

WaterLINE Training Manual



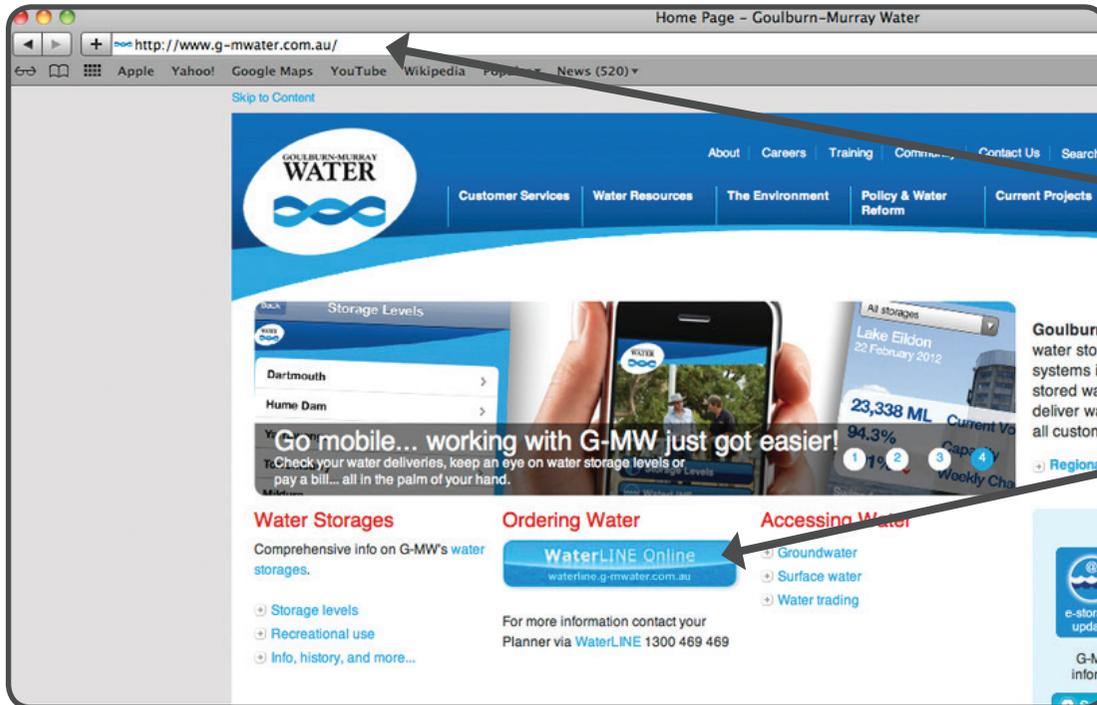
WEBSITE

Customer enquiries

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Facsimile: (03) 5826 3334
Email: reception@g-mwater.com.au
Website: www.waterline.g-mwater.com.au
By Post: PO Box 165, Tatura Vic 3616
In Person: 40 Casey Street, Tatura
Office hours: 8.30am-4.30pm,
Monday-Friday

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Accessing WaterLINE



1 Accessing WaterLINE

Open your internet browser (i.e. Internet Explorer) and in the address bar, type: www.g-mwater.com.au then press ENTER.

Left mouse click on WaterLINE Online logo.

1

Enter your 7 digit user number
(number used for phone ordering)
TAB to next field
Enter your PIN number
Left mouse click on LOGIN

2

Goulburn-Murray WATER

WaterLINE Online

Thursday, 11 April, 2013

Login to WaterLINE Online

User Number:

PIN:

Lodging Irrigation Orders

WaterLINE Online

Home Orders Usage FarmConnect User Options

Tuesday, 2 April, 2013

Welcome, John Citizen (Logout)

Confirmable Orders
No orders requiring confirmation.

Operating Orders 7

RNDS.2334A	10:00 02-Apr	6.0 ML/d for 8.00 hrs
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Pending Orders 2

RNDS.2334A	10:00 05-Apr	6.0 ML/d for 8.00 hrs
RNDS.2334A	08:00 06-Apr	4.0 ML/d for 12.00 hrs

Usage

ABA035348	Allocation Remaining:	0.00 ML	Allocation Total:	1.00 ML
ABA016652	Allocation Remaining:	9.06 ML	Allocation Total:	17.16 ML

Did you know?
If you access WaterLINE using your smart phone, you will be presented with a tailored application to suit the phone.

