



WaterLINE Training Manual





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WaterLINE Training Manual

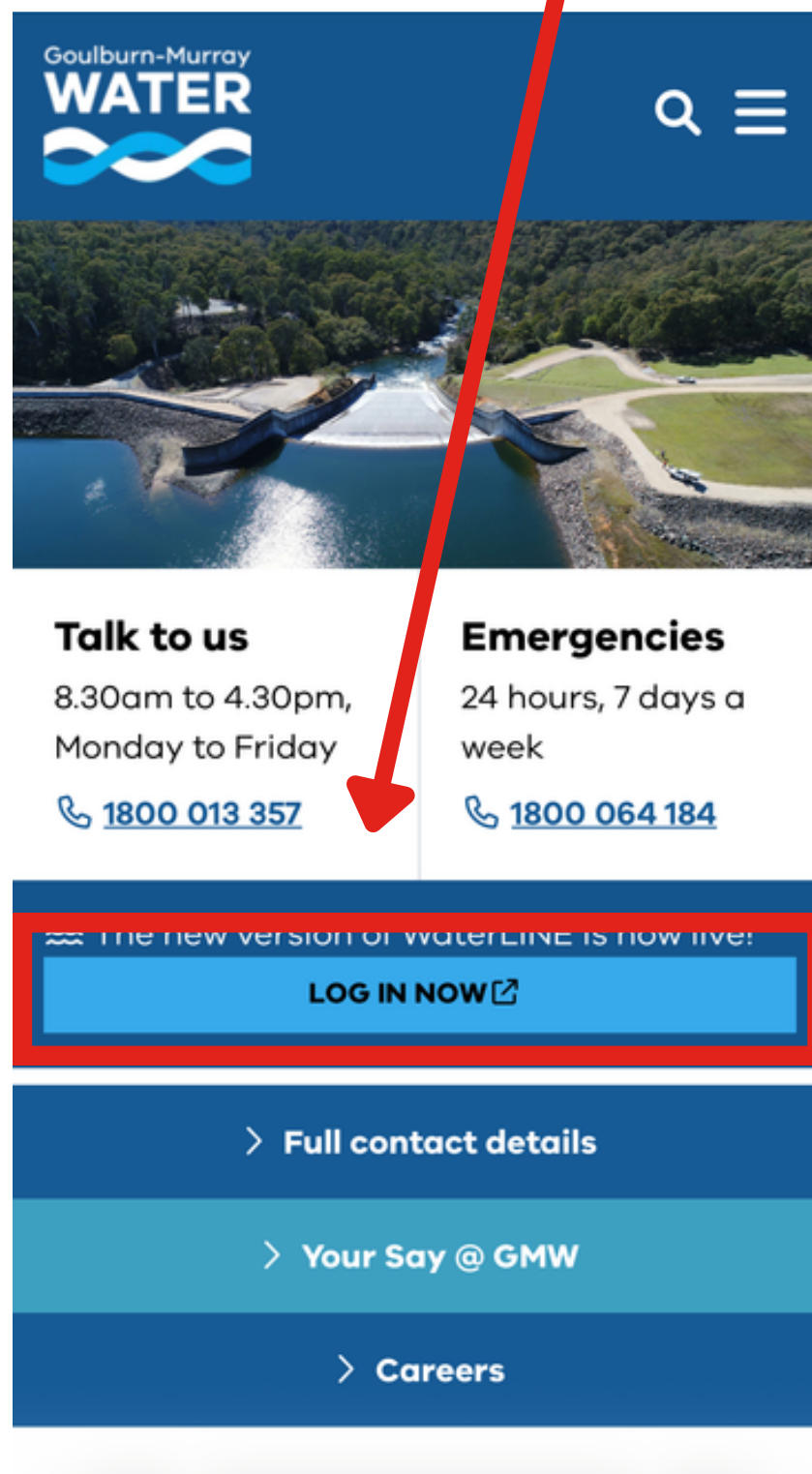
Accessing WaterLINE



Step 1

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

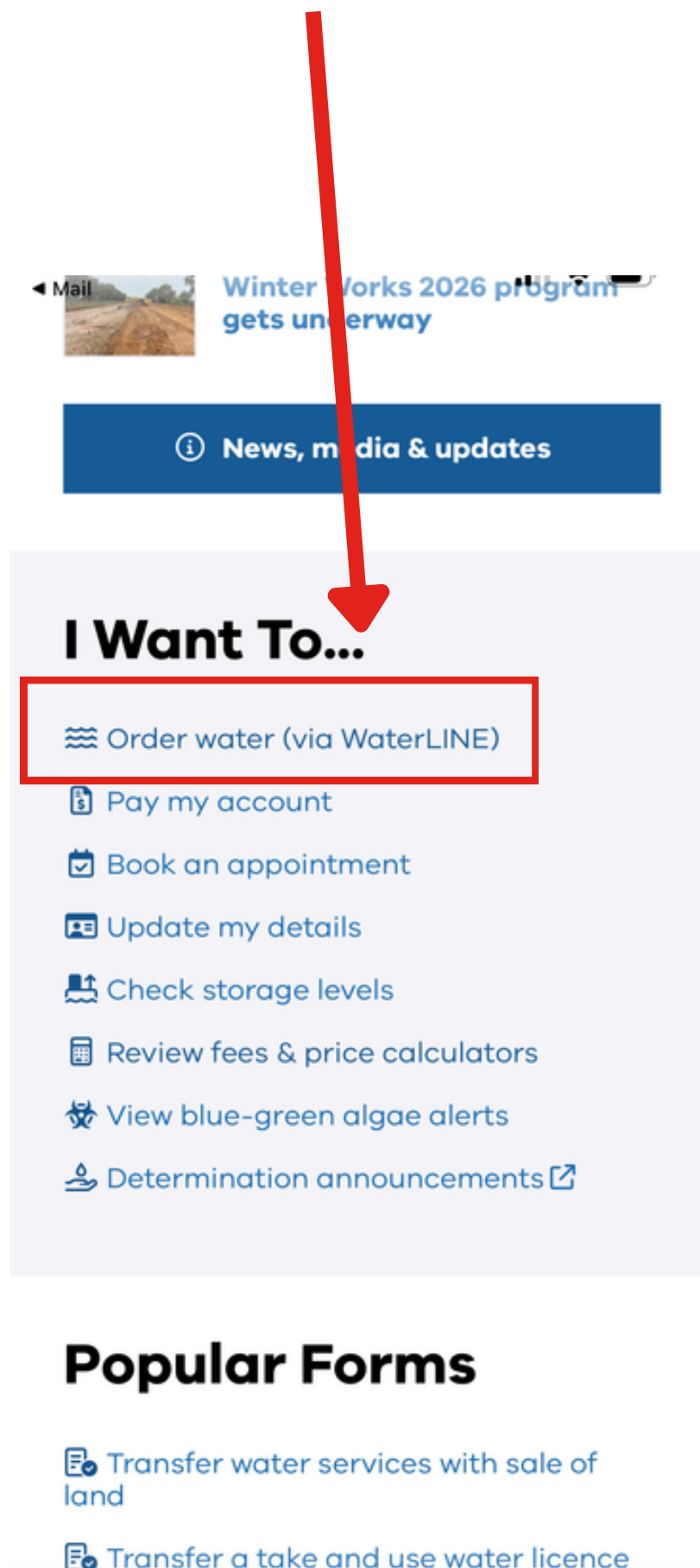
Click on **LOG IN NOW**.





Step 2

Alternatively scroll down to **I want to... Order water (via WaterLINE)**



WaterLINE Training Manual

Accessing WaterLINE



Step 3

Enter your seven-digit user number. If you do not know your user number, you need to call 1800 013 357.
Click **NEXT**.

The screenshot shows the WaterLINE login interface. At the top, the word "WaterLINE" is displayed in white on a blue background. Below this is the Goulburn-Murray WATER logo, which includes a stylized blue wave icon. Under the logo is a text input field labeled "Username" with a red rectangular border. Below the input field is a blue button with the text "NEXT" and a right-pointing arrow, also enclosed in a red rectangular border.

Enter your password (this is your 4 digit PIN number).
Click **LOGIN**

The screenshot shows the WaterLINE login interface. At the top, the word "WaterLINE" is displayed in white on a blue background. Below this is the Goulburn-Murray WATER logo, which includes a stylized blue wave icon. Under the logo is a text input field labeled "Password" with a red rectangular border. Above the input field is a back arrow icon followed by the text "5091060". Below the input field is a blue button with the text "LOGIN", also enclosed in a red rectangular border. At the bottom of the form, there is a link that says "Forgotten Password?".

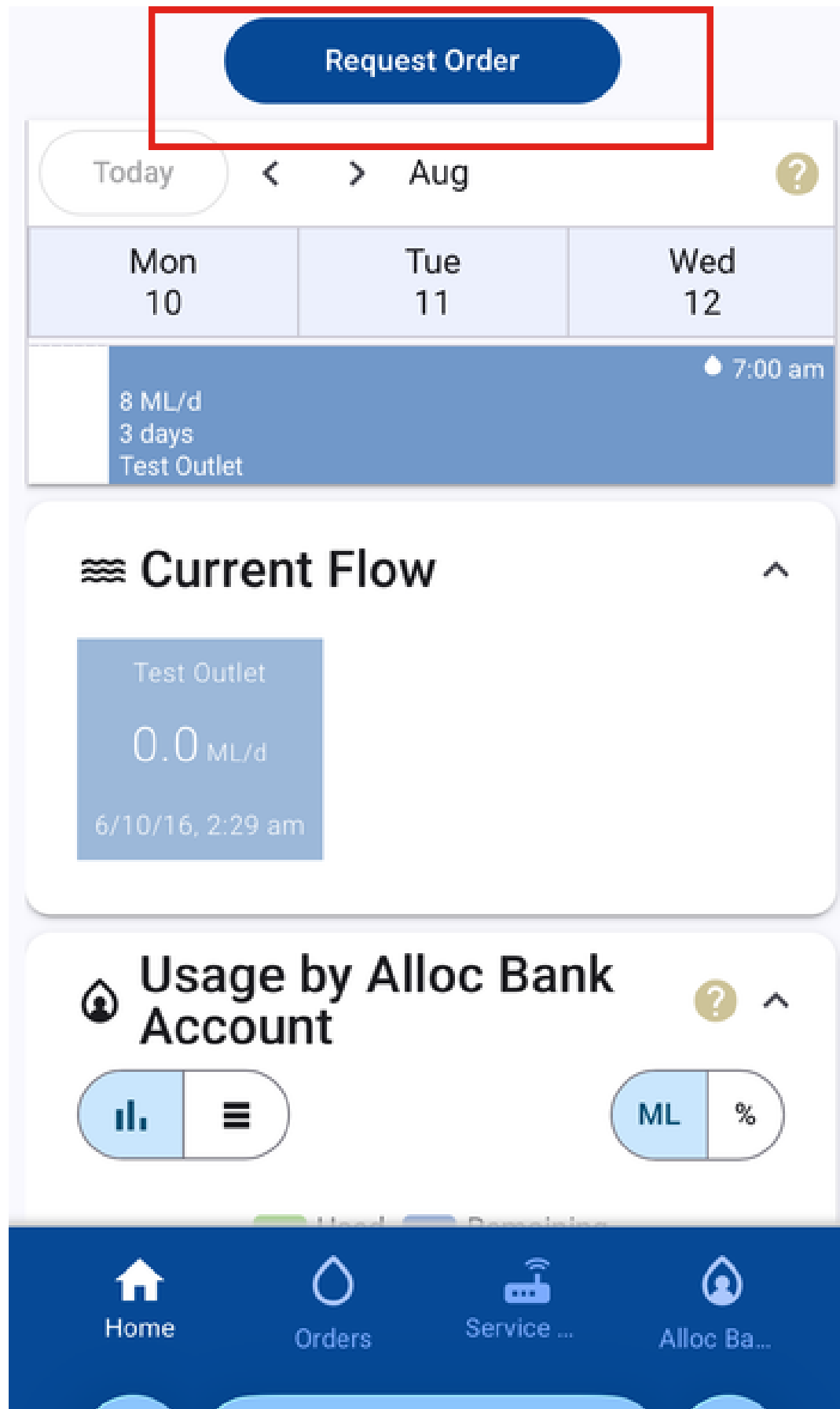
WaterLINE Training Manual

Lodging irrigation orders

Step 1



Click on **Request Order**





Step 2

Select your service point.

