



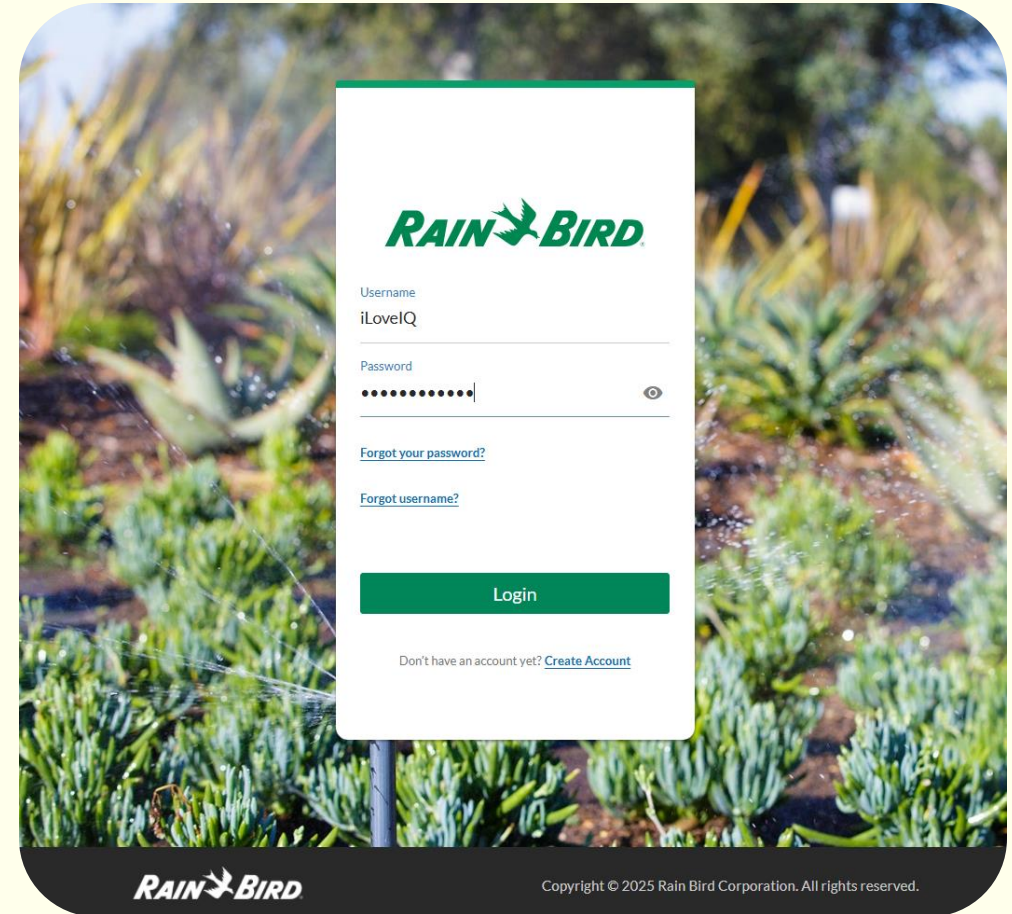
I want to manage my Wi-Fi-enabled Rain Bird Controllers

What you should know about account creation and management in IQ and the 2.0 App...



What to expect in this document

- IQ and Rain Bird 2.0 App account creation steps
- Account setup recommendations based on a few common scenarios
- An overview of features related to account management



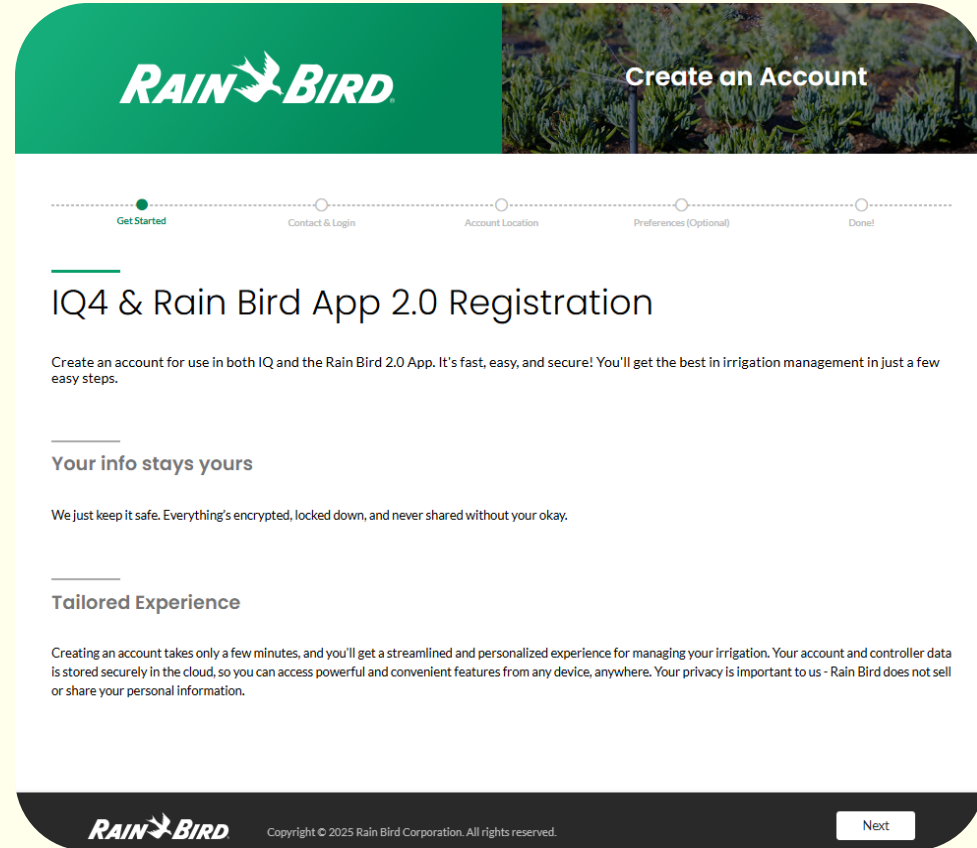


Account Creation Overview



Account creation is easy!

- Creating an account is fast, secure, and simple.
- You can create an account from the mobile app or from the IQ website.
- Just follow the instructions on the screen and you'll be done in moments!
- Helpful Links:
 - [Log in to IQ or Create an Account](#)
 - [Get the Android App](#)
 - [Get the iOS App](#)

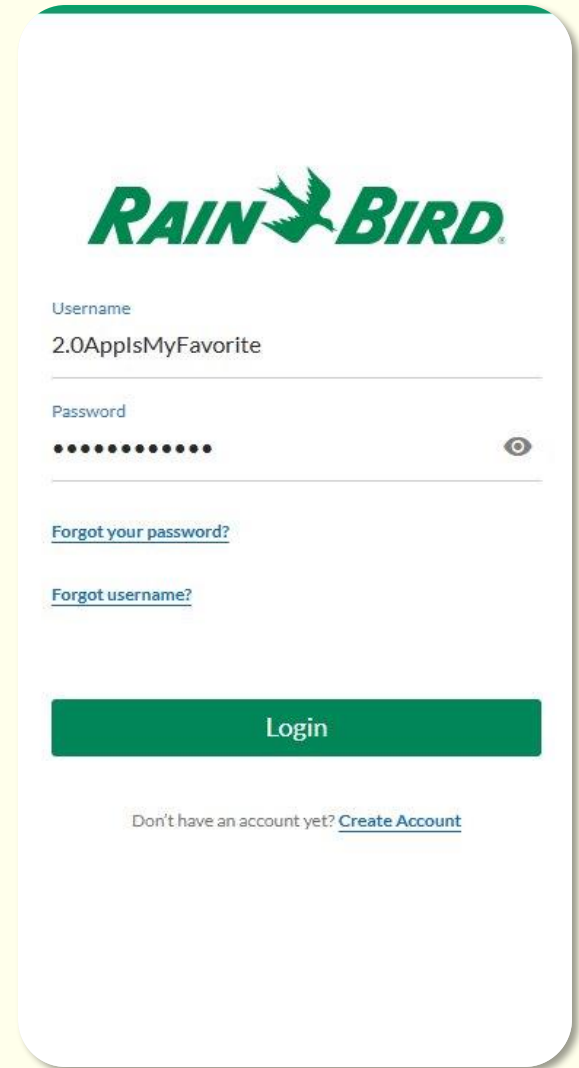




Why require accounts?

Like many applications, IQ4 and the 2.0 App requires all users to have an account. Having an accounts gets you...