This overview screen displays summary information of your operating and pending orders, and usage details.

To see menu options, hold the mouse pointer over "Orders", "Usage" or "User Options" icons.

3

Placing a new order
Hover mouse over the **Orders** TAB
A sub menu will appear
(refer image below)

4

Left mouse click on:
New Order

WaterLINE Online

Home Orders Usage FarmConnect User Options

Tuesday, 2 April, 2013

Welcome, John Citizen (Logout)

Confirmable Orders
No orders requiring confirmation.

Operating Orders 7

RNDS.2334A	10:00 02-Apr	6.0 ML/d for 8.00 hrs
-------------------	--------------	-----------------------

Pending Orders 2

RNDS.2334A	10:00 05-Apr	6.0 ML/d for 8.00 hrs
RNDS.2334A	08:00 06-Apr	4.0 ML/d for 12.00 hrs

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Did you know?
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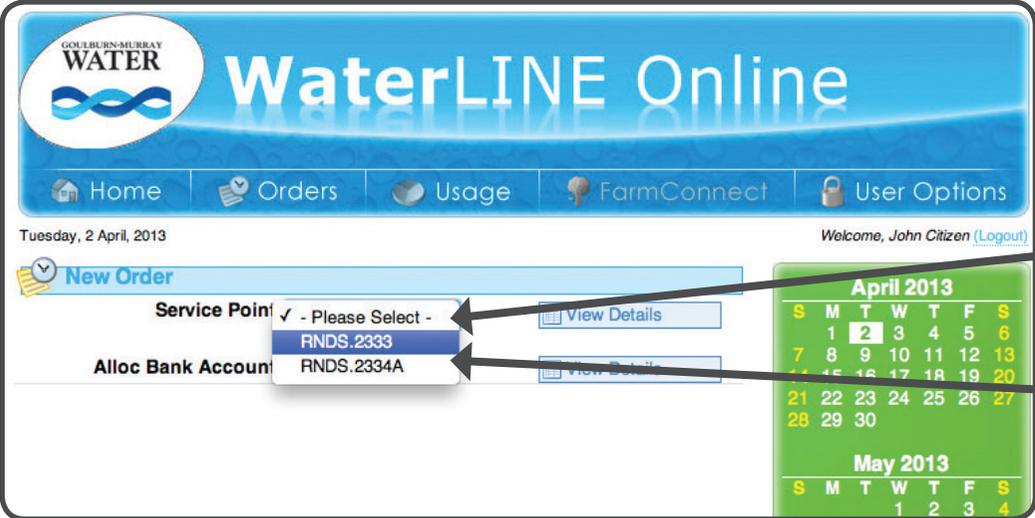
This overview screen displays summary information of your operating and pending orders, and usage details.

To see menu options, hold the mouse pointer over "Orders", "Usage" or "User Options" icons.

Orders dropdown menu:

- New Order
- New Multiflow Order
- Confirmable Orders
- Operating Orders
- Pending Orders
- Delivered Orders

Lodging Irrigation Orders



5

If you have multiple Service Points
Left mouse click on available drop box

All service points will be displayed
(refer image 2)