If you have multiple service points, they will all be displayed in the dropdown menu.

Select the one you wish to use.

≡ Request Order

←

1 Service Point - Test Outlet

Service Point*

Test Outlet

Test Outlet
FlumeGate M

✓ Alloc Bank Account - Test

! Flows

4 Repeat Order
Optional

5 Notes
Optional

6 Review and Lodge

Home

Orders

Service ...

Alloc Ba...



Step 3

If there are multiple ABA's they will be displayed in the dropdown menu.
Select Allocation Bank Account then next.

 Request Order



 Service Point - Test Outlet

2

Alloc Bank Account - Test

Alloc Bank Account*
Test

← Previous

→ Next

 Flows

4

Repeat Order
Optional

5

Notes
Optional

6

Review and Lodge

 Home

 Orders

 Service ...

 Alloc Ba...



Step 4

Select the start date and time of your order. To confirm this choice, click the tick in the bottom right corner.

Select the end date and time of the order. To confirm this choice, click the tick in the bottom right corner.

The duration section will automatically calculate.

Request Order

Water Availability

Last order
16.0 ML 2 days
GMW.TEST [Repeat](#)

Start
19/8/26, 7:00 am

End
21/8/26, 7:00 am

Duration*
2 day 0 hour 0 minute

ML/d*
3

[+ Flow Change](#)

Home Orders Service ... Alloc Ba...

August 2026

MON	TUE	WED	THU	FRI	SAT	SUN
					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						

Time 7:00 am

Reset [✓](#)

August 2026

MON	TUE	WED	THU	FRI	SAT	SUN
					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						

Time 7:00 am

Reset [✓](#)

WaterLINE Training Manual

Lodging irrigation orders



Step 4 continued

There is the option to repeat the previous order.

OR

You can also use the duration to set the end date and time.

Select the **ML/d**.

Order notice

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

WaterLINE Training Manual

Lodging irrigation orders



Step 5

Optional:

To enter a multi flow, click on **+Flow Change**.

Select day, time and flow change. You can add multiple if you wish.

Request Order

✓ Service Point - Test Outlet

✓ Alloc Bank Account - Test

✎

Flows - 8 ML/d over 2 days

Water Availability

19/8/26, 7:00 am

21/8/26, 7:00 am

2 days

8 ML/d

+ Flow Change

Finish: 21/8/26, 7:00 am

Totals: 16.0 ML over 2 days

← Previous

→ Next

Home

Orders

Service ...

Alloc Ba...

Request Order

19/8/26, 7:00 am

21/8/26, 7:00 am

2 days

8 ML/d

✎

✕

21/8/26, 7:00 am

✕

End

22/8/26, 7:00 am

Duration*

1 day 0 hour 0 minute

ML/d*

6

Min: 1 Max: 40

+ Flow Change

Finish: 22/8/26, 7:00 am

Totals: 22.0 ML over 3 days

Home

Orders

Service ...

Alloc Ba...



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 **Skip to Review**

≡ Request Order

5 ML/d

14/8/26, 7:00 am

End

15/8/26, 7:00 am

Duration*

1 day 0 hour 0 minute

ML/d*

2

+ Flow Change

Finish: 15/8/26, 7:00 am

Totals: 17.0 ML over 4 days

← Previous

→ Next

Skip To Review

Home

Orders

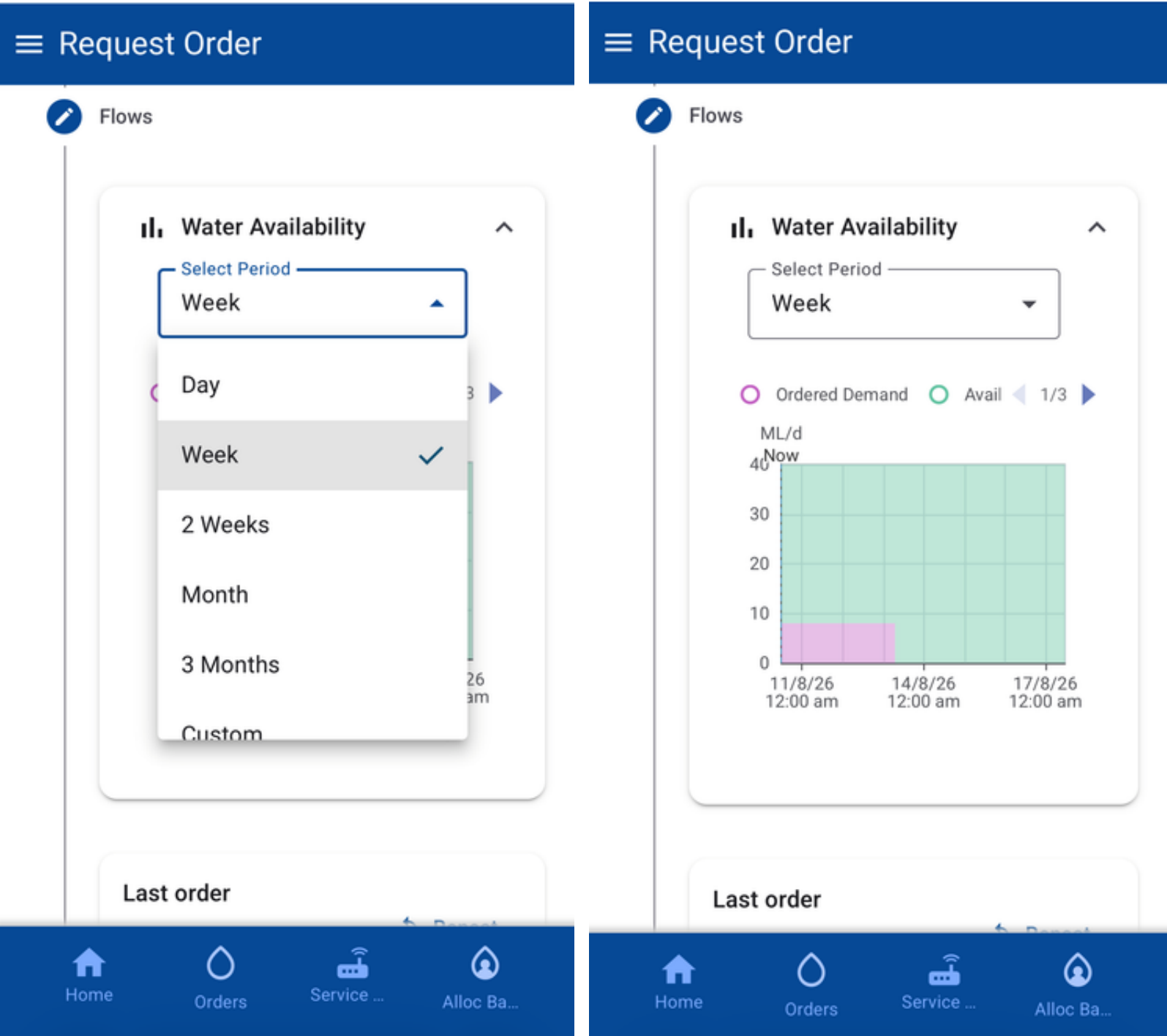
Service ...

Alloc Ba...



Step 7

Optional: Under **Water Availability**, you can view the water availability/demand in your system. This will be useful during peak watering to see what other orders are in place.



WaterLINE Training Manual

Lodging irrigation orders

Step 8

These sections are optional.
To enable this as a repeat order
enter details and select **Next**.

To add an order note for the planner,
you can add it into the note section.
Select **Next**

Request Order

✓ Service Point - Test Outlet

✓ Alloc Bank Account - Test

✓ Flows - 22.0 ML over 3 days

4 Repeat Order - 2 times every 5 days
Optional

Repeat
2 times

Every
5 days

← Previous

→ Next

✓ Notes
Optional

6 Review and Lodge

Home

Orders

Service ...

Alloc Ba...

Request Order

✓ Service Point - Test Outlet

✓ Alloc Bank Account - Test

✓ Flows - 22.0 ML over 3 days

✓ Repeat Order - 2 times every 5 days
Optional

5 Notes
Optional

Test

5 / 256

← Previous

→ Next

6 Review and Lodge

Home

Orders

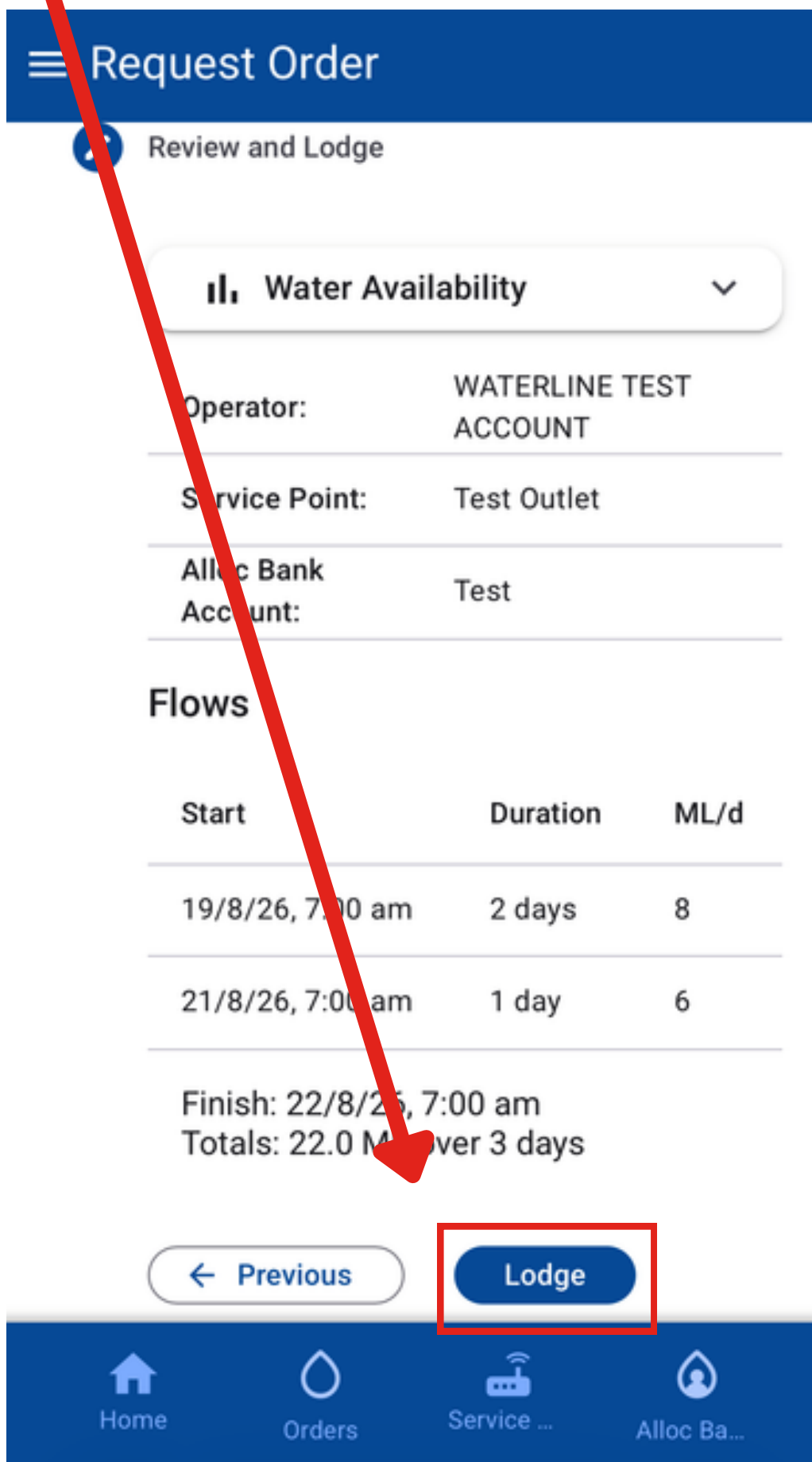
Service ...

