

EASYWATER Mobile - user guide

EASYWATER is MI's telephone and online water ordering system.

For online access, visit MI's home page at www.mirrigration.com.au and tap on the EASYWATER Login link.



If you access EASYWATER via a Mobile device (tablets & mobile phones) you will be directed to EASYWATER Mobile. This is a version of EASYWATER Online tailored for Mobile devices.

It has similar functionality to EASYWATER Online with some minor variations to the "look and feel" based on the type of device you are using.

The following examples are based on an Apple iPhone.

User Number and PIN

MI will issue you with a confidential **User Number** and **PIN** (personal identification number) required for either online or phone login. Enter your User Number and PIN on the Login page, tap Login and this will take you to the EASYWATER Mobile home page. We recommend that you record your User and PIN numbers in a safe place for future use. You can change your PIN at any time by using the Options Functions menu.

User Number:

PIN:

Welcome to EASYWATER Mobile

Home Page and Other Functions Menu Explained

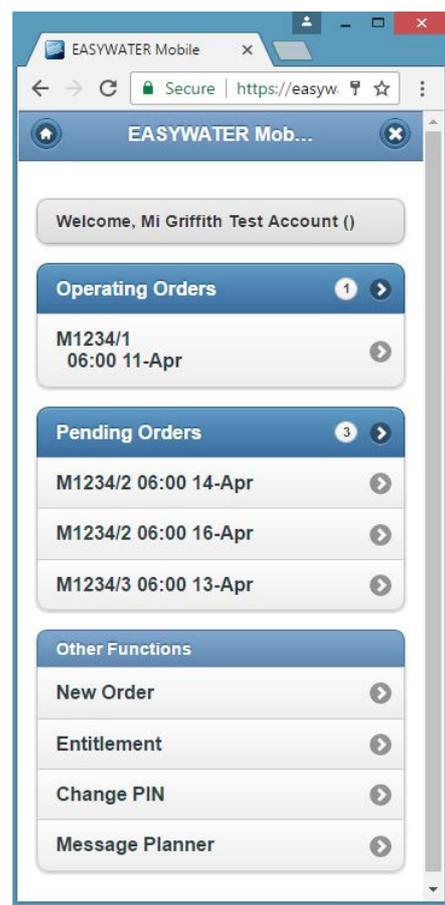
The home page displays brief details of all operating and pending orders that have been placed either via EASYWATER telephone or online, if there are any. It also displays an 'Other Functions' section where additional information is available and other actions can be completed.

HOME PAGE SUMMARY

Home  , Tapping the home button will always return you to the original screen from any other location.

Operating Orders confirmed orders (either by EASYWATER phone or online) to your outlets and operating now. Tap on  **(View Order)** for operating order details.

Pending Orders lodged orders for future times/dates (either by EASYWATER phone or online) to your outlets but not yet commenced. Tap on  **(View Order)** for pending order details. The order status will change from pending to operating, once a planner has reviewed and planned the order into the system. This is usually done the day before your requested start date/time. If a planner changes the order for any reason you will be notified.



OTHER FUNCTIONS (Summary)

New Order provides the options for several actions including:

- New Order - to lodge a new order,
- to lodge a new order that includes repeating orders.
- to lodge a new order with Multiple Flow events
- to lodge a new order that has (more than one flow rate over the order duration).

Entitlement provides details of your water account.

Details of your available entitlement less any operating and/or pending orders. You can also access your detailed Water Summary that includes information on water entitlements, available water (including adjustments for carryover, trade and borrows) orders lodged, metered usage, individual crop type usage and your current water account balance. (see page 8)

Change PIN provides the opportunity to Change your Pin. (see page 9)

Message Planner provides the opportunity to message planner for non-order related matter. (see page 9)