Left mouse click on desired Service Point

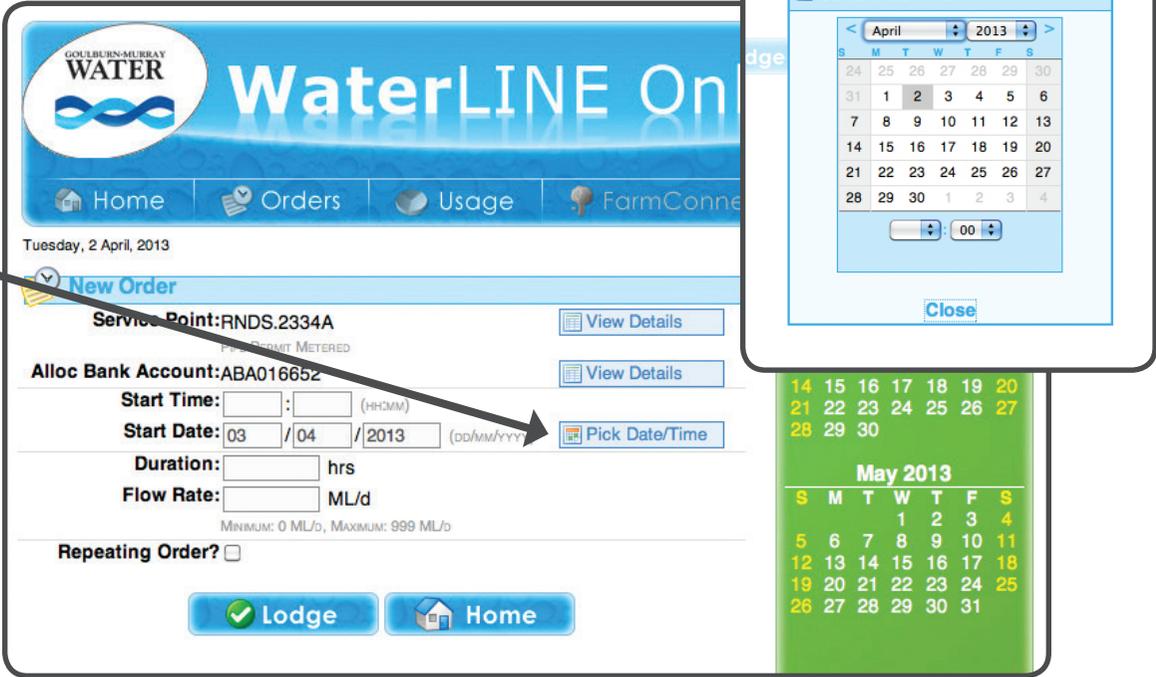
6

Left click on *Pick Date/Time* and a calendar will appear. Make your date/time selections and left mouse click on **Close**

Once all details are entered left mouse click on **Lodge**

Order Notice

- Diversions customers - 24hrs
- Fully automated channels - 24hrs
- Partially automated/no automation - 48hrs



Lodge **Home**

Order Confirmation

WaterLINE Online

Home Orders Usage FarmConnect User Options

Tuesday, 7 May, 2013 Welcome, John Citizen (Logout)

Confirmable Orders 7
[Click here to confirm 1 orders](#)

Operating Orders 0
No operating orders.

Pending Orders 7
RND5.2334A 08:00 08-May
4.0 ML/d for 12.00 hrs

Usage

ABA031450	Allocation Remaining:	0.00 ML
	Allocation Total:	1.00 ML
ABA016652	Allocation Remaining:	3.06 ML
	Allocation Total:	7.16 ML

Did you know?
If you access WaterLINE using your smart phone, you will be presented with a tailored application to suit the phone.

This overview screen displays summary information of your operating and pending orders, and usage details.

To **Confirm Orders** left mouse click on link

7

Orders to be confirmed after 4pm the day prior to the ordered start time

Left click mouse on **Confirm** for final confirmation of order

8

WaterLINE Online

Home Orders Usage FarmConnect User Options

Tuesday, 7 May, 2013 Welcome, John Citizen (Logout)

Confirmable Orders

Order #1221213 Confirm [View Order](#)

Service Point:	RND5.2334A	View Service Point Details
Alloc Bank Account:	ABA016652	View Alloc Bank Account Details
Requested Start Time:	08:00 10-May	Start Time Change: -48.0 Hours
Planned Start Time:	08:00 08-May	Planned Finish Time: 20:00 08-May
Duration:	12.00 hrs	Flowrate: 4.00 ML/d
Volume:	2.00 ML	
Time Lodged:	10:48 07-May	