Alloc Ba...



Step 9

This is the final step for creating a new order. Review all details for your order including start date and end date. If details are correct click **Lodge**.



Request Order

Review and Lodge

Water Availability

Operator: WATERLINE TEST ACCOUNT

Service Point: Test Outlet

Alloc Bank Account: Test

Flows

Start	Duration	ML/d
19/8/26, 7:00 am	2 days	8
21/8/26, 7:00 am	1 day	6

Finish: 22/8/26, 7:00 am
Totals: 22.0 M over 3 days

[← Previous](#) **Lodge**

Home Orders Service ... Alloc Ba...

WaterLINE Training Manual

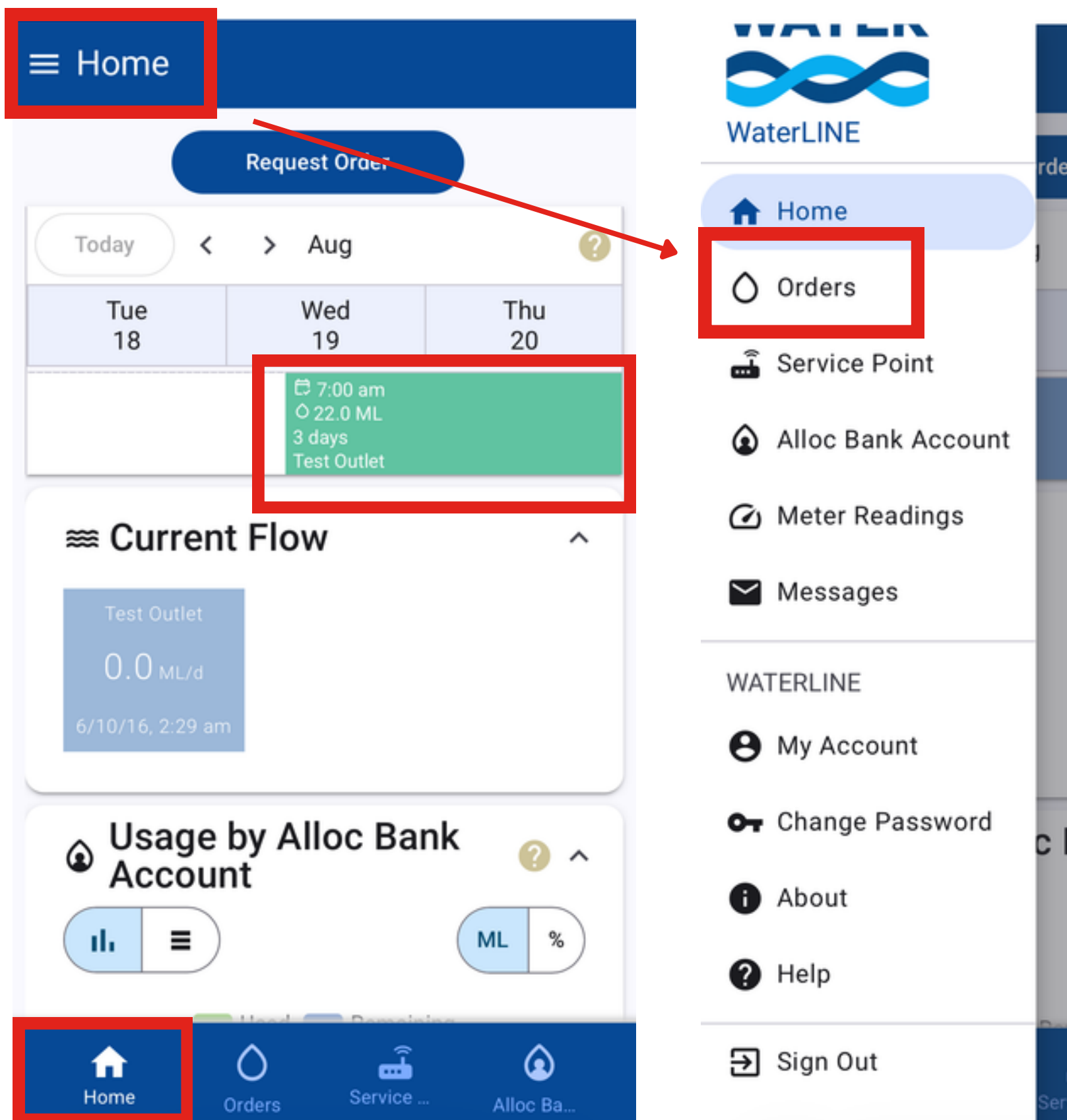
View all orders or go to order screen



Step 1

Orders upcoming over the can be viewed on the home screen, to view more detail click on the order.

For more detail, click on the orders tab on the navigation bar on the left.



WaterLINE Training Manual

View all orders or go to order screen



Step 2

Select the order you wish to view by clicking **View**.



WaterLINE Training Manual

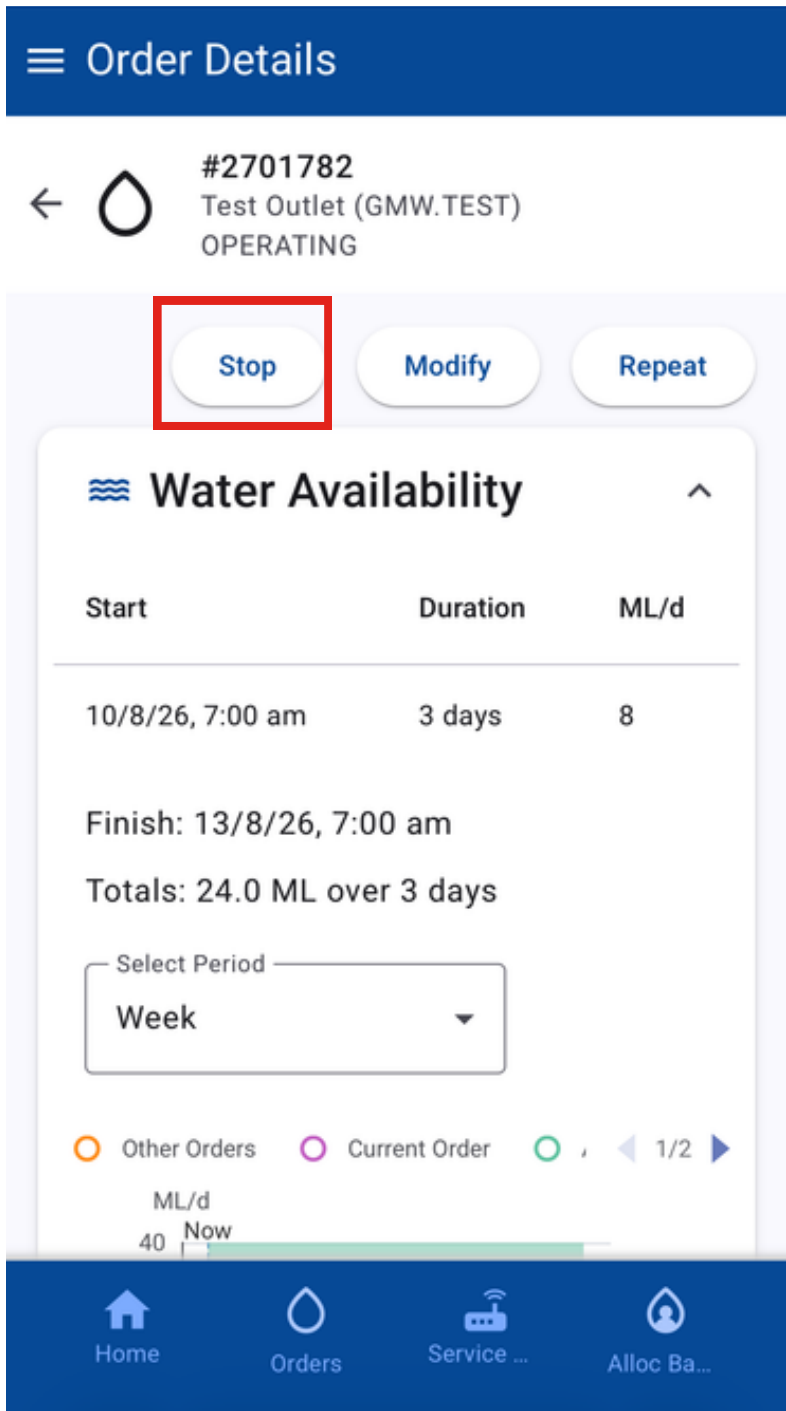
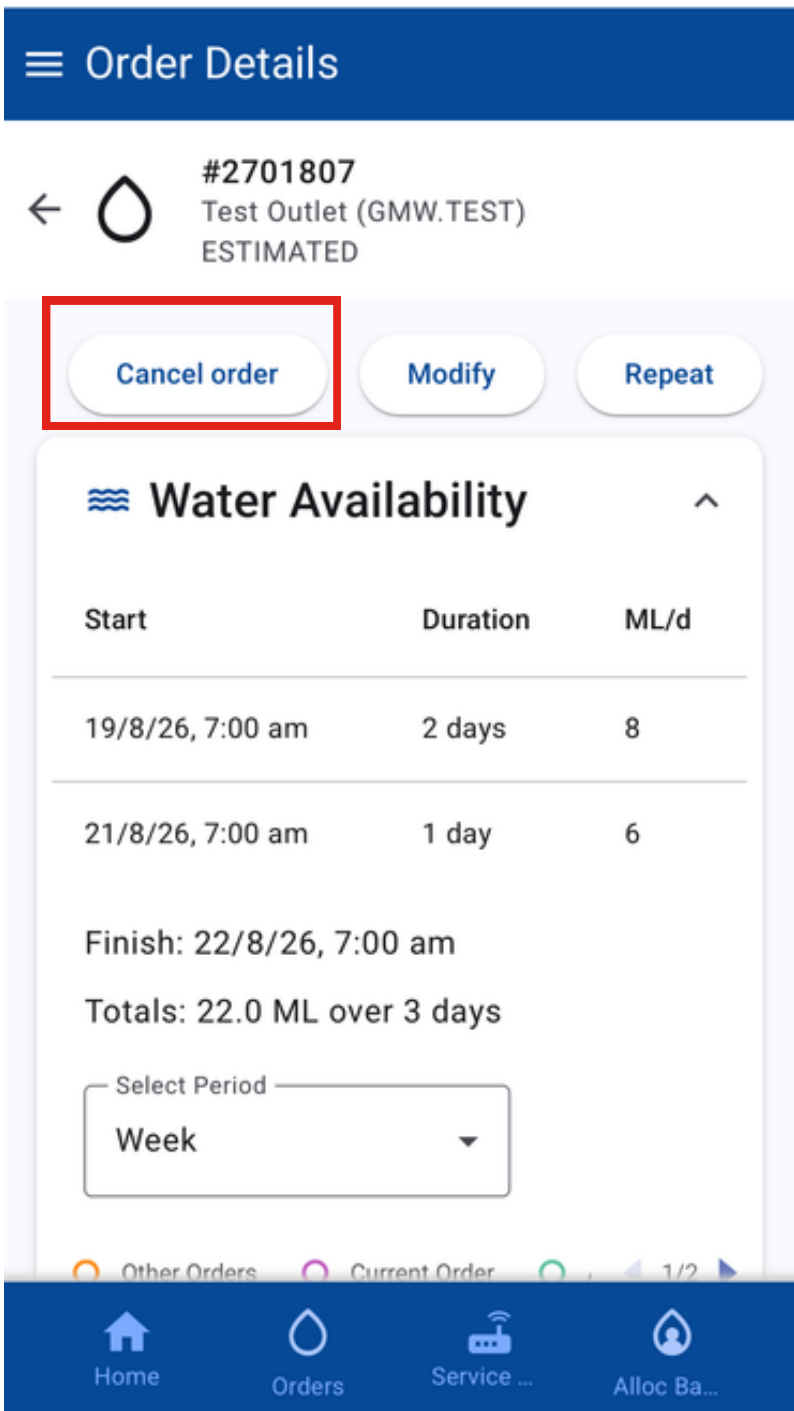
Cancel an order



Step 1

When the order has been selected to view, 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).