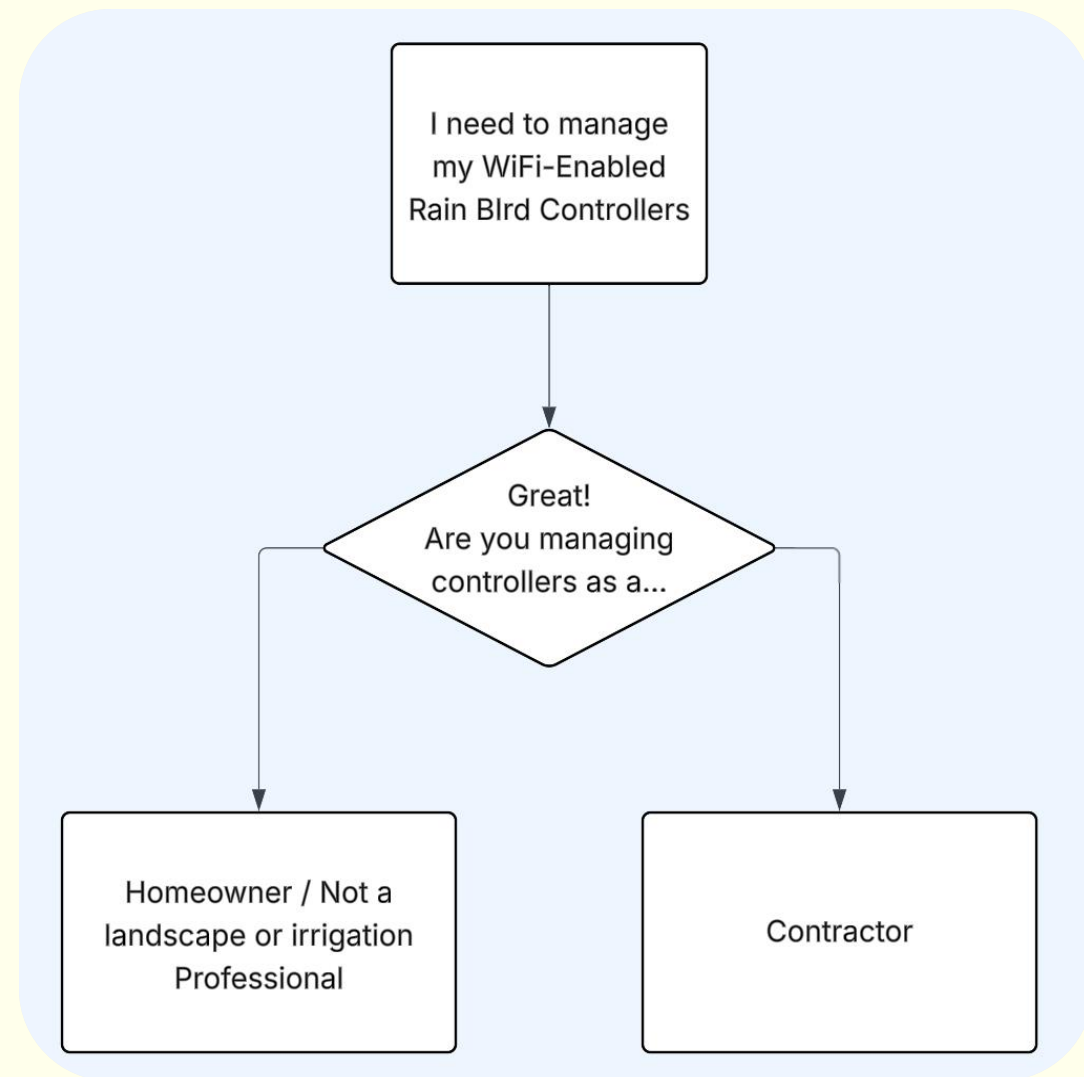
- Easy, remote access to your controller anytime, anywhere, on any device
- Secure, encrypted, reliable cloud storage of critical settings so you're always up and running
- Instant and seamless Sharing of controllers between accounts for user-to-user collaboration
- Advanced features like automated weather adjustments that save water and money by adjusting schedules based on local weather patterns





How will you use the app or IQ4?

- We'll cover common scenarios for controller setup and management in the Rain Bird 2.0 App
- Remember! These tools for account and controller access management are flexible – you get to choose how to use these for your unique situation
- If you are a Contractor, we recommend reviewing the Homeowner scenarios so that you will know the best way to advise your customer for an great experience working together in the Rain Bird 2.0 App and IQ





Common use cases for Homeowners



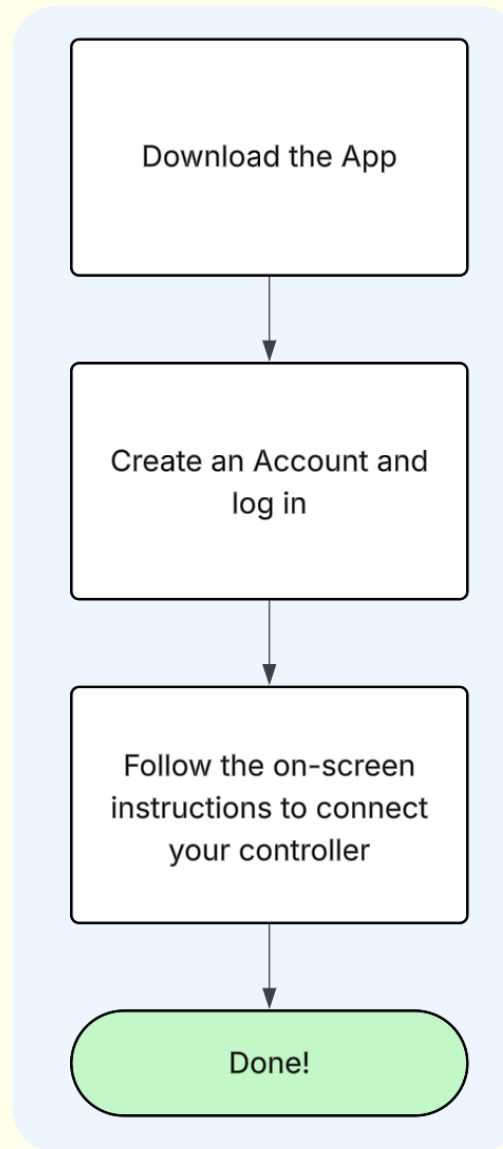
I'm a Homeowner...

And I want a simple setup to manage my controller by myself...

It's easy!

- Just download the app from your phone's app store (It's Free!)
- Create an account on your device and log in
- Follow the on-screen instructions to connect your controller

In this scenario, the Homeowner creates an account and sets up the controller. Done!



