



WaterLINE Training Manual

Water for a thriving northern Victoria

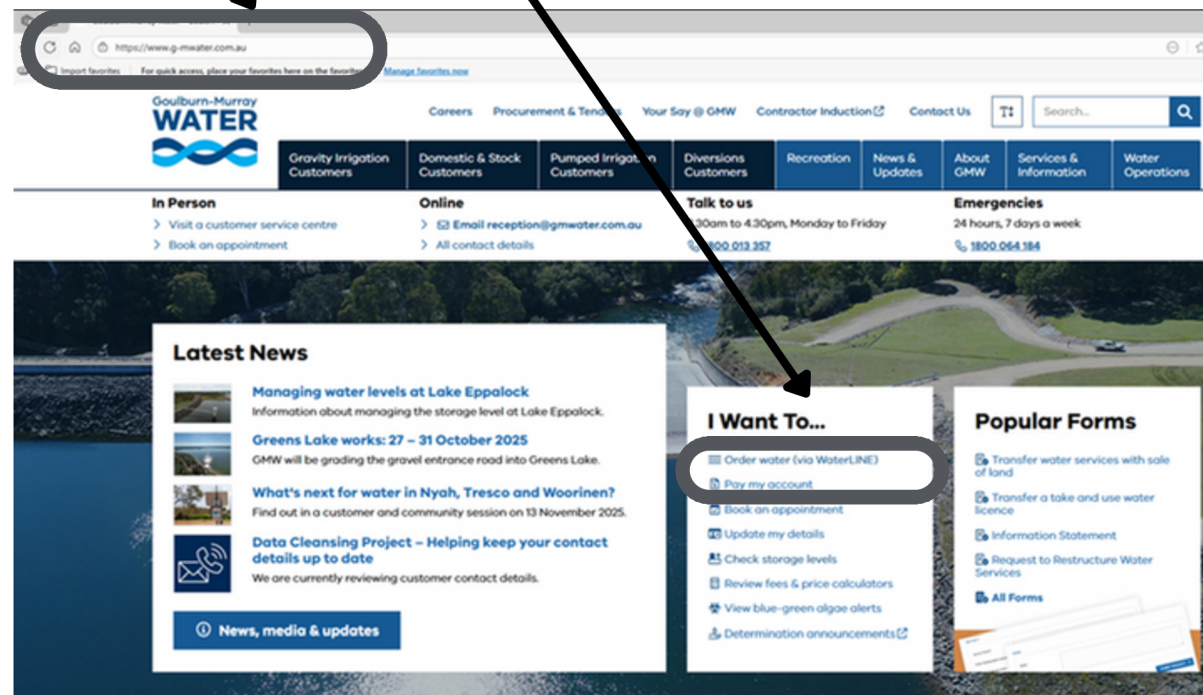
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Accessing WaterLINE

Step 1

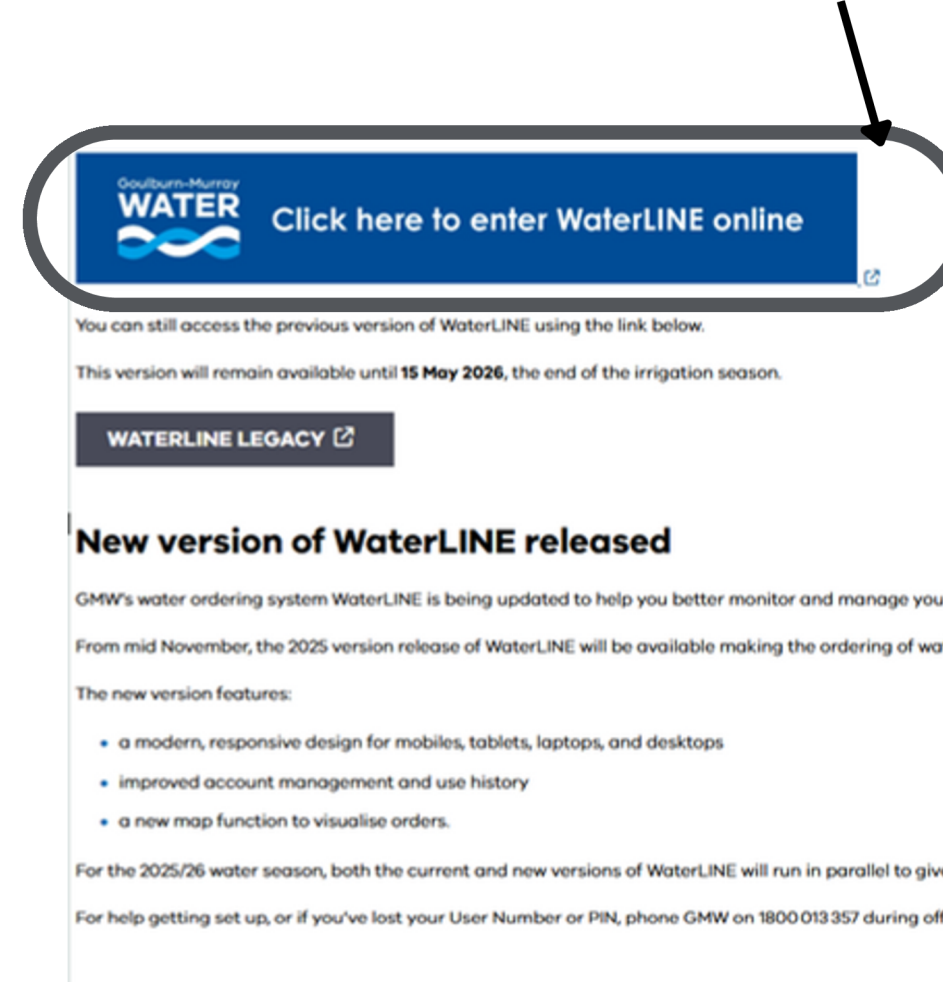
Open your internet browser (i.e. Microsoft Edge) and in the address bar, type: www.gmwater.com.au then press ENTER.

Click on WaterLINE Online logo.



Step 2

Click on button at top to access WaterLINE.



1800 013 357 gmwater.com.au

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Accessing WaterLINE

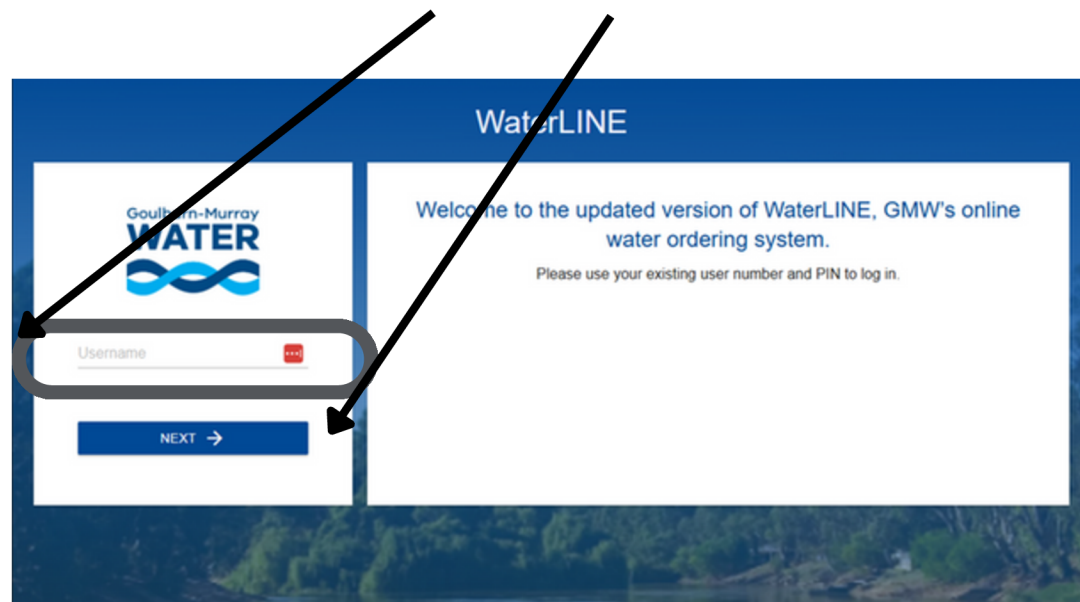
Step 3

Enter your seven digit user number.

Click next.

Enter your password (this is your PIN number).

Click login.



The screenshot shows the WaterLINE login interface. On the left, there is a login box with the Goulburn-Murray Water logo at the top. Below the logo is a text input field labeled 'Username' with a red eye icon to its right. Below the username field is a blue button labeled 'NEXT →'. To the right of the login box, the text reads: 'Welcome to the updated version of WaterLINE, GMW's online water ordering system. Please use your existing user number and PIN to log in.' Two black arrows are overlaid on the image: one points from the top-left towards the 'Username' field, and the other points from the top-right towards the 'NEXT' button.