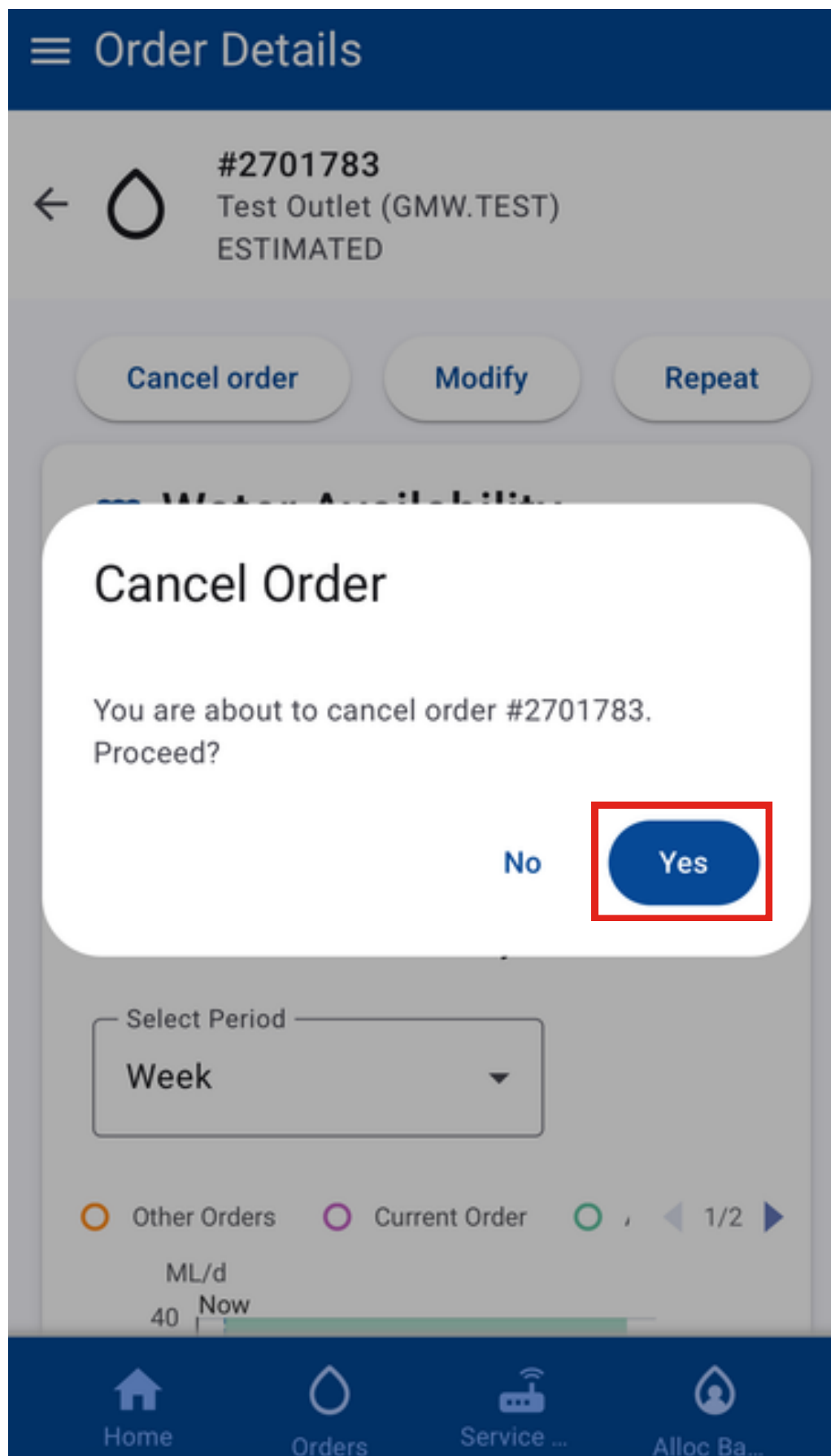




Cancel an order

Step 2

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



WaterLINE Training Manual



Modify an order

Step 1

To modify an order, locate the order and click **View**.



WaterLINE Training Manual

Modify an order - Change flow rate



Step 3

Click **Modify**

Order Details

←



#2701783
Test Outlet (GMW.TEST)
ESTIMATED

Cancel order

Modify

Repeat

Water Availability

^

Start	Duration	ML/d
13/8/26, 7:00 am	2 days	8

Finish: 15/8/26, 7:00 am

Totals: 16.0 ML over 2 days

Select Period

Week

Other Orders

Current Order

1/2

ML/d

Now

40

WaterLINE Training Manual

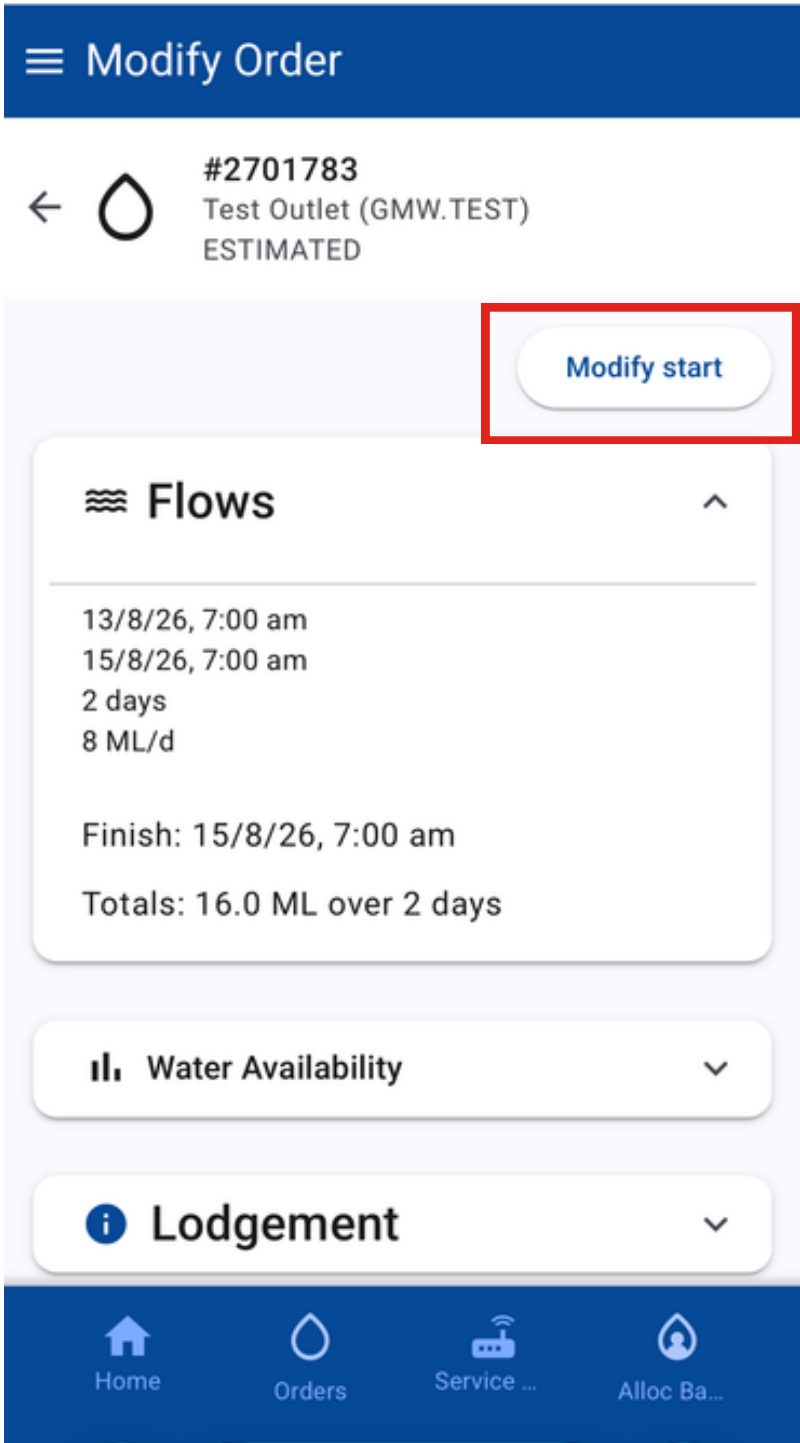
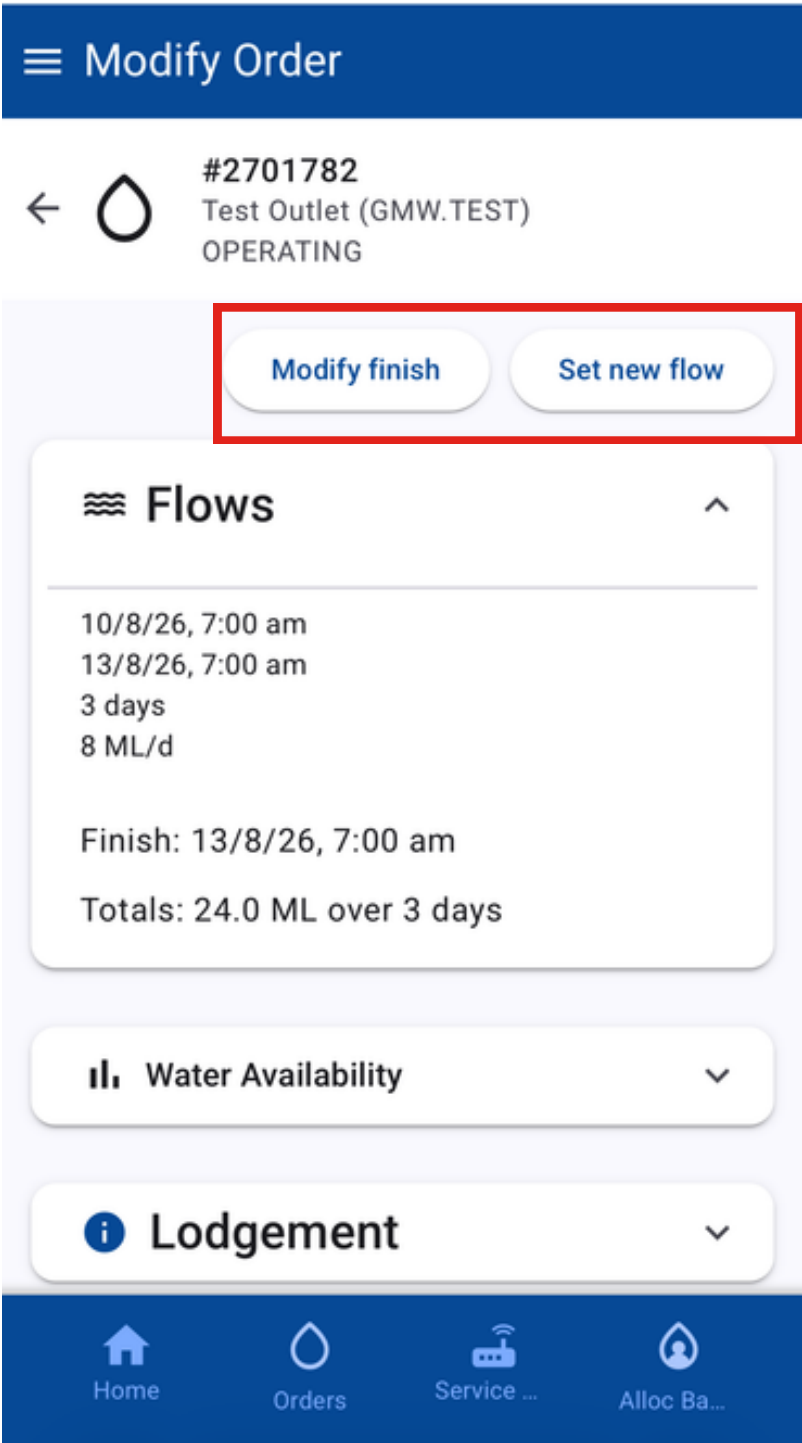
Modify an order - Change flow rate



Step 4

For the option to change the flow rate or finish time, this is only for operating orders.

