



**Murray Irrigation**

# Water Ordering Instruction Guide

Updated September 2022

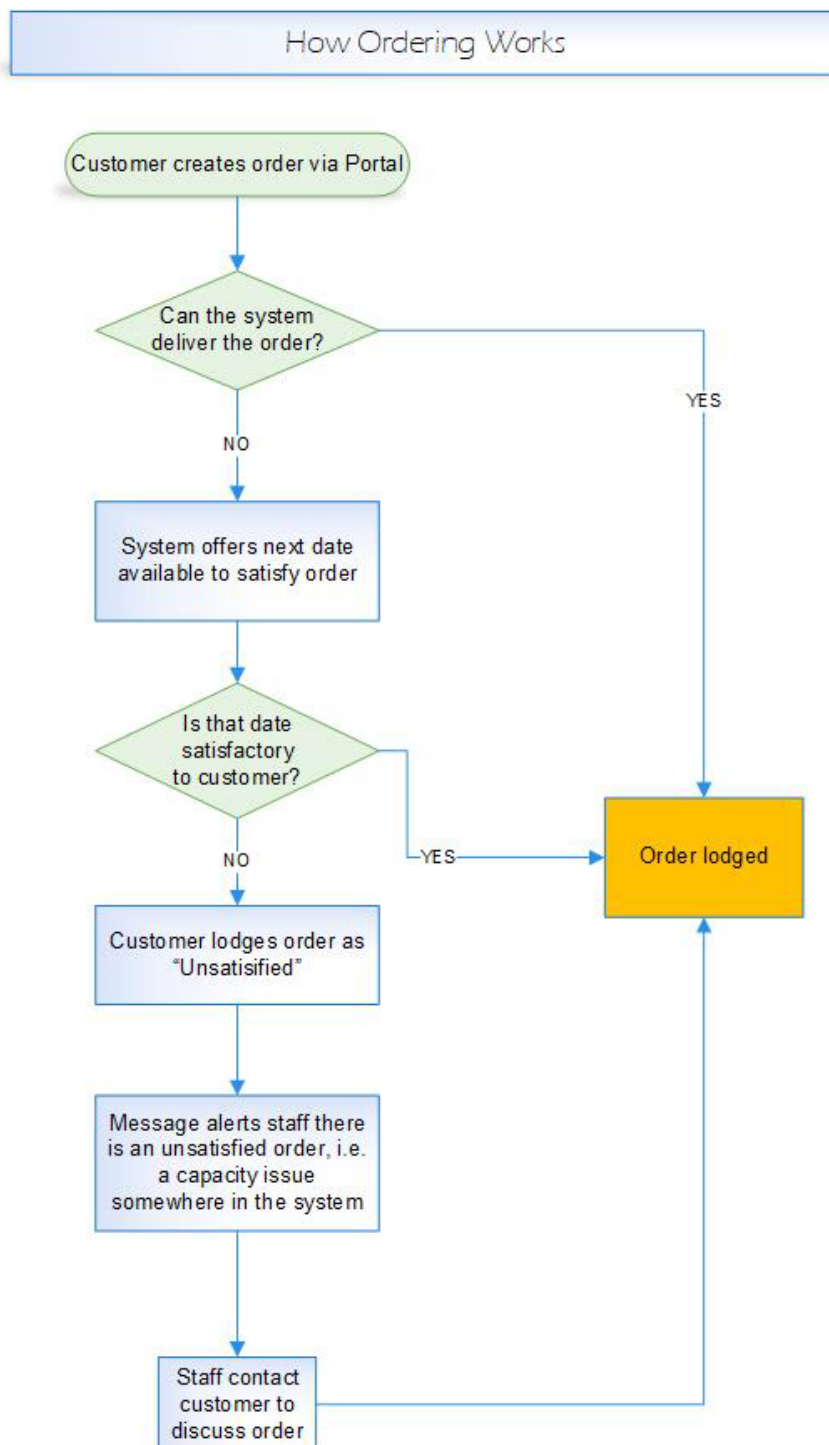
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## 1 Introduction

This booklet provides guidance on how to use the water ordering system.

The flow chart below provides a high-level overview of how ordering water works at Murray Irrigation.



## 1.1 Water ordering and delivery

Murray Irrigation provides a seven-day water delivery service to customers. This means that customers can make starts, finishes, increases and reductions to water deliveries on all days including weekends and public holidays via the water ordering system.

Advance notice of four days for starts and/or increases to orders is required for guaranteed availability.

The requirement for a four-day advance order time is a Water NSW requirement to allow water released from Hume Dam to arrive at Lake Mulwala where Murray Irrigation's Mulwala Canal Offtake is located.

Note: the four-day advance water order requirement also applies to the Wakool Canal Offtake.

The water ordering system is available online or via mobile devices at <https://member.murrayirrigation.com.au/login>

A customer number and password are required to access these services.

This guide describes how to use both systems to order water for all outlet and service level types.

## 1.2 Outlet Service Level types

Murray Irrigation delivers water to two types of outlets, automated and manually operated, in accordance with the Modes of Operation outlined in the Season Operating Plan. More information about our service standards is also available in the Customer Charter. Both documents are available at [www.murrayirrigation.com.au](http://www.murrayirrigation.com.au).

### 1.2.1 Automated Outlets

Automated outlets are entitled to the **STANDARD** level of service and operate with the following benefits:

- The ability to start, change or finish your water orders twice during a 24-hour period, subject to channel constraints;
- Order duration in 12 hourly increments;
- Order starts, changes or finishes must be placed before 6:30am or 6:30pm for that order to be considered for activation in the next 12-hour period. (These time restrictions are automatically managed by the water ordering system.)

In limited area, based on channel capacity, a flexible (**FLEXI**) level of service can be provided. This level of service is characterised by:

- The ability to start, change or finish your water orders multiple times per day, subject to channel constraints.
- Orders can be placed at any time with 6 hours' notice required to start an order and 2 hours' notice to change an order. These time restrictions are automatically managed by the water ordering system.
- Flexi outlets revert to Standard level of service during periods of restrictions, Winter & Drought Operating modes.

### 1.2.2 Manual Outlets

Outlets not operated automatically are known as **MANUAL** Outlets and have a corresponding level of service as outlined below:

- Operated by a Murray Irrigation employee at one (1) change per day. However, the time it opens, or changes may vary each day due to network demand.
- Order starts, changes or finishes are to be placed prior to 6.30am through the water ordering system for activation that day.

## 1.3 Support with your orders

Customers should give as much notice as possible when ordering water to improve chances of timely delivery which will be based on the Mode of Operation relevant at the time outlined in the Season Operating Plan.

Assistance with water ordering is available on our website or by phoning **Customer Operations on 1300 138 265 from 6.30am to 6.30pm.**

All orders are placed in megalitres (ML) per day in the water ordering system. If you are familiar with ordering in Revs the chart below will assist you to convert your required order to megalitres.

REVS	ML/day
1	1.3
2	2.6
3	3.9
4	5.2
5	6.5
6	7.8
7	9.1
8	10.4

## 1.4 Emergencies – after hours

You can contact us between 6.30am and 6.30pm, 7 days a week. For emergencies outside these hours (6.30pm until 6.30am) you can call our **Emergency line on 1300 657 313.**

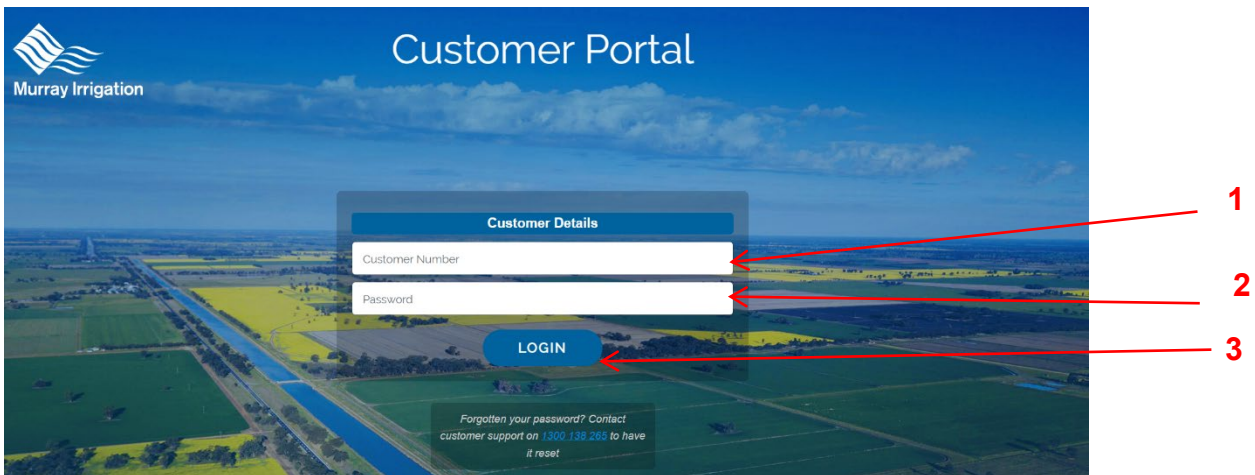
The phone system will support an initial triage response in accordance with the following structure:

- If life at risk – contact emergency services on 000
- If a water delivery emergency – transferred to an Operator
- If not an emergency – leave a message.

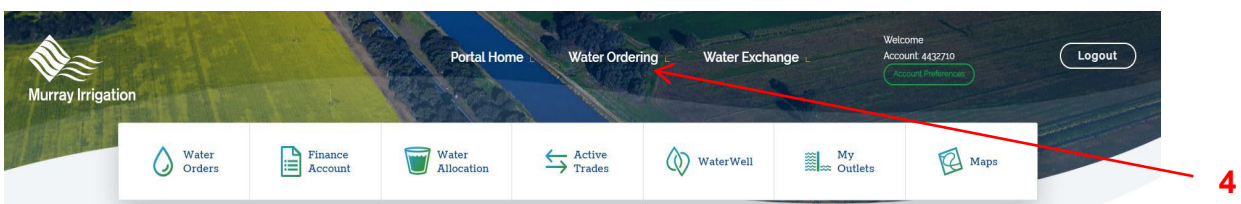
## 2 Ordering on the Customer Portal

### 2.1 Logging in

- Visit: <https://member.murrayirrigation.com.au/login>
- You will be greeted by the *Water Ordering* Login page (pictured below)

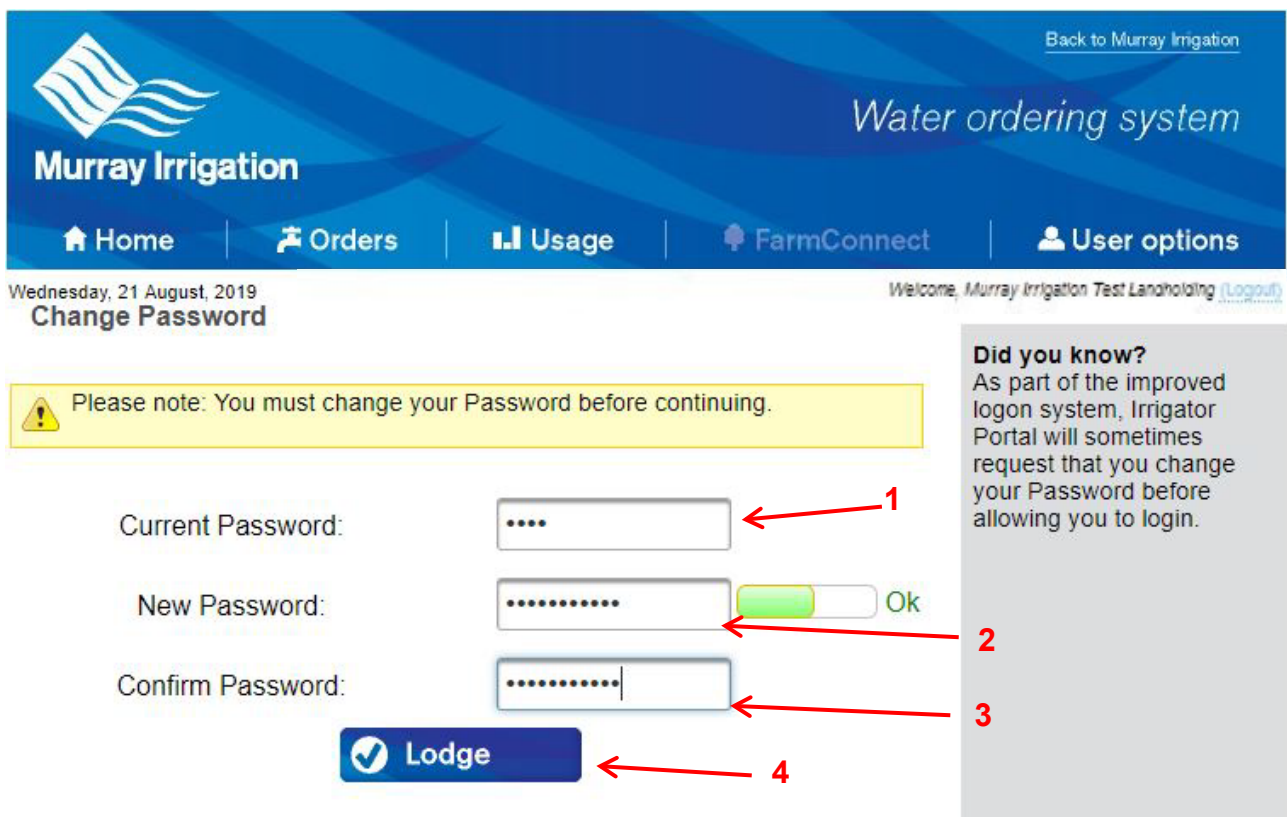


1. Enter your seven-digit customer number
2. Enter your password (**must be a minimum of 8 characters containing at least 1 capital and a number and or symbol**)
3. Click the 'Login' button or press enter on your keyboard.
4. Click on the Water Ordering menu at the top of the page (below)



## 2.2 Change your Password

- If you have forgotten or lost your password, it can be reset to a one-use password.
- To have your password reset, please contact Customer Operations on 1300 138 265.
- If your password has been reset, you will be greeted with the Change Password screen (pictured below) and you will be prompted to enter a new password.
- To do so:
  1. Enter the one-use password generated to your choice of email or mobile or both
  2. Enter your new password (**must be a minimum of 8 characters containing at least 1 capital and a number and or symbol**)
  3. Confirm (re-enter) your new password
  4. Click the 'Lodge' button



Back to Murray Irrigation

Water ordering system

Murray Irrigation

Home | Orders | Usage | FarmConnect | User options

Wednesday, 21 August, 2019

Welcome, Murray Irrigation Test Landholding (Logout)

**Change Password**

Please note: You must change your Password before continuing.