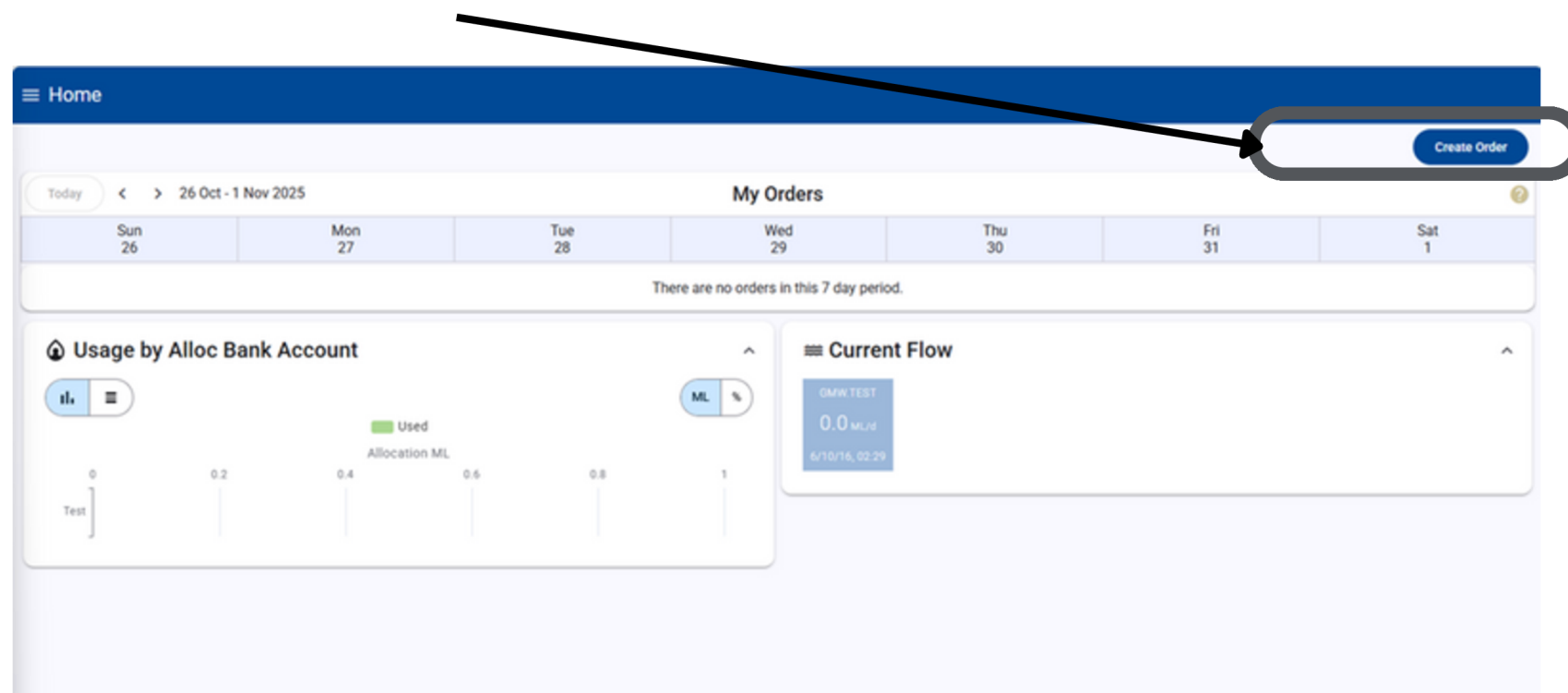
1800 013 357 gmwater.com.au

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Lodging Irrigation Orders

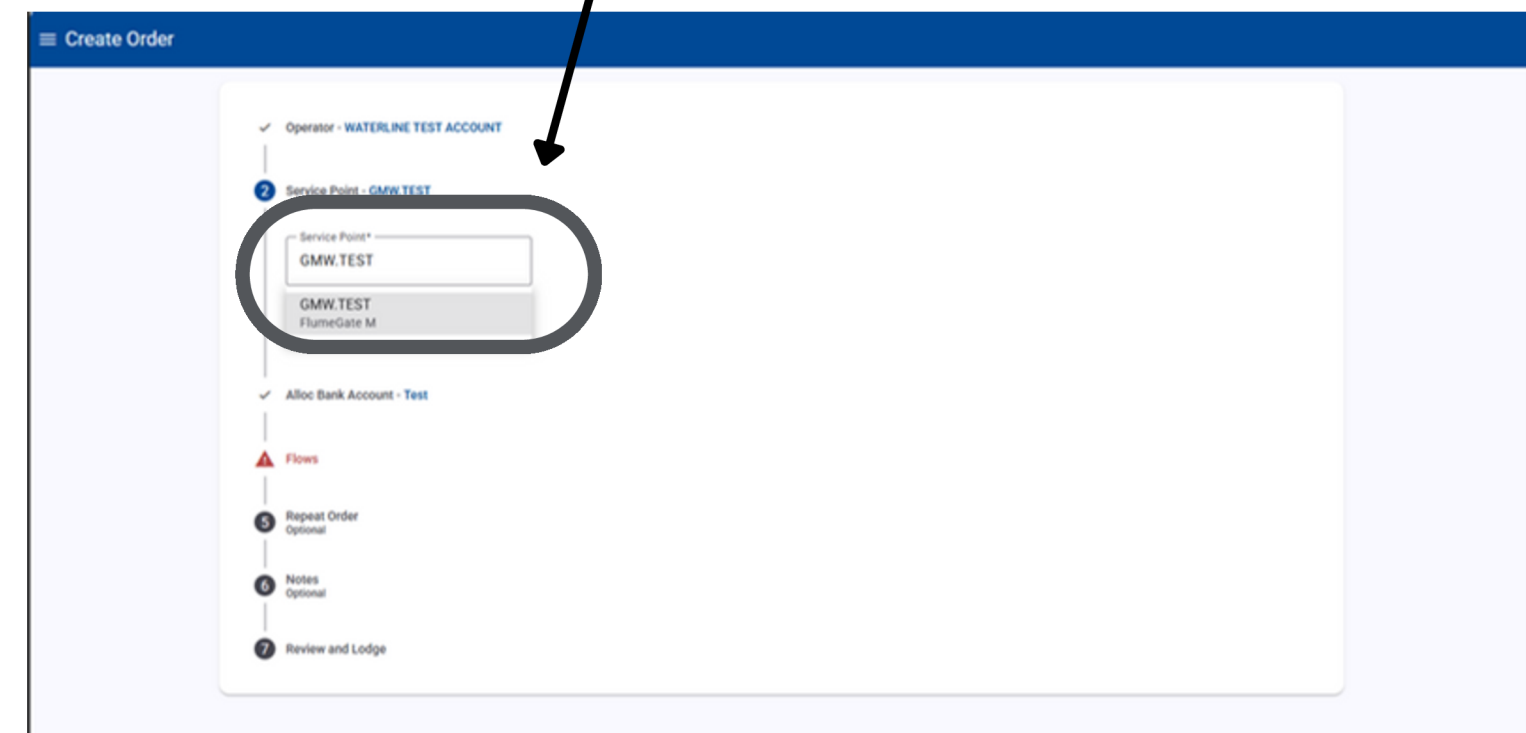
Step 1

Click on Create Order in the top right-hand corner of the screen.



Step 2

Select your service point.
If you have multiple service points, they will all be displayed.
Select the one you wish to use.

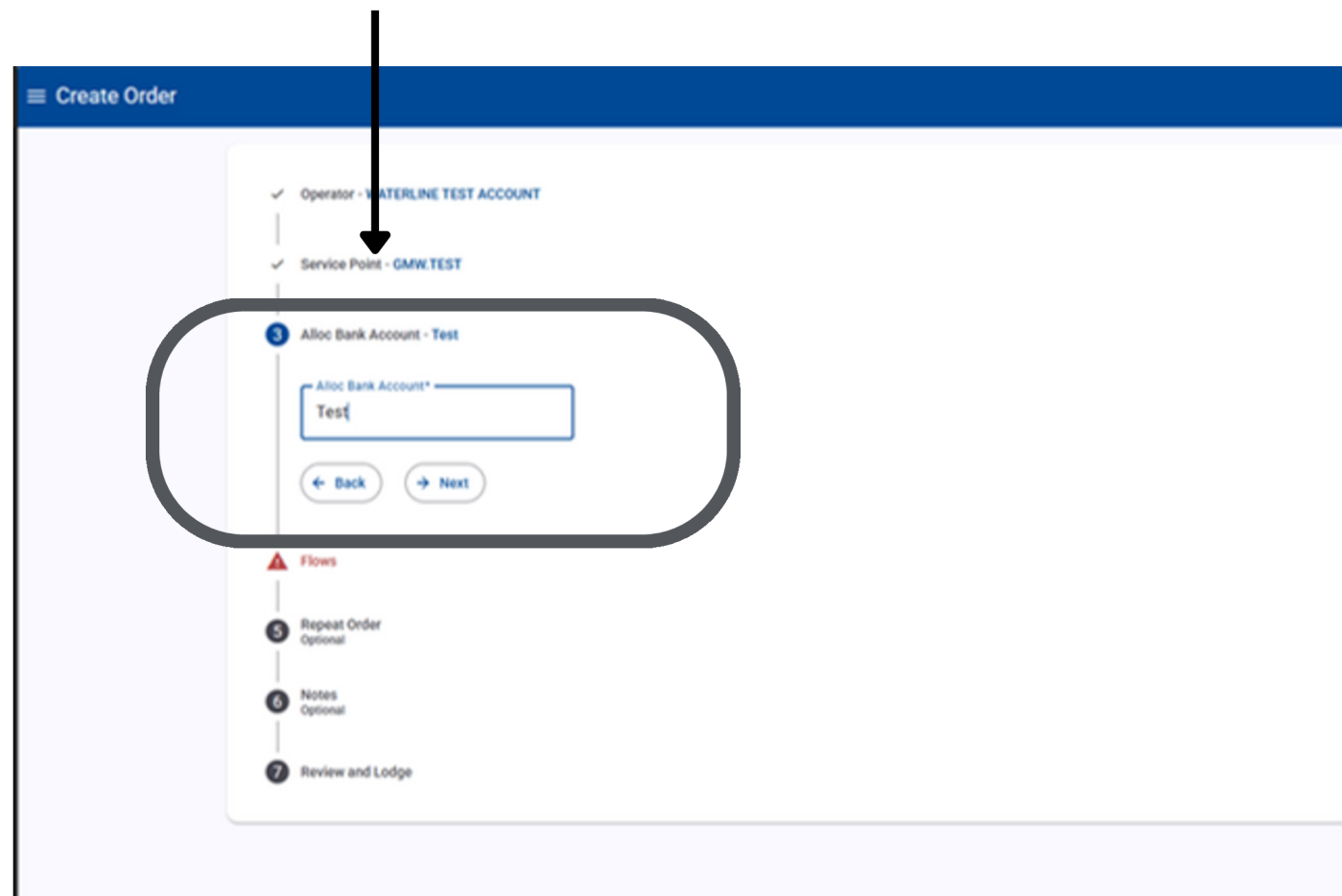


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Lodging Irrigation Orders

Step 3

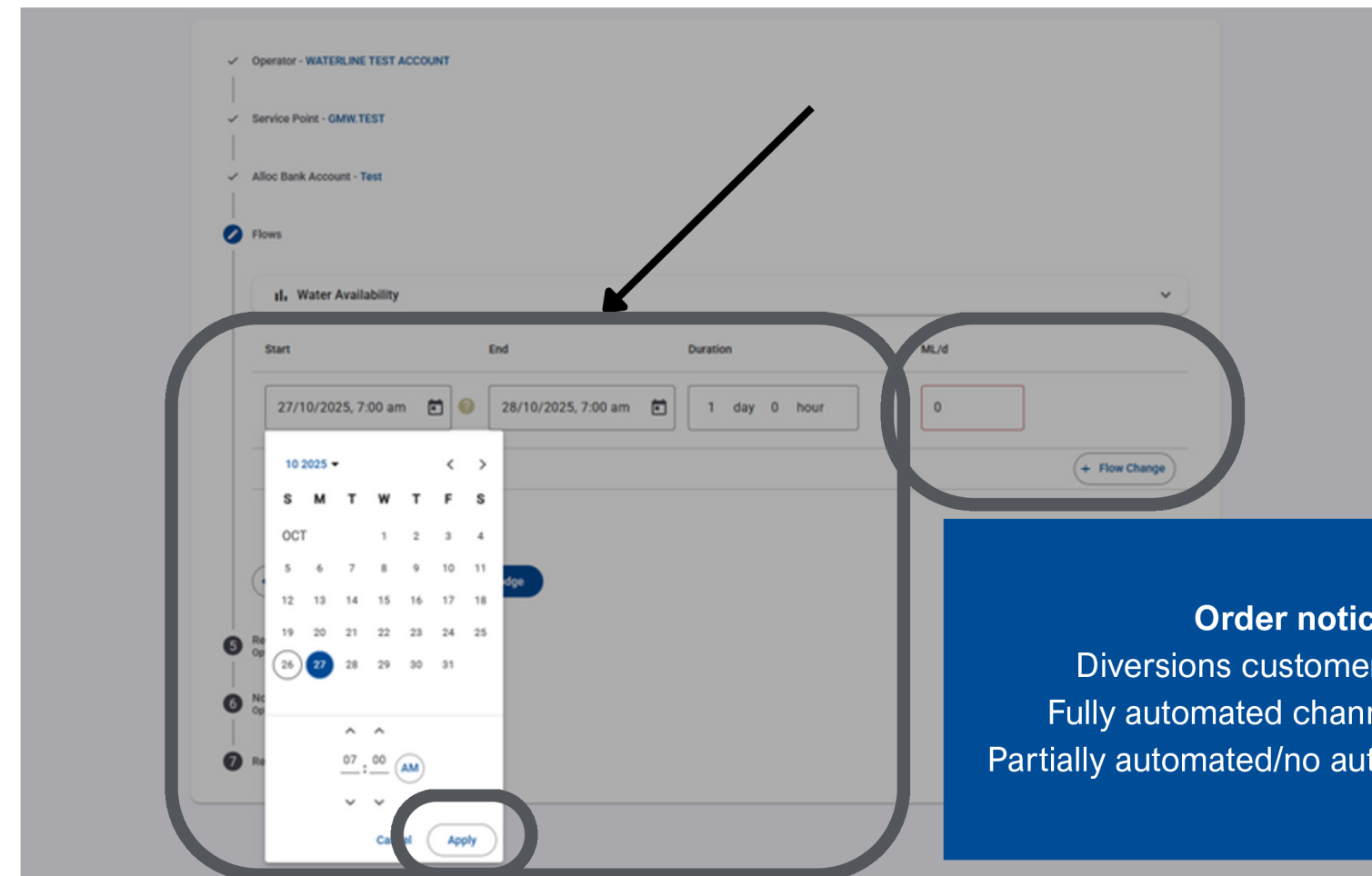
Select Allocation Bank Account.



Step 4

Select the start date and time of your order and click apply.
Select the end date and time of the order, and click apply.

The duration section will automatically calculate.
Select the ML/d.



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

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Lodging Irrigation Orders

Step 5

Optional:
To enter a multi flow, click on Flow Change.

Create Order

Operator - WATERLINE TEST ACCOUNT

Service Point - GMW TEST

Alloc Bank Account - Test

4 Flows - 27/10/25, 7:00 am - 29/10/25, 12:00 pm
21.5 ML over 2 days, 5 hours

Water Availability

Start	End	Duration	ML/d
27/10/25, 7:00 am	29/10/25, 9:00 am	2 days, 2 hours	10
29/10/25, 9:00 am	29/10/25, 12:00 pm	0 day 3 hour	5

Finish: 29/10/25, 12:00 pm
Totals: 21.5 ML over 2 days, 5 hours

Back Next Review & Lodge

5 Repeat Order
Optional

Notes
Optional

Review and Lodge

Step 6

If you require the optional steps of placing a repeat order or adding a note to this order, see step 7 otherwise click review and lodge.

