview of your account details.
 - a. Billing Cycle Usage graph displays current and previous quarter usage.
 - b. Billing Cycle Data graph shows data of current, previous and last year billing cycle usage during the same time period.
 - c. Billing Cycle Thresholds can be set up by clicking on “configure.” This is a way to quickly check to see if you are in line or close to going over your billing cycle threshold.
 - d. Alerts that have been triggered will display there.
 - e. Notification sent by the Town will be displayed there.
 - f. There are also quick links to Support and Pay Bill services.

The screenshot displays the Town of Fishkill customer dashboard. At the top, it features the town's logo and navigation links for 'Support', 'Pay Bill', 'English', and 'Sign out'. The user's account information is shown as 'Customer 81108' and 'Meter 84411191'. The dashboard is divided into several key sections:

- Billing Cycle Usage:** A bar chart comparing 'Current' (1,702 cubic feet) and 'Previous' (1,332 cubic feet) usage. A large callout below the chart states '1,702 Cubic Feet used this billing cycle'.
- Billing Cycle Data:** Lists 'Current billing cycle' (Feb 28 2023 to date, 1,702 Cubic Feet) and 'Previous billing cycle' (Nov 30 2022 - Feb 28 2023, 1,332 Cubic Feet). A large callout below states '1,702 Cubic Feet used this billing cycle'.
- Billing Cycle Threshold:** Shows a 'Not configured' status with a 'Configure' link.
- Alerts:** Displays 'No alerts found' and '0 Alerts in the past 60 days'.
- Notifications:** Displays 'No notifications found'.

- 8. **Usage Details** will provide usage in a selected time frame, view temperature and rainfall. Options include 24 hours, weekly, monthly, yearly and a manually selected time frame. A copy of the chart can be downloaded in a PDF file, CSV or XLS format.



9. **Usage Alerts** can be set and edited under Settings. To enable an alert, check the enabled box and enter the desired threshold. Alerts can be established for
 - a. Billing Cycle Usage
 - b. Daily Usage
 - c. Multi-Day Usage
 - d. Vacation Alerts-this alert will bypass all other alerts when enabled.

10. Select **Alert Recipients** to edit which alerts you would like to receive and add new recipients to receive the alerts via email or text message.

11. Select **User Settings** to edit your email, phone number, and password. This is for customer portal purposes only. To update your email, phone number or mailing address for billing purposes, please contact the Town of Fishkill Water Department at 845-831-7800 extension 3314 or via email at mboyle@fishkill-ny.gov.

The screenshot displays the 'Usage Alerts' configuration page in the Town of Fishkill Customer Portal. The page is titled 'Usage Alerts' and shows settings for meter #84411191. The left sidebar contains navigation options: Dashboard, Usage Details, Meters, Settings (expanded), Usage Alerts (selected), Alert Recipients, User Settings, and Units. The main content area features a warning note about meter data transmission delays. Below this are four alert types, each with a description, a 'Save' button, and an 'Enabled' checkbox:

- Billing Cycle Usage Alert:** Alert me when a meter is using more than a given amount in a billing cycle. Average Use: 1429 CF.
- Daily Usage Alert:** Alert me when a meter is using more than a given amount in a day. Average Use: 22 CF.
- Multi-Day Alert:** Monitor meter usage over 7 days. Average Use: 153 CF over 7 days.
- Vacation Alerts:** Temporarily override your normal daily alert usage. Includes fields for 'Starting on' and 'Ending on' dates.

12. Select **Units** to choose how you would like to view units of measurement for meter usage, rainfall and temperature on your customer portal. Keep in mind that all quarterly billing is provided in cubic feet.
13. Once all alerts and thresholds have been set, your Dashboard will show any alerts triggered and if you are on target or over target on your billing cycle.

If you have questions or are unable to access your Customer Portal account, please contact:

Town of Fishkill Water/Sewer Department

mboyle@fishkill-ny.gov

845-831-7800 extension 3314