

	Fast track steps to order water over the web			
	EASYWATER Online www.mirrigation.com.au		IVIUrrun	nbidgee
MENU BAR	Go to www.mirrigation.com.au click on LOGIN to access EASYWATER Online. View or download the User Guide under the LEARN MORE option online USER NUMBER: PIN: (As provided in the letter sent to you. Your USER NUMBER)	ABER and PIN are the same for both online and phone access)		
Home page	 Overview of all phone and online operating and pending orders as well as your current available water summary Click on drop down menus to view details of Orders My Account User Options HOME will return you back to this initial screen from any other location when selected 	An example of the Home page EASYWATER Online Welcome, 2009 Welcome, Customer name		
Orders	Options include: > New Order - create a new order including repeating orders > New Multiflow Order - to enter multiflow orders including repeating multiflow orders - a multiflow order has more than one flowrate over the order duration - view details of orders to your outlets that are currently operating - Pending Orders - view details of orders lodged but not yet planned and therefore have not commenced delivery An option is available to include a message with any order and send to a planner	Y1701/2 06:00 30/10/2009 8.0 ML/d for 120.00 h	Available Water 1170100 Remaining Allocation: 78.40 ML Total Allocation: 210.00 ML	Did you know? This overview screen displays summary information of your operating and pending orders, and details of available water. To see menu options, hold the mouse pointer over "Orders", "My Account" or "User Options" icons.
My Account	Provides information on your entitlement, detailing available water after all operating and pending orders have been deducted as well as providing access to your water statements for current and previous seasons			
► User Options	 Change PIN Message planner for matters other than changes to operating or pending orders Exit EASYWATER online. 			

EASYWATER Who to contact (Phone or Online)

- > Help with EASYWATER phone 02 6962 0200 or visit MI reception.
- To change an operating order message a planner through online messaging options or phone 1800 822 450 and select option 3# to speak to a planner or option 4# to leave a message for a planner. See the 'Learn more about EASYWATER" link on the website for full details.
- > To cancel or change a pending order as above. See the 'Learn more about EASYWATER" link on the website for full details.
- > Urgent cancellations to operating or pending orders phone your division operator. See the 'Learn more about EASYWATER" link on the website for full details.
- > To shut down early due to rain phone your division operator
- > To enquire about an account contact customer administration 02 6962 0200 during business hours (8.30am to 5pm Monday to Friday)
- > Division operator contact numbers see below. Also available in the White Pages phone book under Murrumbidgee Irrigation
- > Emergency only ring your division operator in the first instance, if no answer ring Griffith 02 6962 0262 or Leeton 02 6953 0146