Operator - WATERLINE TEST ACCOUNT

Service Point - GMW TEST

Alloc Bank Account - Test

4 Flows - 27/10/25, 7:00 am - 29/10/25, 9:00 am
20.8 ML over 2 days, 2 hours

Water Availability

Start	End	Duration	ML/d
27/10/25, 7:00 am	29/10/25, 9:00 am	2 day 2 hour	10

Flow Change

Finish: 29/10/25, 9:00 am
Totals: 20.8 ML over 2 days, 2 hours

Back Next Review & Lodge

5 Repeat Order
Optional

Notes
Optional

Review and Lodge

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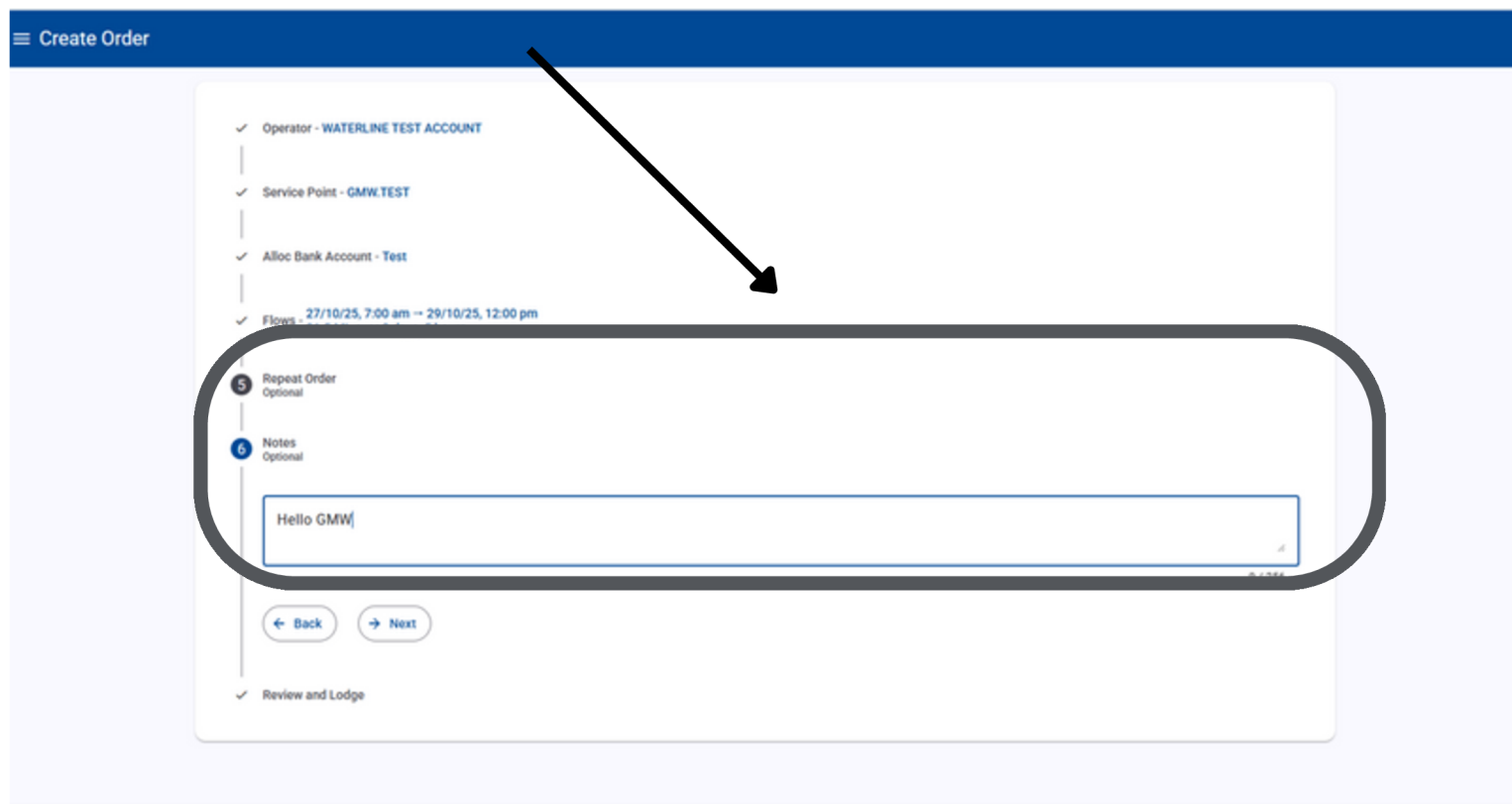
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Lodging Irrigation Orders

Step 7

To enable this as a repeat order or add a note see the steps below.

To add a note to the order, simply write in the note section.
These sections are optional.



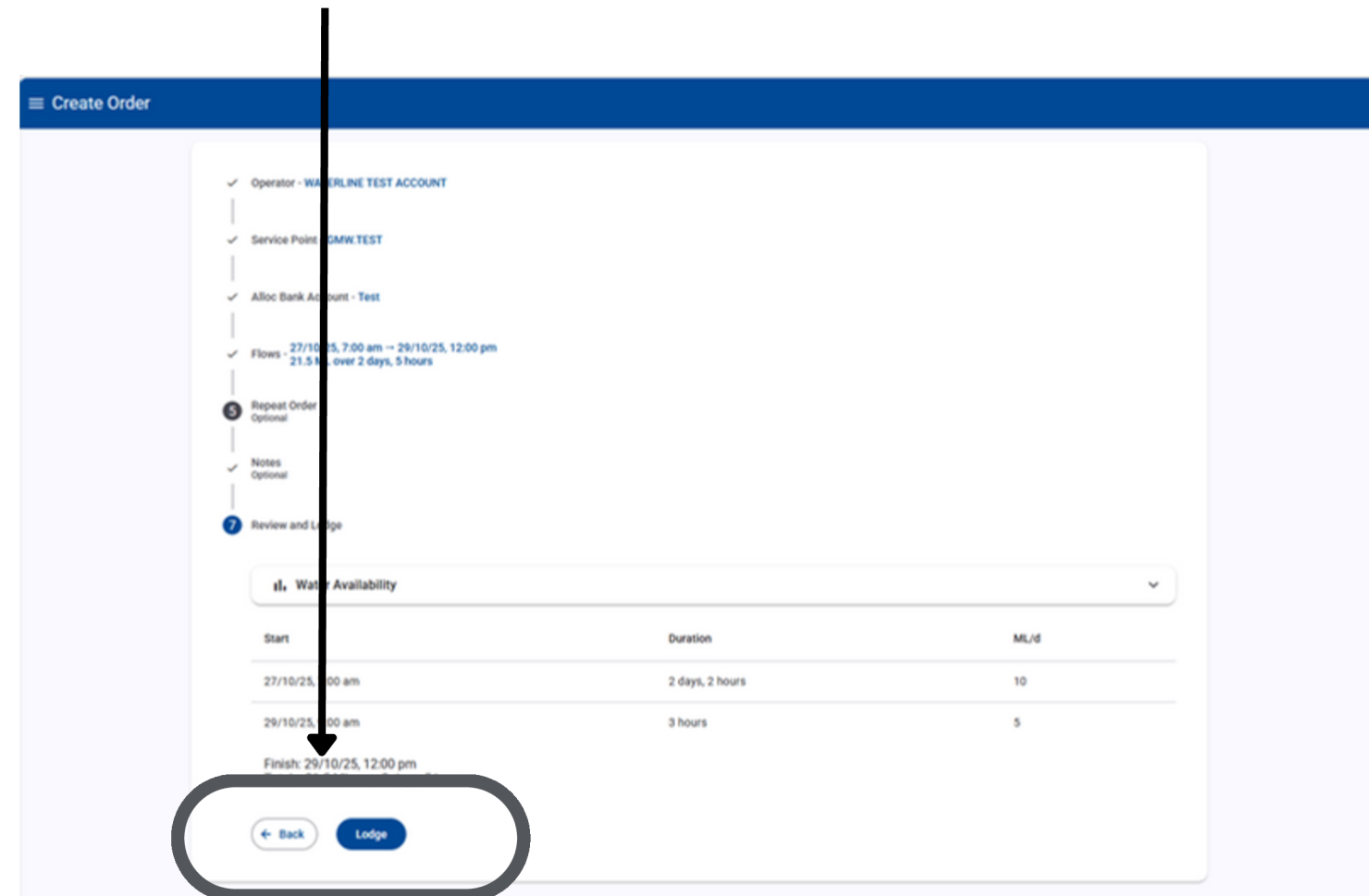
The screenshot shows the 'Create Order' form with the following sections:

- Operator - WATERLINE TEST ACCOUNT
- Service Point - GMW TEST
- Alloc Bank Account - Test
- Flows - 27/10/25, 7:00 am - 29/10/25, 12:00 pm
- Repeat Order - Optional (highlighted with a rounded rectangle)
- Notes - Optional (highlighted with a rounded rectangle)
- Review and Lodge

The 'Notes' section contains the text 'Hello GMW'. The 'Repeat Order' section is currently empty. An arrow points from the 'Notes' section to the 'Repeat Order' section.

Step 8

If happy with order details, click Lodge.



The screenshot shows the 'Create Order' form with the following sections:

- Operator - WATERLINE TEST ACCOUNT
- Service Point - GMW TEST
- Alloc Bank Account - Test
- Flows - 27/10/25, 7:00 am - 29/10/25, 12:00 pm
- Repeat Order - Optional
- Notes - Optional
- Review and Lodge (highlighted with a rounded rectangle)

The 'Review and Lodge' section contains a table with the following data:

Start	Duration	ML/d
27/10/25, 7:00 am	2 days, 2 hours	10
29/10/25, 7:00 am	3 hours	5

The 'Lodge' button is highlighted with a rounded rectangle. An arrow points from the 'Repeat Order' section to the 'Lodge' button.

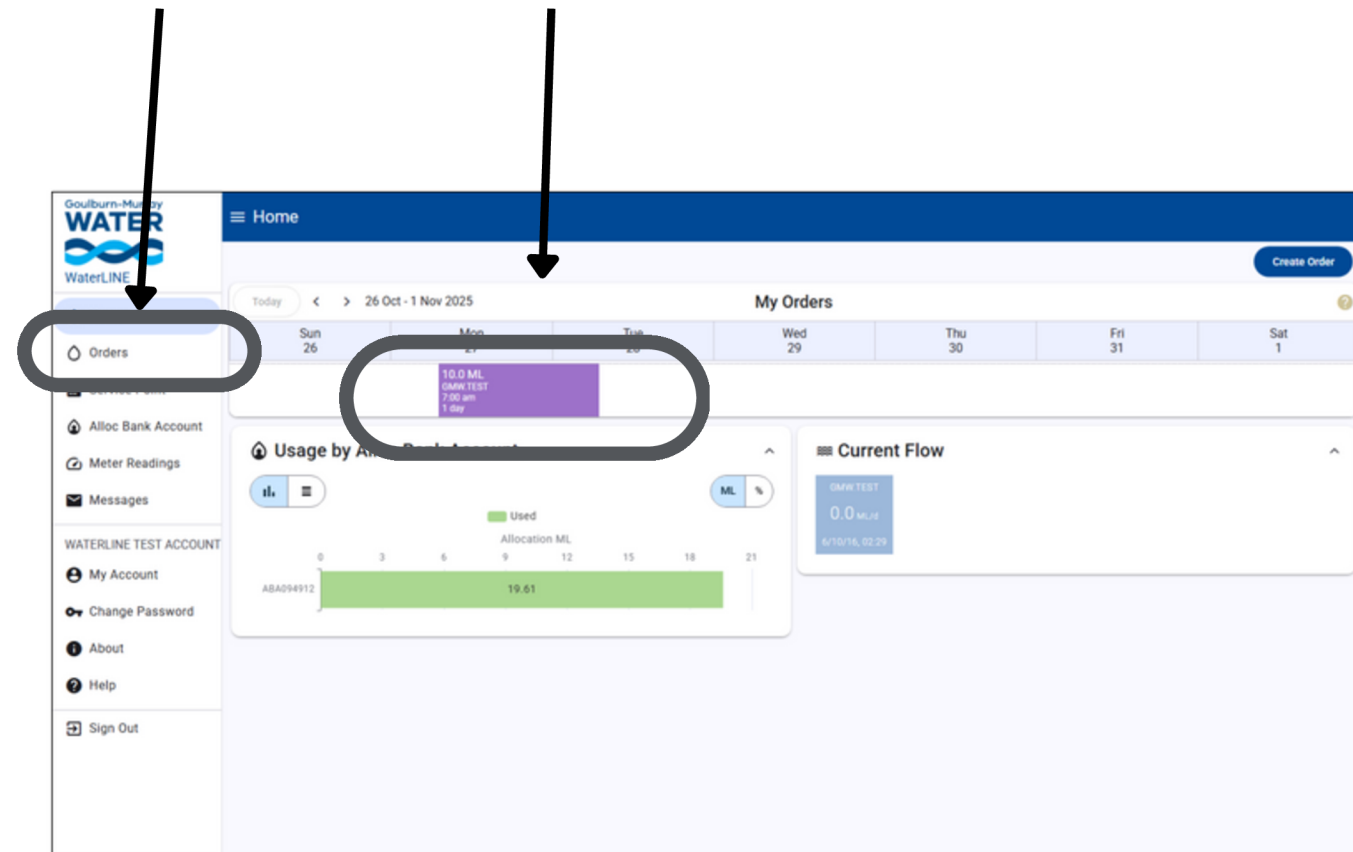
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View all orders or go to order screen

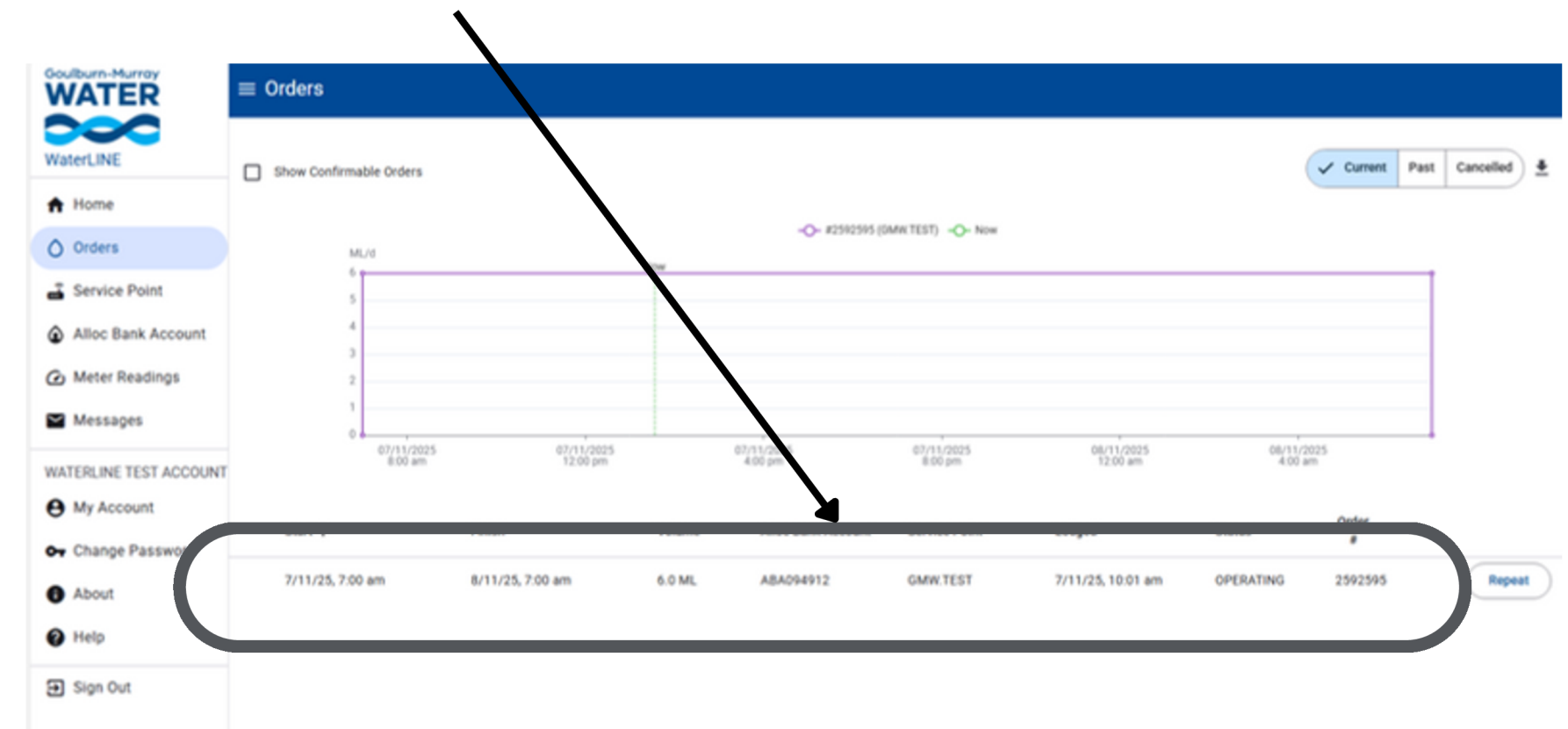
Step 1

Orders upcoming over the next seven days can be viewed on the home screen.