OTHER FUNCTIONS – in detail

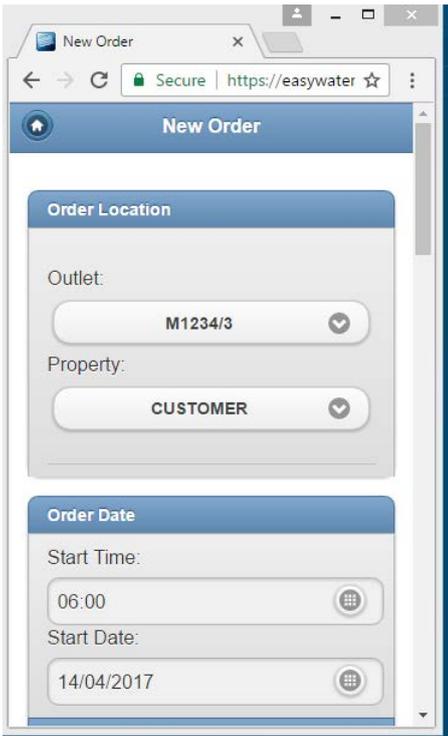
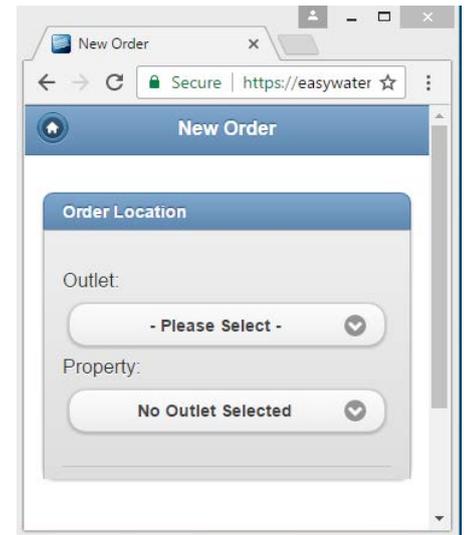
NEW ORDERS

(including a Repeating Order and Orders with Multiple Flow Events)

Please note that the minimum notice for ordering is 48 hours (2 days) to start

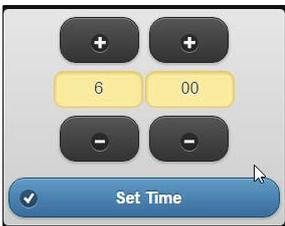
Tap **New Order** from the Other Functions menu.

If you have more than one outlet, click on the drop-down arrow  to select the outlet that you wish to place the order against. On selection of the Outlet, the Property Number will be displayed.



Order Date

Next type in your Start Time and Start Date by tapping in these fields or click on Set Time/Order Date  help boxes to pick time and date.

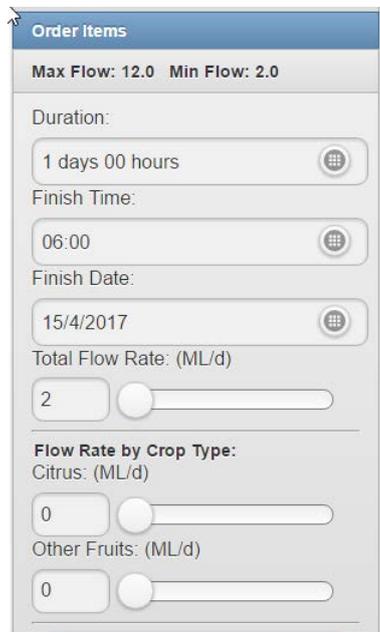


The start time automatically defaults to 06:00 hours but you can change this if you prefer a different start time.

Start Time uses a 24-hour clock, e.g. 4pm start time should be entered in as 16: 00.

When entering orders, the requested start time/date you select must be equal to or greater than the minimum order notice required for the entitlement type being ordered. The system will stop you from proceeding with the order if this is not correct.

Order Items



Duration

Enter the duration in either days or hours using the Set Duration Help box  which will set the finish time and date or alternatively set the finish time and date using the help boxes for each of these which will then set duration.



Total Flow Rate

Next enter the Total Flow Rate in megalitres per day that you require. You can either enter the Flow rate by tapping the Flow Rate typing value or use the Slider to set value.

In some instances, (e.g. IHS system) you will be able to order in part megalitres (tenths of megalitres). If you need to adjust your outlet settings, phone us on 02 6962 0200.

If you wish to break up your Total Flow Rate across more than one crop type, enter in the breakup in the crop types listed for your landholding under Flow Rate by Crop Type. The crop types registered to your property can be provided to you by MI. If these are not correct, phone us on 02 6962 0200 to make amendments.

The sum of the values entered against the Crop Types must equal the Total Flow Rate entered as shown below.

(If you wish to make this a Repeating Order, see below)

If all details are correct tap on the Lodge button  to lodge the order.

Once the order is lodged, it is allocated an Order Number located at the top left of the order screen for your future reference.

This order will now show up as a Pending Order. Once the order has been reviewed and confirmed by a planner it will become an Operating Order. This will usually be done the day before your requested start date/time.

To Lodge a Repeating Order

A Repeating Order must be the same order duration, flow rate and crop type repeated at consistent intervals of days. You can enter up to a maximum of six repeat counts in addition to your original order.

E.g. (as shown above) I require an order to start at 6:00 am on 14 April at 3ML/d flow rate for 24 hours and I require this same order every 7 days from the 14 April for an additional 6 repeats. You will need to ensure you have sufficient allocation remaining in your account to deliver 21 ML in total.