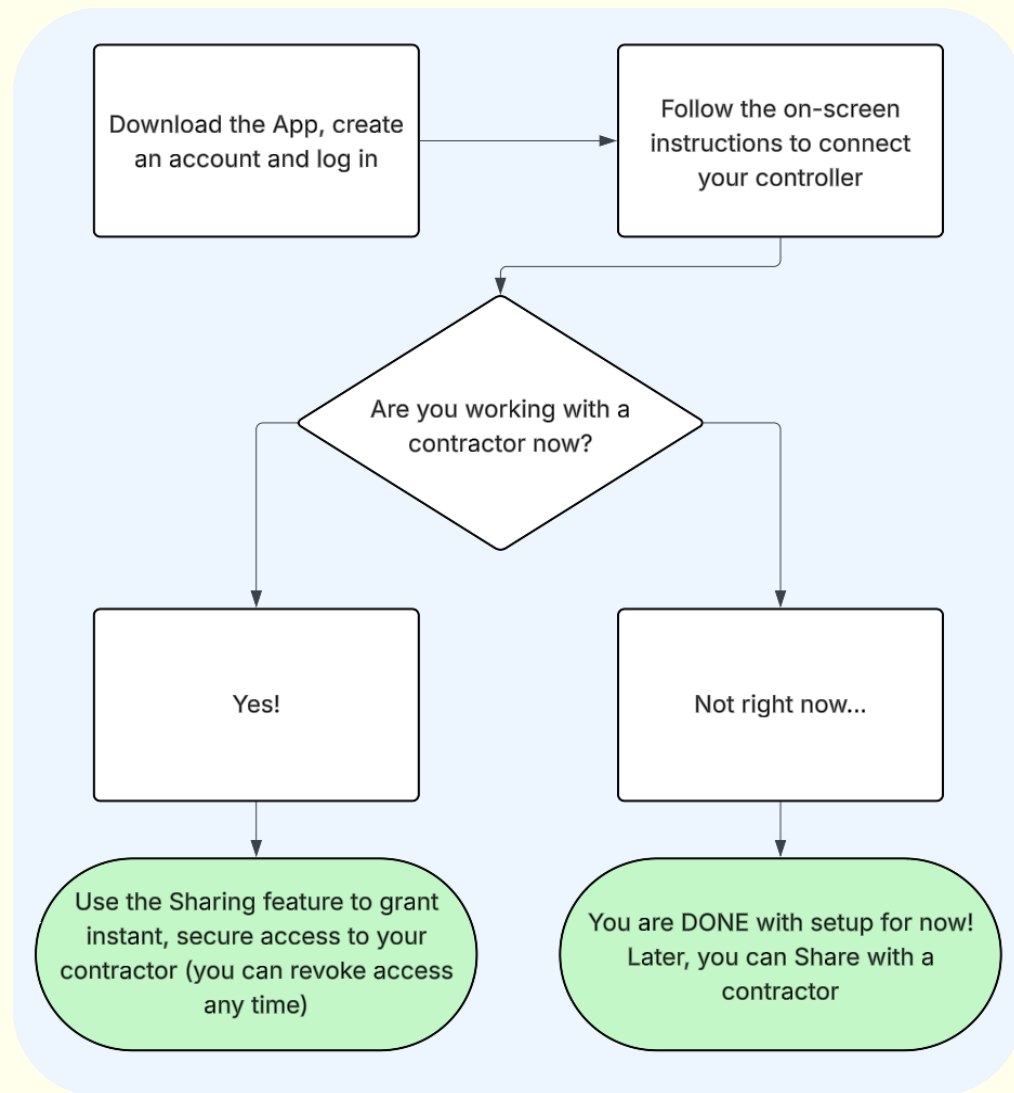


I'm a Homeowner...

And a contractor will be helping with my controller

- Just download the app from your phone's app store (It's Free!)
- Create an account on your device and log in
- Follow the on-screen instructions to connect your controller
- To share your controller to a Contractor, follow the instructions in-app under "Sharing" and share your controller with a Contractor, family member, or friend.

In this scenario, the Homeowner should create an account and set up the controller. Then, they Share with a Contractor. Simple!



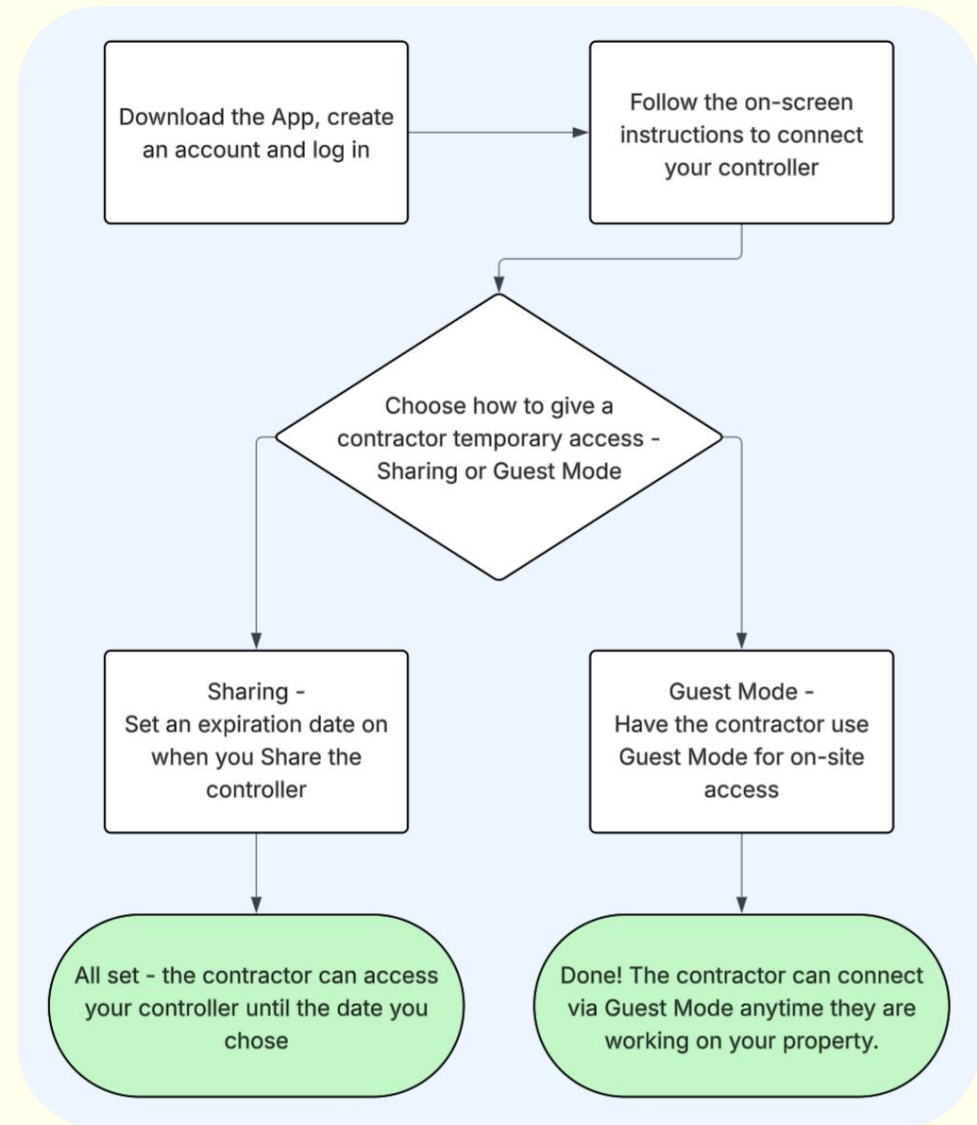


I'm a Homeowner...

And a contractor might help me with my controller, but I don't want them to have access all the time...

- Download the free app from your phone's app store
- Create an account on your device and log in and follow the on-screen instructions to connect your controller
- You can Share your controller with the Contractor for a limited time using the Sharing expiration date...
- Or your Contractor can use Guest Mode to access the controller only while on your property

In this scenario, the Homeowner should create an account and set up the controller. Then, they Share with a Contractor or the Contractor uses Guest Mode. Done!



[More about Guest Mode](#)

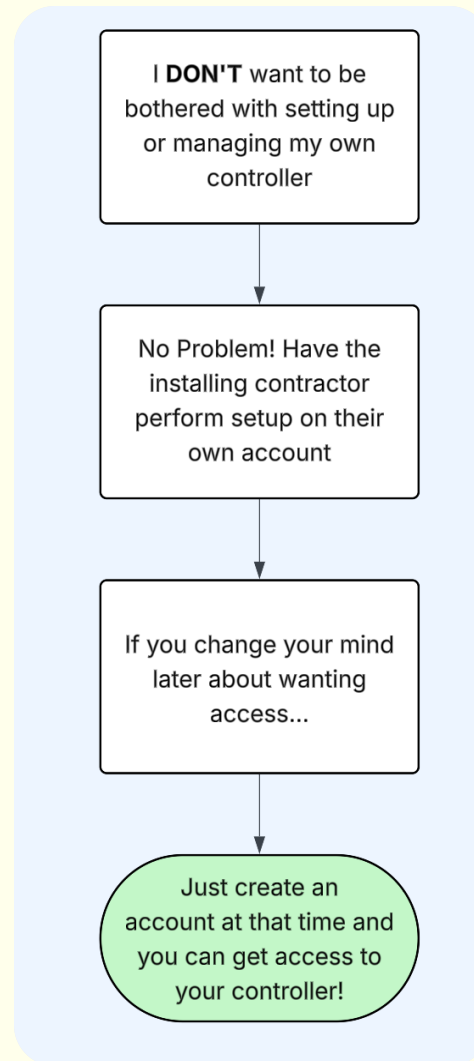


I'm a Homeowner...

But I just want the contractor to handle this for me, keep me out of it!

- The contractor will add the homeowner's controller to the contractor's Rain Bird 2.0 mobile app
- If the homeowner decides they want to get the app and add their controller later, no problem – just download the app, create an account and set up access to the controller at any time.

In this scenario, the Contractor creates an account and sets up the controller. Later, they can help the homeowner get access by Sharing or Transferring. No problem!