Step 2

Select the order you wish to view by clicking anywhere on this line. Do not select repeat.



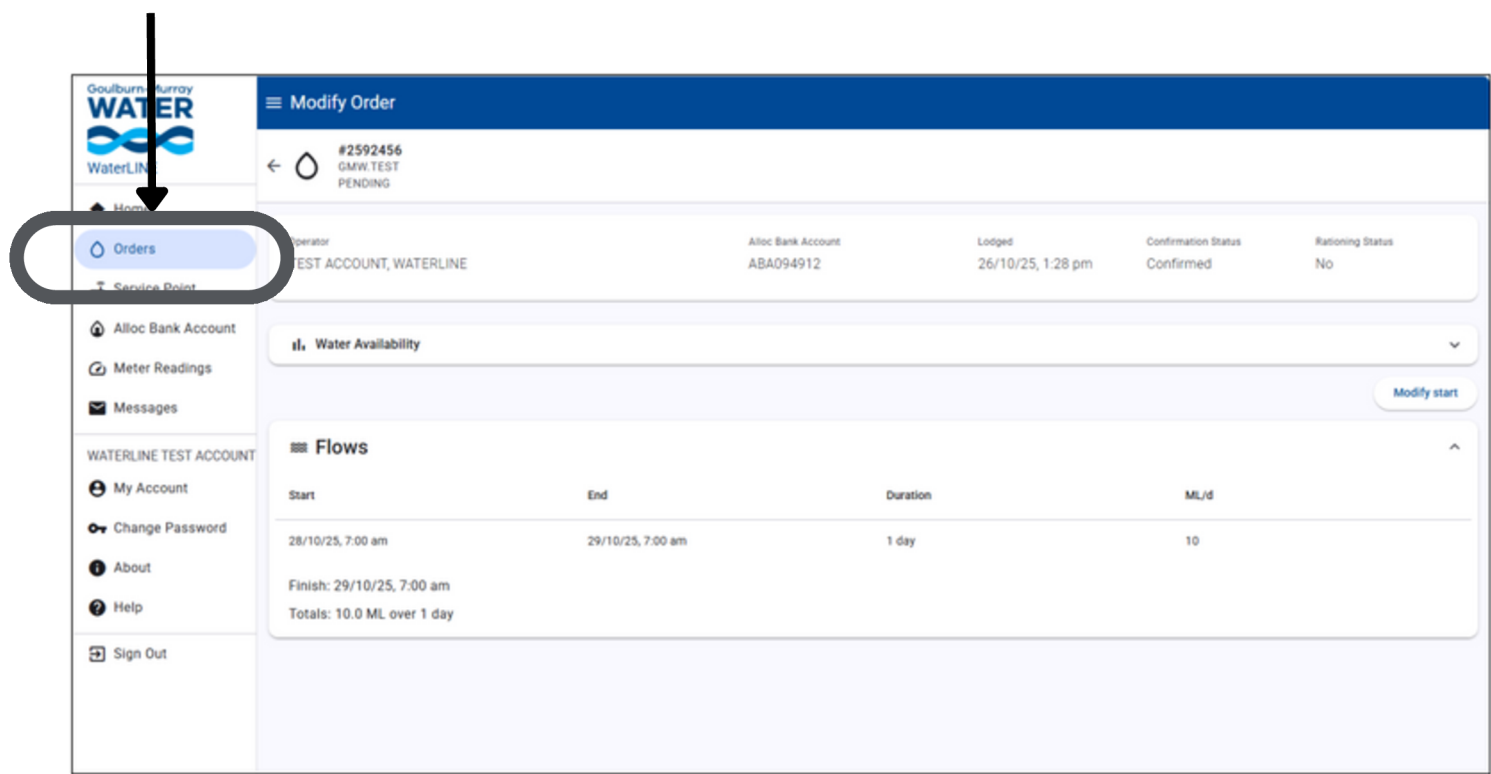
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Cancel an order

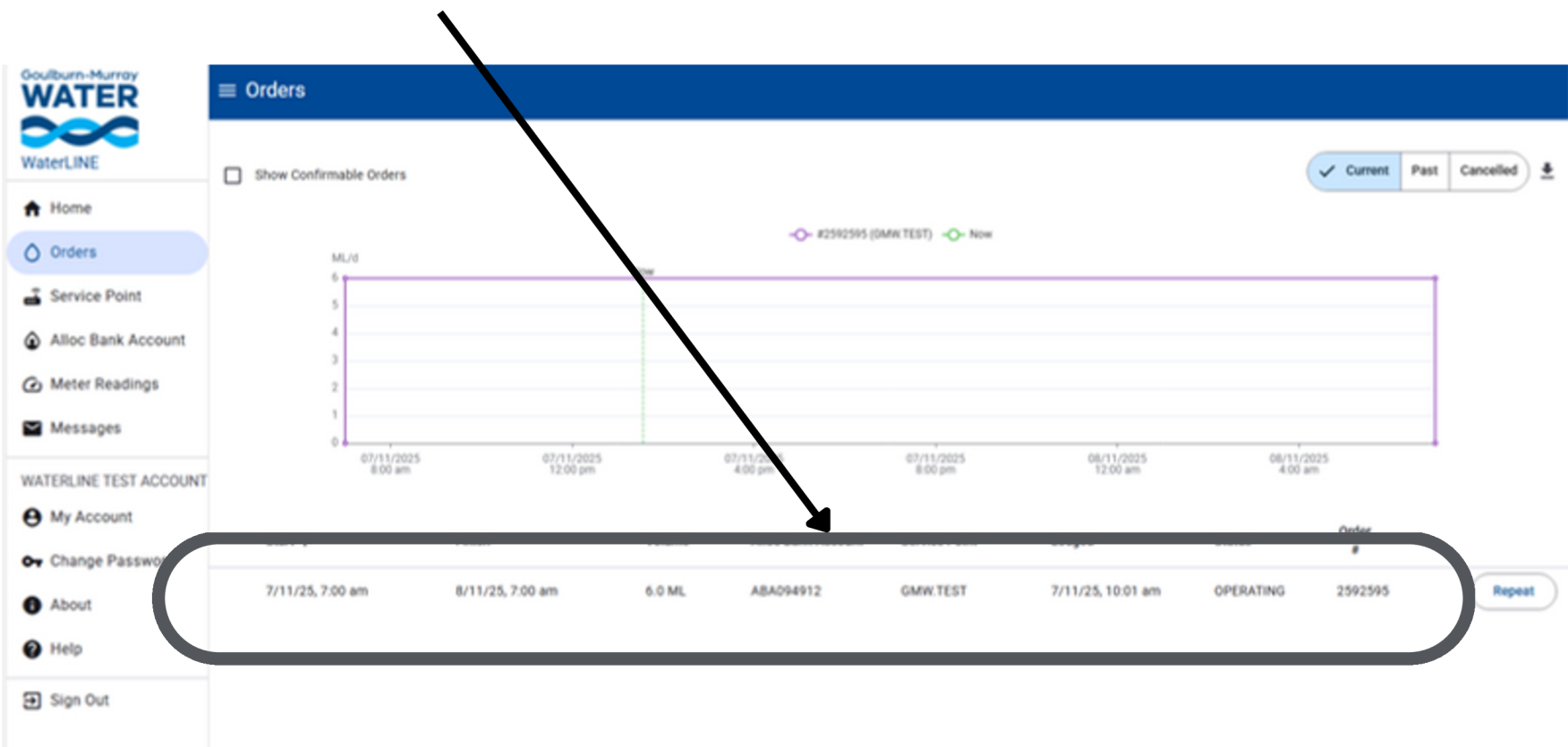
Step 1

Click orders on the home screen.



Step 2

Select the order you wish to cancel by clicking anywhere on this line Do not select repeat.



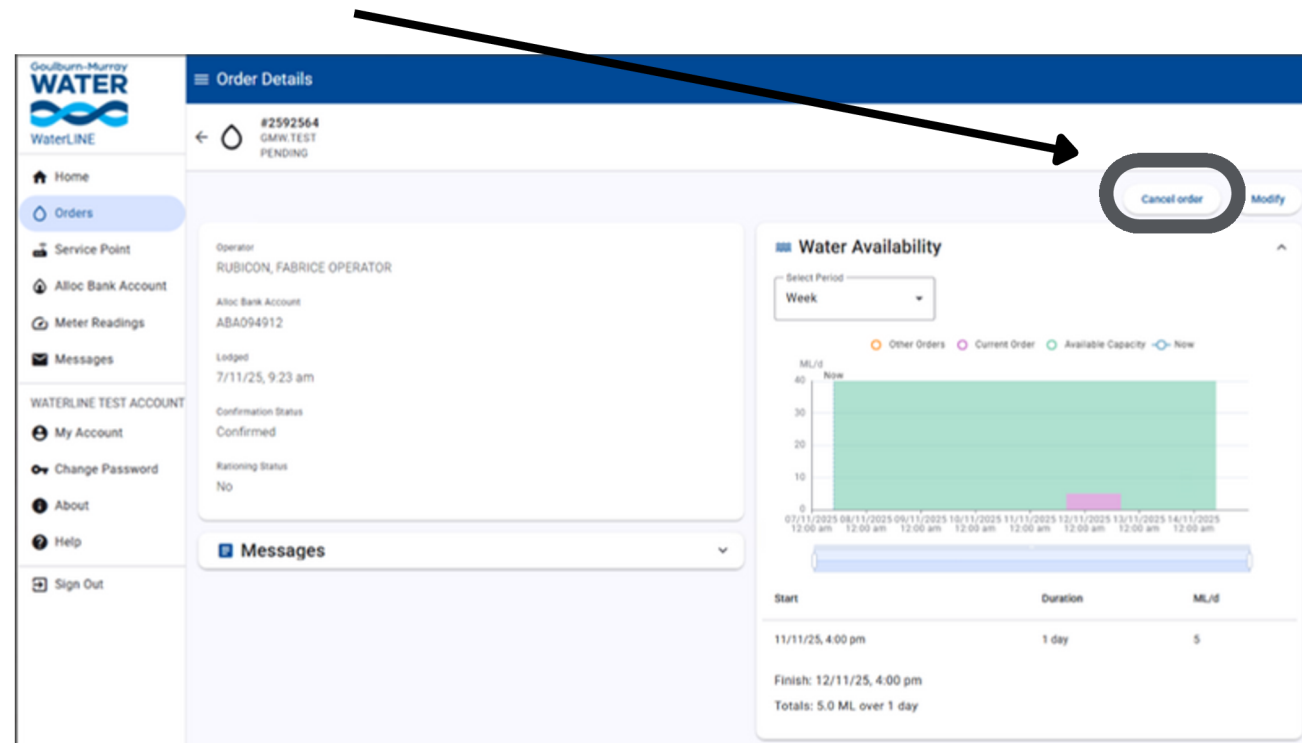
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Cancel an order