Current Password: [.....]

New Password: [.....] [Progress bar] Ok

Confirm Password: [.....]

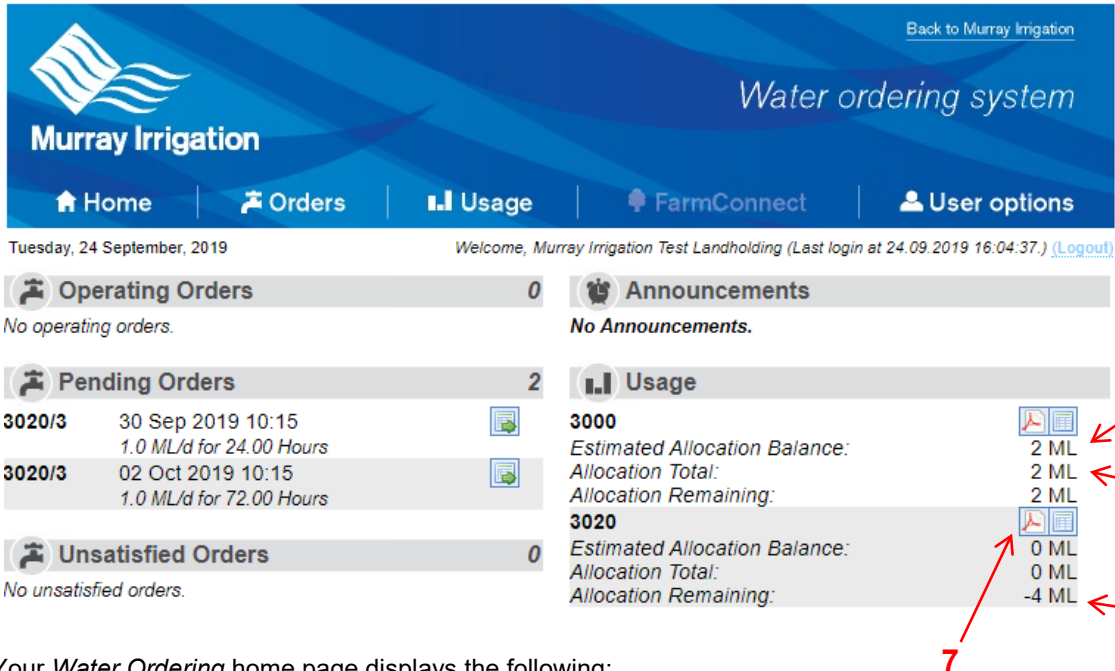
Lodge

**Did you know?**  
As part of the improved logon system, Irrigator Portal will sometimes request that you change your Password before allowing you to login.

- You will then be taken to the Home page



## 2.3 Water Ordering Home page



Back to Murray Irrigation

**Water ordering system**

Murray Irrigation

Home | Orders | Usage | FarmConnect | User options

Tuesday, 24 September, 2019 Welcome, Murray Irrigation Test Landholding (Last login at 24.09.2019 16:04:37.) ([Logout](#))

<b>1</b> → <b>Operating Orders</b> <span style="float: right;">0</span> <i>No operating orders.</i>	<b>Announcements</b> <i>No Announcements.</i>												
<b>2</b> → <b>Pending Orders</b> <span style="float: right;">2</span>	<b>Usage</b>												
<table border="1"> <tr> <td><b>3020/3</b></td> <td>30 Sep 2019 10:15</td> <td></td> </tr> <tr> <td></td> <td>1.0 ML/d for 24.00 Hours</td> <td></td> </tr> <tr> <td><b>3020/3</b></td> <td>02 Oct 2019 10:15</td> <td></td> </tr> <tr> <td></td> <td>1.0 ML/d for 72.00 Hours</td> <td></td> </tr> </table>		<b>3020/3</b>	30 Sep 2019 10:15			1.0 ML/d for 24.00 Hours		<b>3020/3</b>	02 Oct 2019 10:15			1.0 ML/d for 72.00 Hours	
<b>3020/3</b>	30 Sep 2019 10:15												
	1.0 ML/d for 24.00 Hours												
<b>3020/3</b>	02 Oct 2019 10:15												
	1.0 ML/d for 72.00 Hours												
<b>3</b> → <b>Unsatisfied Orders</b> <span style="float: right;">0</span> <i>No unsatisfied orders.</i>	<table border="1"> <tr> <td><b>3000</b></td> <td>Estimated Allocation Balance: 2 ML <b>4</b></td> </tr> <tr> <td></td> <td>Allocation Total: 2 ML <b>5</b></td> </tr> <tr> <td></td> <td>Allocation Remaining: 2 ML <b>6</b></td> </tr> <tr> <td><b>3020</b></td> <td>Estimated Allocation Balance: 0 ML</td> </tr> <tr> <td></td> <td>Allocation Total: 0 ML</td> </tr> <tr> <td></td> <td>Allocation Remaining: -4 ML</td> </tr> </table>	<b>3000</b>	Estimated Allocation Balance: 2 ML <b>4</b>		Allocation Total: 2 ML <b>5</b>		Allocation Remaining: 2 ML <b>6</b>	<b>3020</b>	Estimated Allocation Balance: 0 ML		Allocation Total: 0 ML		Allocation Remaining: -4 ML
<b>3000</b>	Estimated Allocation Balance: 2 ML <b>4</b>												
	Allocation Total: 2 ML <b>5</b>												
	Allocation Remaining: 2 ML <b>6</b>												
<b>3020</b>	Estimated Allocation Balance: 0 ML												
	Allocation Total: 0 ML												
	Allocation Remaining: -4 ML												

➤ Your *Water Ordering* home page displays the following:

1. Operating Orders (your orders that are currently operating);
2. Pending Orders (your orders that are waiting to start)
3. Unsatisfied Orders (your orders that are unsatisfied within the system)

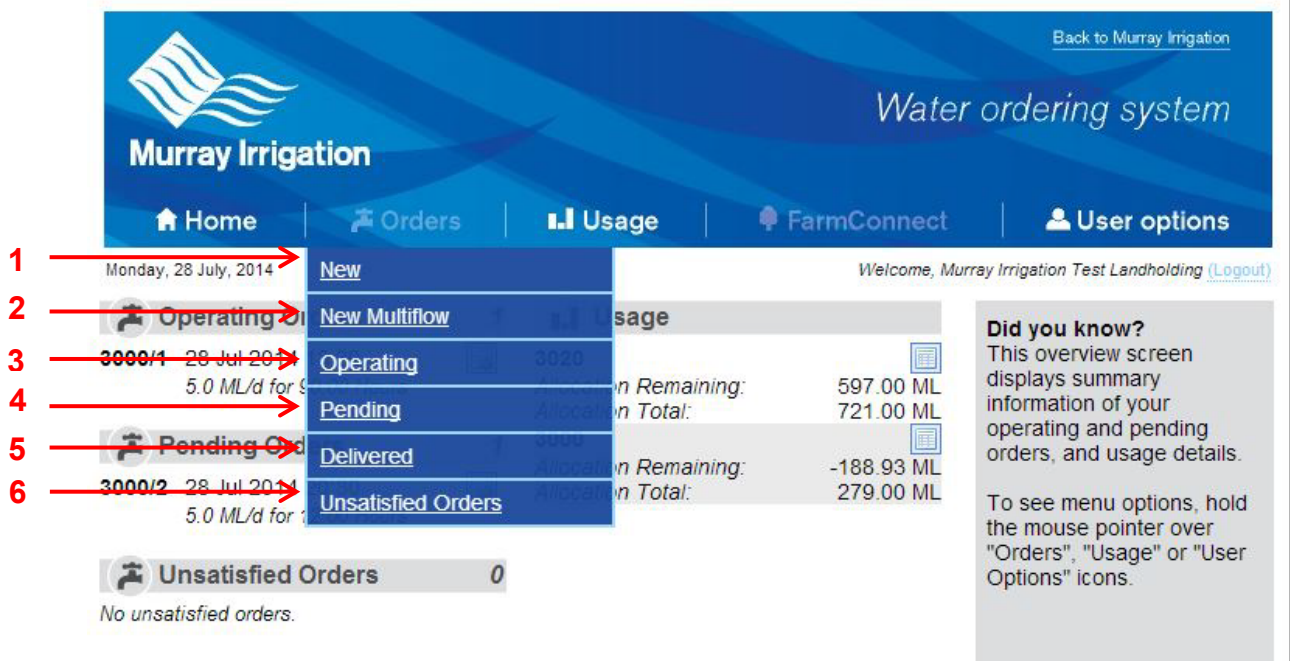
➤ You can also access the following information per landholding:

4. Estimated Allocation Balance (ML available after orders placed)
5. Allocation Total (ML that are available to you for the whole season); and
6. Allocation Remaining (ML available before orders, including uncleared trades)
7. View Statement – your Water Allocation Account Report – Click on the PDF icon



## 2.4 Ordering Water

- The 'Orders' drop-down menu (pictured below) includes the following functions:
  1. New – lodge a new order
  2. New Multiflow – order different flow rates for the duration of an order
  3. Operating – view orders that are currently operating
  4. Pending – view orders that are waiting to start
  5. Delivered – view your completed orders
  6. Unsatisfied Orders – view any unsatisfied orders

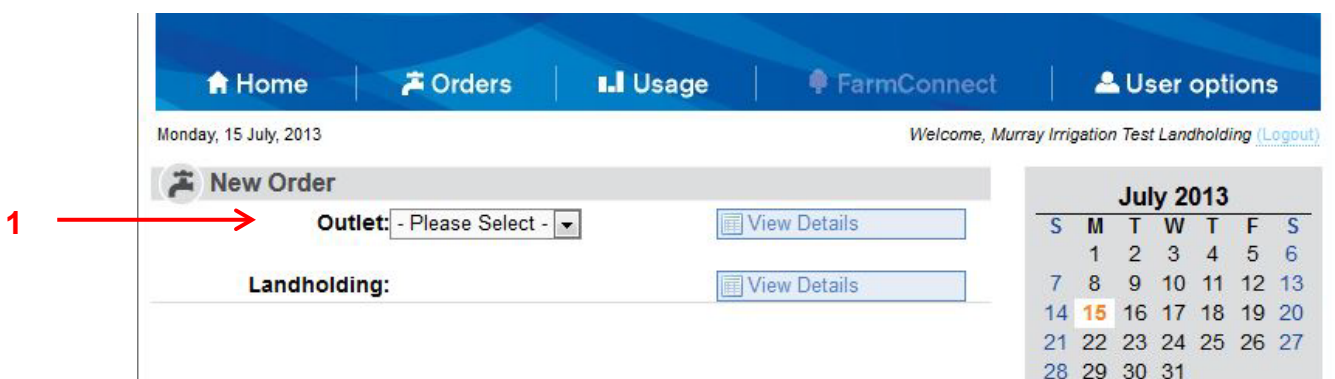


**Did you know?**  
This overview screen displays summary information of your operating and pending orders, and usage details.  
To see menu options, hold the mouse pointer over "Orders", "Usage" or "User Options" icons.

## 2.5 Placing an order

### 2.5.1 Creating a new order

- Click on 'New' in the Orders drop-down menu
- You will be taken to the New Order page
- 1. Select your chosen outlet from drop-down menu



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- Once outlet is selected, you will be required to enter the order details

Home Orders Usage FarmConnect

Thursday, 23 November, 2017 Welcome, Mu

**New Order**

Outlet: 3020/3 View Details  
FLUMEGATE M

1 → **Water Account:** 3020 Current Flow  
Capacity/Demand  
View Details

2 → **Start Time:** 10:15

3 → **Start Date:** 24 / 11 / 2017 (DD/MM/YYYY) Pick Date/Time

**Duration:** 1 days 12 : 0 (HH:MM)

4 → **Finish Time:** 22 : 15 (HH:MM)

**Finish Date:** 25 / 11 / 2017 (DD/MM/YYYY) Pick Date/Time

**Flow Rate:** 3 . ML/d  
MINIMUM: 1.0 ML/D, MAXIMUM: 30.0 ML/D

**Flow Rate by Crop Type:**

5 → Annual Pasture: ML/d  
Cotton: ML/d  
Horticulture And Other: ML/d  
Permanent Pasture: 3 ML/d  
Rice: ML/d  
Stock And Domestic: ML/d  
Storage: ML/d  
Summer Crops: ML/d  
Winter Crops: ML/d

6 → **Repeating Order?**

7 → **Repeat Count:** 2

**Repeat Interval:** 5 Days

8 → **Include Message:**   
(1000 CHARACTERS REMAINING.)

9 → **Lodge** **Home**

- To create an order:
  1. Select the **AM or PM time** you want the order to start. (**Note Manual outlets will only be offered an AM time**)
  2. Enter your start date
  3. Enter your order duration. **This can only be in full days or 12 hour increments**
  4. Enter your flow rate (whole number in first box, decimal number in second box) – **ML/day not Revs** (refer to conversion chart at Section 1.3)
  5. Enter flow rates by crop types
- **If you wish to repeat the order – select the repeating order box**
  6. Enter the number of times to repeat in 'Count' (Max. 20)
  7. Enter the repeat interval in whole days
- You also have the option to:
  8. Include message – sends a message to Customer Operations staff
- To finalise your order:
  9. Click the 'Lodge' button and follow the prompts

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## 2.5.2 Creating a new multiflow order

This allows you to lodge orders with a range of flow rates for set periods.

The screenshot shows the 'New Multiflow Order' form with the following fields and annotations:

- 1** points to the **Start Time** dropdown menu.
- 2** points to the **Start Date** input field.
- 3** points to the **Order Item 1** section, specifically the duration and flow rate inputs.
- 4** points to the **Flow Rate by Crop Type** table.
- 5** points to the **Order Item 2** section, specifically the duration and flow rate inputs.
- 6** points to the **Repeating Order?** checkbox.
- 7** points to the **Repeat Interval** input field.
- 8** points to the **Include Message** text area.
- 9** points to the **Lodge** button.