More about [Sharing](#) and [Transferring](#)

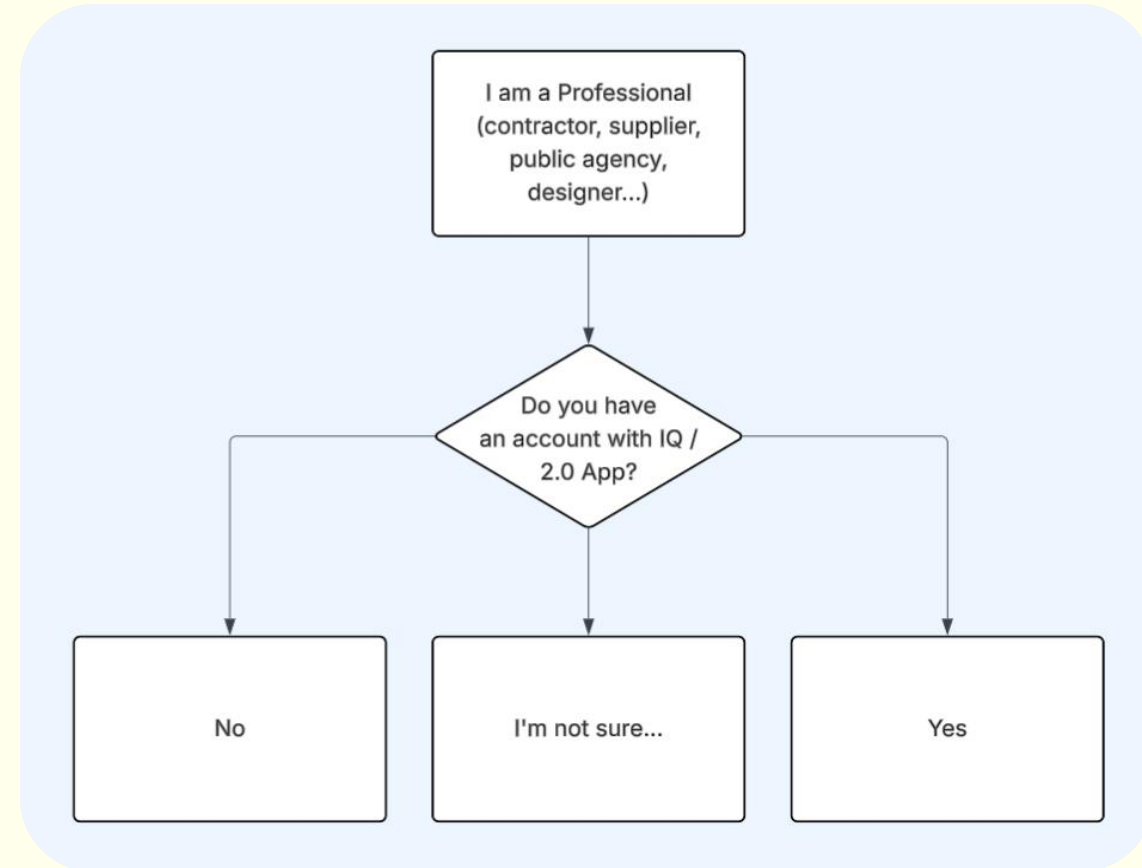


Common use cases for Professionals



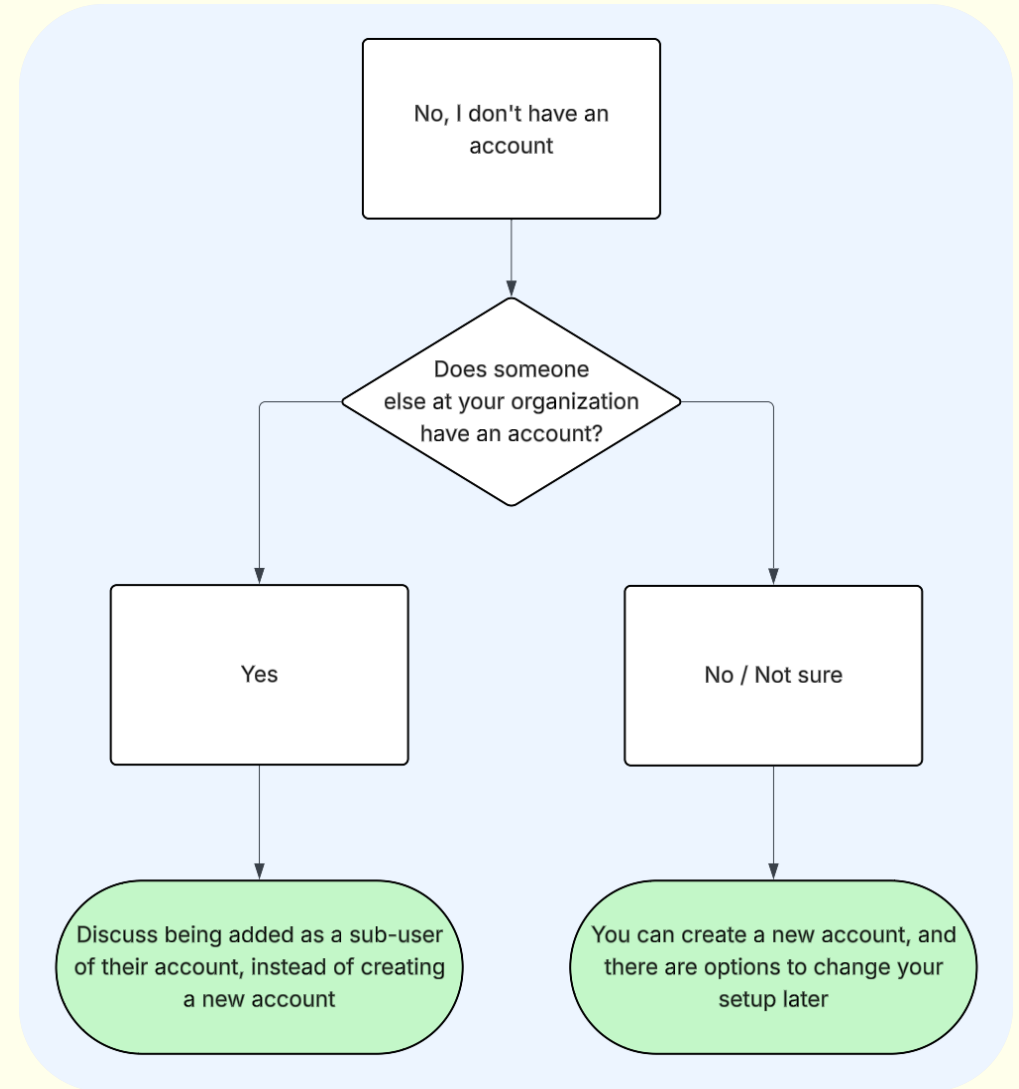
I'm a Professional... Where do I start?

- You'll need an account to use the 2.0 App and/or IQ.
- You might already have an account from previous use of IQ!
- If you have an account, don't have an account, or are not sure...***Don't worry! We've got you covered with simple steps to get started.***



I'm a Professional... But I don't have an account yet

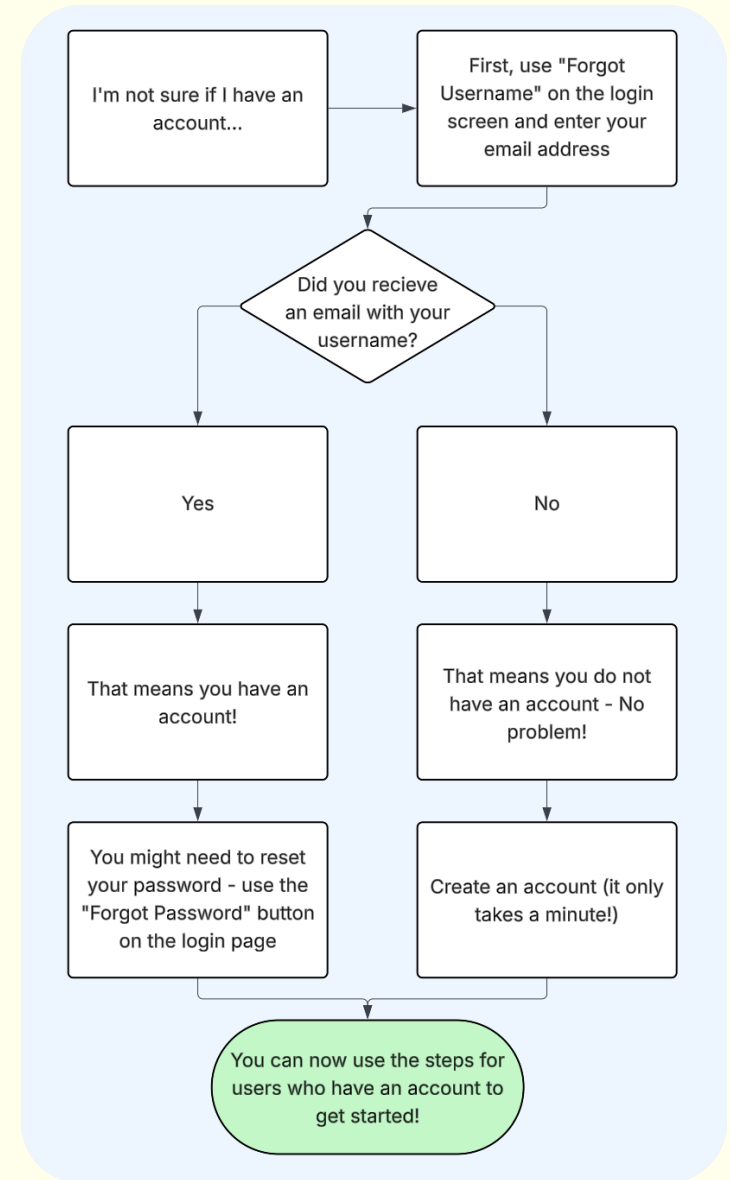
- Creating an account is easy!
- But first, decide if you need an account or if you should be added as a user to an account that your organization might already have.
- In most cases, we recommend having one account with sub-user logins for each team member.
 - [Learn more about sub-users.](#)
- If your organization is large and covers different groups of customers, you might find it easier to have multiple accounts.
- ***Don't worry! You can always adjust your configuration later, and a Rain Bird representative can help you with this process.***