Step 3

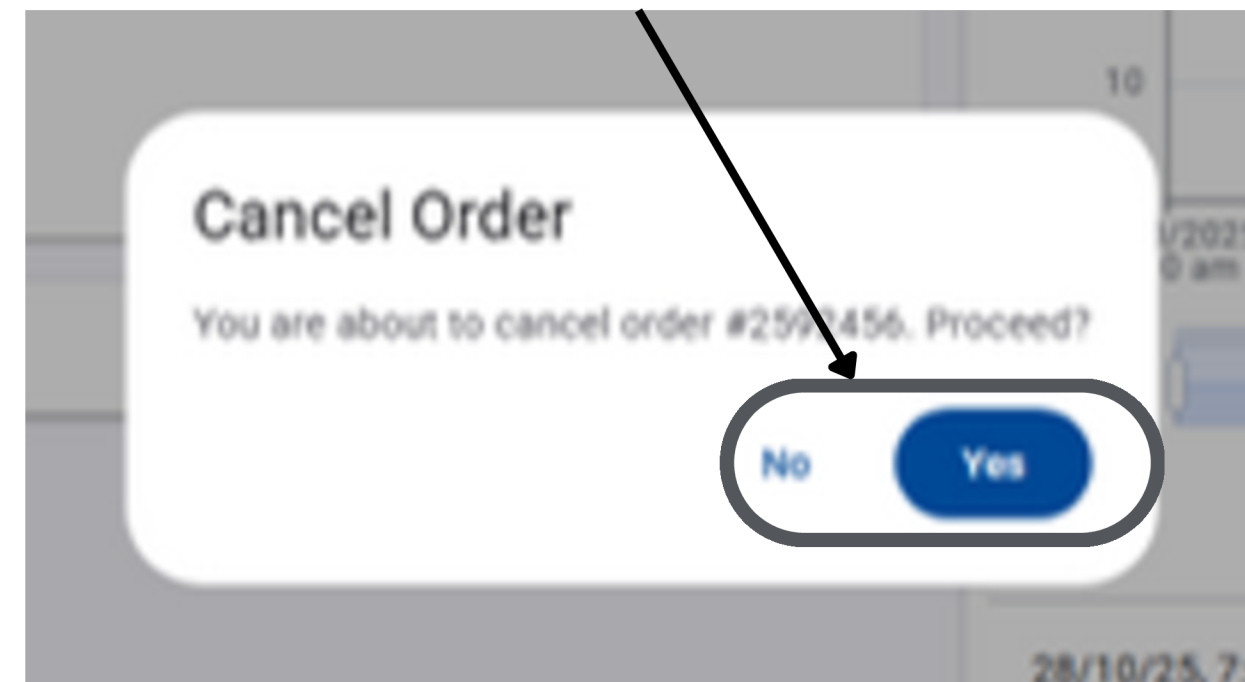
To cancel an order not in progress.
Click cancel order

To stop an operating order immediately click stop (stop will not appear as a selection if your order is not in operating mode). Otherwise modify finish time within 15 minutes



Step 4

Confirm cancelation by clicking No or Yes in the pop up.

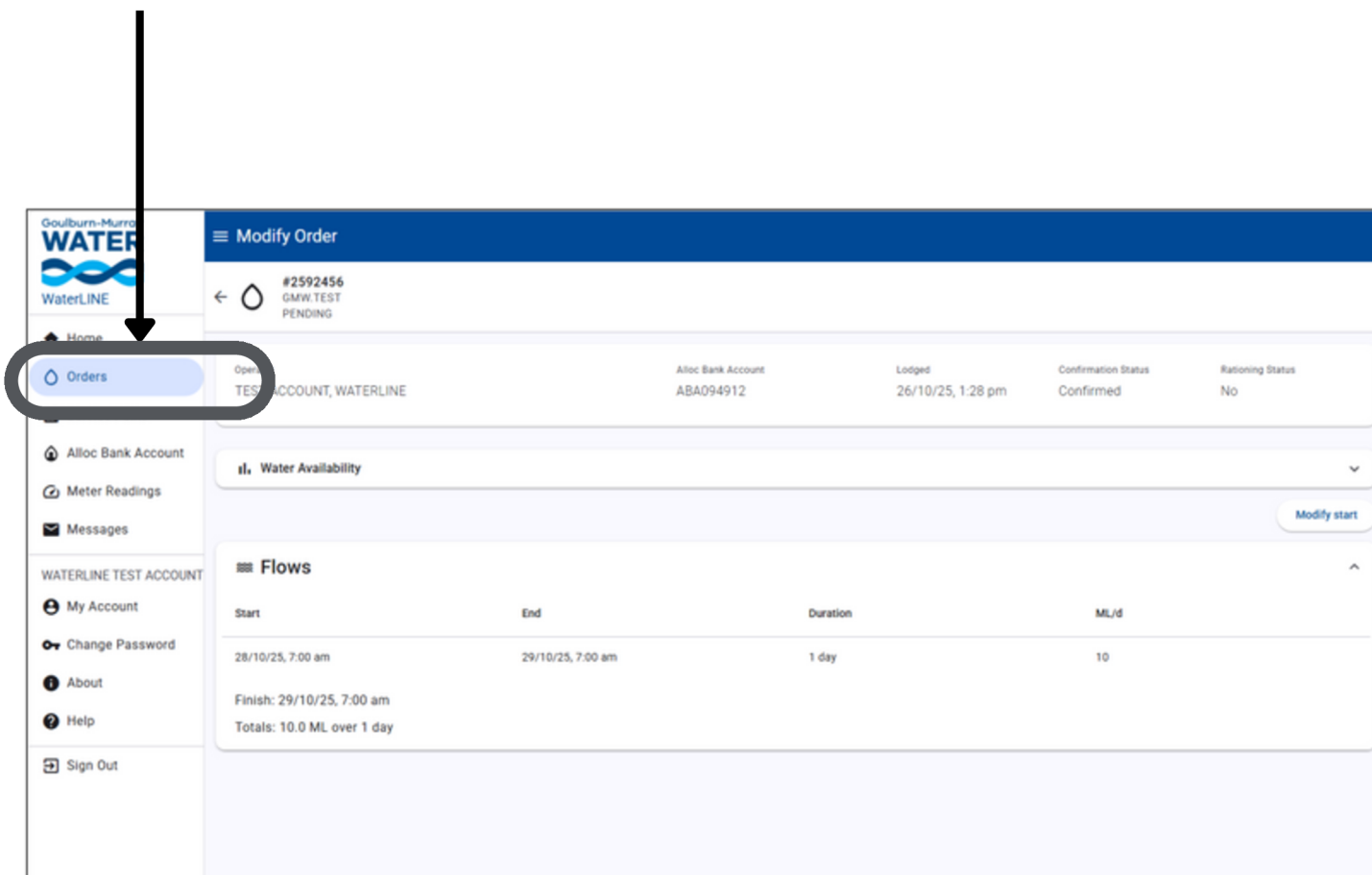


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Modify an order

Step 1

Click orders on the home screen



Step 2

Select the order you wish to modify by clicking anywhere on this line. Do not select repeat.



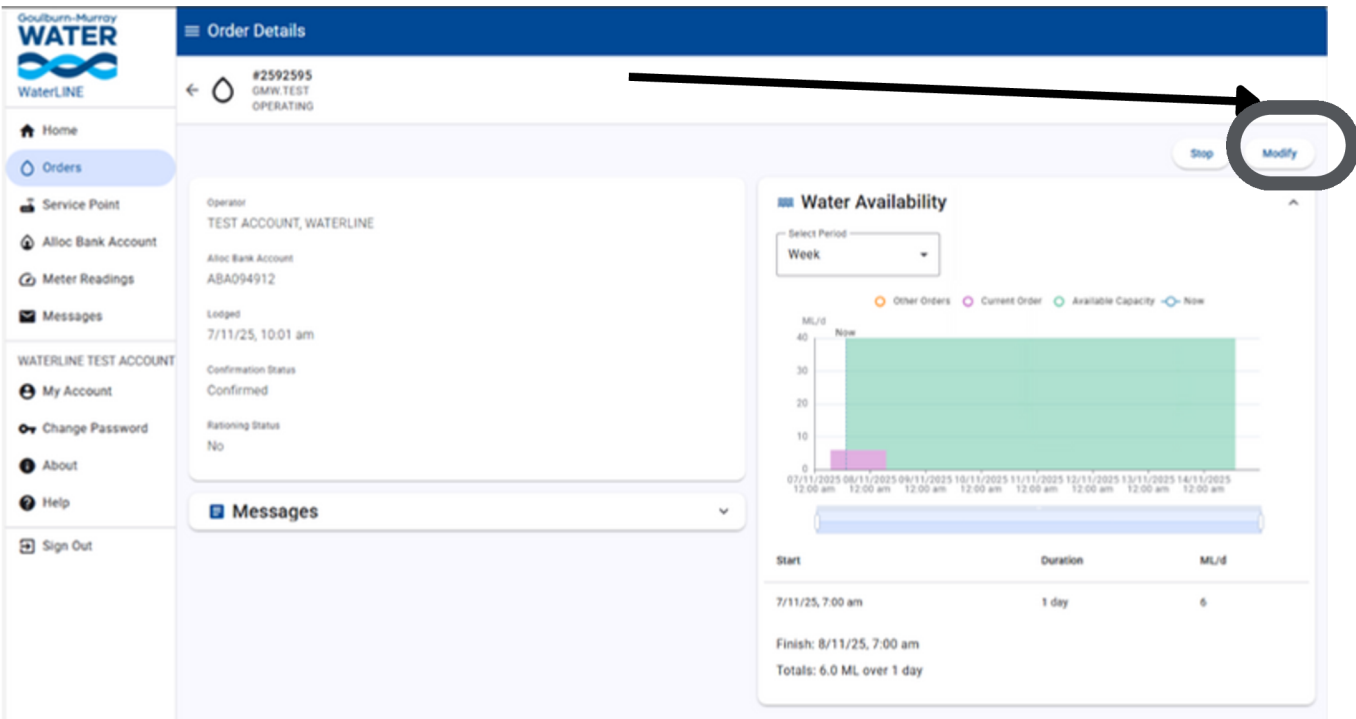
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Modify an order - Change flow rate

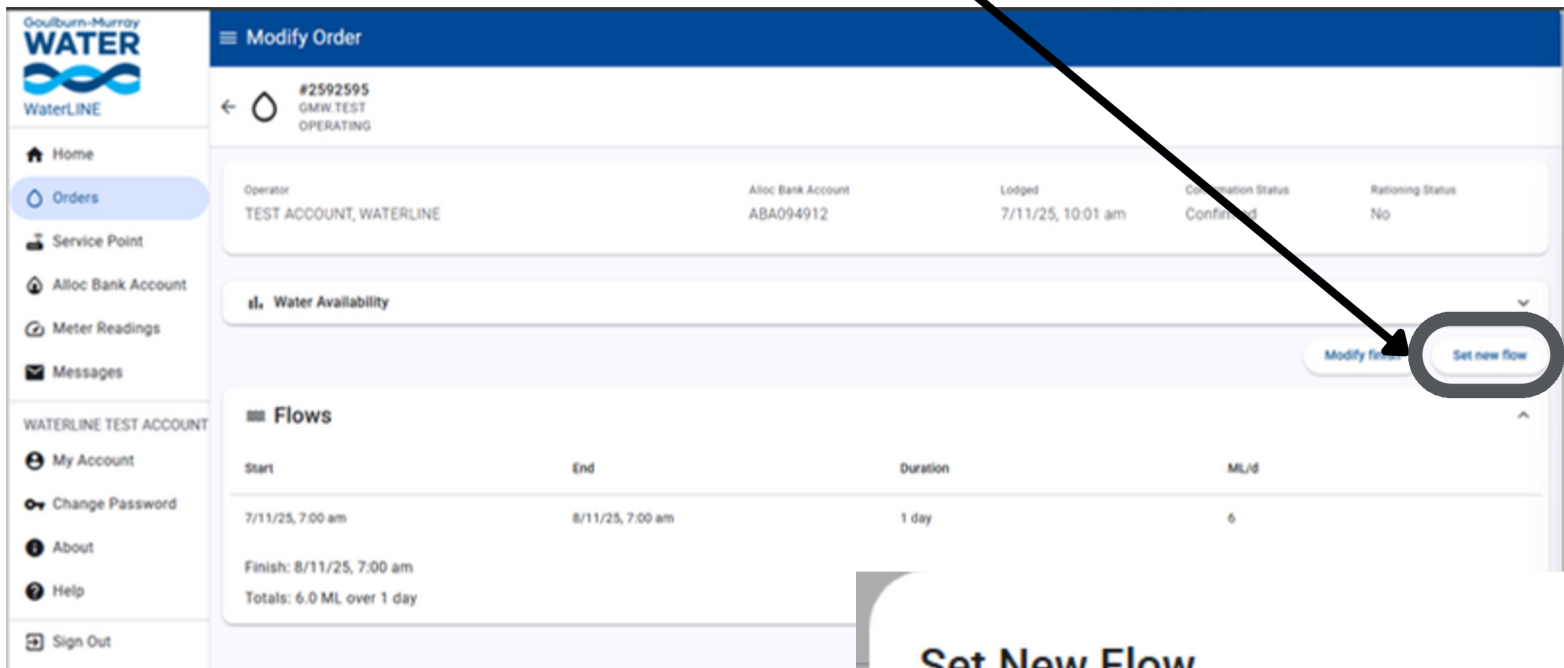
Step 3

Click to modify order



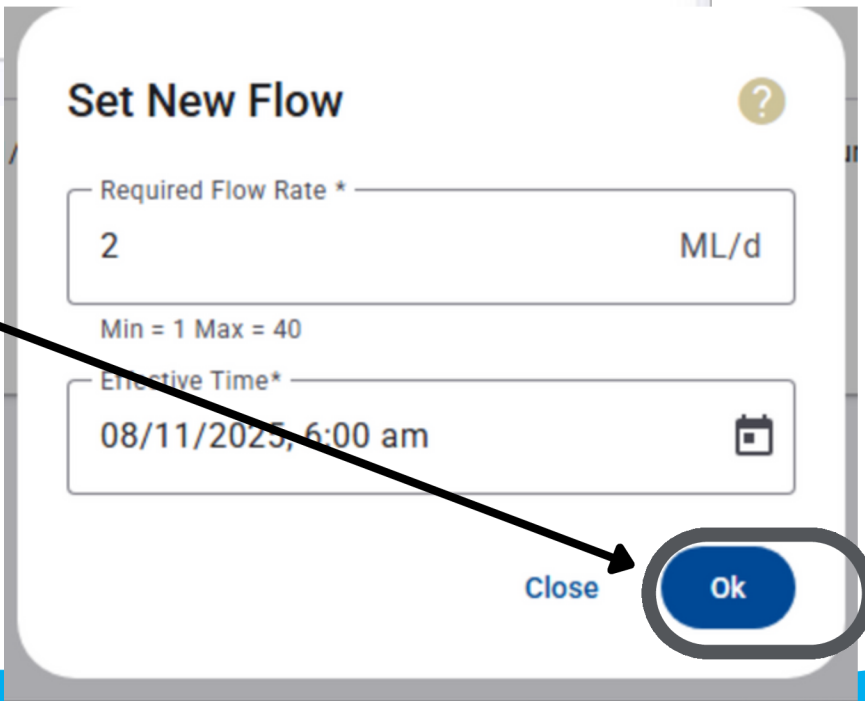
Step 4

To change the flow rate - click set new flow.