Confirm

May 2013

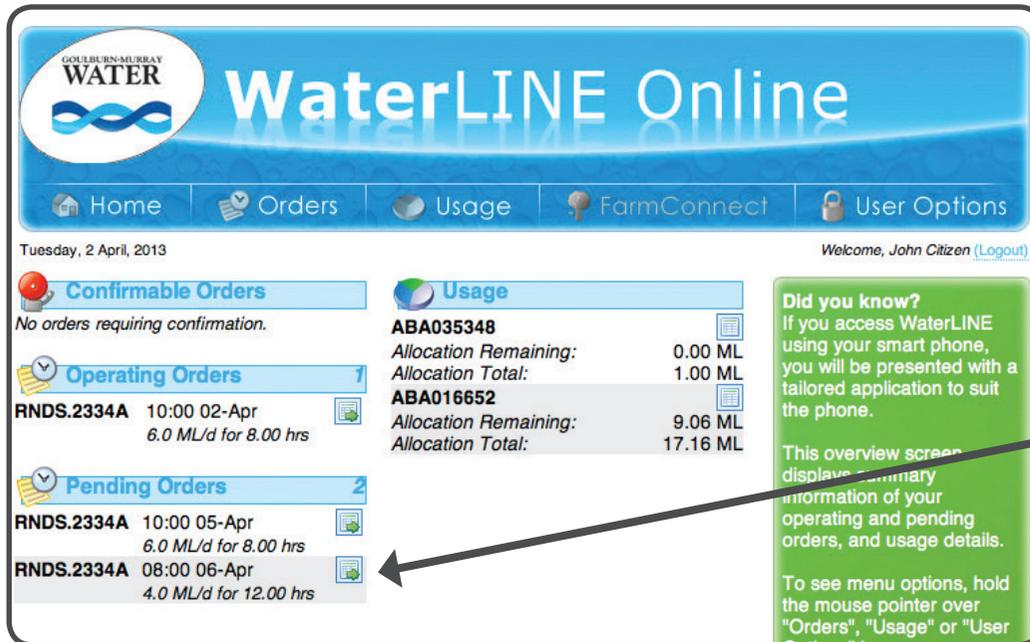
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

June 2013

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Amending Pending Orders

Only available for outlets on fully automated channels



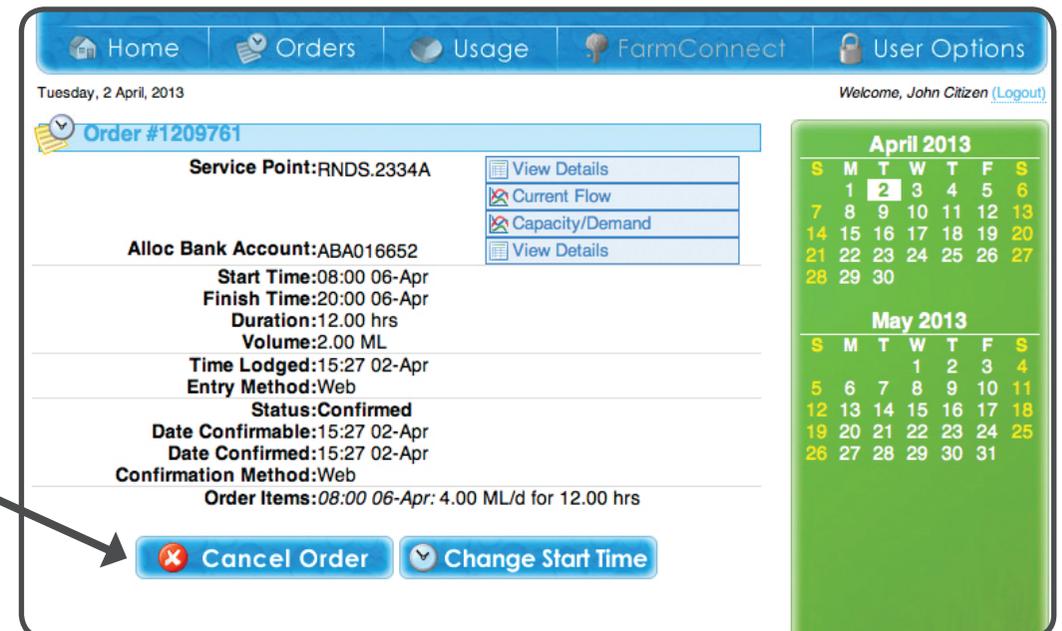
The screenshot shows the WaterLINE Online dashboard. At the top, there is a navigation bar with links for Home, Orders, Usage, FarmConnect, and User Options. Below the navigation bar, the date is Tuesday, 2 April, 2013, and the user is identified as John Citizen. The dashboard is divided into several sections: Confirmable Orders (no orders requiring confirmation), Operating Orders (1 order), and Pending Orders (2 orders). The Pending Orders section lists two orders for service point RNDS.2334A: one for 10:00 on 05-Apr with a rate of 6.0 ML/d for 8.00 hrs, and another for 08:00 on 06-Apr with a rate of 4.0 ML/d for 12.00 hrs. A 'Usage' section shows allocation details for ABA035348 and ABA016652. A green 'Did you know?' box provides information about mobile access and menu navigation.