I'm a Professional...

And I am not sure if I have an account

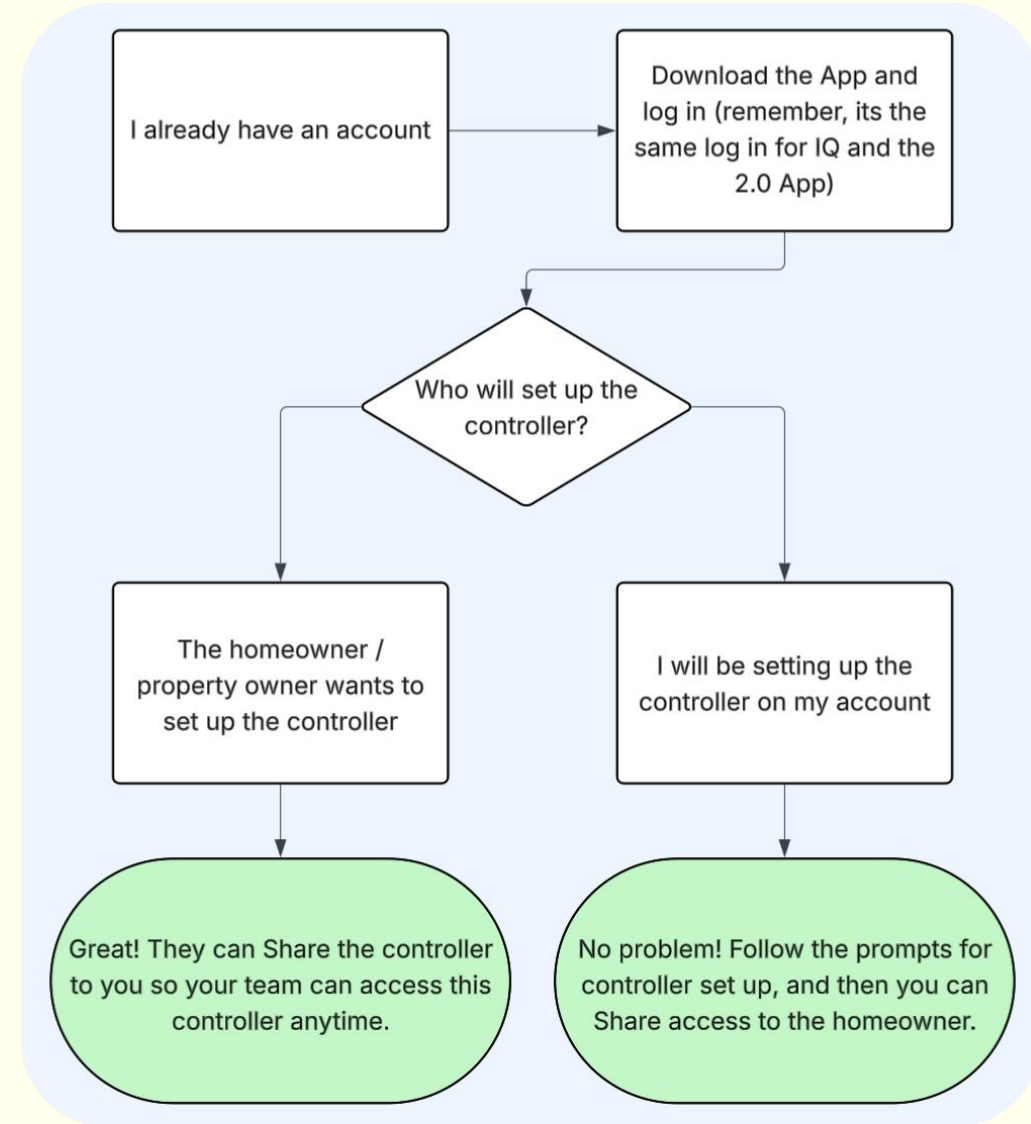
- No problem – just click on "Forgot Username" from the login screen of the app or online at iq4.rainbird.com
- If you received an email with your username and login info – great! You've got an account, and can log in with that username.
 - You can also reset your password if needed.
- If you didn't receive an email with your username and login info – no problem! Create an account online or on the mobile app and get started!





I'm a Professional... *And I already have an account*

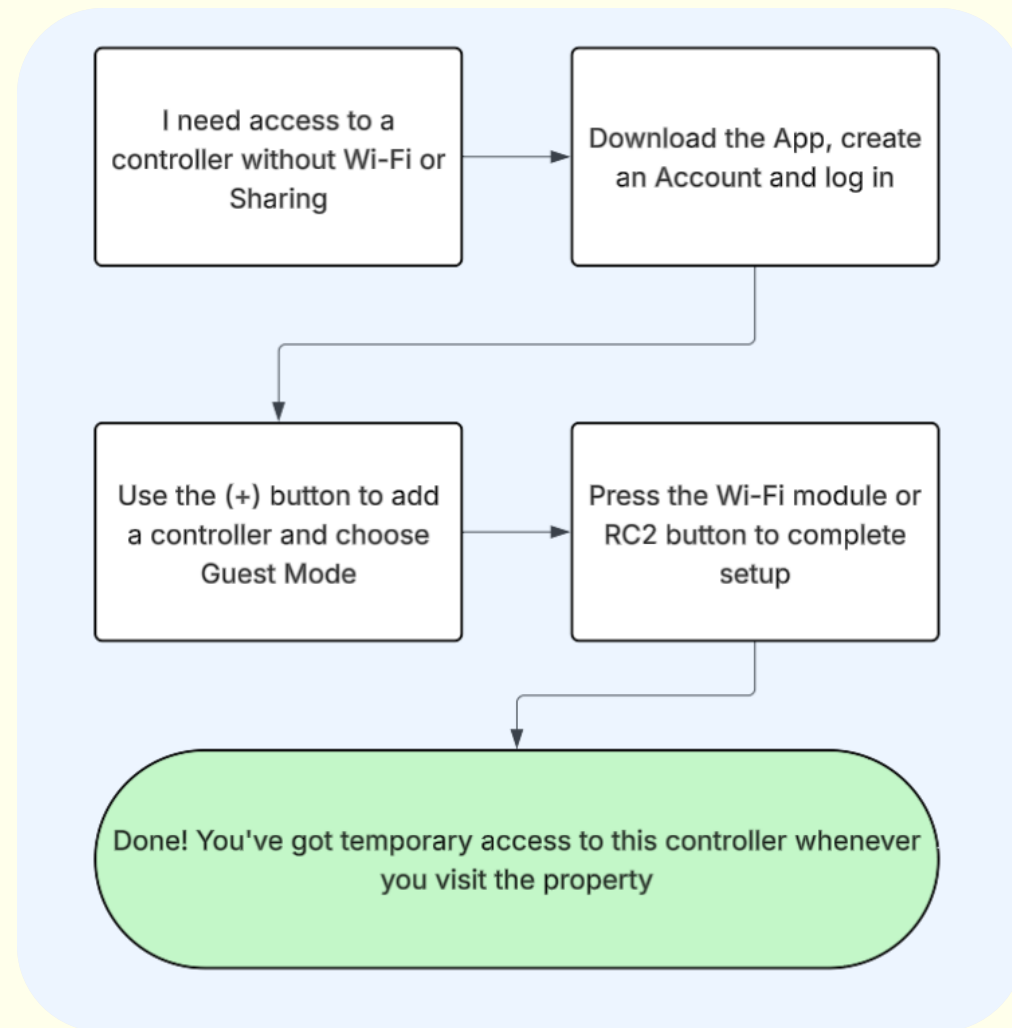
- Download the (free) Rain Bird 2.0 App and log in
- If the Homeowner already set up the controller, just have them Share their controller with you from their App and you're set!
- If you are setting up the controller, follow the on-screen instructions to connect the controller to your account – you can share access with the Homeowner's app.
- *In most cases, the Homeowner should set up the controller and share to you.*
- *If the Homeowner doesn't want to do that, you will set up the controller and Share to them now or later.*



I'm a Professional...