Step 5

Change flow rate then click Ok to save.

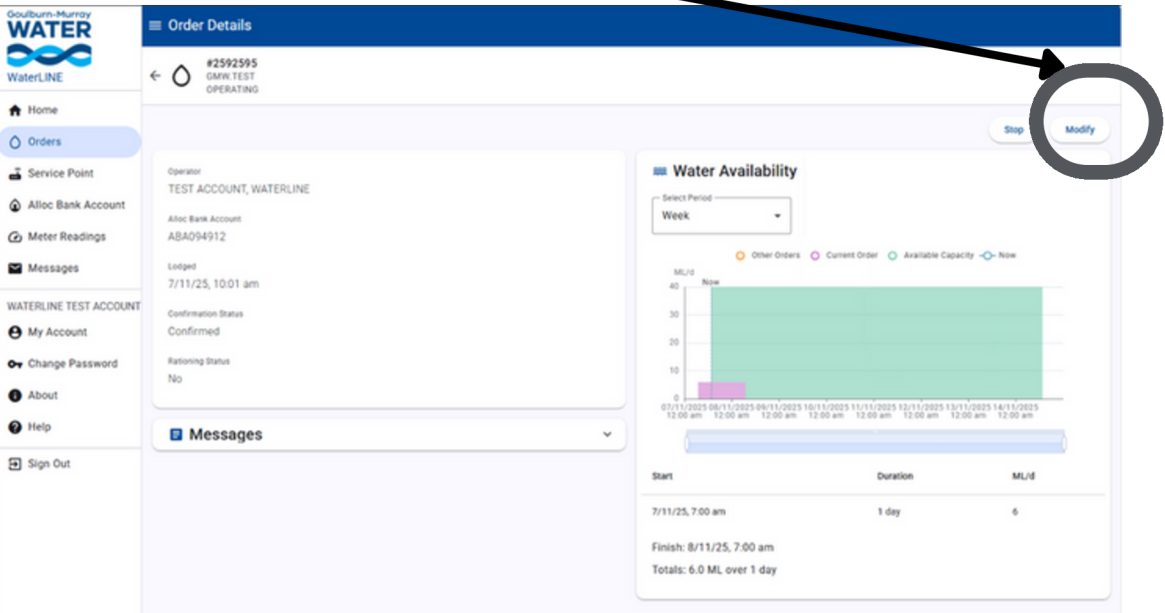


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Modify an order - Finish time

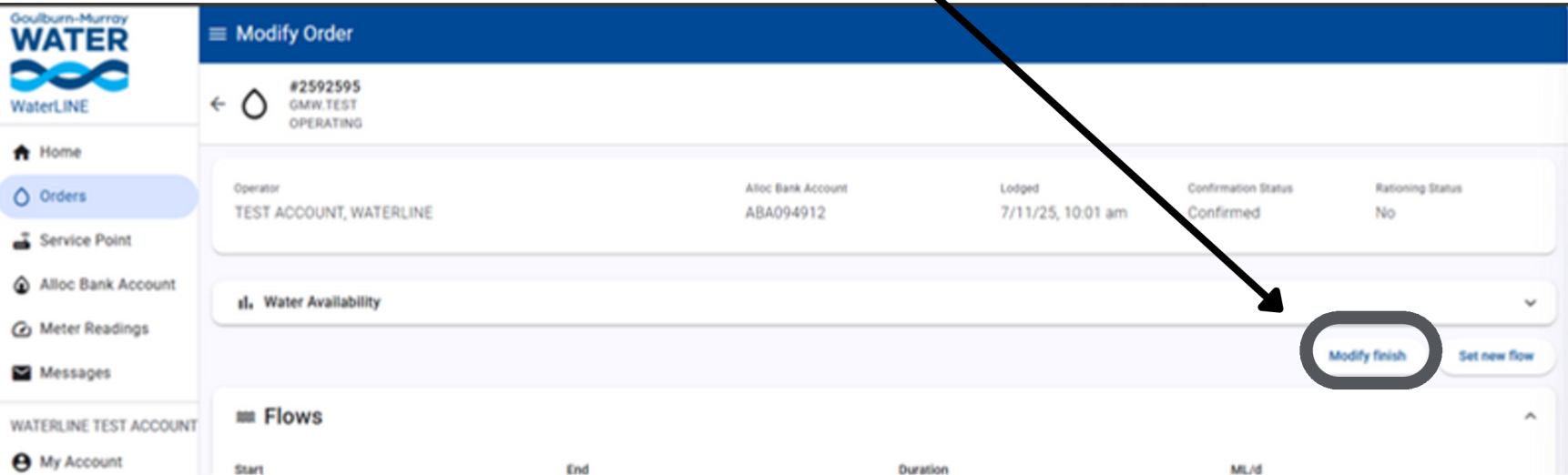
Step 1

Click to modify order



Step 2

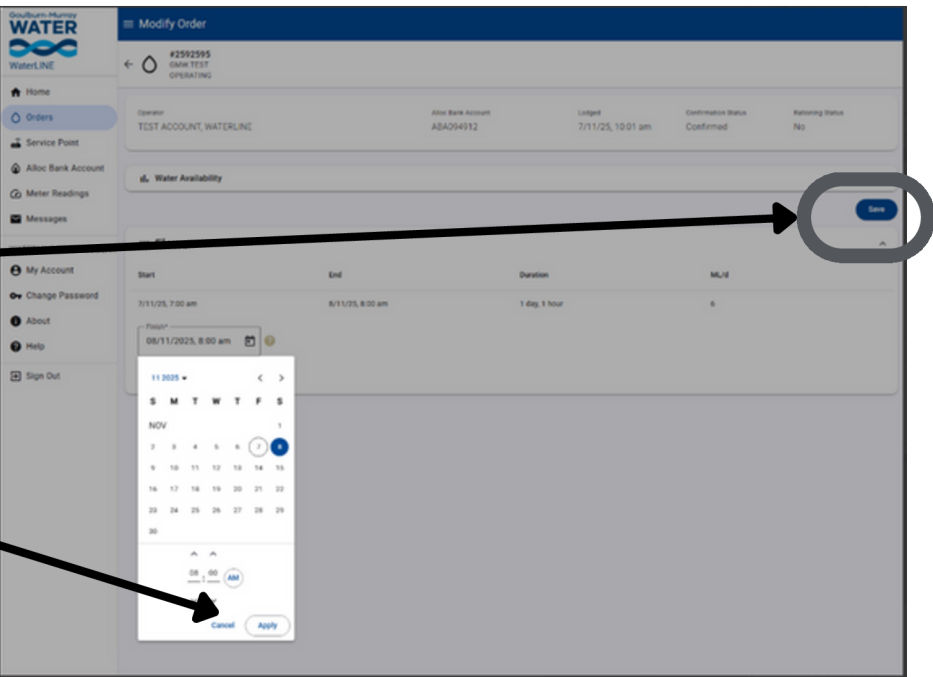
To change the Finish Time - click modify finish