For non operating orders you can only modify the start time.



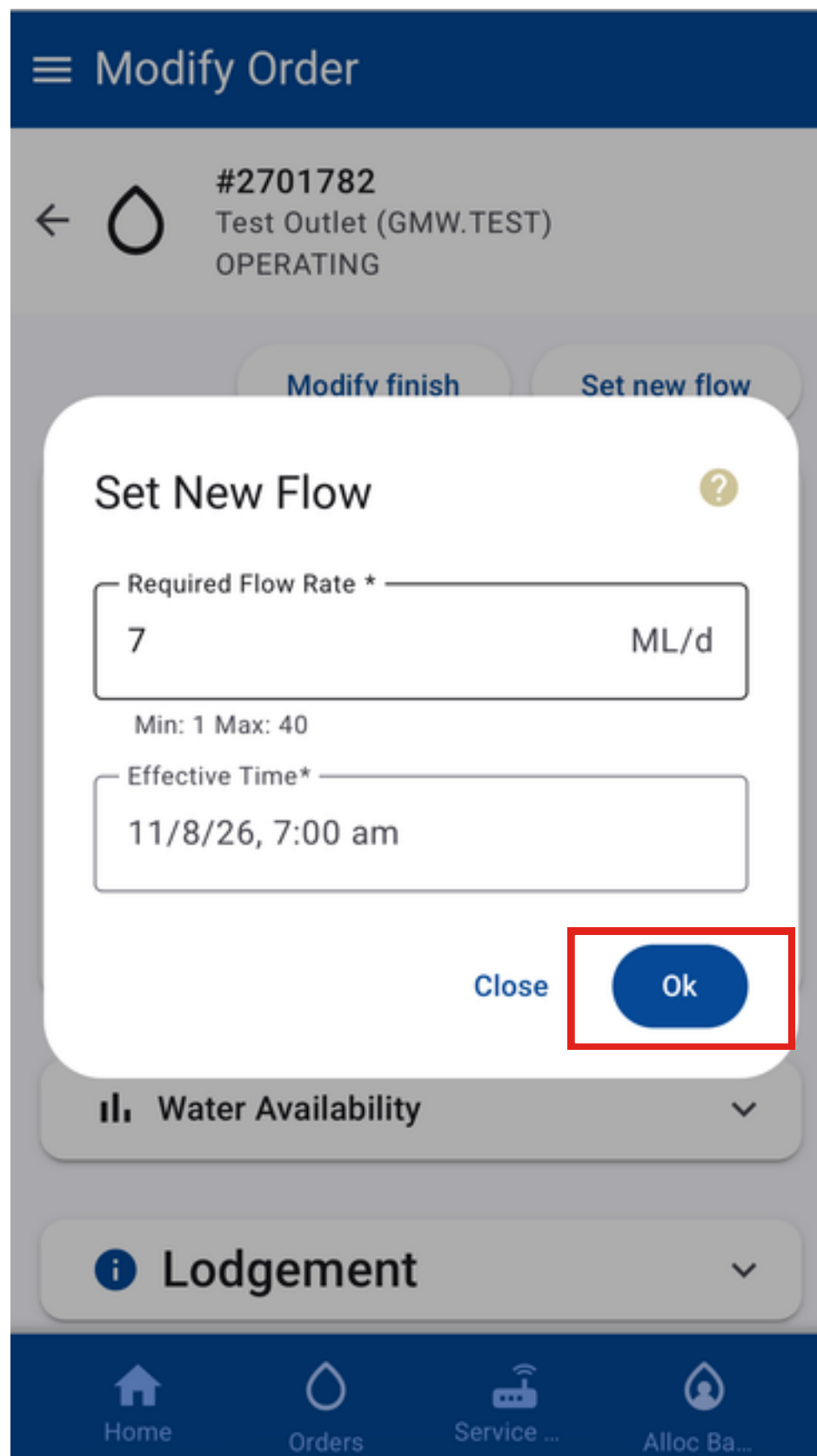
WaterLINE Training Manual

Modify an order - Change flow rate



Step 5

Change flow rate then click **Ok** to save.



The screenshot shows the 'Modify Order' screen in the WaterLINE app. At the top, there's a header bar with a menu icon and the text 'Modify Order'. Below this, the order details are displayed: a back arrow, a water drop icon, the order number '#2701782', and the description 'Test Outlet (GMW.TEST) OPERATING'. There are two buttons: 'Modify finish' and 'Set new flow'. The 'Set new flow' button is active, and a modal dialog box titled 'Set New Flow' is open. The dialog has a question mark icon in the top right corner. It contains two input fields: 'Required Flow Rate *' with the value '7' and units 'ML/d', and 'Effective Time*' with the value '11/8/26, 7:00 am'. Below the first field, it says 'Min: 1 Max: 40'. At the bottom of the dialog, there are two buttons: 'Close' and 'Ok'. The 'Ok' button is highlighted with a red rectangle. Below the dialog, there are two expandable sections: 'Water Availability' and 'Lodgement'. At the bottom of the screen is a navigation bar with four icons: 'Home', 'Orders', 'Service ...', and 'Alloc Ba...'. The 'Orders' icon is currently selected.

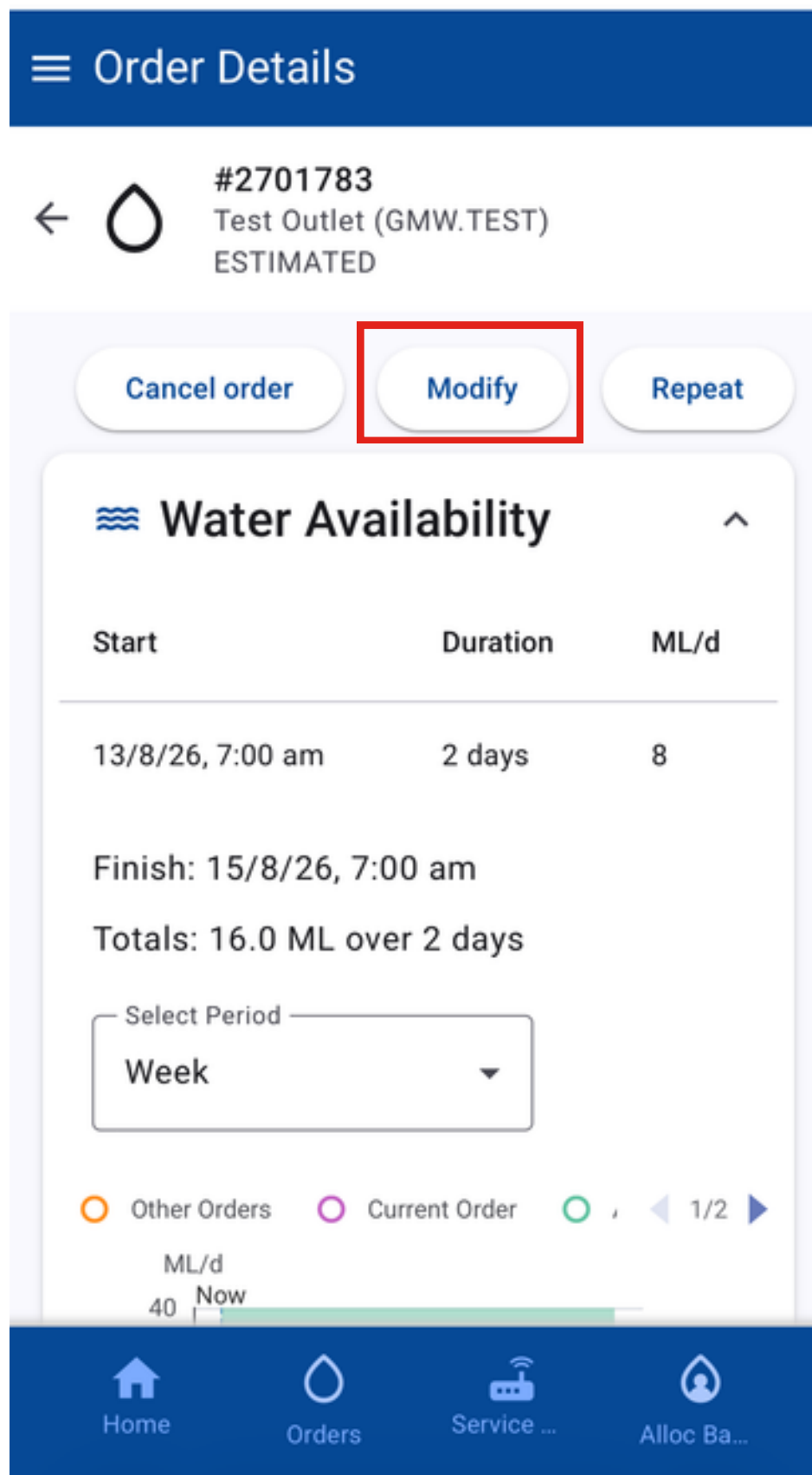
WaterLINE Training Manual

Modify an order - Finish time



Step 1

Locate order via the order tab down the bottom of the screen.
Select view then select **Modify**.



WaterLINE Training Manual

Modify an order - Start/Finish time



Step 2

To change the Finish/Start Time - click **Modify finish/ Modify start**.

≡ Modify Order

←

#2701782

Test Outlet (GMW.TEST)

OPERATING

Modify finish

Set new flow

≡ Flows

10/8/26, 7:00 am

13/8/26, 7:00 am

3 days

8 ML/d

Finish: 13/8/26, 7:00 am

Totals: 24.0 ML over 3 days

Water Availability

Lodgement

Home

Orders

Service ...

Alloc Ba...

≡ Modify Order

←

#2701783

Test Outlet (GMW.TEST)

ESTIMATED

Modify start

≡ Flows

13/8/26, 7:00 am

15/8/26, 7:00 am

2 days

8 ML/d

Finish: 15/8/26, 7:00 am

Totals: 16.0 ML over 2 days

Water Availability

Lodgement

Home

Orders

Service ...

Alloc Ba...