And I need to access the controller without access to Wi-Fi

- In the App, use the (+) button to add a controller and choose **Guest Mode**
- You'll need physical access to the controller to push the button on the LNK2 module or on the RC2 controller to complete the process
- You're set! You will be able to connect to this controller only when you are on-site.
- *Use this feature when...*
 - *Wi-Fi doesn't exist on a property*
 - *The Homeowner doesn't want to grant you remote access*
 - *The Homeowner isn't available to Share to you, but you need to adjust the controller*

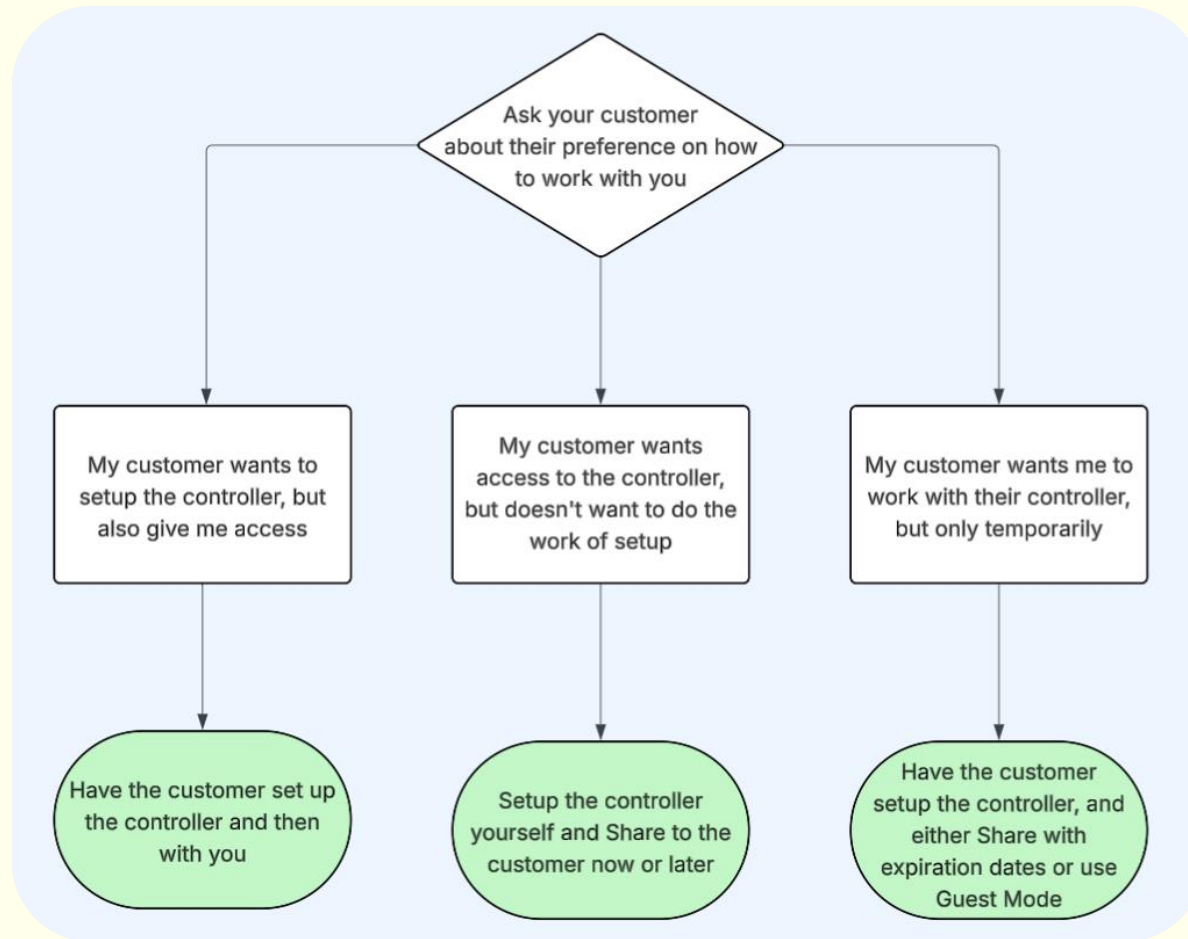




I'm a Professional...

Could you tell me again how to best set up a controller with a homeowner?

- Once you have an account...And have the Rain Bird 2.0 App
- The next step depends on your customer's preferences:
 - Usually, *Homeowners should set up the controller and Share to you* (so they have authority over their controller)
 - Sometimes, *Homeowners will prefer you to do the setup, and share to them* (so they do less work)
 - Other times, *Homeowners will only want you to have temporary access*, which means using Sharing with expiration dates or Guest Mode





Special Cases

Some professional organizations will have needs or concerns that can't be covered perfectly in this document.

This might include...

- Large irrigation and landscape contractors that have multiple offices and a very high number of employees
- Organizations who already have many distinct accounts and that might not feel at ease consolidating to a single account
- Etc.

In some cases, it will be the best option to have a Rain Bird representative work with a customer to help find the best solution for them.

There is likely a viable solution in the various flexible self-serve and Rain-Bird-assisted options available today.



Special Cases - Example

- Contactor X oversees 5 branches across multiple cities/regions.
 - **Recommendation from their Rain Bird Salesperson – Each branch should have its own account, so that it’s simple to keep track of which controllers belong to customers of each branch, respectively.**
- Managers at 2 of those branches have their own IQ Accounts already from previous use of LX Controllers with IQ Cartridges.
 - These offices are good to go! They can setup employees at each branch as sub-users in each of the managers’ accounts.
 - This will ensure that each branch is collaborating internally on their customers controllers.
- The remaining 3 branches are looking to get going with IQ + App as they are getting started with Rain Bird Wi-Fi controllers.
 - These 3 branches need access to the App and they all seem a little unsure of the process. What to do so that they can get started ASAP?
 - **Recommendation from their Rain Bird Salesperson – Someone at each branch should set up an account and do the same process of setting up sub-users for the branch employees.**
 - There will be a consistent model at Contractor X, where each branch is responsible for their own employees’ access and the customers in their territory.
- Later, Contractor X decides that they would prefer to have everyone under one master account because they want more “corporate oversight”. What to do?!?
 - **The Owner user in each branch account can Transfer sites/controllers that they own to the master account.** This is done in IQ and does NOT require a subscription in order to use the Transfer feature.
 - The users that were created under each branch account can be deleted and re-created in the master account, and they can use Site Admin user access levels to limit visibility between branches.
 - If there are homeowner-owned controllers that were Shared to the branch accounts, the homeowners will need to Share to the new master account, so there will be some effort involved in making a major change like this. However, this can be accomplished progressively as the employees do property visits.
- **Main Takeaways:**
 - **Easy to accommodate separate accounts for distinct branches OR a master account that collects everyone.**
 - **Swapping between those two options is indeed possible, but it will require some effort, so it is best if the contractor can think about their medium to long term preferences when getting started.**