Step 3

Once changes have been made to finish time

Click Apply then click Save

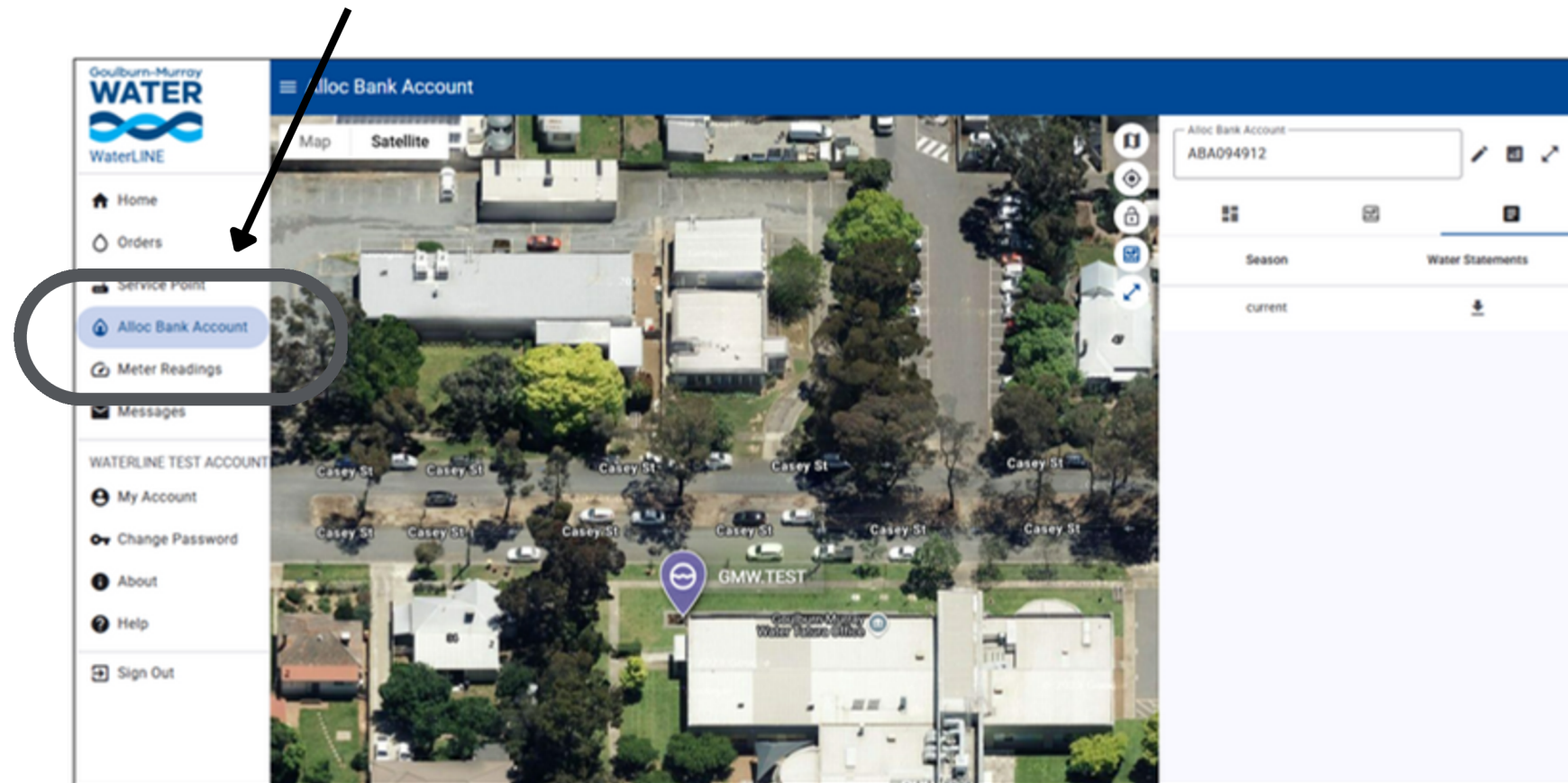


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View statement

Step 1

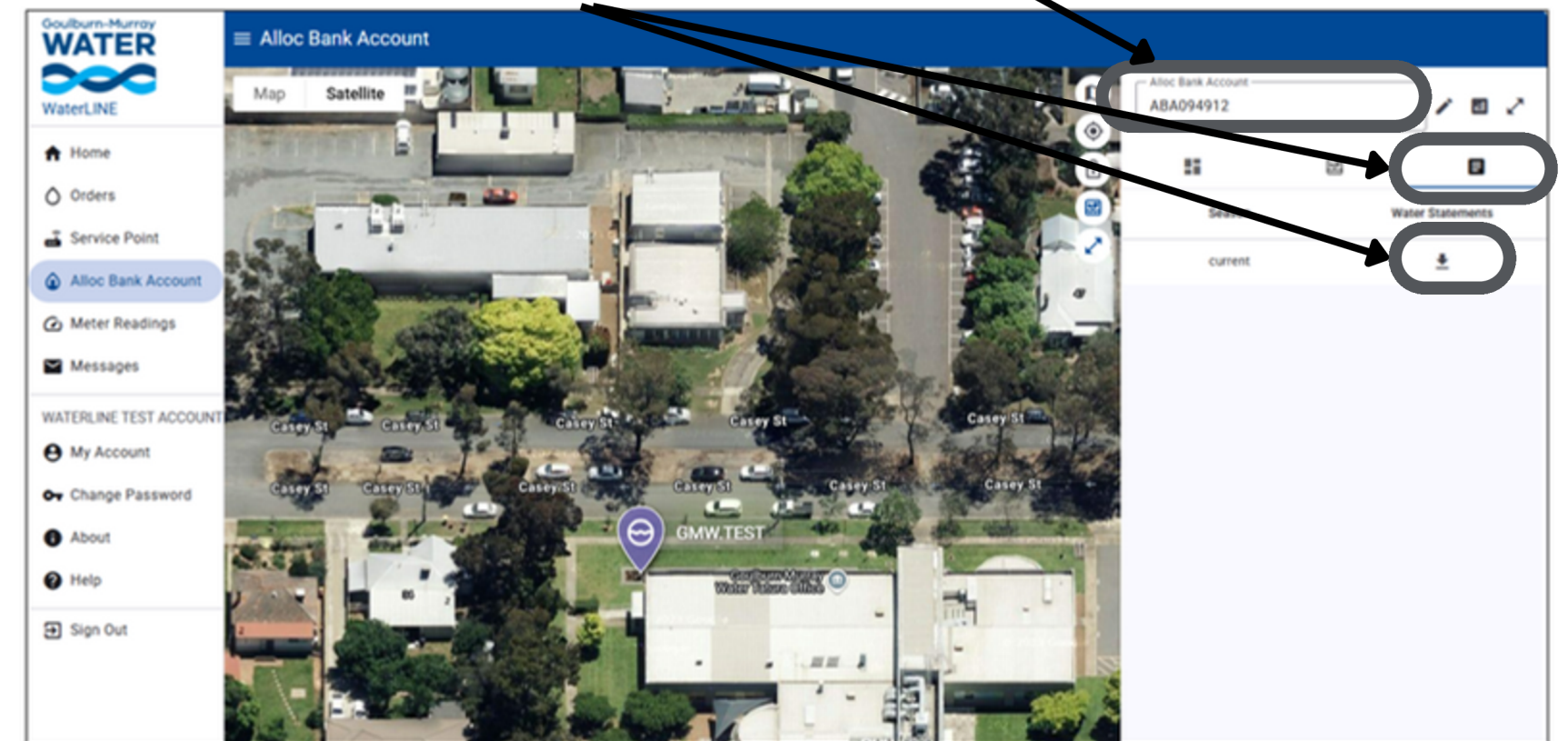
Select Alloc (allocation) Bank Account



Step 2

The Allocation Bank Account number selected will appear here, if multiple Allocation Bank Accounts this will be a dropdown to select different accounts.

Click reports, and then download the PDF of the water statement year you wish to view.

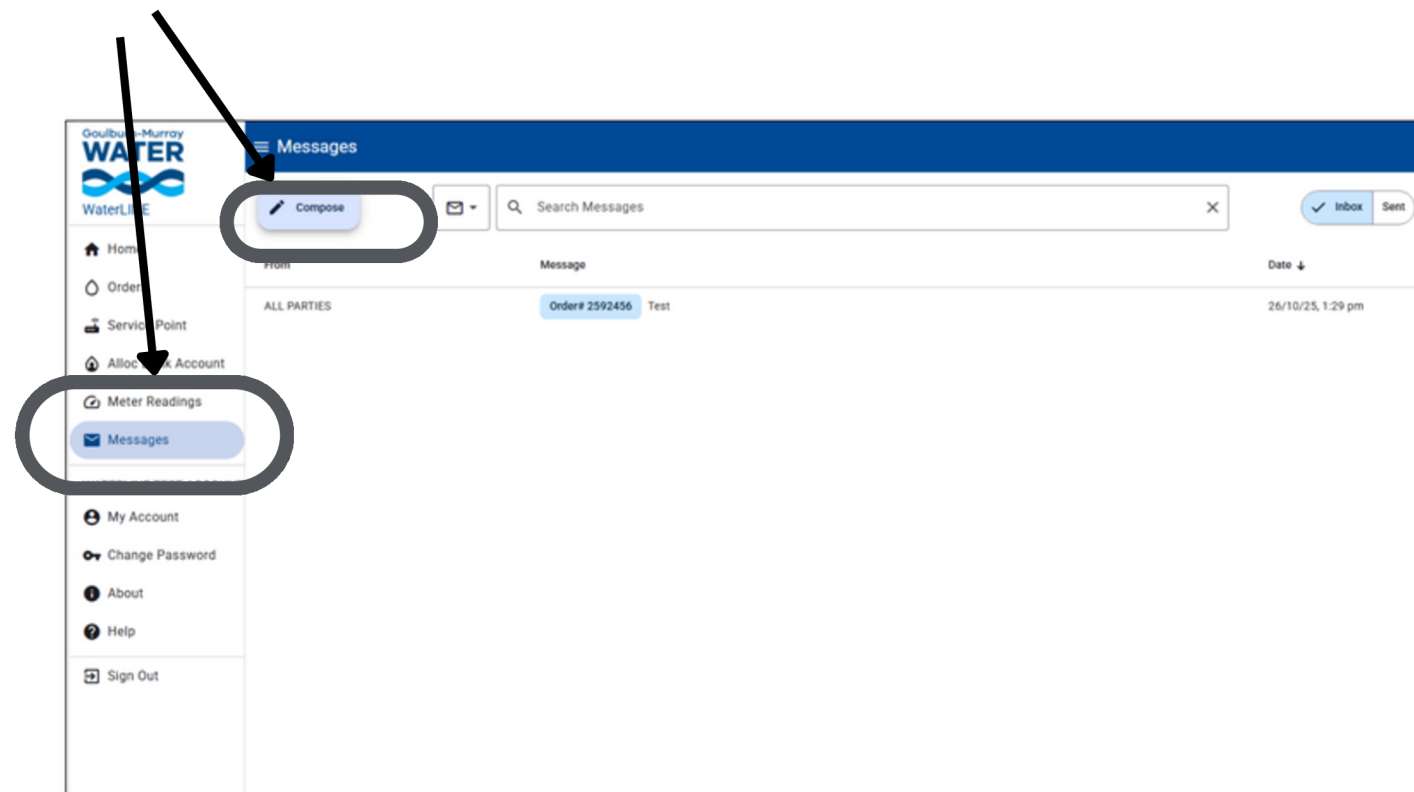


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Send message to a Water Planner

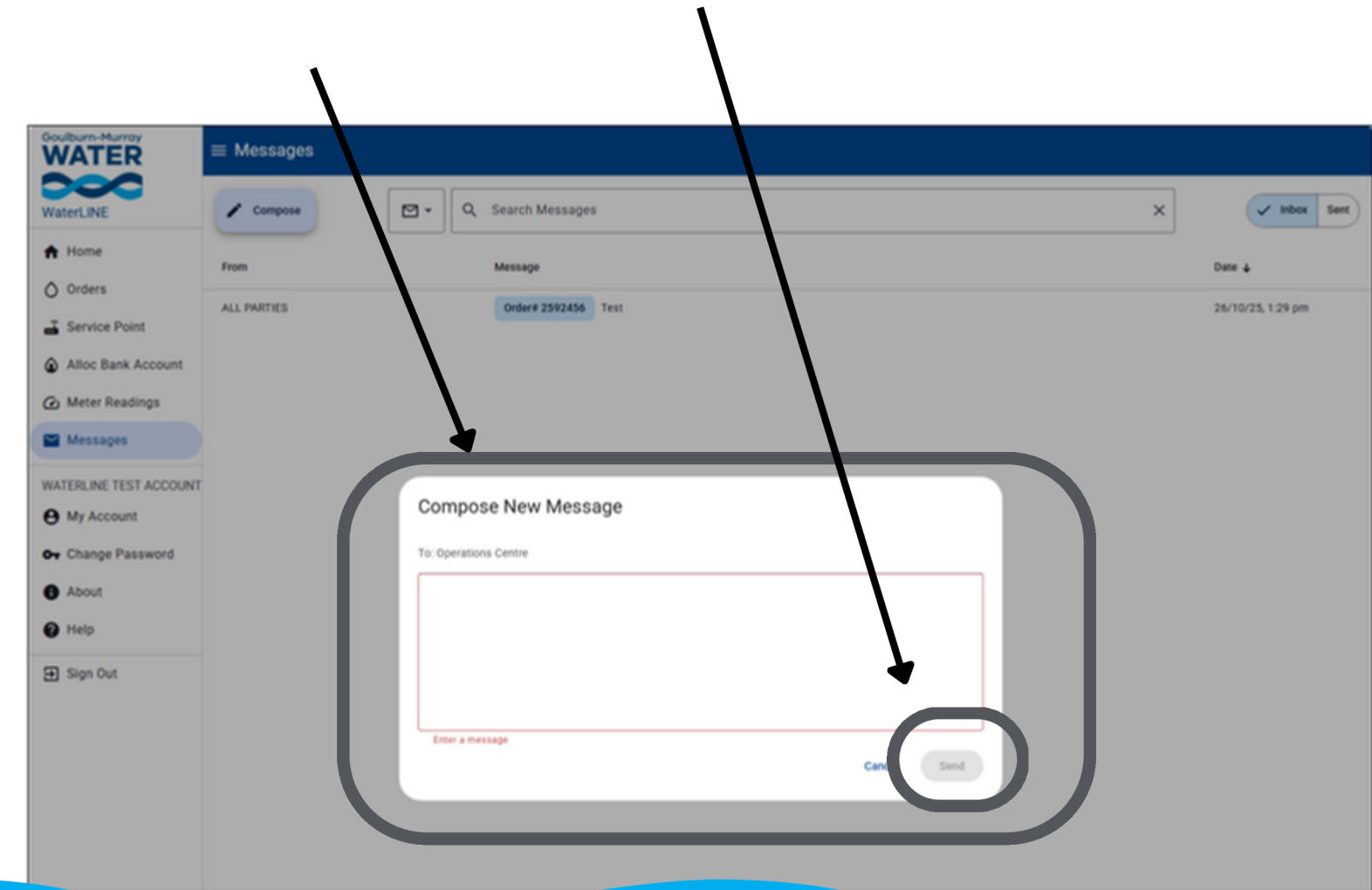
Step 1

Click on message from the home screen
Click on compose



Step 2

Write message in pop up box and click send once complete.



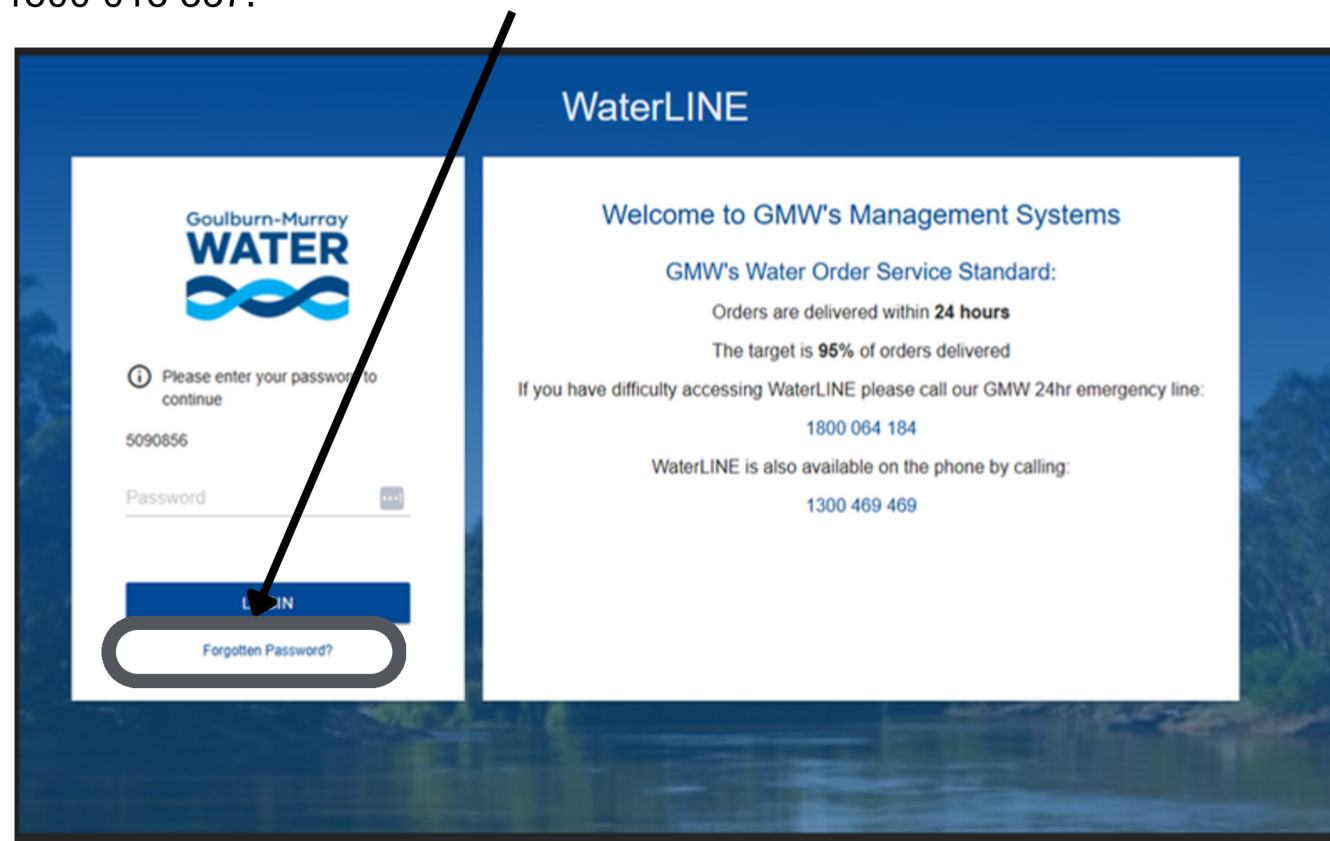
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Change/forgotten password

Step 1

On the login page, click forgotten password.