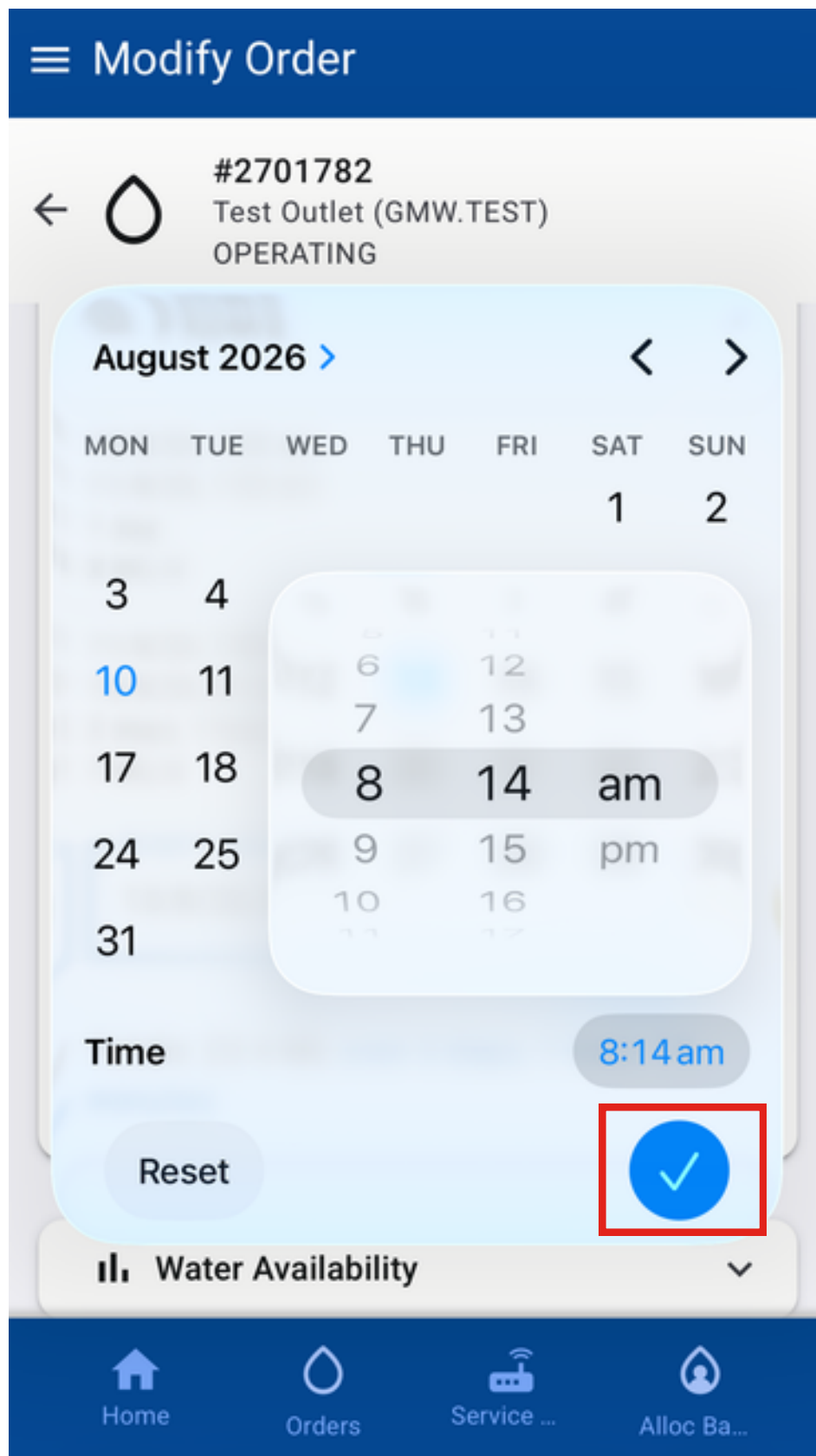
WaterLINE Training Manual



Modify an order - Finish time

Step 3

Once changes have been made to time/date
Click the blue tick then click **SAVE**.

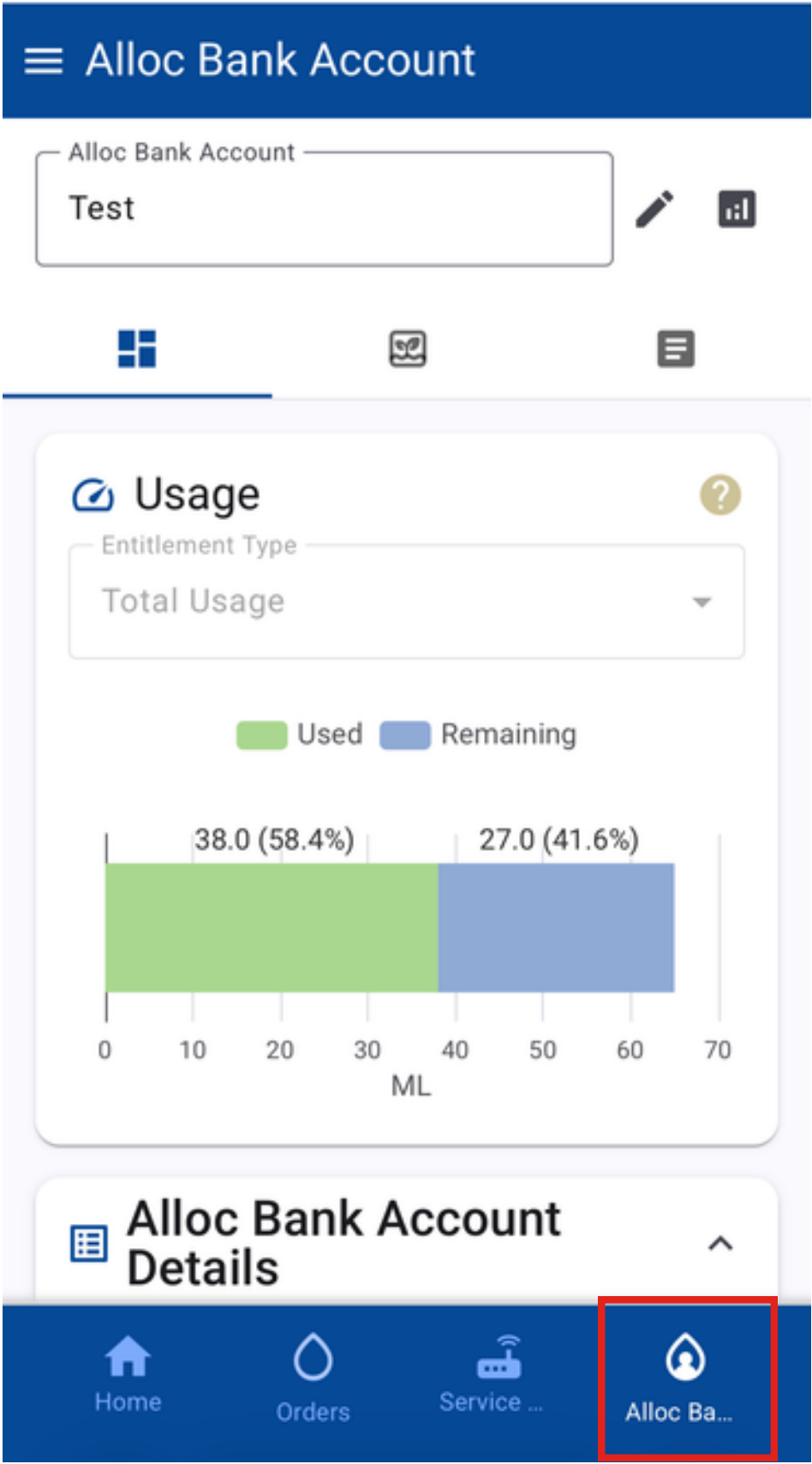


The screenshot shows the 'Modify Order' screen in the WaterLINE app. At the top, there's a blue header with a menu icon and the text 'Modify Order'. Below this, a back arrow, a water drop icon, and the order details '#2701782', 'Test Outlet (GMW.TEST)', and 'OPERATING' are visible. A date and time picker is open, showing 'August 2026' with navigation arrows. The calendar grid shows days of the week (MON to SUN) and dates. A time picker is overlaid on the calendar, showing hours (6 to 10) and minutes (12 to 16). The selected time is '8:14 am'. Below the time picker, there's a 'Time' label and a button showing '8:14 am'. A 'Reset' button is also present. A blue checkmark button is highlighted with a red box. At the bottom, there's a 'Water Availability' section with a bar chart icon and a dropdown arrow. The bottom navigation bar includes icons for 'Home', 'Orders', 'Service ...', and 'Alloc Ba...'. The 'Orders' icon is currently active.



Step 1

Select Alloc (allocation) Bank Account.