- To create an order:
  1. Select the AM or PM time you want the order to start. **(Note Manual outlets will only be offered an AM time)**
  2. Enter your start date
  3. Enter your order duration (This can be in full days or 12 hour increments) and flow rate
  4. Enter flow rate by crop type
  5. Enter subsequent order durations (This can be in full days or 12 hour increments) and flow rate for up to 5 changes

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- **If you wish to repeat the order**
  6. Enter the number of times to repeat in 'Count' (Max 20)
  7. Enter the repeat interval in whole days
- You also have the option to:
  8. Include message - send message to Customer Operations staff (refer to Section 2.6.2 below)
- To finalise your order:
  9. Click the 'Lodge' button and follow the prompts

## 2.6 Cancelling or changing a lodged order

**NOTE:** If you wish to change an order, Murray Irrigation recommends that you cancel the original order and place a new order.

- You can cancel or change an order you have already lodged
  - First, return to the home page
1. Select the order you want to change by clicking on its corresponding icon

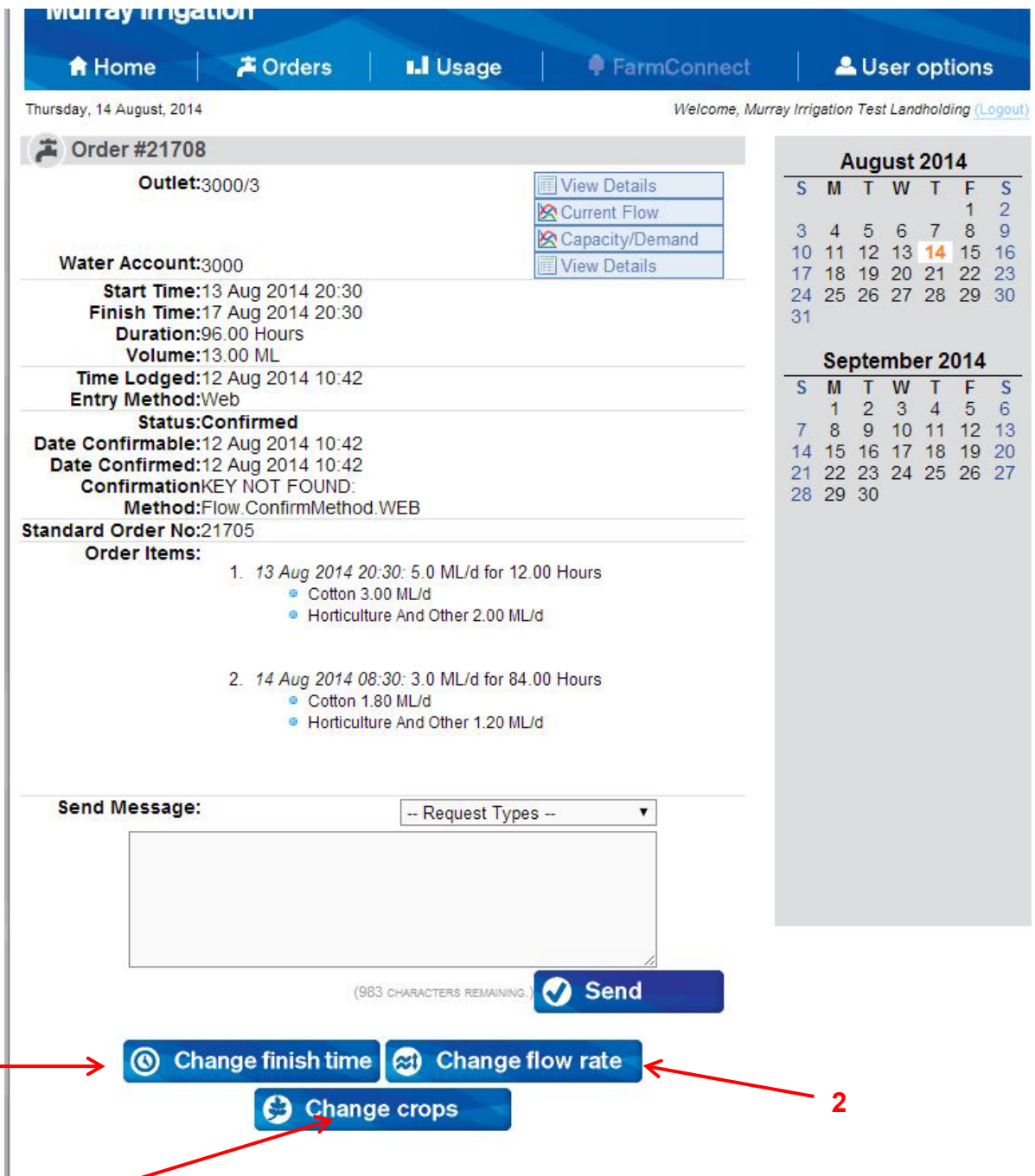
A screenshot of the Murray Irrigation Water Ordering System interface. The page has a blue header with the Murray Irrigation logo and navigation tabs for Home, Orders, Usage, FarmConnect, and User options. The date is Wednesday, 20 August, 2014. The main content area is divided into sections: Operating Orders (2), Pending Orders (2), and Unsatisfied Orders (0). The Operating Orders section lists two orders: 3000/3 (20 Aug 2014 08:30, 1.0 ML/d for 84.00 Hours) and 3020/2 (19 Aug 2014 20:30, 2.0 ML/d for 96.00 Hours). The Pending Orders section lists two orders: 3000/1 (20 Aug 2014 16:00, 1.0 ML/d for 72.00 Hours) and 3020/3 (25 Aug 2014 08:30, 2.0 ML/d for 120.00 Hours). The Usage section shows Allocation Remaining (544.08 ML) and Allocation Total (721.00 ML) for order 3020, and Allocation Remaining (-313.04 ML) and Allocation Total (279.00 ML) for order 3000. A red arrow points to the '3020' icon in the Operating Orders section, and another red arrow points to the '3000/1' icon in the Pending Orders section. A red number '1' is located at the bottom right of the screenshot. A 'Did you know?' box on the right side of the screenshot provides information about the overview screen and how to access menu options.

- You will then be taken to the order details page

## 2.6.1 Modify an operating order

- After selecting the operating order you want to change by clicking on its corresponding icon you can:
  1. Change the finish time of the order
  2. Change the flow rate of the order
  3. Change the crop type
- You will then enter your required changes and select 'Lodge' or "Yes" to submit

**NOTE:** The changes will only affect the order selected – not any other orders you have placed



The screenshot displays the Murray Irrigation web application interface. 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 Thursday, 14 August, 2014, and a welcome message for Murray Irrigation Test Landholding is shown. The main content area is titled "Order #21708" and contains the following details:

- Outlet:** 3000/3
- Water Account:** 3000
- Start Time:** 13 Aug 2014 20:30
- Finish Time:** 17 Aug 2014 20:30
- Duration:** 96.00 Hours
- Volume:** 13.00 ML
- Time Lodged:** 12 Aug 2014 10:42
- Entry Method:** Web
- Status:** Confirmed
- Date Confirmable:** 12 Aug 2014 10:42
- Date Confirmed:** 12 Aug 2014 10:42
- ConfirmationKEY:** NOT FOUND
- Method:** Flow\_ConfirmMethod.WEB
- Standard Order No:** 21705

Order Items:

- 13 Aug 2014 20:30: 5.0 ML/d for 12.00 Hours
  - Cotton 3.00 ML/d
  - Horticulture And Other 2.00 ML/d
- 14 Aug 2014 08:30: 3.0 ML/d for 84.00 Hours
  - Cotton 1.80 ML/d
  - Horticulture And Other 1.20 ML/d

At the bottom of the order details, there is a "Send Message" section with a dropdown menu for "Request Types" and a "Send" button. Below this, three blue buttons are visible for modifying the order: "Change finish time", "Change flow rate", and "Change crops". Red arrows labeled 1, 2, and 3 point to these buttons respectively.

On the right side of the interface, there are two calendar views for August 2014 and September 2014. The August 2014 calendar shows the 14th as the current date.



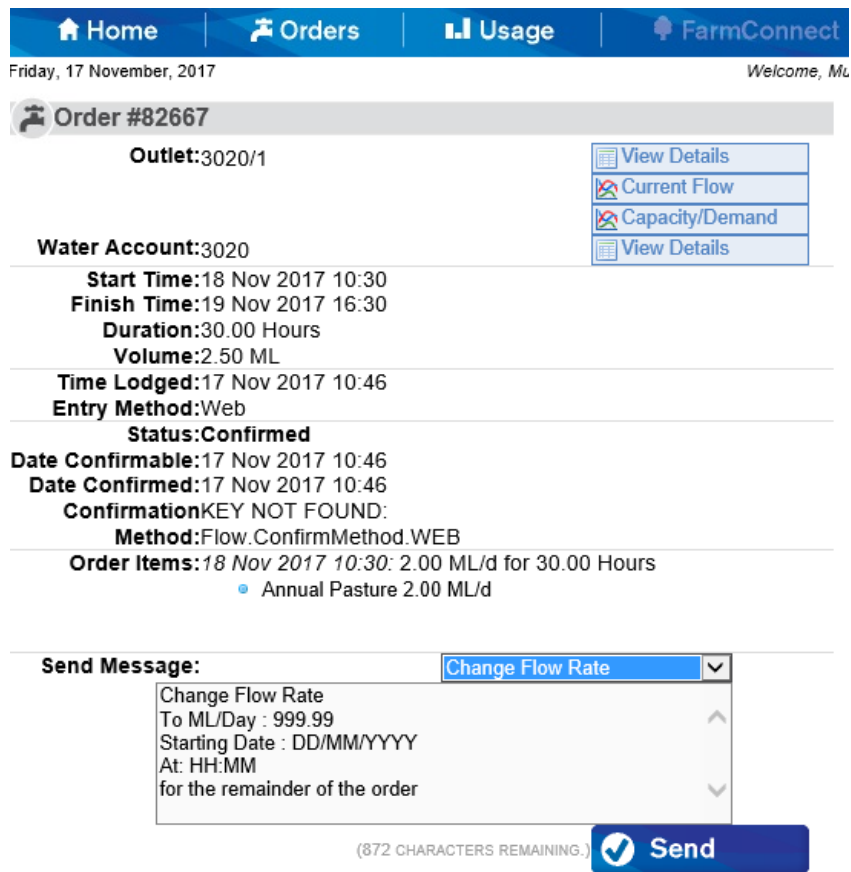
## 2.6.2 Modify a pending order

- After selecting the pending order you want to change by clicking on its corresponding icon you can:
  1. Cancel the order
  2. Change the start time (and date)
  3. Change crop type

**Please note:** If you want to change the **flow rate or duration** of a pending order, simply cancel the relevant order and lodge a new order with new details.

- You will then enter your required changes and select 'Lodge' or "Yes" to submit

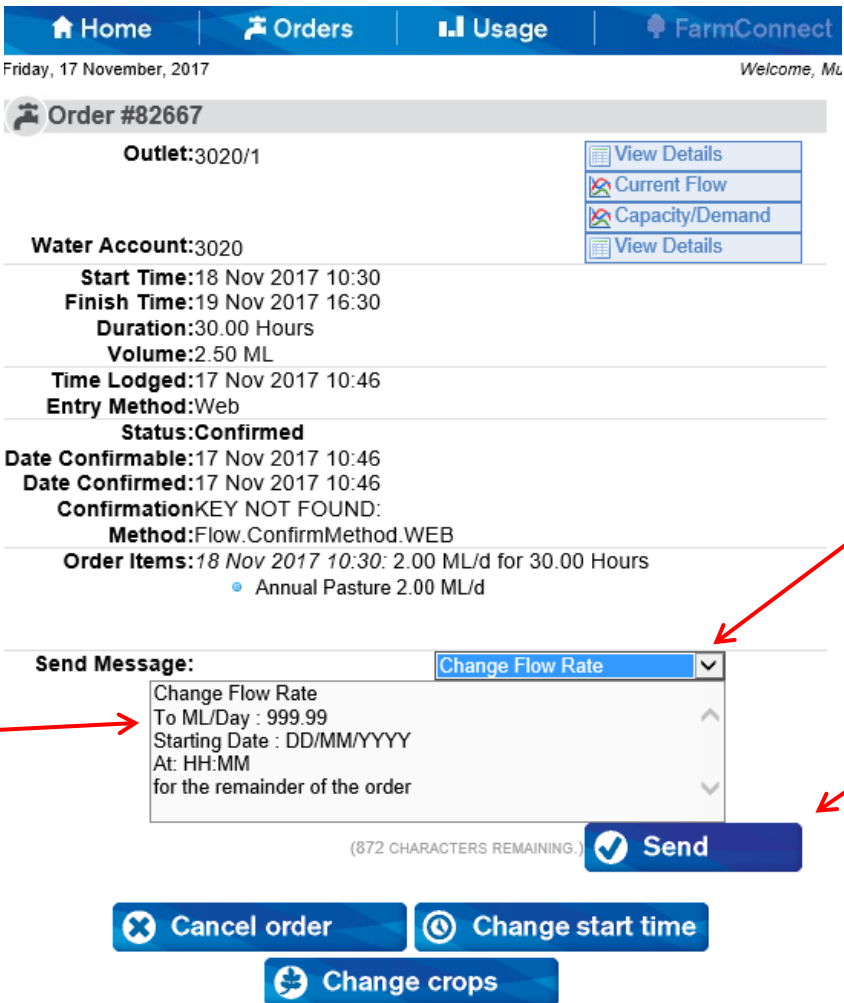
**NOTE:** The changes will only affect the order selected – not any other orders you have placed



## 2.6.3 Sending a message to cancel or modify an order

Here you have the option to send a message with your requested changes to Customer Operations.