To amend a time or cancel a Pending Order left mouse click on: **View box**

1

A new screen will appear wherein you can select whether a change or cancellation is required

2



The screenshot shows the details for Order #1209761. The order is for service point RNDS.2334A and is associated with allocation bank account ABA016652. The order details include: Start Time: 08:00 on 06-Apr, Finish Time: 20:00 on 06-Apr, Duration: 12.00 hrs, Volume: 2.00 ML, Time Lodged: 15:27 on 02-Apr, Entry Method: Web, Status: Confirmed, Date Confirmable: 15:27 on 02-Apr, Date Confirmed: 15:27 on 02-Apr, Confirmation Method: Web, and Order Items: 08:00 06-Apr: 4.00 ML/d for 12.00 hrs. There are buttons for 'View Details', 'Current Flow', and 'Capacity/Demand'. At the bottom, there are buttons for 'Cancel Order' and 'Change Start Time'. A calendar on the right shows the current date as Tuesday, 2 April, 2013.

Amending Pending Orders

Only available for outlets on fully automated channels

WaterLINE Online

Home Orders Usage FarmConnect User Options

Tuesday, 2 April, 2013 Welcome, John Citizen (Logout)

Cancel Order #1209761

Service Point:RND.S.2334A [View Details](#)

Alloc Bank Account:ABA016652 [View Details](#)

Start Time:08:00 06-Apr
Finish Time:20:00 06-Apr
Duration:12.00 hrs
Volume:2.00 ML

Order Items:

- 08:00 06-Apr: 4.0 ML/d for 12.00 hrs

Do you wish to cancel this order?

April 2013

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May 2013

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Change Order
Screen View

Change Start Time/Date
Screen View

WaterLINE Online

Home Orders Usage FarmConnect User Options

Tuesday, 2 April, 2013 Welcome, John Citizen (Logout)

Change Start Time of Order 1209761

Service Point:RND.S.2334A [View Details](#)

Alloc Bank Account:ABA016652 [View Details](#)

Start Time:08:00 06-Apr
Finish Time:20:00 06-Apr
Duration:12.00 hrs
Volume:2.00 ML

Order Items:

- 08:00 06-Apr: 4.00 ML/d for 12.00 hrs

New Start Time: : (HH:MM)

New Start Date: / / (DD/MM/YYYY) [Pick Date/Time](#)

Please enter the order's new start time.

April 2013

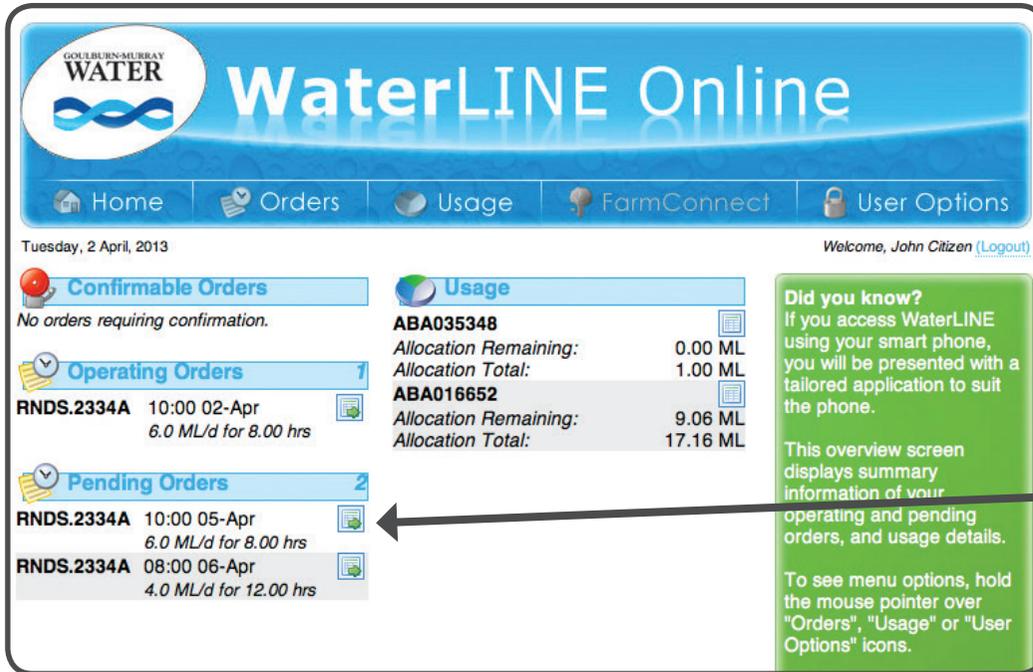
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May 2013