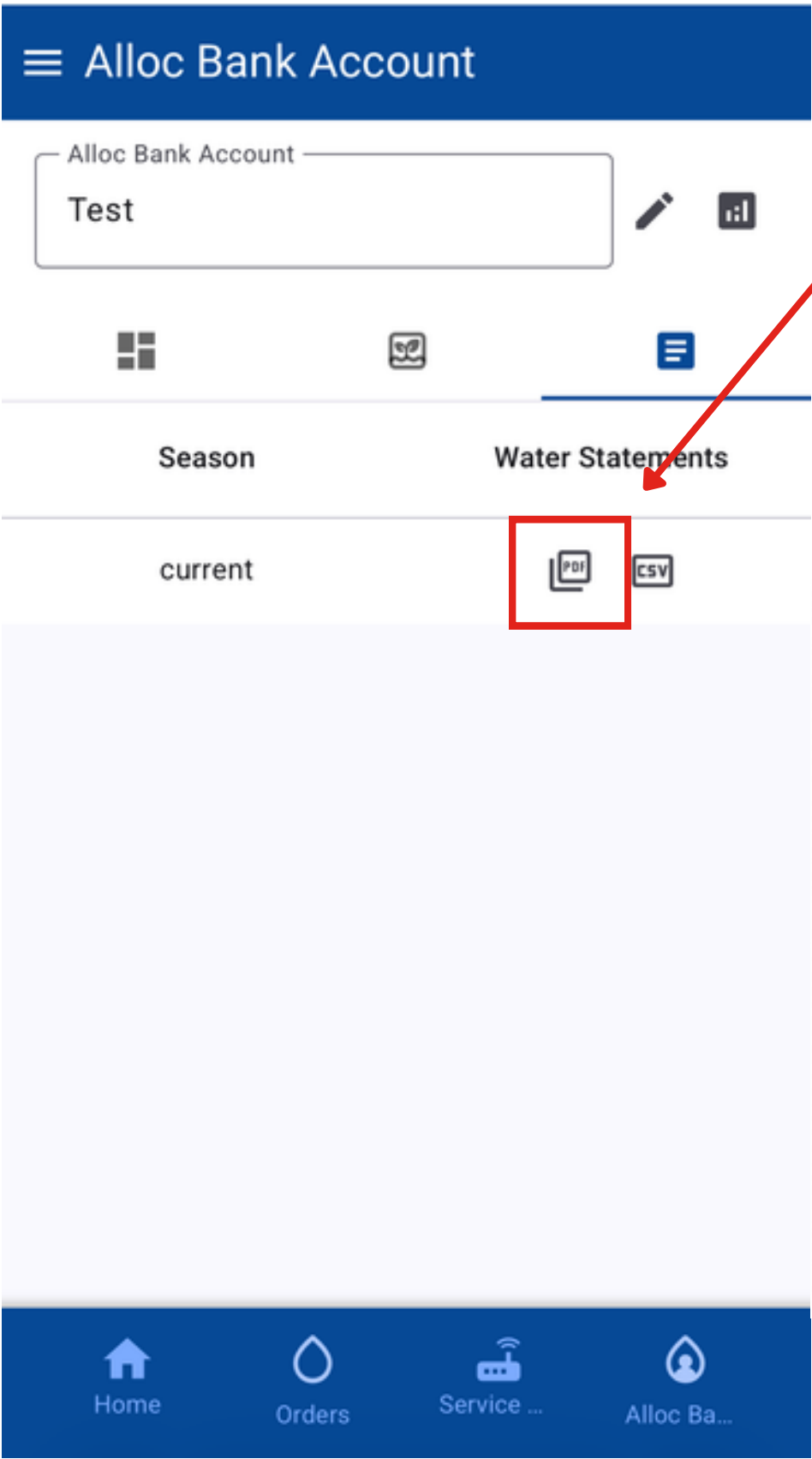
WaterLINE Training Manual

View statement

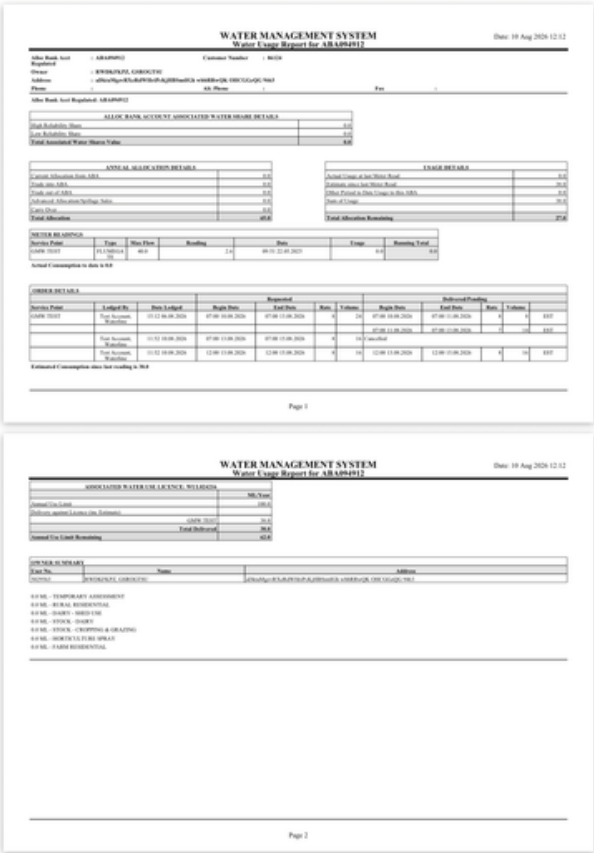


Step 2

Click on the REPORTS icon.
The Allocation Bank Account (ABA) will appear here. If you have multiple Allocation Bank Accounts (ABA's) there will be a dropdown menu to select your different accounts.



Click on PDF. The water usage statement will open as a separate document.



WaterLINE Training Manual

Send message to a Water Planner

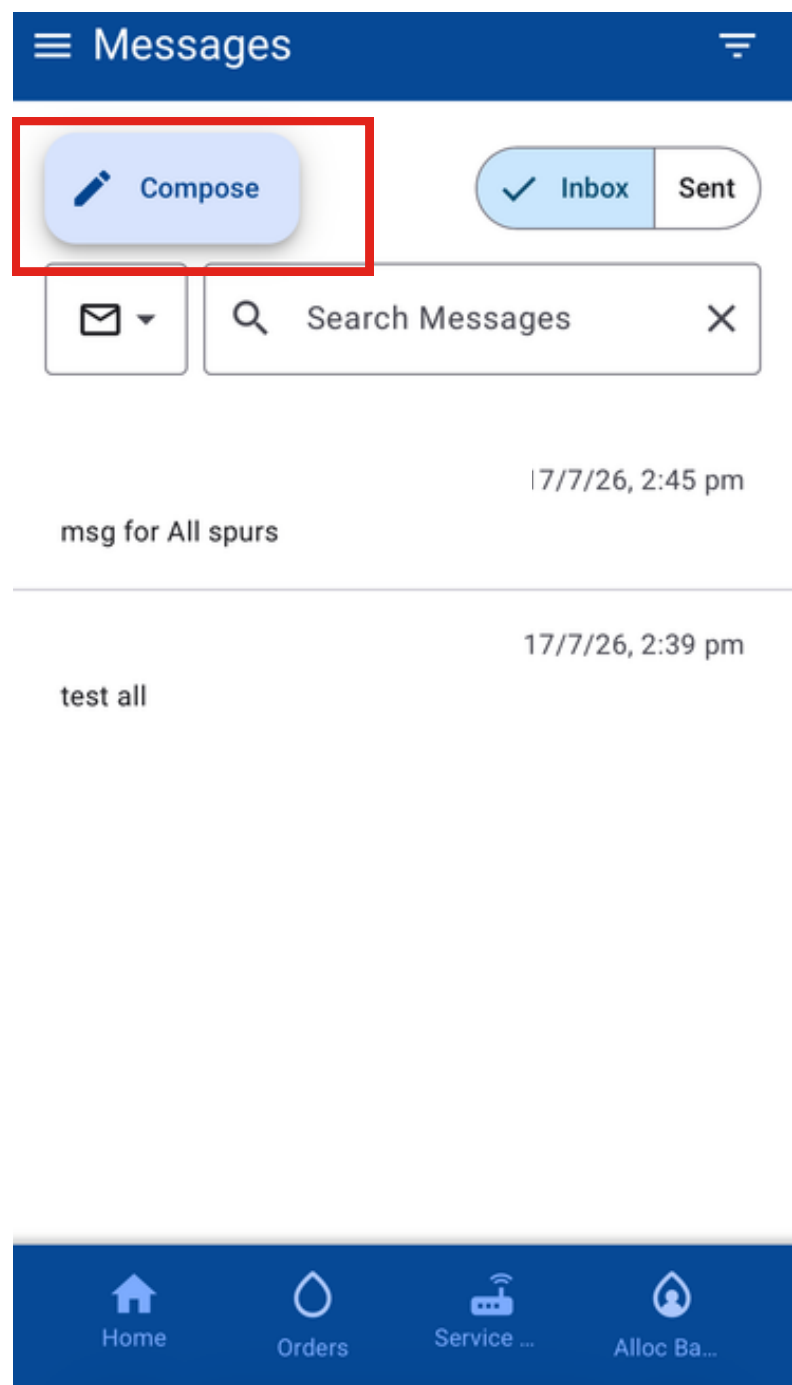
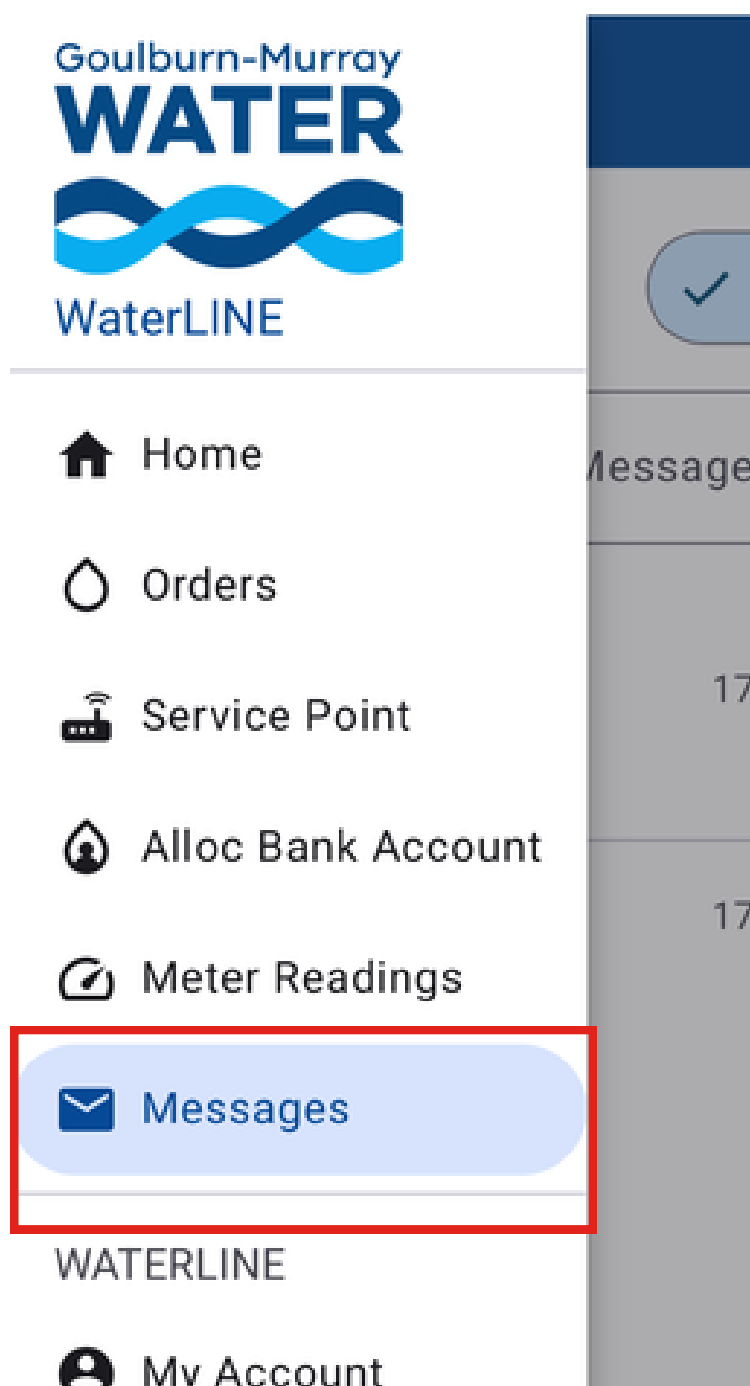


Step 1

The Message tool can be used to report channel leaks or any other information that is not connected to an order.

Select **Messages** from the navigation on the left of your screen.

Click on Compose.