- After selecting the operating or pending order you want to change by clicking on its corresponding icon you can:
  1. Select the change you wish to make from the drop-down box
  2. Enter your change details
  3. Select send



The screenshot displays the Murray Irrigation web interface. At the top, there is a navigation bar with 'Home', 'Orders', 'Usage', and 'FarmConnect' buttons. Below this, the date 'Friday, 17 November, 2017' and a welcome message 'Welcome, Mu' are visible. The main content area shows details for 'Order #82667'. The 'Outlet' is '3020/1' and the 'Water Account' is '3020'. The order is confirmed, with a start time of 18 Nov 2017 10:30 and a finish time of 19 Nov 2017 16:30. The duration is 30.00 hours and the volume is 2.50 ML. The order items include 'Annual Pasture 2.00 ML/d'. At the bottom, there is a 'Send Message' section with a dropdown menu set to 'Change Flow Rate'. A text area contains the message: 'Change Flow Rate To ML/Day : 999.99 Starting Date : DD/MM/YYYY At: HH:MM for the remainder of the order'. A 'Send' button is next to the text area. Below the 'Send Message' section are three buttons: 'Cancel order', 'Change start time', and 'Change crops'. Red arrows labeled 1, 2, and 3 point to the dropdown menu, the text area, and the 'Send' button respectively.

## 2.7 Delivered orders

Allows you to view orders that have been previously delivered for the season.



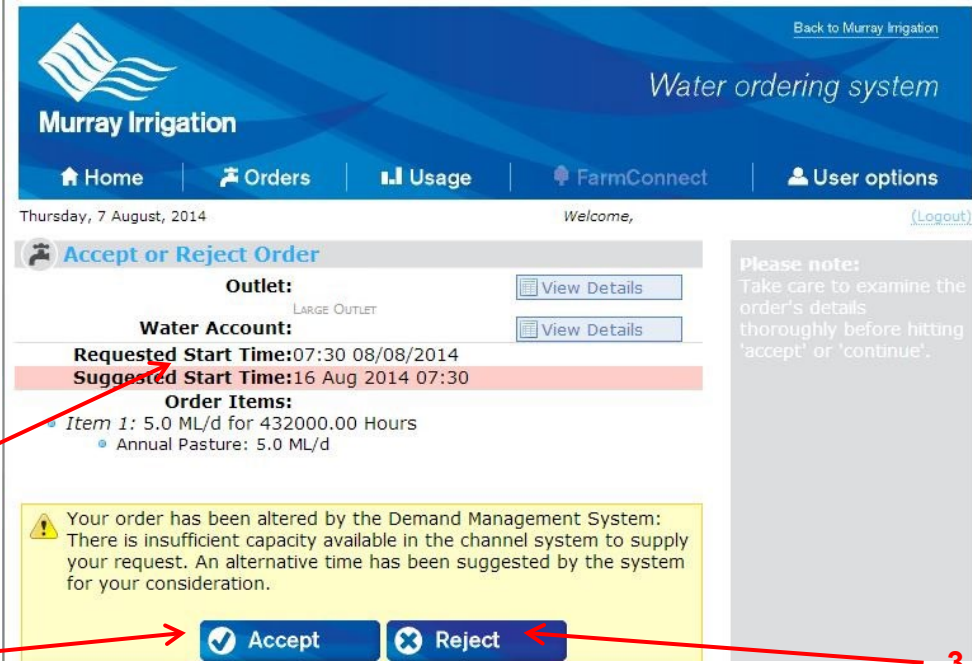
## 2.8 Unsatisfied Orders

Unsatisfied orders are placed in circumstances where there is no water available, or channel capacity has been reached for your requested order.

- When this occurs the water ordering system will offer you an alternate date for your requested order.
- If you do not want to accept this alternate date you can proceed to enter an unsatisfied order.
- When you submit an unsatisfied order Customer Operations will contact you to discuss the delivery of your requested water order.

### 2.8.1 Lodging an unsatisfied order

If there is no water available or channel capacity has been reached, you will be presented with the below screen after you submit your order.



Back to Murray Irrigation

Murray Irrigation Water ordering system

Home Orders Usage FarmConnect User options

Thursday, 7 August, 2014 Welcome, (Logout)

**Accept or Reject Order**

**Outlet:** LARGE OUTLET [View Details](#)

**Water Account:** [View Details](#)

**Requested Start Time:** 07:30 08/08/2014

**Suggested Start Time:** 16 Aug 2014 07:30

**Order Items:**

- Item 1: 5.0 ML/d for 432000.00 Hours
  - Annual Pasture: 5.0 ML/d

**Please note:** Take care to examine the order's details thoroughly before hitting 'accept' or 'continue'.

**1** **2** **3**

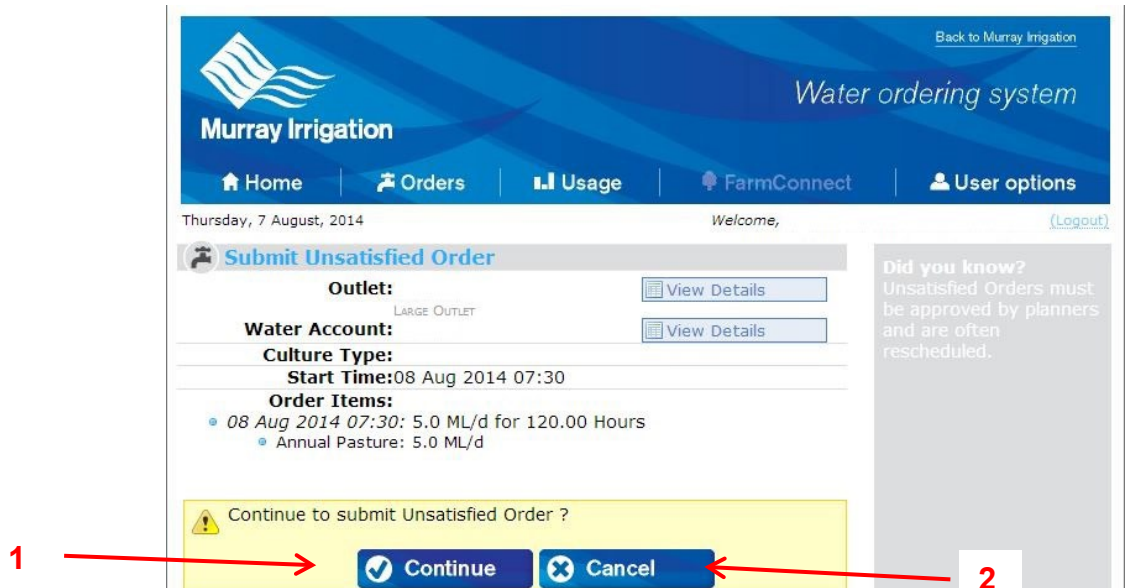
1. You will be offered a Suggested Start Time as an alternative to your original requested start time.
2. If you are happy with the suggested date/time you can click 'Accept'. This will lodge the order for the new Suggested Start Time.
3. If you do not wish for this alternate time you need to click 'Reject'

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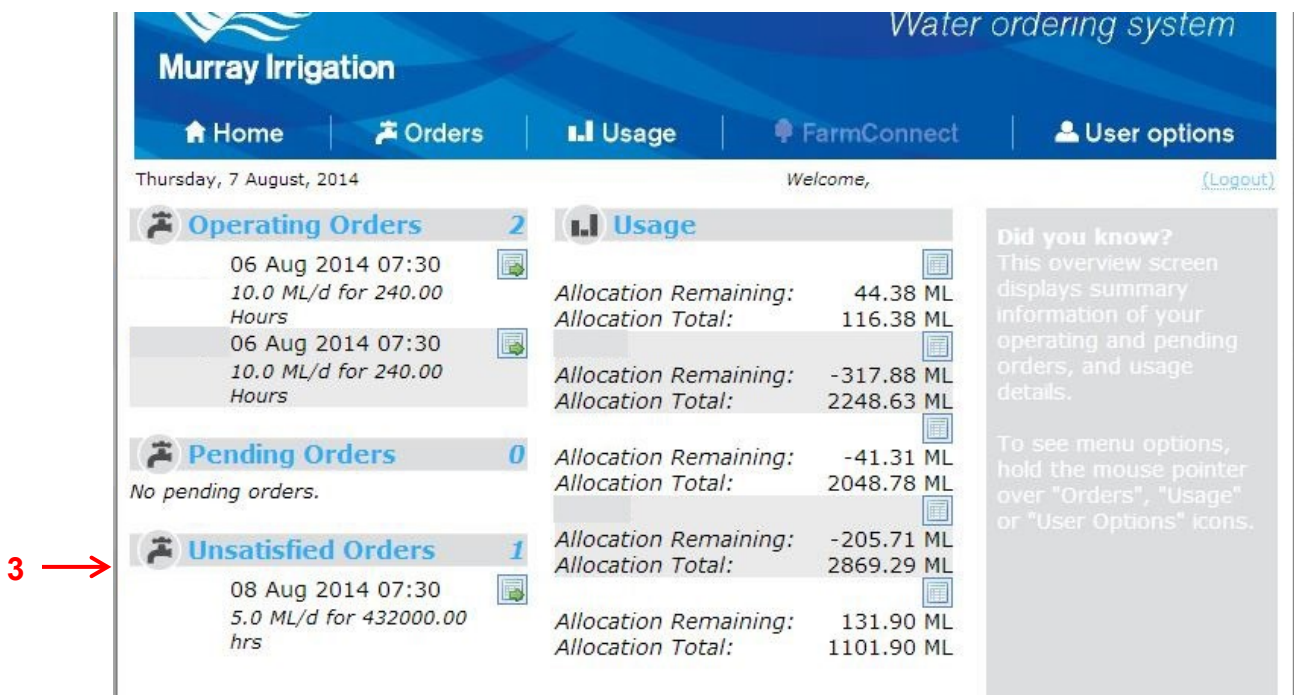


Once you click 'Reject' the following screen will be presented for you.



1. To lodge an unsatisfied order you now click 'Continue'.  
When you click 'Continue' your unsatisfied order will be lodged into the system.
2. If you do not want to submit an unsatisfied order, click 'Cancel'.

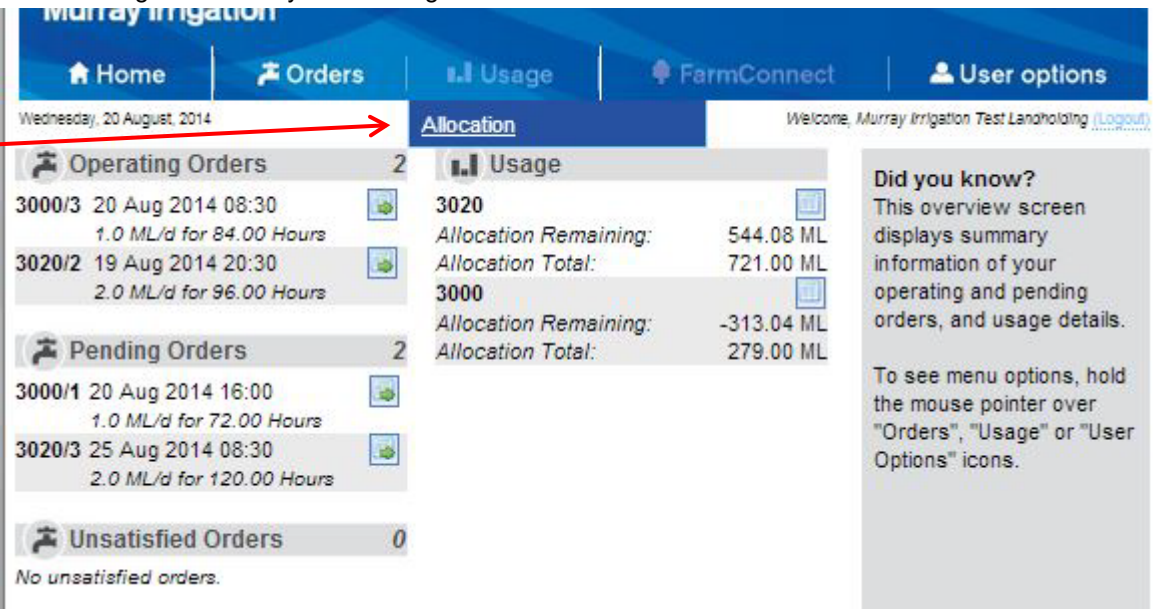
Once the unsatisfied order has been placed you will be able to see this order in the Unsatisfied Order section of your home page.



3. You can see any unsatisfied orders that you have placed.

## 2.9 Usage (Allocation)

- The 'Usage' tab allows you to view your water allocation report for your landholding
  - If you have consolidated accounts, this includes the water allocation account volume for the consolidated accounts
- You can also get the last 3 years of usage

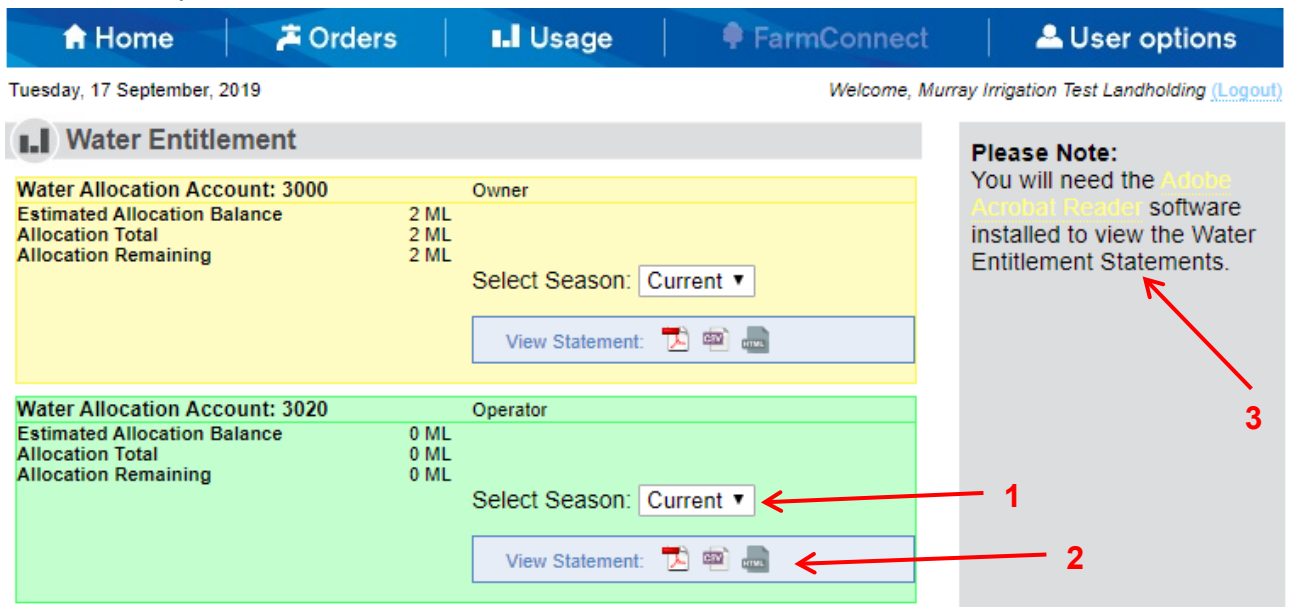


**1** →

Order ID	Date	Time	Rate	Duration
3000/3	20 Aug 2014	08:30	1.0 ML/d	84.00 Hours
3020/2	19 Aug 2014	20:30	2.0 ML/d	96.00 Hours
3000/1	20 Aug 2014	16:00	1.0 ML/d	72.00 Hours
3020/3	25 Aug 2014	08:30	2.0 ML/d	120.00 Hours