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Amending Pending Orders

Only available for outlets on fully automated channels



The screenshot shows the WaterLINE Online interface. At the top, there's a navigation bar with 'Home', 'Orders', 'Usage', 'FarmConnect', and 'User Options'. Below the navigation bar, the date is 'Tuesday, 2 April, 2013' and the user is 'Welcome, John Citizen (Logout)'. The main content area is divided into three sections: 'Confirmable Orders' (no orders), 'Operating Orders' (1 order), and 'Pending Orders' (2 orders). The 'Pending Orders' section lists two orders for RND.S.2334A. A green box on the right contains a 'Did you know?' message and instructions on how to view menu options. An arrow points from the 'View Box' button in the 'Pending Orders' section to the 'View Box' button in the 'Order #1209766' detail view.

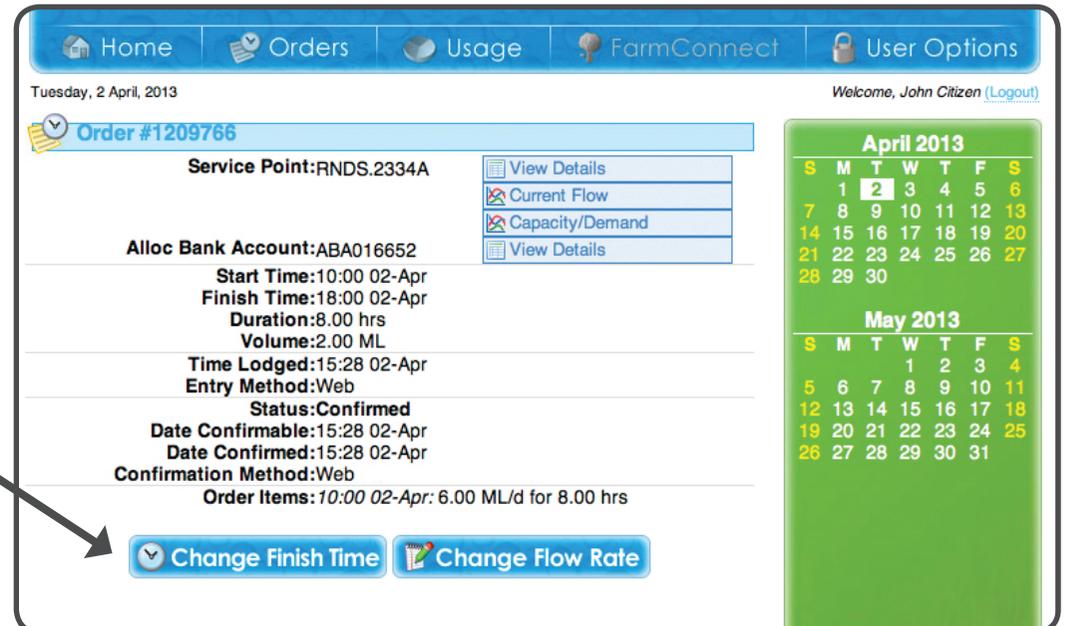
Once an order becomes operational it will move from pending orders to operating orders

You may now change the end time and flow rate upon 15 minutes notice. To do so, left click **View Box**

3

To change the finish time or flow rate
Left click (where indicated)

4



The screenshot shows the detail view for Order #1209766. The navigation bar is the same as in the previous screenshot. The main content area displays order details for Service Point: RND.S.2334A and Alloc Bank Account: ABA016652. It includes fields for Start Time, Finish Time, Duration, Volume, Time Lodged, Entry Method, Status, Date Confirmable, Date Confirmed, and Confirmation Method. At the bottom, there are two buttons: 'Change Finish Time' and 'Change Flow Rate'. A calendar on the right shows the current month (April 2013) and the next month (May 2013). An arrow points from the 'Change Finish Time' button to the 'View Box' button in the 'Pending Orders' section of the dashboard.