Additional Related Features

Sharing + Transferring

User Management

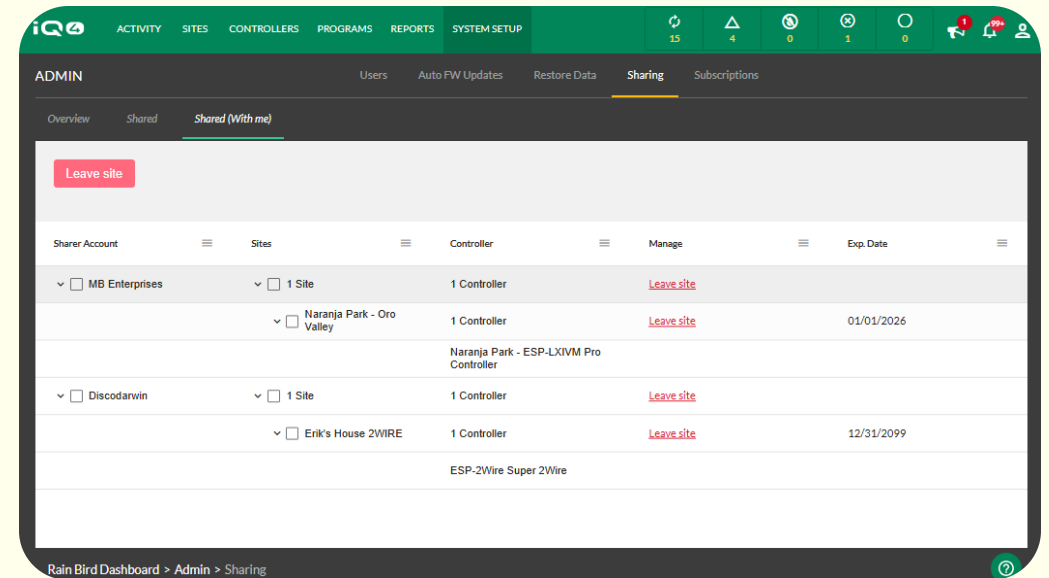
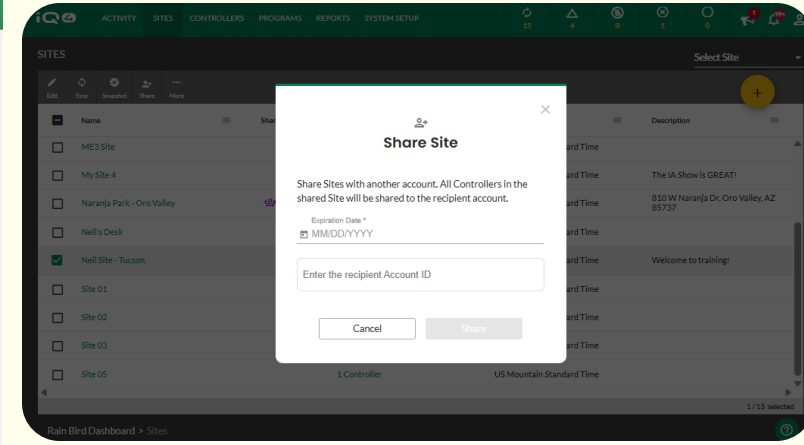
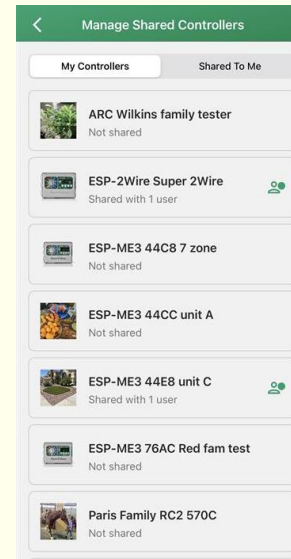
Moving from App to IQ



Sharing

The Sharing feature allows you to collaborate with others by granting access to Sites and Controllers to one or more accounts.

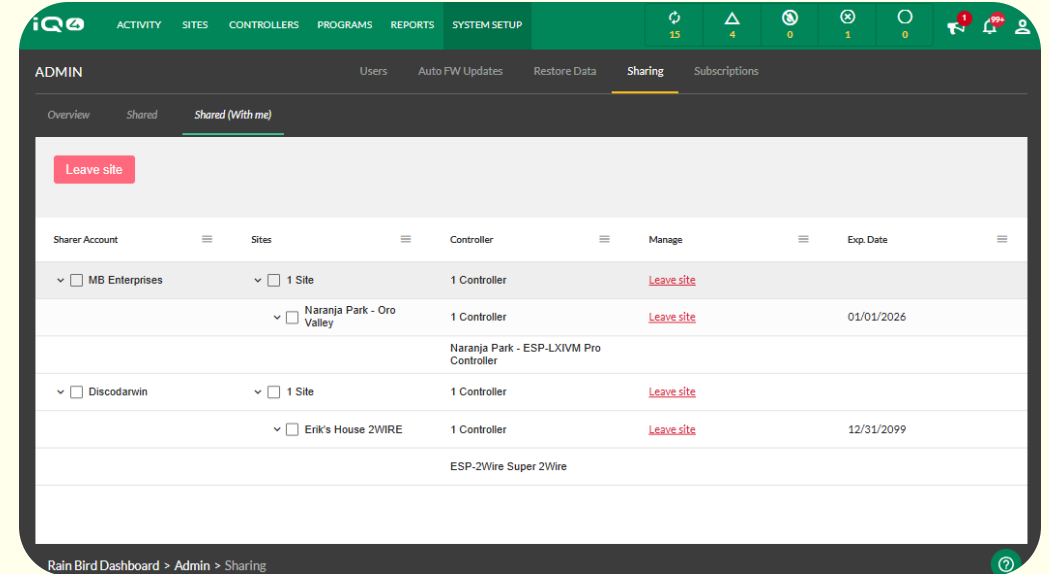
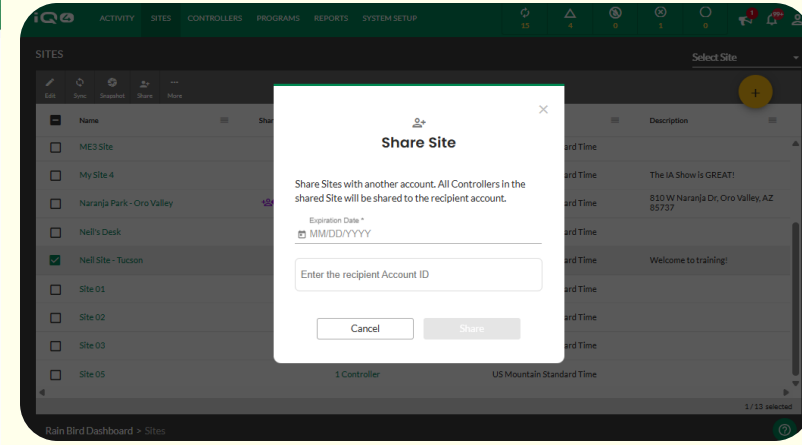
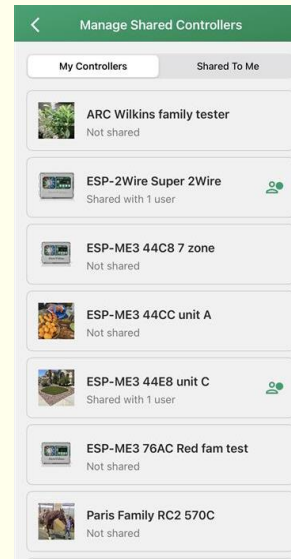
- Share from IQ or the 2.0 App
- Just enter the Account ID of the person you want to Share with and in an instant, they will have access!
- Review and revise your 'Shared' and 'Shared (With me)' Sites and Controllers anytime
- Use this feature to grant access to a contractor, share with a spouse or neighbor, get help from a friend on your setup...