Account	Allocation Remaining	Allocation Total
3020	544.08 ML	721.00 ML
3000	-313.04 ML	279.00 ML

- To view your water allocation details click on the 'Allocation' button



**1** →

**2** →

**3** →

Water Allocation Account	Owner
3000	Owner
Estimated Allocation Balance	2 ML
Allocation Total	2 ML
Allocation Remaining	2 ML

Select Season:

View Statement: PDF, CSV, HTML

Water Allocation Account	Operator
3020	Operator
Estimated Allocation Balance	0 ML
Allocation Total	0 ML
Allocation Remaining	0 ML

Select Season:

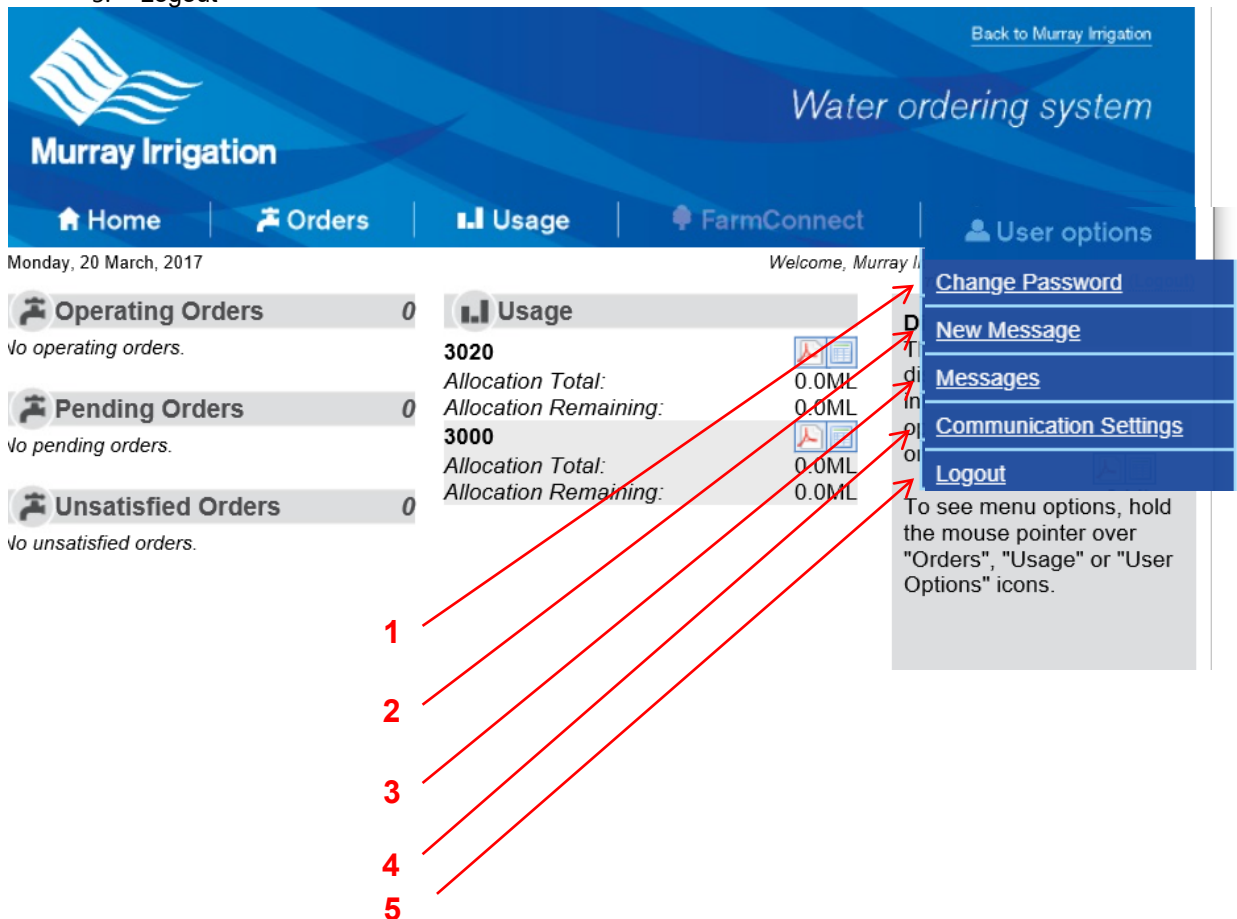
View Statement: PDF, CSV, HTML

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

- Select Season from drop down box
- To view your landholding water allocation report, click on the 'View Statement' button for the format you wish to use (PDF, CSV or HTML.)
- You will need the Adobe Acrobat Reader software installed on your computer to view your statements in PDF (installed on most computers already). If not installed, you can download here by clicking the 'Adobe Acrobat Reader' link.

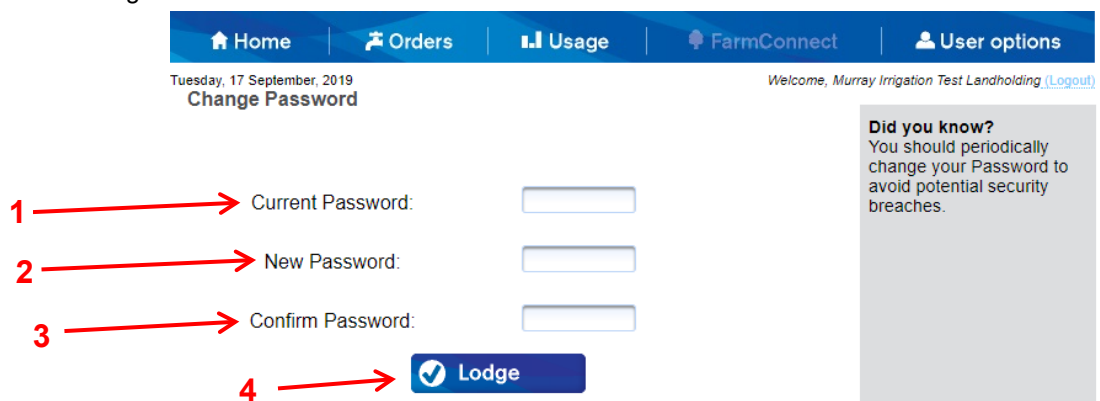
## 2.10 User options

- The 'User options' tab allows you to:
  1. Change Password
  2. Send a new message to Murray Irrigation Customer Operations
  3. Summary of messages sent to you
  4. Change your Communication Settings
  5. Logout



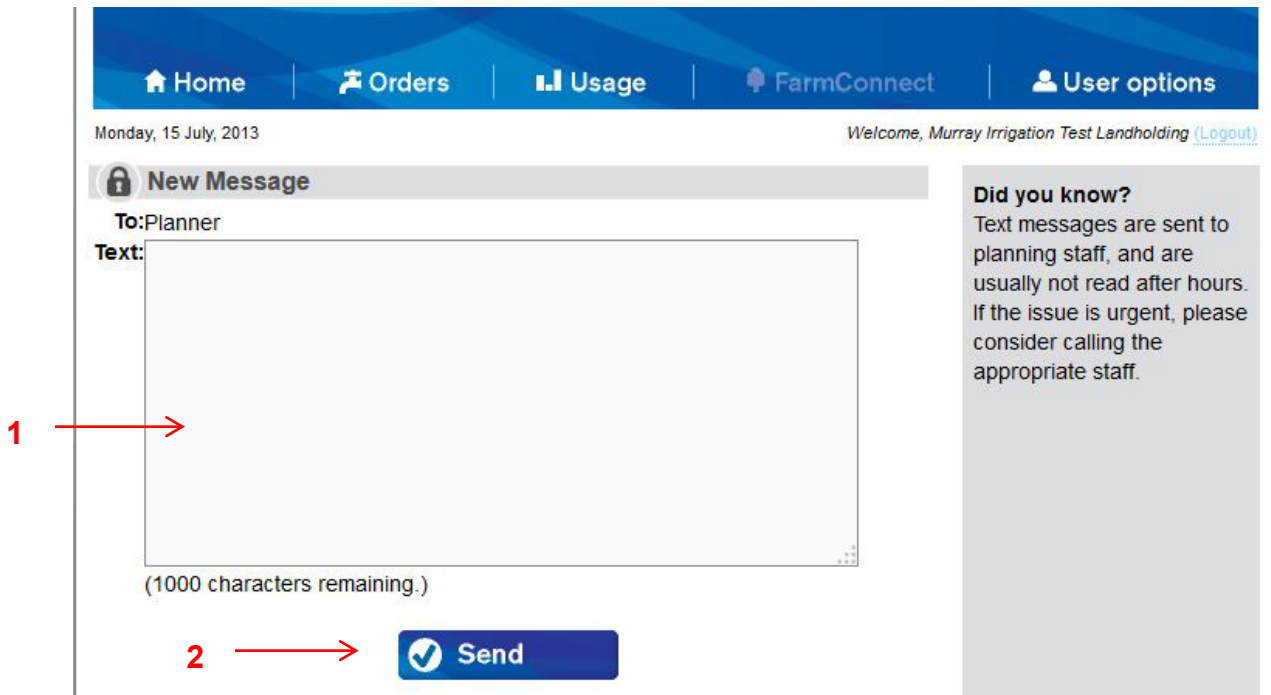
### 2.10.1 Changing your Password

- To change your Password, click on 'Change Password' in the 'User options' drop-down menu
  1. Enter your current Password
  2. Enter your new Password (**must be a minimum of 8 characters containing at least 1 capital and a number and or symbol**)
  3. Confirm your new Password
  4. Click the 'Lodge' button



## 2.10.2 Sending a new message to Customer Operations

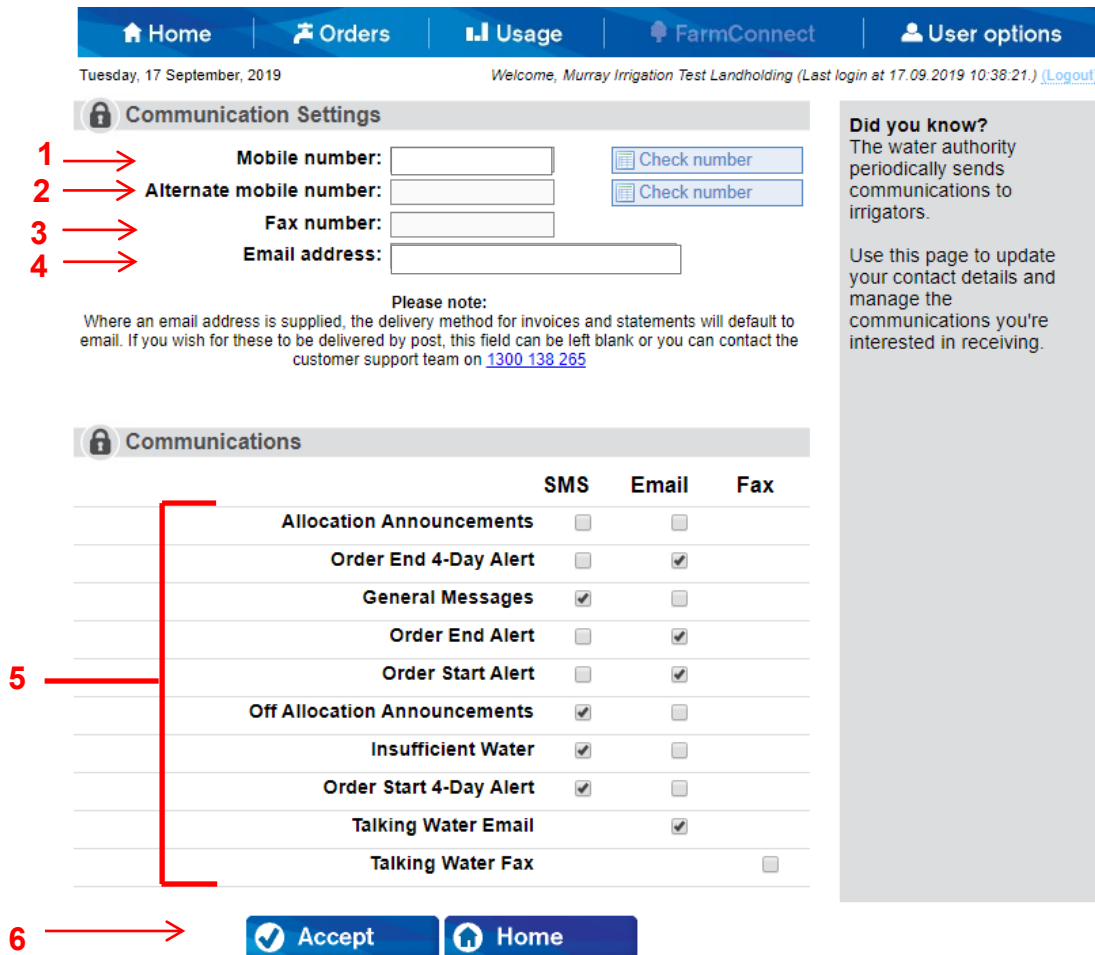
- To send a new message to Murray Irrigation Customer Operations click on 'New Message' in the 'User options' drop-down menu
  1. Type your message into the text box (no more than 1000 characters)
  2. Click the 'Send' button





## 2.10.3 Changing your communication settings

- To change your communication settings, click on 'Communication Settings' in the 'User options' drop-down menu



Home | Orders | Usage | FarmConnect | User options

Tuesday, 17 September, 2019 | Welcome, Murray Irrigation Test Landholding (Last login at 17.09.2019 10:38:21.) ([Logout](#))

### Communication Settings

1 → Mobile number:

2 → Alternate mobile number:

3 → Fax number:

4 → Email address:

**Please note:**  
Where an email address is supplied, the delivery method for invoices and statements will default to email. If you wish for these to be delivered by post, this field can be left blank or you can contact the customer support team on [1300 138 265](tel:1300138265)

### Communications

	SMS	Email	Fax
Allocation Announcements	<input type="checkbox"/>	<input type="checkbox"/>	
Order End 4-Day Alert	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
General Messages	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Order End Alert	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Order Start Alert	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Off Allocation Announcements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Insufficient Water	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Order Start 4-Day Alert	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Talking Water Email		<input checked="" type="checkbox"/>	
Talking Water Fax			<input type="checkbox"/>

5 →

6 →

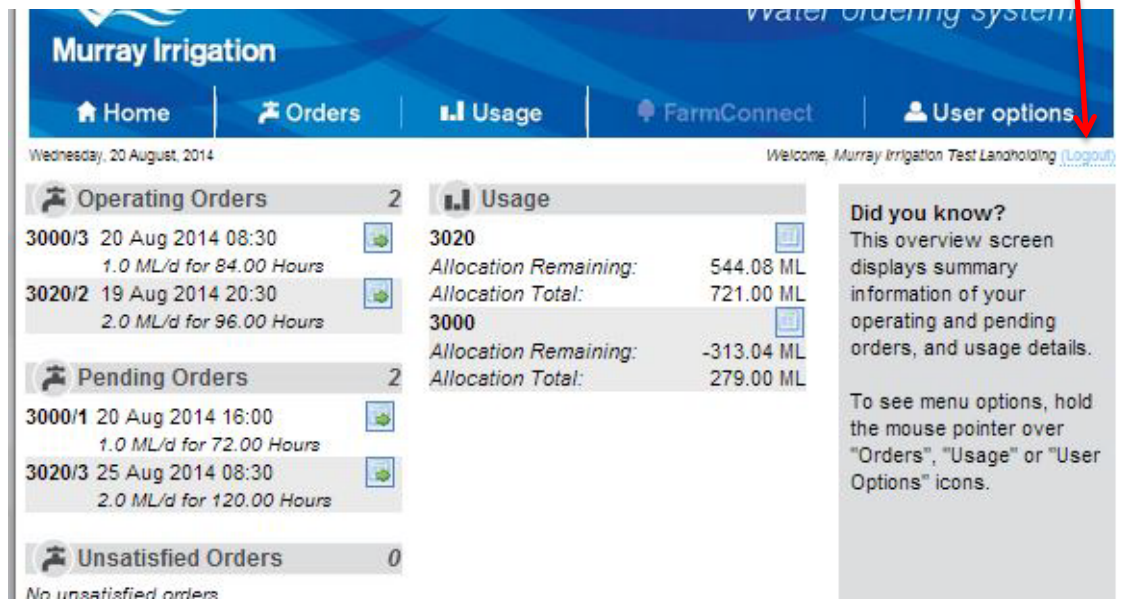
**Did you know?**  
The water authority periodically sends communications to irrigators.

Use this page to update your contact details and manage the communications you're interested in receiving.

- Here you have the ability to update your communication details, including:
  1. Mobile phone number
  2. Alternate mobile number
  3. Fax number
  4. Email Address
  5. You can also change the way you receive alerts/messages from Murray Irrigation, such as registering to receive:
    - Allocation announcements (SMS or email);
    - Order end alerts, **four days** in advance (SMS or email);
    - General messages (SMS or email);
    - Order end alerts, **24 hours** in advance (SMS or email);
    - Order start alerts, **24 hours** in advance (SMS or email);
    - Off allocation announcements (SMS or email);
    - Insufficient water alerts (SMS or email);
    - Order start alerts, **four days** in advance (SMS or email);
    - Talking Water Email;
    - Talking Water Fax.
  6. Click the 'Accept' button

## 2.11 Logging out

- To Log out of your account, simply click on 'Logout' in the 'User options' drop-down menu, or  
1. Click the '(Logout)' button in the top right of screen.



The screenshot shows the Murray Irrigation Water Ordering System interface. At the top, there is a navigation bar with the following items: Home, Orders, Usage, FarmConnect, and User options. A red arrow labeled '1' points to the 'User options' menu. Below the navigation bar, the date is Wednesday, 20 August, 2014, and the user is Welcome, Murray Irrigation Test Landholding (Logout). The main content area is divided into several sections: Operating Orders (2), Pending Orders (2), Unsatisfied Orders (0), and Usage. The Usage section shows Allocation Remaining: 544.08 ML, Allocation Total: 721.00 ML, Allocation Remaining: -313.04 ML, and Allocation Total: 279.00 ML. A 'Did you know?' box on the right provides information about the overview screen and how to access menu options.

Order ID	Date/Time	Rate	Duration
3000/3	20 Aug 2014 08:30	1.0 ML/d	84.00 Hours
3020/2	19 Aug 2014 20:30	2.0 ML/d	96.00 Hours
3000/1	20 Aug 2014 16:00	1.0 ML/d	72.00 Hours
3020/3	25 Aug 2014 08:30	2.0 ML/d	120.00 Hours

**Usage**

3020	Allocation Remaining:	544.08 ML
	Allocation Total:	721.00 ML
3000	Allocation Remaining:	-313.04 ML
	Allocation Total:	279.00 ML

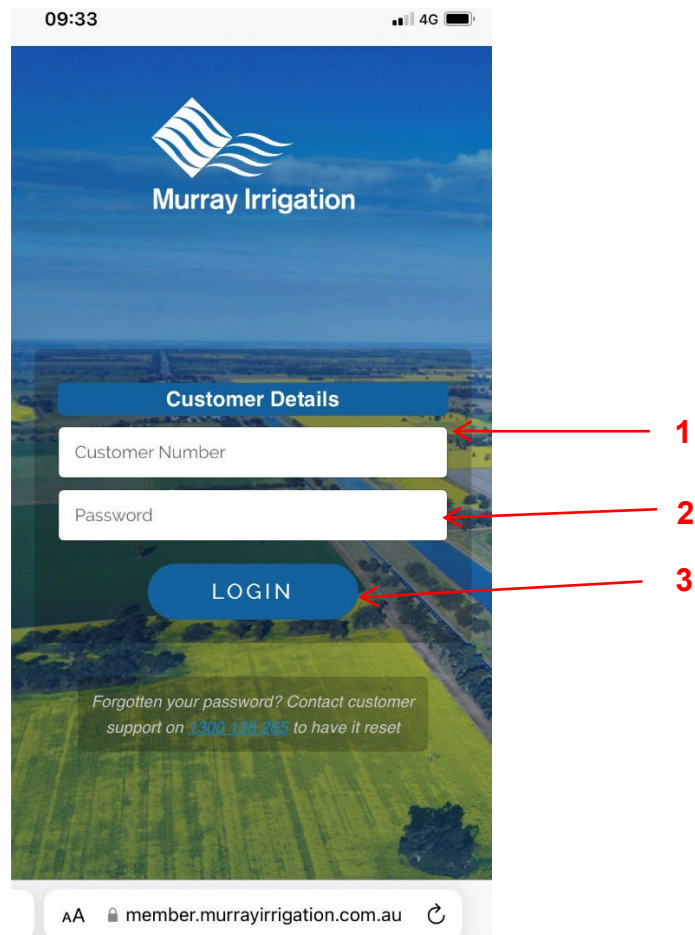
**Did you know?**  
This overview screen displays summary information of your operating and pending orders, and usage details.  
To see menu options, hold the mouse pointer over "Orders", "Usage" or "User Options" icons.



## 3 Mobile - iPad or iPhone ordering

### 3.1 Logging in

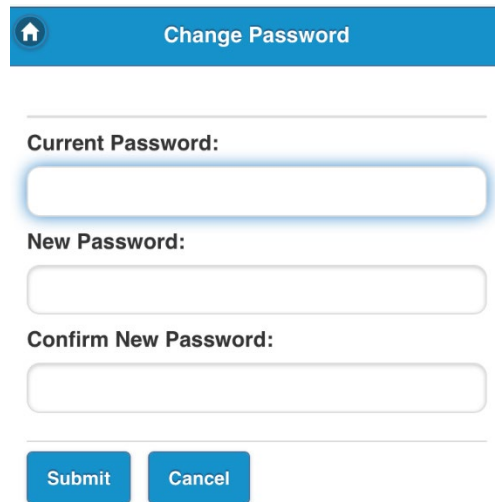
- Visit: [murrayirrigation.com.au](http://murrayirrigation.com.au)
- You will be greeted by the *Water Ordering* Login page
  1. Enter seven-digit customer number
  2. Enter your password (the password is your current password)
  3. Click the 'Login' button



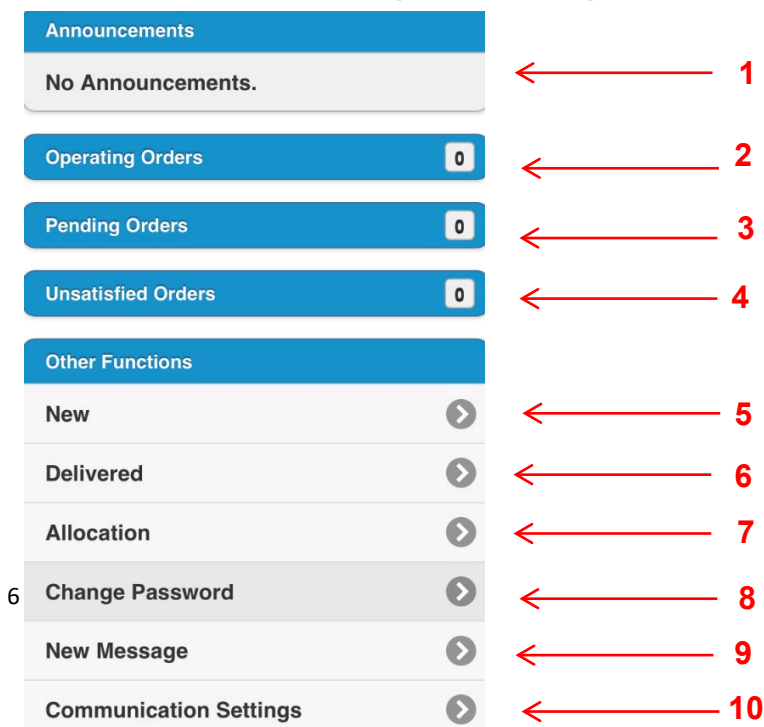
## 3.2 Forgotten your Password

- If you have forgotten or lost your password, it can be reset to a one use password.
- To have your password reset, please contact Murray Irrigation’s Customer Operations on 1300 138 265
- If your password has been reset you will be greeted with the Change Password screen (pictured below) and you will be prompted to enter a new password

- To do so:
  1. Enter the reset one use password
  2. Enter your new Password (**must be a minimum of 8 characters containing at least 1 capital and a number**)
  3. Confirm (re-enter) your new Password
  4. Click the ‘Submit’ button



## 3.3 Water Ordering Home page

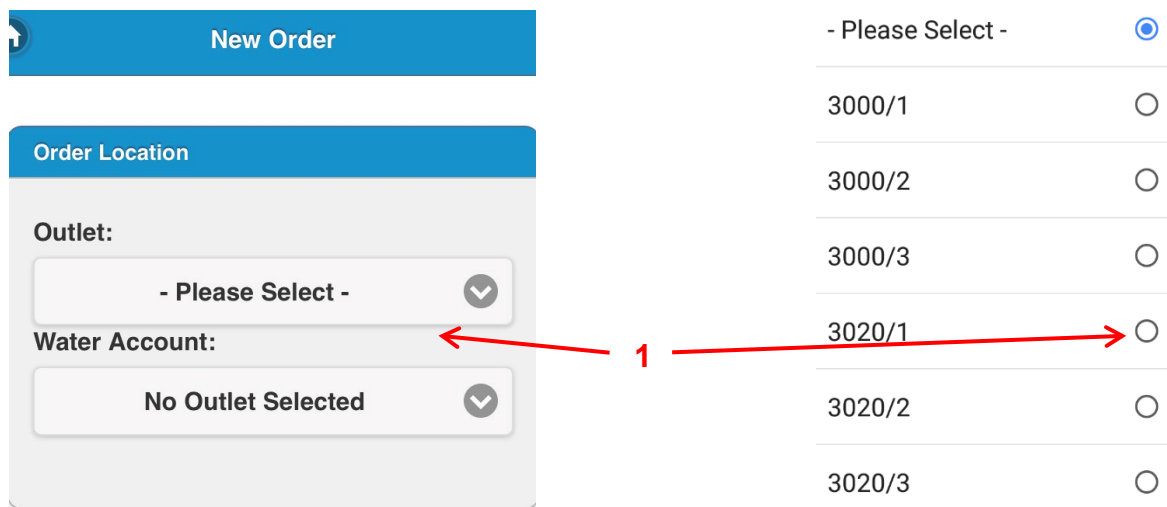


- Your *Water Ordering* home page displays the following
  1. Announcements (any Murray Irrigation announcements)
  2. Operating Orders (your orders that are currently operating); and,
  3. Pending Orders (your orders that are waiting to start)
  4. Unsatisfied Orders (your orders that are unsatisfied within the system)
- Other Functions includes:
  5. New (to place a new order), and,
  6. Delivered (any orders delivered), and,

7. Allocation (to look at current balances and generate a Water Allocation Report); and,
8. Change PIN; and,
9. New Message (to send a message to Customer Operations Staff); and,
10. Communication Settings (to update or change communication settings)

## 3.4 Ordering Water via mobile

- Click on 'New' in the Other Functions menu (previous page)
- 1. You will be taken to the New Order page - select your outlet from drop-down menu



Outlet	Water Account
- Please Select -	- Please Select - <input checked="" type="radio"/>
	3000/1 <input type="radio"/>
	3000/2 <input type="radio"/>
	3000/3 <input type="radio"/>
	3020/1 <input type="radio"/>
	3020/2 <input type="radio"/>
	3020/3 <input type="radio"/>

# Water Ordering Instruction Guide

September 2022



## 3.5 Placing an order

### 3.5.1 Creating a new order

- Once outlet is selected, you will be required to enter the order details:
  1. Select the **AM or PM** time you want the order to start. (**Note Manual outlets will only be offered the AM time**)
  2. Enter your start date
  3. Enter your order duration by selecting either duration, finish time or finish date. **This can only be in full days or 12 hour increments**
  4. Enter your flow rate – **ML/day not Revs** (refer to conversion chart at Section 1.3)
  5. Enter flow rates by crop types

The screenshot shows the 'New Order' form with the following sections and callouts:

- Order Location:** Outlet (3020/3) and Water Account (3020).
- Order Date:** Start Time (10:15) with callout 1, and Start Date (25/09/2019) with callout 2.
- Order Items:** Max Flow: 30.0, Min Flow: 1.0. Duration (0 Days 00 hours) with callout 3. Finish Time (10:15). Finish Date (25/09/2019). Flow Rate: (ML/d) (1) with callout 4. Flow Rate by Crop Type: Annual Pasture (0), Cotton (0), Horticulture And Other (0) with callout 5.