You need to enter in your order details under New Order but you need to tap the Repeating Order box which will open the additional fields of Repeat Count: how many additional times to the New Order do you want to repeat your order and Repeat Interval: how many days' delay in between each order. Tap each of these to enter required details.

Tap on the Lodge button  to lodge your repeating order.

All seven orders will be displayed under Pending Orders and your account will be debited 21 ML of volume to cover these orders.

To Lodge an Order with Multiple Flow events.

(including a Repeating Multiflow Order)

A Multiflow Order provides you with the option to enter an order that has more than one flow rate in a single order period to the same crop type(s).

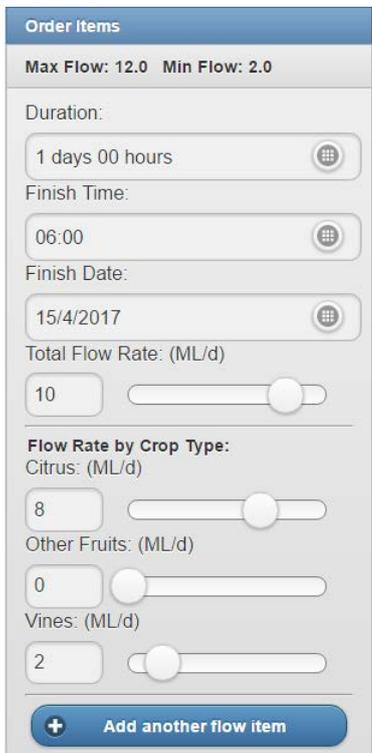
E.g. you may order 10ML/day for the first 24 hours duration then change to 5ML/day for the next 12 hours duration. The total order will be for 36 hours duration with a total volume of 12.5ML. If you are watering more than one crop type, the flow to crop ratio will stay the same for the reduced flow rate. In the current example, if the original 10ML/day flow rate was allocated to citrus (8ML/day) and vines (2ML/day) when the flow rate reduced (5ML/day) the ratio would remain the same and would be allocated citrus (4ML/day) vines (1ML/day).

From the Other Functions menu tap New Order.

Select your Outlet number from the drop down  if applicable.

Enter Start Time and Start Date or tap on Pick Time/Date help boxes to select the required details. The start time automatically defaults to 06:00 hours but you can change this if you prefer a different start time.

Enter in the Duration in days/hours and Flow Rate (ML/d) for your **First Flow Item**. Crop details are then entered after the initial flow item has been entered.



Order Items

Max Flow: 12.0 Min Flow: 2.0

Duration:
1 days 00 hours

Finish Time:
06:00

Finish Date:
15/4/2017

Total Flow Rate: (ML/d)
10

Flow Rate by Crop Type:

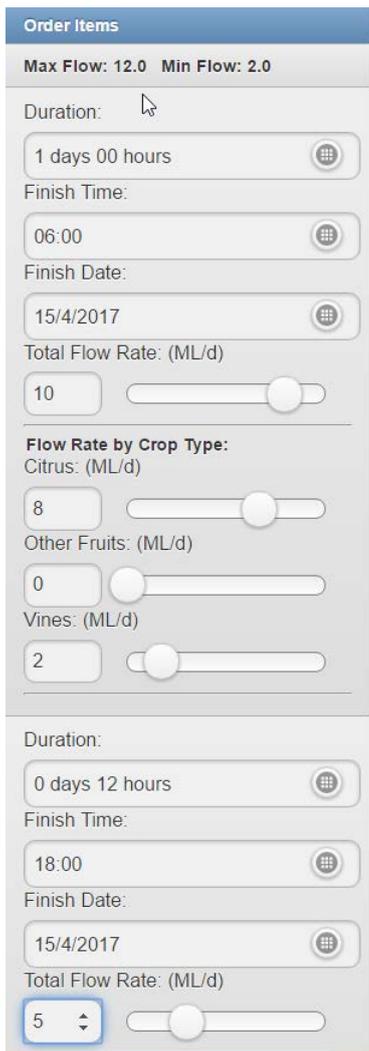
Citrus: (ML/d)
8

Other Fruits: (ML/d)
0

Vines: (ML/d)
2

+ Add another flow item

When the first flow item order details are entered tap on the Add another flow item button  to open next flow item details. Enter required duration and flow rate details for the second flow item as previously explained.



The screenshot shows the 'Order Items' screen with two flow item configurations. The top configuration has a duration of 1 day, finish time of 06:00, finish date of 15/4/2017, and a total flow rate of 10 ML/d. It also includes flow rates for Citrus (8 ML/d), Other Fruits (0 ML/d), and Vines (2 ML/d). The bottom configuration has a duration of 0 days 12 hours, finish time of 18:00, finish date of 15/4/2017, and a total flow rate of 5 ML/d. The 'Total Flow Rate' field for the second item is highlighted with a blue border.