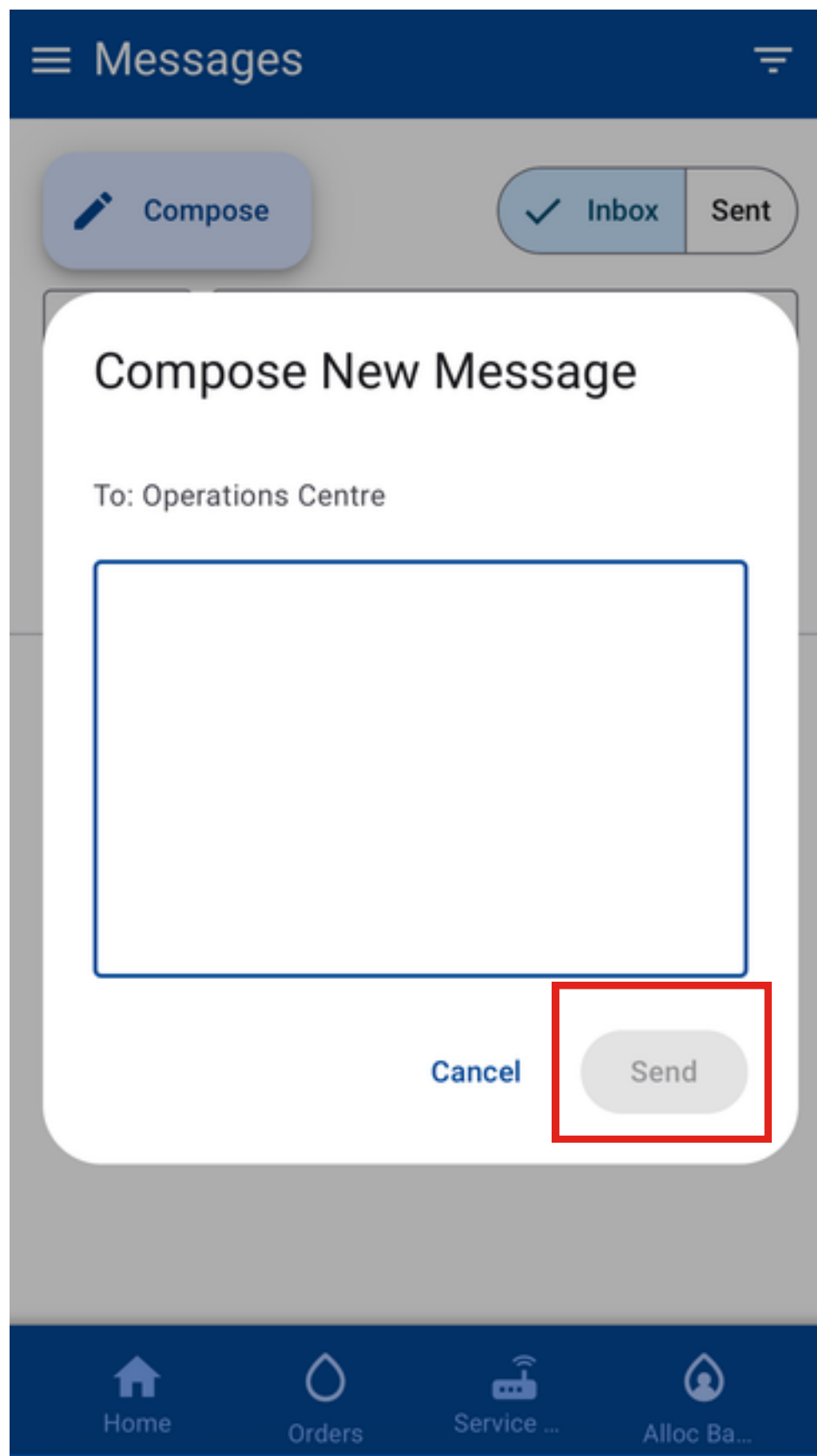
WaterLINE Training Manual

Send message to a Water Planner



Step 2

Type your message in the pop up box and press **Send** once complete.

A screenshot of a mobile application interface for sending messages. The top bar is dark blue with a hamburger menu icon on the left and a filter icon on the right. Below the bar, there's a 'Compose' button with a pencil icon and two tabs: 'Inbox' (checked) and 'Sent'. A white dialog box titled 'Compose New Message' is centered. It contains the text 'To: Operations Centre' and a large empty text area. At the bottom of the dialog are 'Cancel' and 'Send' buttons. The 'Send' button is highlighted with a red rectangle. The bottom of the screen features a dark blue navigation bar with four icons: a house (Home), a water drop (Orders), a service truck (Service ...), and a person with a water drop (Alloc Ba...).

WaterLINE Training Manual

Change/forgotten password



Step 1

On the login page, click forgotten password. This will only work if you have an email address connected to your account. Please see Account management - My info, or call 1800 013 357

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

WaterLINE

Goulburn-Murray
WATER

← 1234567

Password

LOGIN

Forgotten Password?

WaterLINE Training Manual

Change/forgotten password



Step 2

Once email has been received, click the link to create and confirm your new password.

Click **SUBMIT**

WaterLINE

Update password

New Password

Confirm password

☐ Sign out from other devices

SUBMIT CANCEL

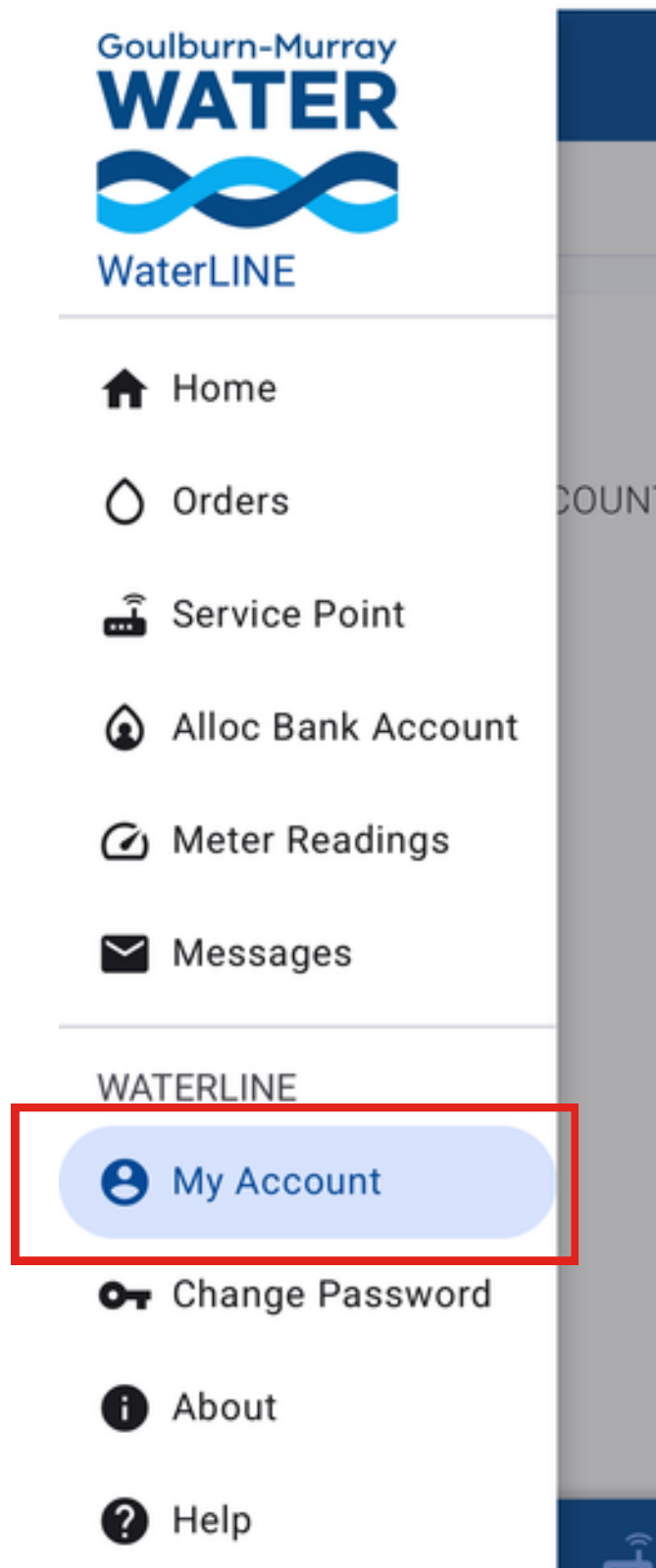
WaterLINE Training Manual

Account management



Step 1

Via the left screen navigation select **My Account**



WaterLINE Training Manual

Account management



Step 2

Click on **My Info** icon, below will give all basic information.

Contact information can be edited by clicking on the pencil.

≡ My Account

Basic Info

Name

WATERLINE TEST ACCOUNT

Username

5091060

Timezone

Australia/Sydney

Address

None

Last Successful Login

10/8/26, 12:19 pm

Last Failed Login

22/10/25, 10:48 am

Home

Orders

Service ...

Alloc Ba...

≡ My Account

22/10/25, 10:48 am

Contact Info

Preferred Name

WATERLINE

Email

CSC_CUSTOMERRELATIONSTEAM@G...

Mobile Number

Phone Number

Alt Mobile Number

Home

Orders

Service ...

Alloc Ba...

NOTE: please make sure the phone number and email are up to date



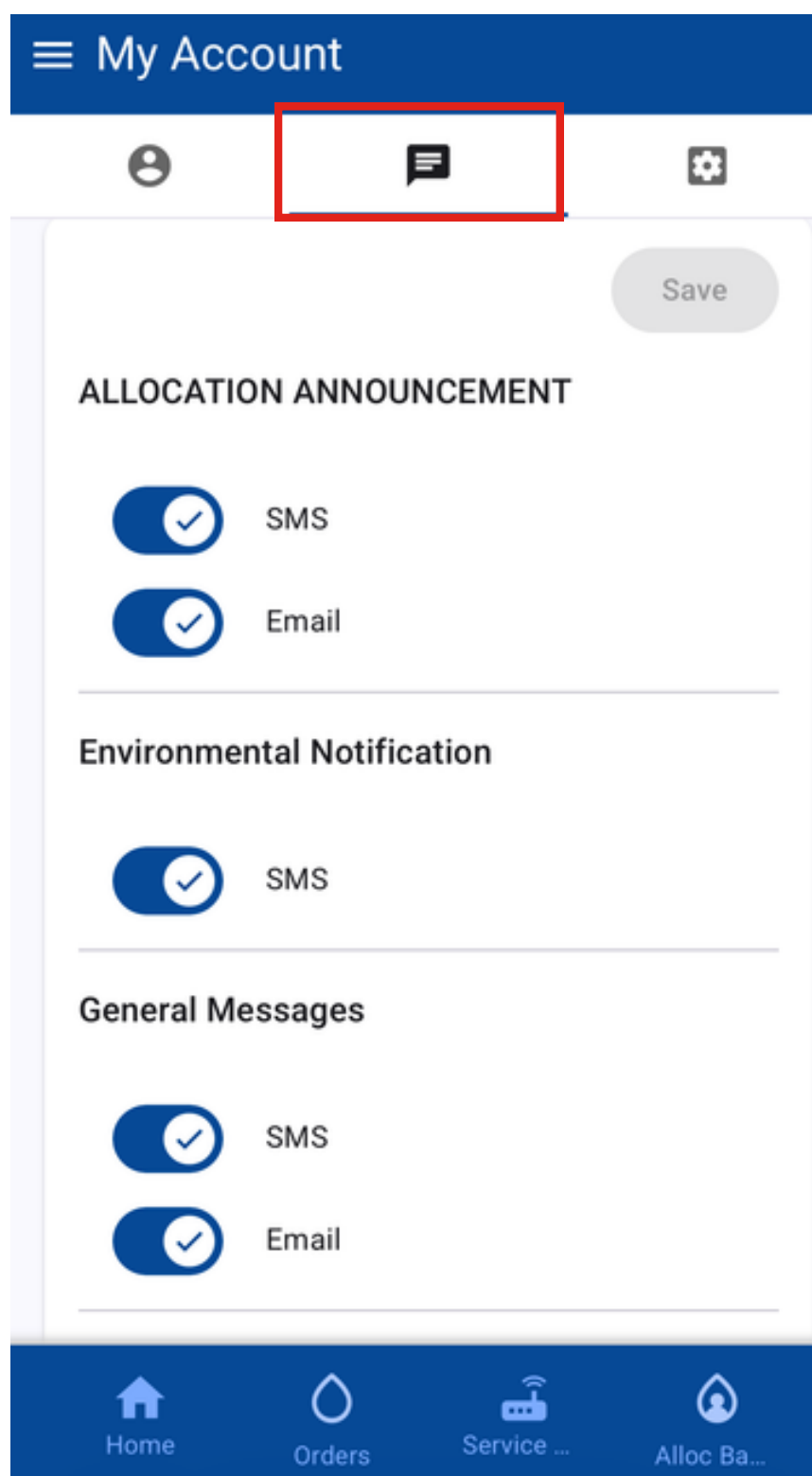
Step 3

To update notifications settings click on the notification icon.

Notifications can be turned on or off by clicking on each button. This can be customised to what you would like to 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. See Step 2





Step 4

To update date and time settings click the applications icon. In the dropdown you can select your preferred date/time format.

Click save.

The setting on your device (computer/mobile) may alter/override these settings.

My Account

Settings

Date and Time Settings

Save

Date Format

10/8/26 (Default)

Time Format

12:21 pm (Default)

Home Orders Service ... Alloc Ba...

Goulburn-Murray
WATER



For more information go to:
gmwater.com.au/waterLINE

or call

1800 013 357

Water for a thriving northern Victoria