Amending Pending Orders

Only available for outlets on fully automated channels

The screenshot shows the 'Change Finish Time of Order 1209766' page. The header includes the 'WATER WaterLINE Online' logo and navigation tabs for Home, Orders, Usage, FarmConnect, and User Options. The page title is 'Change Finish Time of Order 1209766'. The main content area displays order details: Service Point: RND.S.2334A, Alloc Bank Account: ABA016652, Start Time: 10:00 02-Apr, Finish Time: 18:00 02-Apr, Duration: 8.00 hrs, and Volume: 2.00 ML. Under 'Order Items', there is one item: '10:00 02-Apr: 6.00 ML/d for 8.00 hrs'. Below this, there are input fields for 'New Finish Time' (HH:MM) and 'New Finish Date' (DD/MM/YYYY), with a 'Pick Date/Time' button. A yellow warning box at the bottom states 'Please enter the order's new finish time.' and contains 'Lodge' and 'Abort' buttons. To the right, there are two calendar widgets for April and May 2013.

Change Finish Time/Date

5

Enter new details where indicated and then **Lodge**

Changing Flow Rate

Enter new details where indicated and then **Lodge**

The screenshot shows the 'Change Flow Rate of Order 1209766' page. The header and navigation are identical to the previous screenshot. The page title is 'Change Flow Rate of Order 1209766'. The main content area displays order details: Service Point: RND.S.2334A, Alloc Bank Account: ABA016652, Start Time: 10:00 02-Apr, Finish Time: 18:00 02-Apr, Duration: 8.00 hrs, and Volume: 2.00 ML. Under 'Order Items', there is one item: '10:00 02-Apr: 6.00 ML/d for 8.00 hrs'. Below this, there are input fields for 'Flow Rate' (ML/d), 'Begin Time' (HH:MM), and 'Begin Date' (DD/MM/YYYY), with a 'Pick Date/Time' button. A yellow warning box at the bottom states 'Please enter the new flow rate, and the time when it should be effective from.' and contains 'Lodge' and 'Abort' buttons. To the right, there are two calendar widgets for April and May 2013.

Viewing Water Statements

NOTE: Victoria Water Register send customer statements

WaterLINE Online

Home Orders Usage FarmConnect User Options

Tuesday, 2 April, 2013

Welcome, John Citizen (Logout)

Confirmable Orders
No orders requiring confirmation.

Operating Orders 1
RNDS.2334A 10:00 02-Apr
6.0 ML/d for 8.00 hrs

Pending Orders 2
RNDS.2334A 10:00 05-Apr
6.0 ML/d for 8.00 hrs
RNDS.2334A 08:00 06-Apr
4.0 ML/d for 12.00 hrs

Allocation

Meter Reading Entry

ABA035348	
Allocation Remaining:	0.00 ML
Allocation Total:	1.00 ML
ABA016652	
Allocation Remaining:	9.06 ML
Allocation Total:	17.16 ML

Did you know?
If you access WaterLINE using your smart phone, you will be presented with a tailored application to suit the phone.

This overview screen displays summary information of your operating and pending orders, and usage details.

To see menu options, hold the mouse pointer over "Orders", "Usage" or "User"

1

Viewing Water Usage Report
Hover mouse over the **Usage** TAB
A sub menu will appear
Left mouse click on **Allocation**
A new screen will appear (below)

To enter **Meter Readings** refer to next page

Left mouse click on:
View Usage report

2

WaterLINE Online

Home Orders Usage FarmConnect User Options

Tuesday, 2 April, 2013

Welcome, John Citizen (Logout)

Water Allocation

Alloc Bank Acct Regulated: ABA016652	Operator
Allocation Remaining:	15.06 ML
Allocation Total:	17.16 ML

[View Usage Report](#)

Please Note:
You will need the **Adobe Acrobat Reader** software installed to view the Water Usage Report.

If you do not have Adobe Acrobat Reader
Left click on the highlighted link to install

Entering Meter Readings

GOLBURN-MURRAY WATER
WaterLINE Online

Home Orders Usage FarmConnect User Options

Tuesday, 2 April, 2013 Welcome, John Citizen (Logout)

Meter Reading Entry
Service Point: [View Details](#)
Please select a Service Point.

Previous Readings
This Service Point has no previous meter readings.

Did you know?
Text messages are sent to planning staff, and are usually not read after hours. If the issue is urgent, please consider calling the appropriate staff.