Sharing – More details

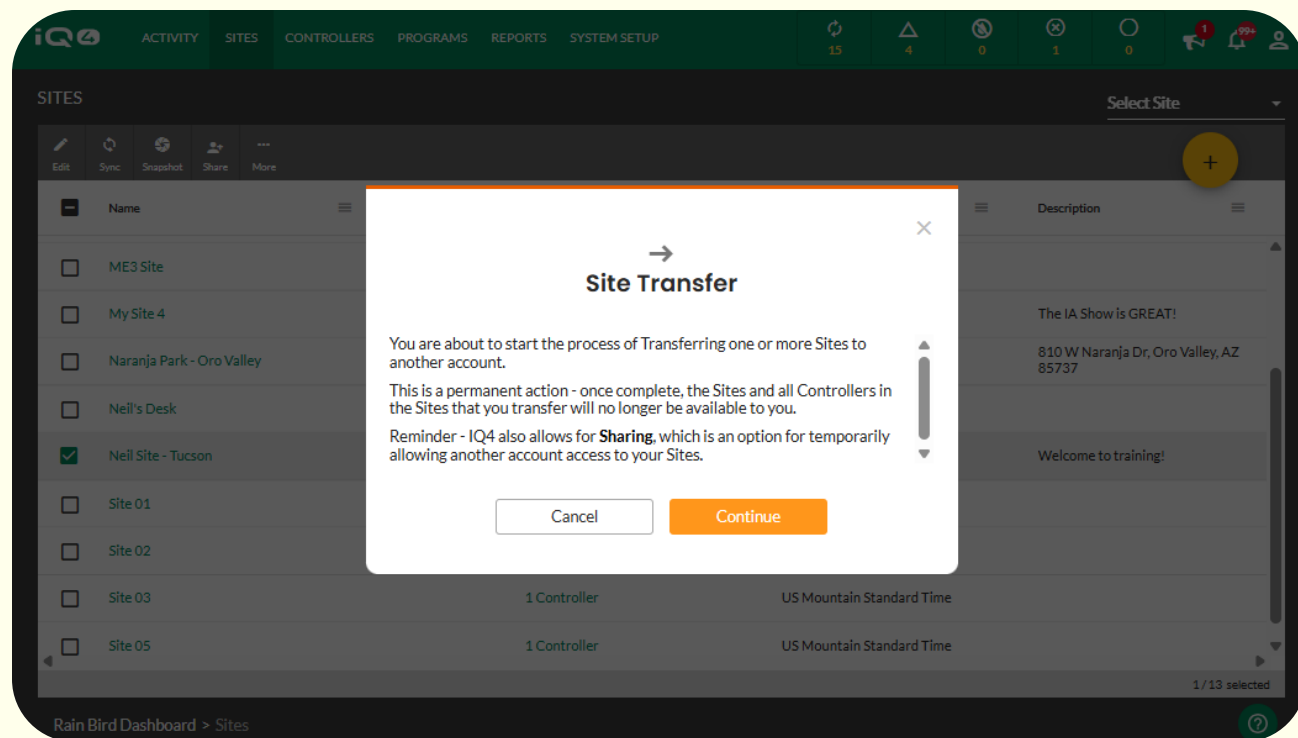
- Sharing relies on an Account ID, which is a secure and anonymous way to identify your account
- The Account ID is the same for all users in an account, making it easy to remember for field staff
- Homeowners and contractors can share with each other without giving away personal contact information
 - Some homeowners don't want to give their personal email to any technician
 - Some contractors don't want to give (or don't know) the email that is associated with an account to every customer (like the business owner's personal email)



Transferring

Transferring a Site and Controllers can be done in IQ, and allows you to fully hand over a Site and its Controllers to another account

- Only Owner-level users can Transfer
- Just enter the Account ID of the person you want to Transfer to, and in moments they will receive full and permanent ownership of the Site and Controllers
- Use this feature to change the account where a Controller is primarily located, hand-off an installation after grow-in, consolidate your own accounts...

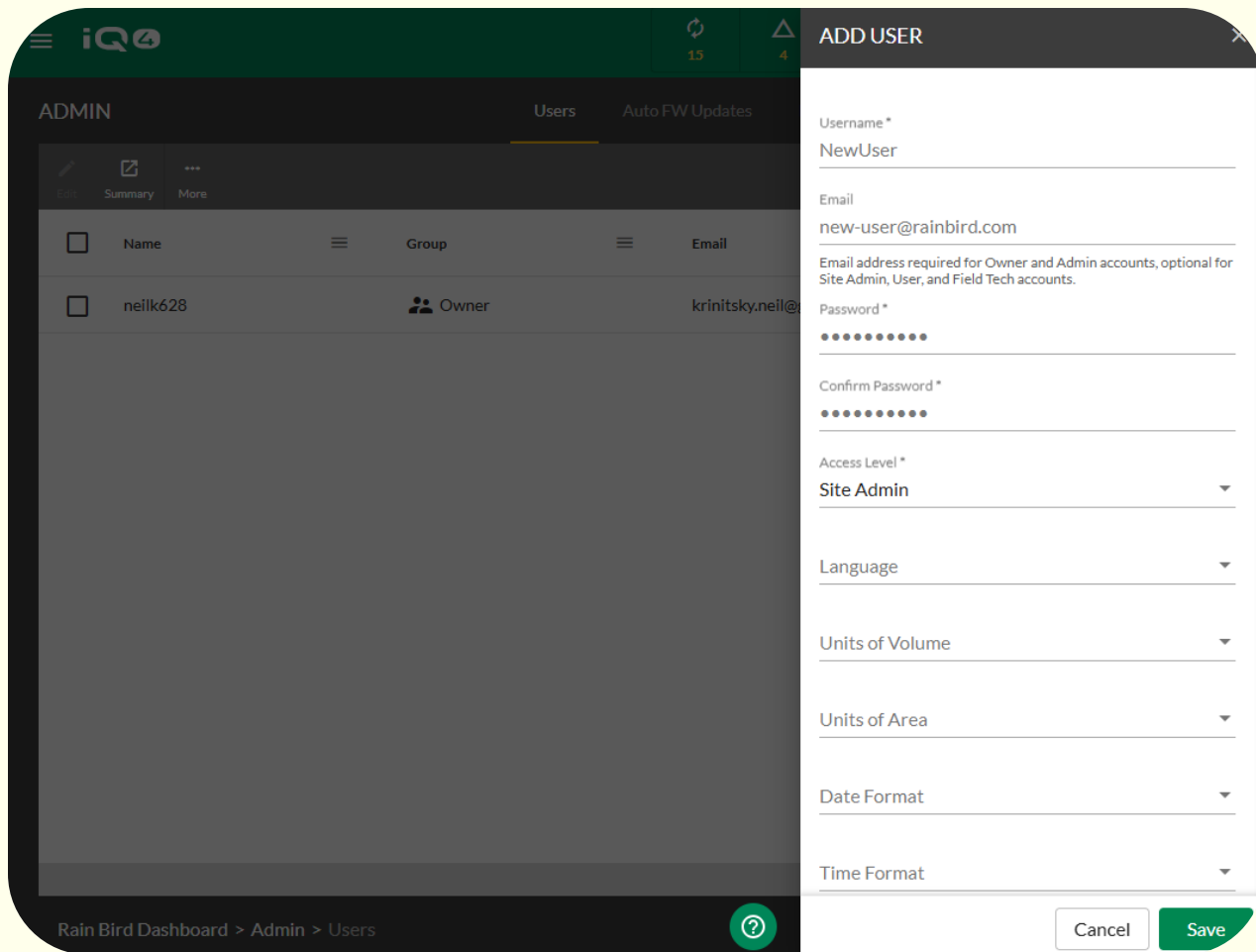


User Management

- Setting up sub-users in an account is a great way to keep your entire organization in sync as you work together.
- You can establish users with different permission levels and manage their access over time.
- Users that exist within the same account do not need to use the Sharing feature to access the same Sites/Controllers. The Sharing feature is meant for inter-account collaboration.

[Read more about user setup here.](#)

Creating and editing users is an IQ4 feature that does NOT need an additional subscription.





User Management – Use Cases for Contractors

- I'm a contractor and I need to give my employee **access to my entire account** (I want them to have access to all controllers in the account that we own or that are shared to us)
 - Set them up as an **Admin** user and they will have full access
 - Perfect for – a Branch Manager, partner, high ranking employee...
- I'm a contractor and I need to give **full access** to some controllers to an employee (I want them to access some controllers with full rights, but not be able to access other controllers)
 - Set them up as a **Site-Admin** user and they will only be able to see Sites/controllers you assign to them from IQ, they will have full access to those controllers, they will have the ability to add new controllers, but they cannot see 'other' controllers they have not been given access to
 - Perfect for – crew captain, sales-person, experienced technician who needs full capabilities to controllers they manage
- I'm a contractor and I need to give **limited access** to some controllers to an employee (I want them to access some controllers with full rights, but not be able to access other controllers)
 - Set them up as **User** or **Field Tech** level user and they will only be able to see Sites/controllers you assign to them from IQ, and they will have limited capabilities to edit/delete those controllers
 - Perfect for – employees who don't fit the responsibilities of the Admin or Site Admin level user access levels but do need to access your account



Moving from App 2.0 to IQ

- You have used the App 2.0 to ‘create’ controllers in your account, or you’ve used the App 2.0 while working with a homeowner to get controllers shared to your account
- What to expect from moving to IQ?
 - The controllers that are in your App are waiting for you in IQ
 - To manage or edit controllers, you will need an IQ Access subscription
 - Every controller in IQ will exist in a Site, and the App automatically creates sites for your controllers
 - For now, Sites are automatically named such as “Site 01, Site 02” but this will be changed in a future app update
 - You can edit the names of the Sites without an IQ Access subscription so you can name Sites something more descriptive and help with managing user-Site assignments