- **If you wish to repeat the order – select the repeating order box**
  1. Enter the number of times to repeat in 'Repeat Count' (maximum x 5)
  2. Enter the repeat interval in whole days

- You also have the option to:
  3. Include message - send message to Customer Operations staff

- To finalise your order:
  4. Click the 'Lodge' button and follow the prompts

The screenshot shows the following sections of the form:

- Repeat details:** Repeat Order? button.
- Include Message:** Text input field.
- Order Functions:** Lodge, Abort and Return, Other Functions, Outlet Details, Water Account Details, See Capacity/Demand.

# Water Ordering Instruction Guide

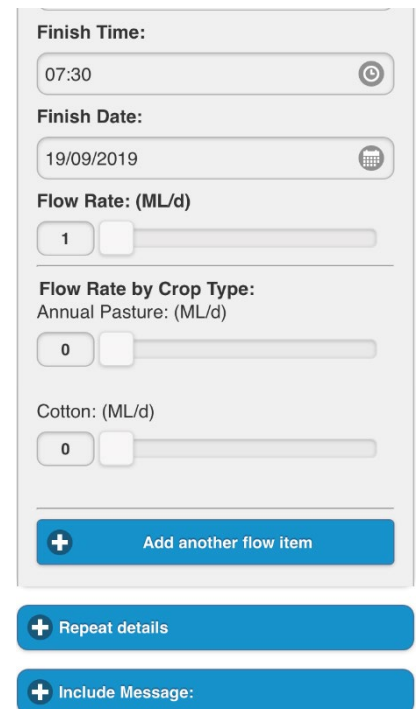
September 2022



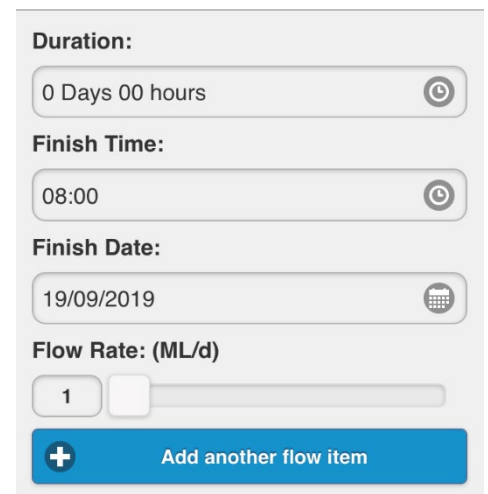
## 3.5.2 Creating a new multiflow order

This allows you to lodge orders with a range of flow rates for set periods.

- To create multiple flow orders
  1. Enter your first flow time and rate as per the instructions above
  2. Select add another flow item

A screenshot of a web form for adding a flow item. It includes fields for Finish Time (07:30), Finish Date (19/09/2019), Flow Rate (1 ML/d), and Flow Rate by Crop Type (Annual Pasture: 0 ML/d, Cotton: 0 ML/d). At the bottom, there are three blue buttons: '+ Add another flow item', '+ Repeat details', and '+ Include Message:'. A red arrow points from step 2 of the instructions to the '+ Add another flow item' button.

3. Enter your order duration by selecting either duration, finish time or finish date. **This can only be in full days or 12 hour increments**

A screenshot of a web form for entering order duration. It includes fields for Duration (0 Days 00 hours), Finish Time (08:00), and Finish Date (19/09/2019). Below these is a Flow Rate (1 ML/d) field and a blue button '+ Add another flow item'. A red arrow points from step 3 of the instructions to the Duration field.

4. Enter flow rate required

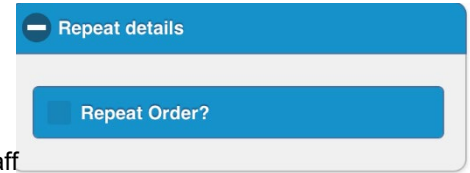
5. Continue to select "Add another flow item" to order up to 5 changes for the one order

# Water Ordering Instruction Guide

September 2022

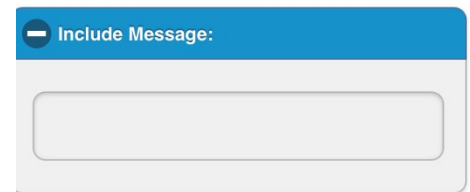


- **If you wish to repeat the order – select the repeating order box**
  6. Enter the number of times to repeat in 'Repeat Count' (Max. 20)
  7. Enter the repeat interval in whole days

A screenshot of a web form section titled "Repeat details" with a minus sign icon on the left. Below the title is a blue button with a white checkbox and the text "Repeat Order?". A red arrow points from step 7 of the instructions to this section.

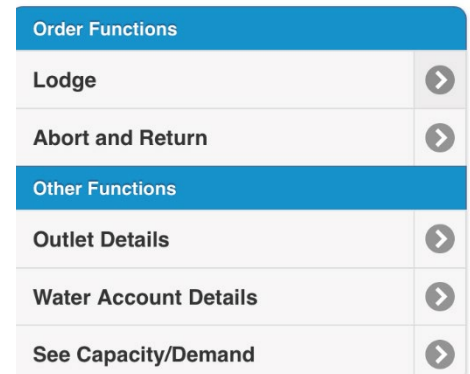
Repeat details	
<input type="checkbox"/>	Repeat Order?

- You also have the option to:
  8. Include message - send message to Customer Operations staff

A screenshot of a web form section titled "Include Message:" with a minus sign icon on the left. Below the title is a large, empty text input field. A red arrow points from step 8 of the instructions to this section.

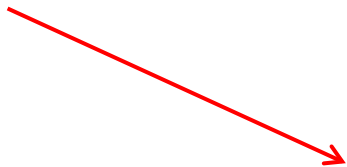
Include Message:	
<input type="text"/>	

- To finalise your order:
  9. Click the 'Lodge' button and follow the prompts

A screenshot of a web form section titled "Order Functions" with a blue header. Below the header is a list of buttons with right-pointing chevrons. The buttons are "Lodge", "Abort and Return", "Outlet Details", "Water Account Details", and "See Capacity/Demand". A red arrow points from step 9 of the instructions to the "Lodge" button.

Order Functions	
Lodge	➤
Abort and Return	➤
Other Functions	
Outlet Details	➤
Water Account Details	➤
See Capacity/Demand	➤

## 3.6 Other Functions



Order Functions	
Lodge	➤
Abort and Return	➤
Other Functions	
Outlet Details	➤
Water Account Details	➤
See Capacity/Demand	➤

### 3.6.1 Outlet Details

This screen shows the capacity and order constraints of the outlet previously selected

- Lodge Notice Max
- Maximum Flow
- Minimum Flow
- Stopped – if the outlet is on Stop Supply
- Change Notice – notification time (hours) required for an order changed
- Lodge Notice Min - notification time (hours) required for an order to be placed

3020/1 (FlumeGate M)		
Lodge Notice Maximum	720.00 hour	14:36 13-Mar
Max Flow	30.00 ML/d	07:40 07-Mar
Min Flow	1.00 ML/d	09:45 21-Dec
Stopped	No	13:44 05-Mar
Change Notice	2.00 hour	09:27 30-Jul
Lodge Notice Minimum	6.00 hour	15:00 05-Oct

### 3.6.2 Water Account Details

This screen shows details about your water account

- Stopped Indicator – if account is on stopped
- Estimated Allocation Balance
- Allocation Total
- Allocation Remaining

3020 (Water Allocation Account)		
Stopped Indicator	No	11:07 03-Jun
Estimated Allocation Balance	0.00 ML	10:35 12-Sep
Allocation Total	0.00 ML	16:00 07-May
Allocation Remaining	0.00 ML	22:00 28-Aug

### 3.6.3 Current Flow

Show the flow rate for your current operating order.

### 3.6.4 Capacity/Demand

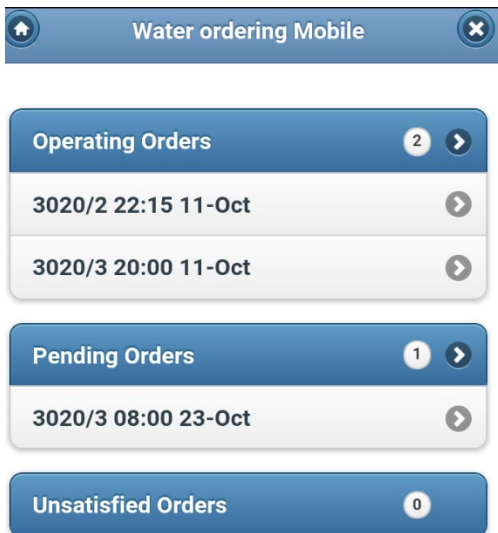
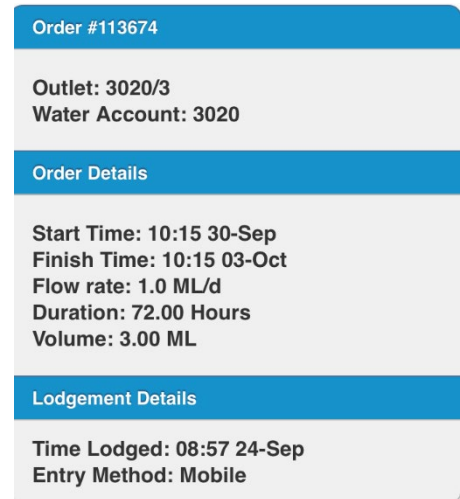
Shows the available capacity of the outlet.



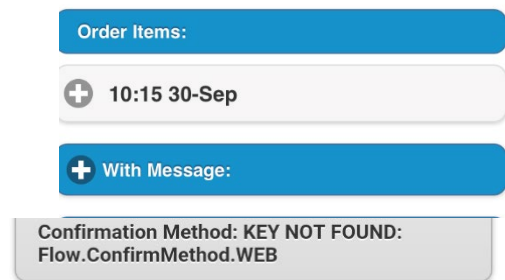
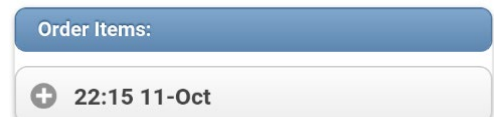
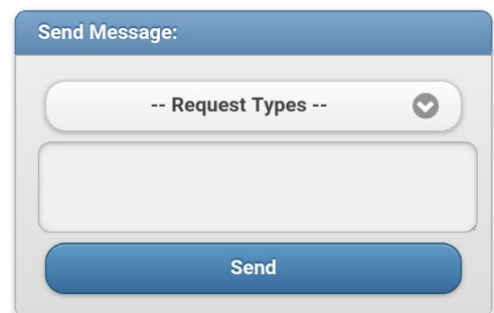
## 3.7 Cancelling or changing a lodged order

**NOTE:** If you wish to change an order, Murray Irrigation recommends that you cancel the original order and place a new order.

- You can cancel or change an order you have already lodged
  1. From the home page select the order you want to change

- You will then be taken to the order details page


### 3.7.1 Modify an operating order

- Select the operating order you want to change
- Here you will have the option to:
  1. Change the finish time of the order
  2. Change the flow rate of the order
  3. Change the crop type

**NOTE:** The changes will only affect the order selected – not any other orders you have placed

# Water Ordering Instruction Guide

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## 3.7.2 Modify a pending order

- After selecting the pending order you want to change you can:
  1. Cancel the order
  2. Change the start time (and date)
  3. Change crop type

**Please note:** If you want to change the **flow rate or duration** of a pending order, simply cancel the relevant order and lodge a new order with new details.

- You will then enter your required changes and select 'Lodge' or "Yes" to submit

**NOTE:** The changes will only affect the order selected – not any other orders you have placed

Order Functions	
Cancel Order	➤
Change Start Time	➤
Change Crops	➤
Other Functions	
Outlet Details	➤
Water Account Details	➤
See Capacity/Demand	➤
See Order Trend	➤

Cancel Order #113674	
Outlet: 3020/3	Water Account: 3020
Order Details	
Start Time: 10:15 30-Sep	Finish Time: 10:15 03-Oct
Duration: 72.00 Hours	Volume: 3.00 ML
Order Items:	
➤ 10:15 30-Sep	
Do you wish to cancel this order?	
Confirm Cancel	➤
Abort and Return	➤

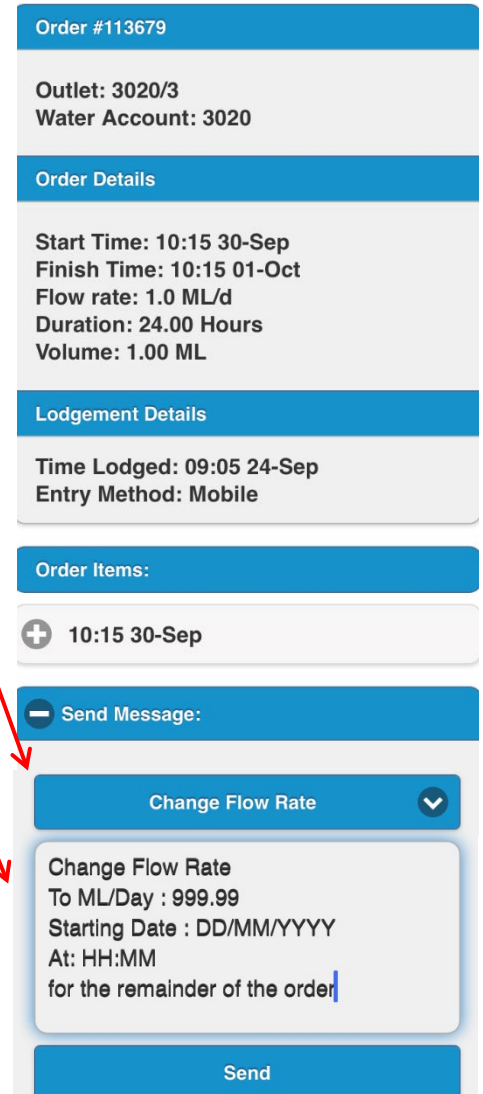
- If you choose to cancel an order (see below):
  1. Confirm by clicking 'Confirm Cancel'; or
  2. Click 'Abort and Return' to go back to the order details screen

**NOTE:** This will only cancel the order selected – not all orders

### 3.7.3 Sending a message to cancel or modify an order

Here you have the option to send a message with your requested changes to Customer Operations.