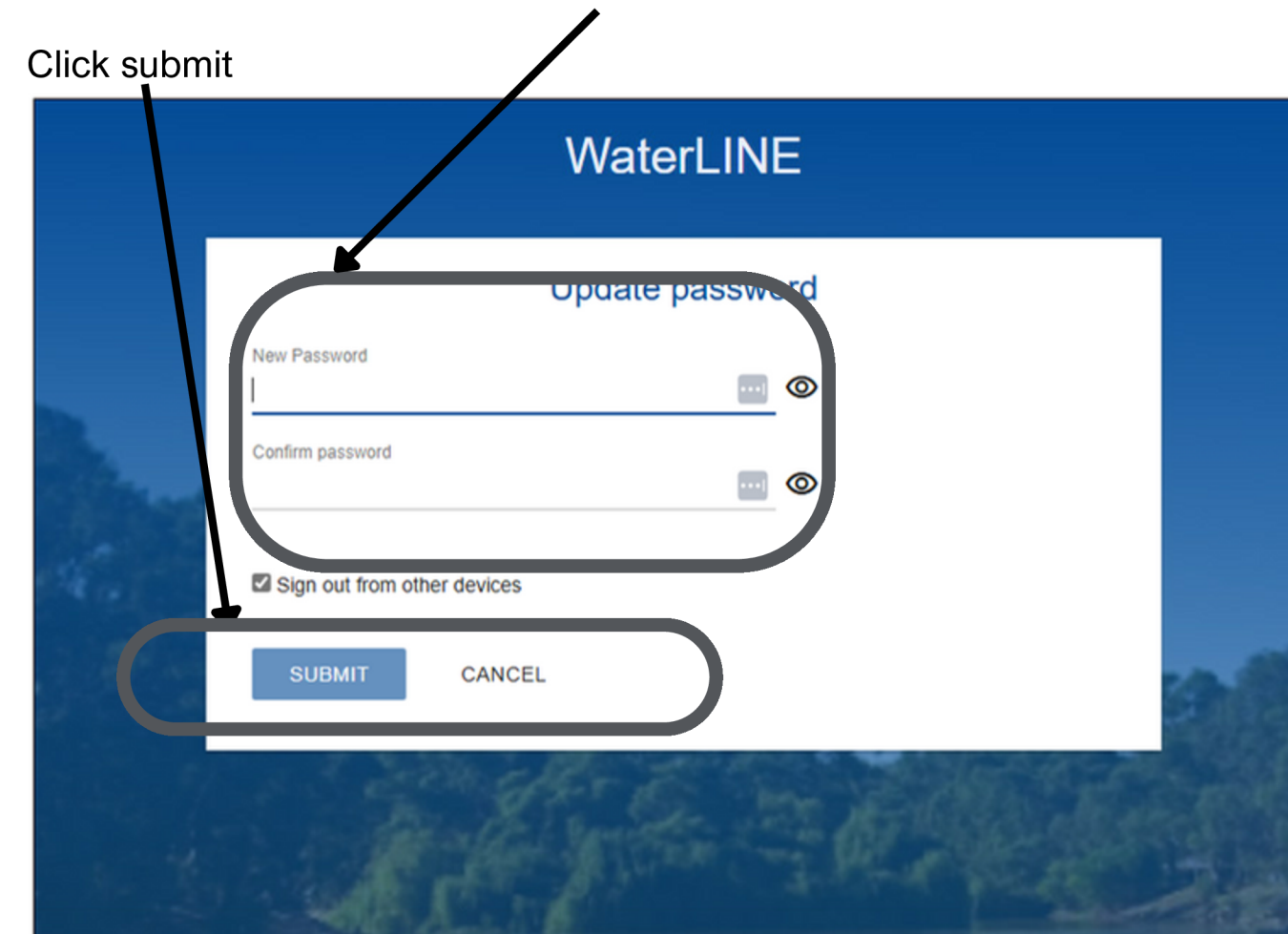
You will need your user number - if you don't know your user number call 1800 013 357.



Step 2

Create and confirm your new password.

Click submit



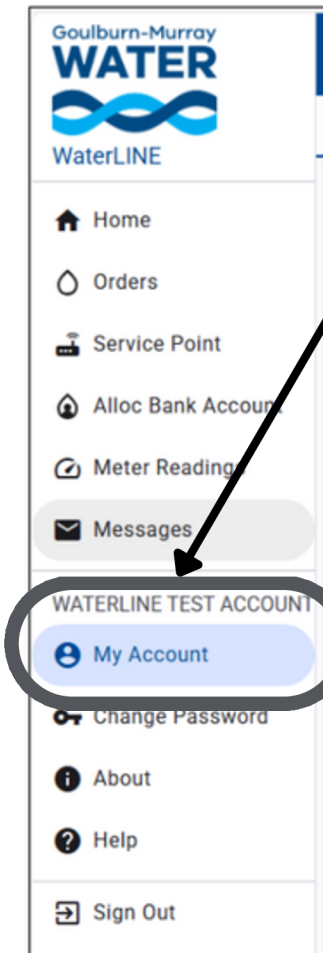
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Account management

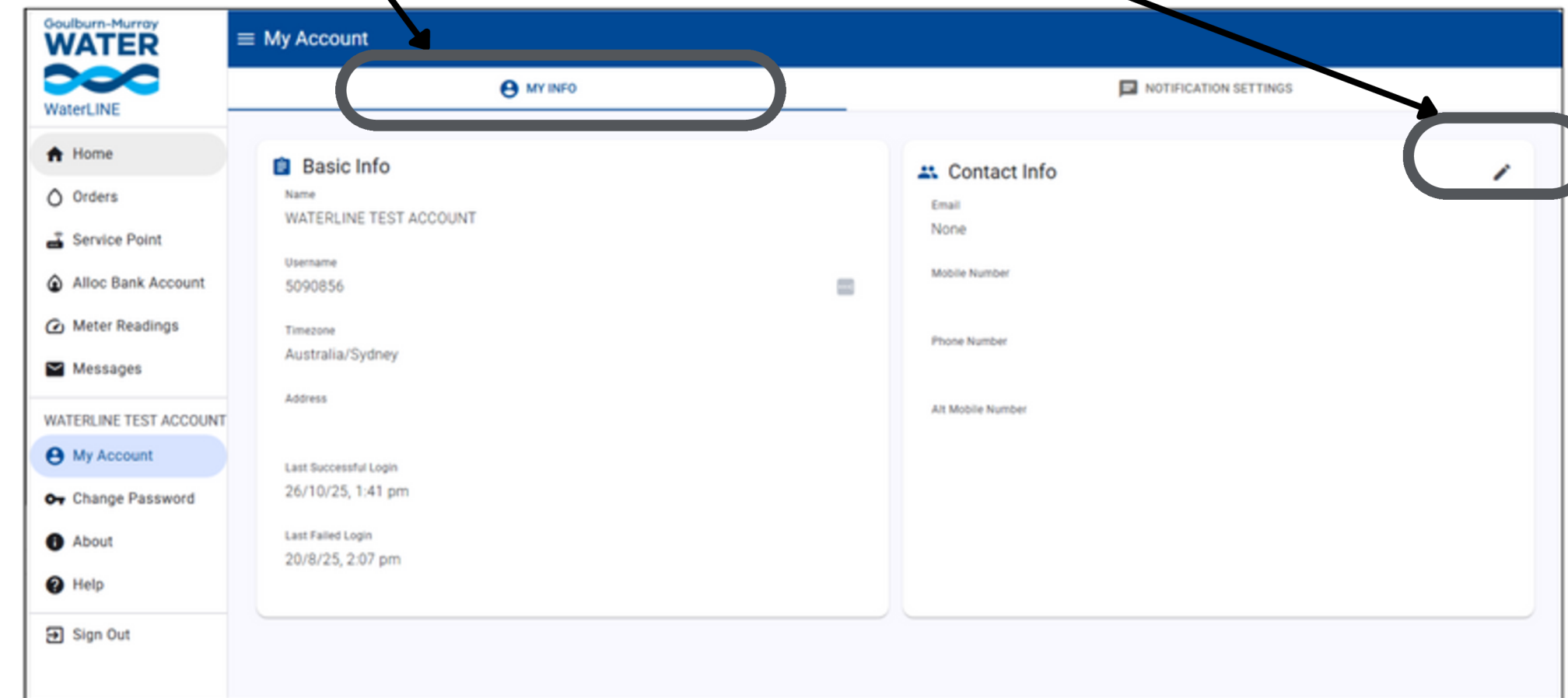
Step 1

On home screen click on My Account



Step 2

Click on my info tab, below will give all basic information.



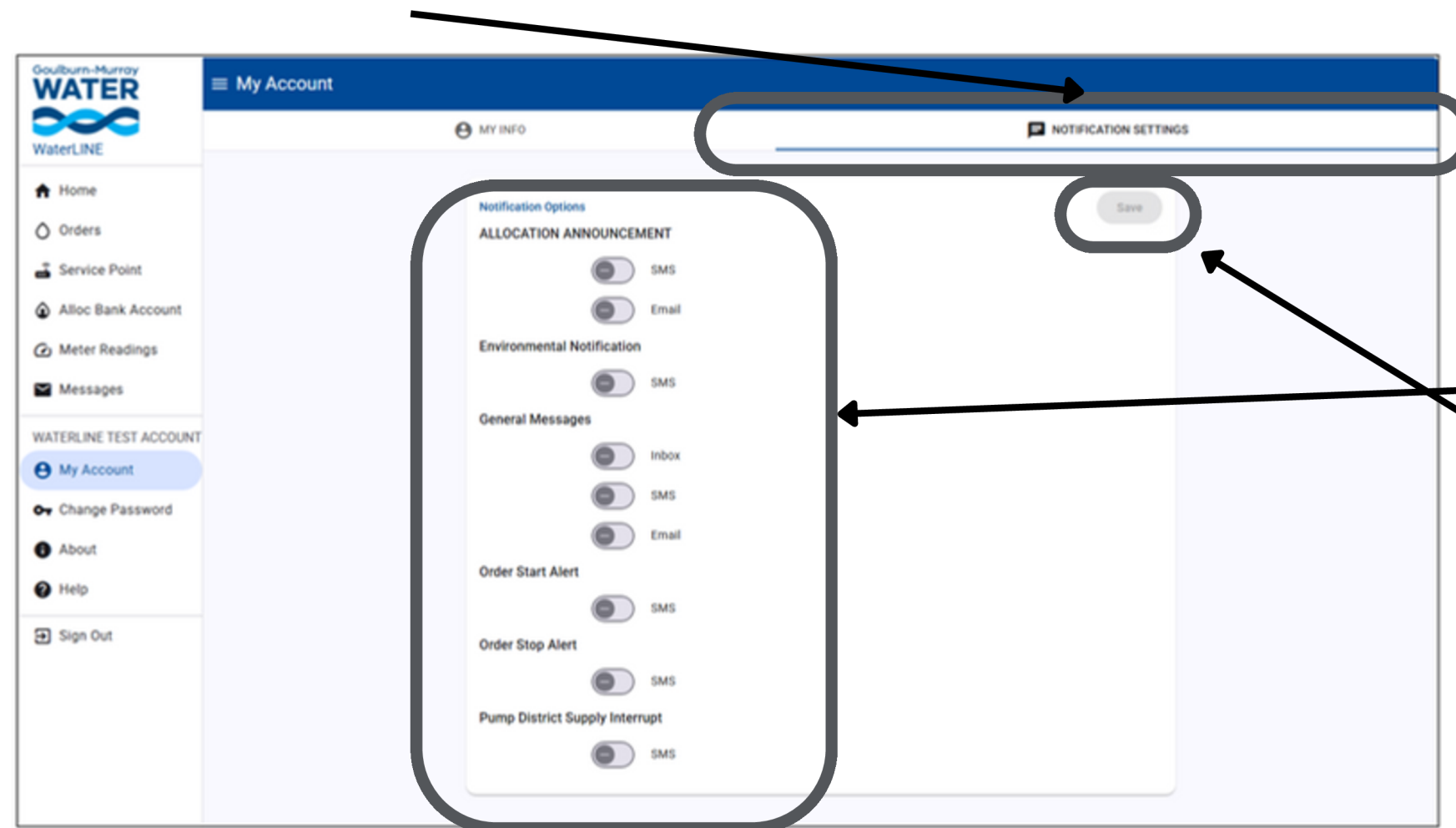
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Account management

Step 3

To update notifications settings click on notifications setting



Notifications can be turned on or off by clicking on each section - these notifications are all set to off.

Enable the communications you wish to receive.

Click save

You will not be able to enable notifications if your account has not been set up with a mobile number or email address.