1
Entering Meter Readings
Select service point (if multiple service points available) via drop box

2
Enter details (as required) left click on Submit

GOLBURN-MURRAY WATER
WaterLINE Online

Home Orders Usage FarmConnect User Options

Tuesday, 2 April, 2013 Welcome, John Citizen (Logout)

Meter Reading Entry

Service Point: **RNDS.2334A** [View Details](#)
PIPE PERMIT METERED

Alloc Bank Account: **ABA016652** [View Details](#)

Reading Time: : (HH:MM)

Reading Date: / / (DD/MM/YYYY) [Pick Date/Time](#)

Meter Reading: .
ML KL

Calculated Usage: N/A ML

Previous Readings for RNDS.2334A

Please note:
When entering a meter reading, you are required to manually separate the number before the decimal place (ML) and the number after it (KL). They should then be entered into their respective boxes.

User Options

The screenshot shows the WaterLINE Online homepage. At the top, there is a navigation bar with links for Home, Orders, Usage, FarmConnect, and User Options. Below the navigation bar, there is a date display for Tuesday, 2 April, 2013. The main content area includes sections for Meter Reading Entry and Previous Readings. The User Options menu is open, showing options for Change PIN, New Message, Communications Register, and Logout. A text box next to the menu provides instructions for entering the PIN.

Leaving messages for planners
Hover mouse over **User Options** tab
A submenu will appear
Left mouse click on **New Message**
A message screen will appear

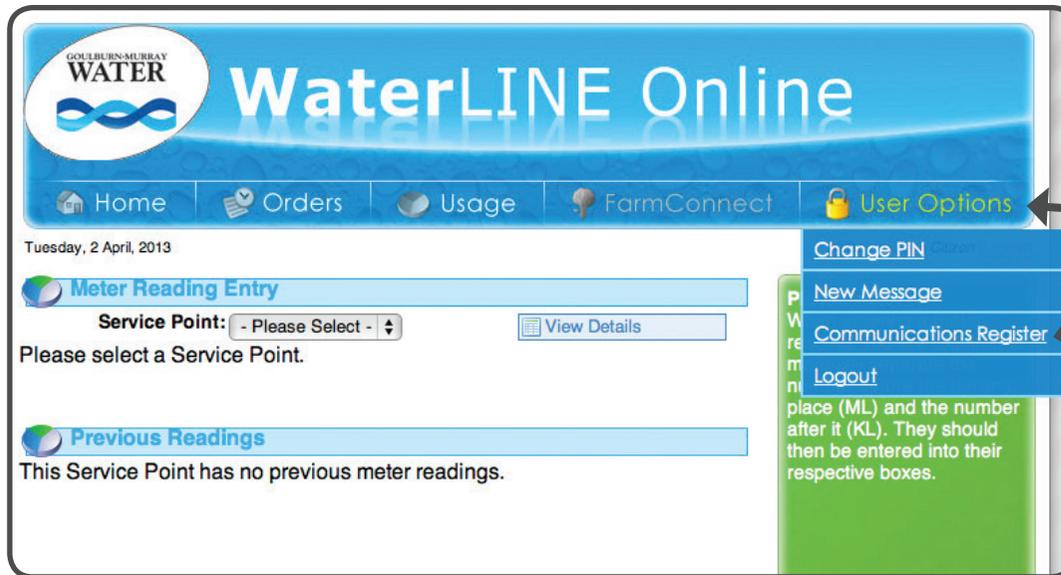
The screenshot shows the New Message screen. It features a text input field for the message, a 'Send' button, and a 'Did you know?' section on the right. The 'Did you know?' section contains information about the improved logon system and the requirement to change the PIN before logging in.

To change your Pin No.
Hover mouse over **User Options** tab
(as per diagram above) left mouse click
on **Change Pin**

A new screen will appear (refer to
diagram on right)
Carefully enter the details required and
left mouse click on **Lodge**

The screenshot shows the Change PIN screen. It features a 'Change PIN' header, a warning message, and a form with fields for Current PIN, New PIN, and Confirm New PIN. There are 'Continue' and 'Cancel' buttons at the bottom. A 'Did you know?' section on the right provides information about the improved logon system and the requirement to change the PIN before logging in.

Communications Register



1

To sign up for SMS or Email communications
Hover mouse over User Options tab (as per diagram above) left mouse click on Communications Register.
A new screen will appear (refer below)

2

Enter your mobile number and/or email address and select the bullet points for the communications that you wish to receive.
Click Accept.