More than one flow item can be added if necessary.

If you wish to make this a Repeating Multiflow Order, tap the Repeating Order box to open the additional fields of Repeat Count: how many additional times to the New Multiflow Order do you want to repeat your order and Repeat Interval: how many days' delay in between each order.

If all details are correct you can simply tap the Lodge button  to lodge the order. Once the order is lodged, it is allocated an Order Number located at the top left of the order screen for your future reference.

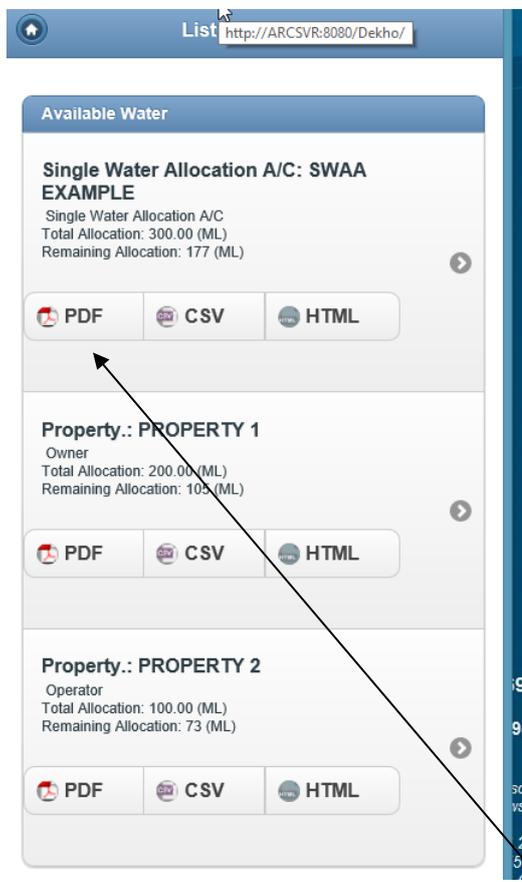
ENTITLEMENT

This screen details available water in your account including adjustments for future order usage (i.e. any operating and/or pending orders) as well as any adjustments for carryover, trade, borrows and metered usage.

Tap **Entitlement** from the Other Functions menu.



If your property is part of a Single Water Allocation Account (SWAA), details for the base farm and all properties that you are authorised operator for will be shown.



If you wish to view a Water Summary, tap  to view Water Summary in PDF format and the report will open on your device in Adobe Acrobat Reader. Options are available to view in CSV or HTML formats as well if required.

CHANGE PIN

Tap **Change PIN** from the Other Functions menu. Enter in current PIN, then your new preferred PIN and re-enter your new PIN to confirm.



Tap **Submit** to activate change.



MESSAGE PLANNER

Tap **Message Planner** from the Other Functions menu. Here you can message a planner on matters other than to cancel or change an order.

Message to a Planners for matters relating to orders.

A message can be sent to a planner when making a new order. Locate the text box titled Include Message at the bottom of your screen and type in your message. When you have completed your order, tap on Lodge to send your order and message to a planner.

A message can also be sent to a planner in relation to an operating or pending order. To begin, open your operating or pending order, locate Send Message at bottom of screen and click on request types where you can select to:

- Change Flow Rate
- Change Outlet
- Change Crop
- Finish Operating Order Early
- Cancel Pending Order
- Other

Once you have selected the required option, a message template will appear. The template will prompt you to provide information that the planner requires to assess your request. Your message will be linked to your order. A reminder that order changes or cancellations need to be lodged before 11am the day prior to the change. If a change is required urgently, please phone your division operator. See the Learn more about Easywater link on the MI website for full details.

To Exit EASYWATER Mobile

The Exit button  is located at top right corner of Home page.



Welcome, Customer ()

WHO TO CONTACT

- 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
- Urgent cancellations to operating or pending orders – phone your division operator. See the Learn More about Easywater link on MI’s website for full details.
- To cancel or change a pending order – as above
- 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.

DIVISION OPERATORS			
Division No.	Contact No.	Division No.	Contact No.
MC02 (Ltn)	0409 535 281	MC06 (Gth)	0409 535 227
MC03(Ltn)	0409 535 280	MC07 (Gth)	0409 535 230
MC04(Ltn)	0409 535 282	MC08 (Gth)	0409 535 232
MC05 (Ltn)	0409 535 286	MC09 (Gth)	0409 535 270
Corbie Hill	Ring MC05	MC10 (Gth)	0409 535 273
Merungle Hill	Ring MC04	ST01 (Sturt)	0427660078
		ST02 (Sturt)	0427 660 079
		WW01 (Wah Wah)	0427 660 080