- After selecting the operating or pending order you want to change you can:
  1. Select the change you wish to make from the drop down box
  2. Enter your change details
  3. Select send



The screenshot displays the Murray Irrigation mobile app interface for order management. It is divided into several sections:

- Order #113679** (Header)
- Outlet: 3020/3**  
**Water Account: 3020**
- Order Details** (Section Header)
  - Start Time: 10:15 30-Sep
  - Finish Time: 10:15 01-Oct
  - Flow rate: 1.0 ML/d
  - Duration: 24.00 Hours
  - Volume: 1.00 ML
- Lodgement Details** (Section Header)
  - Time Lodged: 09:05 24-Sep
  - Entry Method: Mobile
- Order Items:** (Section Header)
  - + 10:15 30-Sep
- Send Message:** (Section Header)
  - Change Flow Rate** (Dropdown menu)
  - Change Flow Rate  
To ML/Day : 999.99  
Starting Date : DD/MM/YYYY  
At: HH:MM  
for the remainder of the order
  - Send** (Button)

Two red arrows originate from the numbered list in the text above. One arrow points from step 1 to the 'Change Flow Rate' dropdown menu, and the other points from step 2 to the text input area of the 'Send Message' form.

## 3.8 Unsatisfied Orders

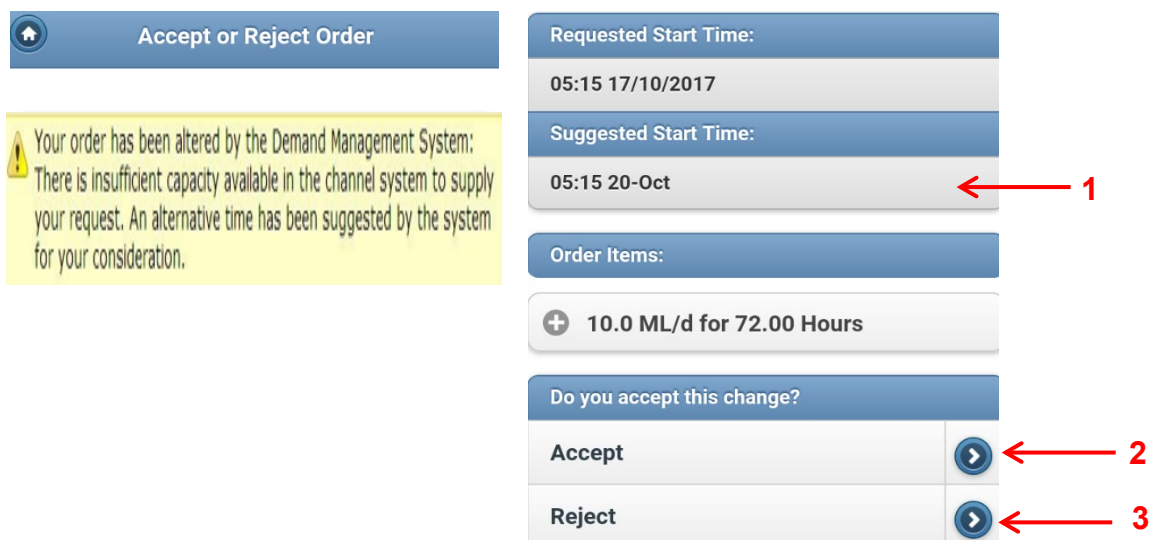
Unsatisfied orders are placed in circumstances where there is no water available, or channel capacity has been reached for your requested order.

- When this occurs the water ordering system will offer you an alternate date for your requested order.
- If you do not want to accept this alternate date you can proceed to enter an unsatisfied order.
- When you submit an unsatisfied order Customer Operations will contact you to discuss the delivery of your requested water order.

### 3.8.1 Lodging an unsatisfied order

If there is no water available or channel capacity has been reached, you will be presented with the below screen after you submit your order.

1. You will be offered a Suggested Start Time as an alternative to your original requested start time.
2. If you are happy with the suggested date/time you can click 'Accept'. This will lodge the order for the new Suggested Start Time.
3. If you do not wish for this alternate time you need to click 'Reject'



**Accept or Reject Order**

**Requested Start Time:**  
05:15 17/10/2017

**Suggested Start Time:**  
05:15 20-Oct

**Order Items:**  
+ 10.0 ML/d for 72.00 Hours

**Do you accept this change?**

Accept

Reject

Once you click 'Reject' the following screen will be presented for you.

# Water Ordering Instruction Guide

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Continue to submit Unsatisfied Order ?

Submit Unsatisfied Order

Outlet: 3020/3  
Water Account: 3020

Order Details

Start Time: 05:15 17-Oct  
Finish Time: 05:15 20-Oct  
Duration: 72.00 Hours  
Volume: 30.00 ML

Order Items:

+ 05:15 17-Oct

Continue with Unsatisfied Order?

Continue

Cancel

1. To lodge an unsatisfied order select 'Continue'.
2. If you do not want to submit an unsatisfied order select 'Cancel'

When you select 'Continue' your order will be lodged into the system.

1. You then need to select 'OK'
2. You can see any unsatisfied orders that you have placed.

Request Submitted

Your request to lodge an Order has been submitted.

Water ordering Mobile

Operating Orders 0

Pending Orders 1 ➤  
3020/3 05:15 17-Oct ➤

Unsatisfied Orders 1 ➤  
3020/3 05:15 17-Oct ➤

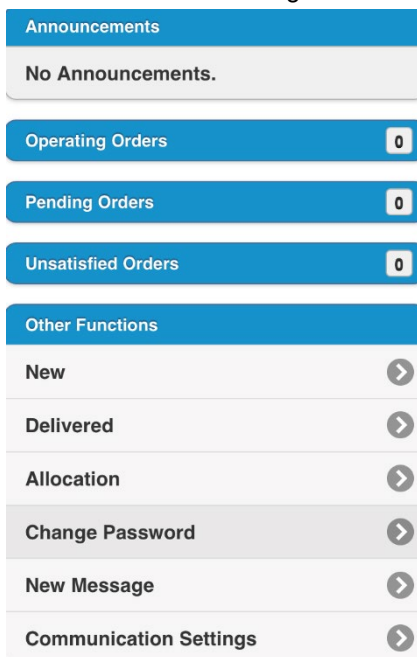
## 3.9 Other Functions

### 3.9.1 Delivered

Allows you to view orders that have been previously delivered for the season.

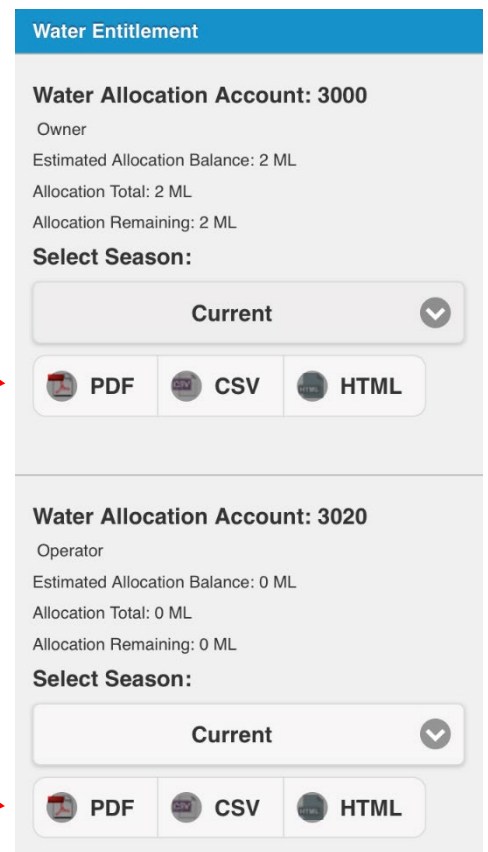
### 3.9.2 Allocation (Usage)

- The 'Allocation' tab allows you to view your water allocation report for your landholding
- If you have consolidated accounts, this includes the water allocation account volume for the consolidated accounts. You can also get the last 3 years of usage



The screenshot shows a vertical menu with the following items: 'Announcements' (No Announcements), 'Operating Orders' (0), 'Pending Orders' (0), 'Unsatisfied Orders' (0), and 'Other Functions'. Under 'Other Functions', there are links for 'New', 'Delivered', 'Allocation', 'Change Password', 'New Message', and 'Communication Settings'. A red arrow labeled '1' points to the 'Allocation' link.

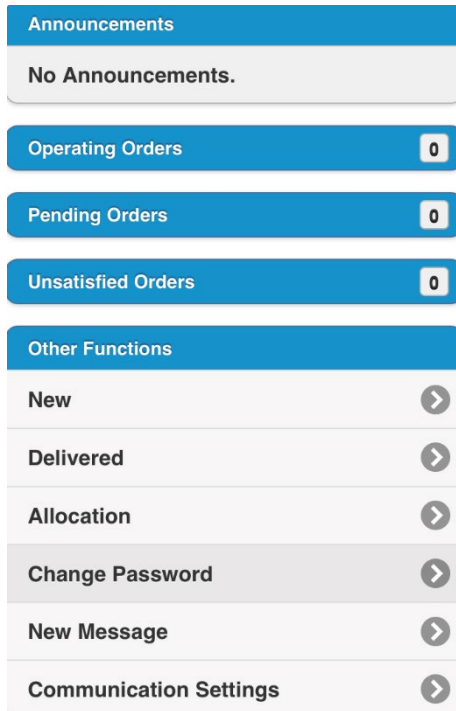
1. Select 'Allocation' to view your landholding water allocation report,
2. Select the 'PDF', 'CSV' or 'HTML' button for the relevant account. This will download your water allocation report.



The screenshot shows the 'Water Entitlement' page with two sections. The first section is for 'Water Allocation Account: 3000' (Owner) with an Estimated Allocation Balance of 2 ML, Allocation Total of 2 ML, and Allocation Remaining of 2 ML. The second section is for 'Water Allocation Account: 3020' (Operator) with an Estimated Allocation Balance of 0 ML, Allocation Total of 0 ML, and Allocation Remaining of 0 ML. Both sections have a 'Select Season' dropdown menu set to 'Current' and three buttons for 'PDF', 'CSV', and 'HTML'. Red arrows labeled '2' point to the 'PDF', 'CSV', and 'HTML' buttons in both sections.

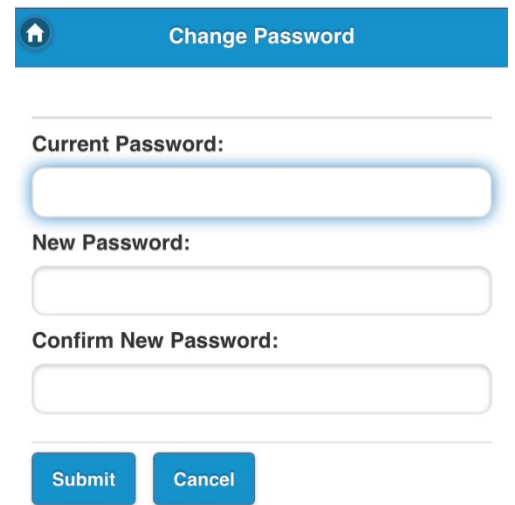
### 3.9.3 Changing Password

➤ To change your Password, click on 'Change Password' on the *Water Ordering* homepage



- Announcements
- No Announcements.
- Operating Orders 0
- Pending Orders 0
- Unsatisfied Orders 0
- Other Functions
  - New >
  - Delivered >
  - Allocation >
  - Change Password >
  - New Message >
  - Communication Settings >

1. Enter your current Password
2. Enter your new Password (**must be a minimum of 8 characters containing at least 1 capital and a number**)
3. Confirm your new Password
4. Click the 'Submit' button



Change Password

Current Password:

New Password:

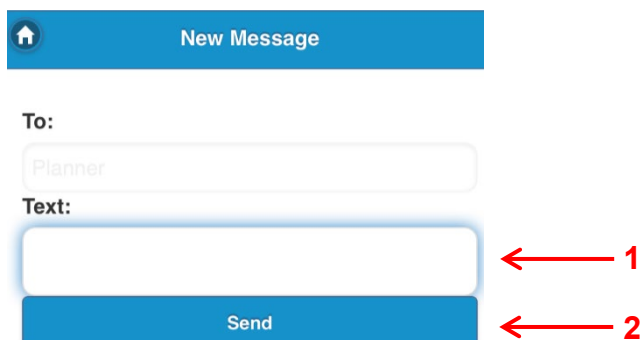
Confirm New Password:

Submit Cancel

### 3.9.4 Sending a new message to Customer Operations

➤ To send a new message to Murray Irrigation Customer Operations, click on 'New Message' in the 'User options' drop-down menu

1. Type your message into the text box (no more than 1000 characters)
2. Click the 'Send' button



New Message

To:

Text:

Send



## 3.9.5 Changing your communication settings

- To change your communication settings select 'Communication Settings' in other functions
- Here you can update your communication details including:
  1. Mobile phone number
  2. Alternate Mobile number
  3. Email address
  4. Fax number

Communication Settings

**Mobile number:**

Check number

---

**Alternate mobile number:**

Check number

---

**Email address:**

Please note:  
Where an email address is supplied, the delivery method for invoices and statements will default to email. If you wish for these to be delivered by post, this field can be left blank or you can contact the customer support team on [1300 138 265](tel:1300138265)

**Fax number:**

- You can also change the way you receive alerts/messages from Murray Irrigation, such as registering to receive:
  - Allocation announcements (SMS or email);
  - Order end alerts, **four days** in advance (SMS or email)
  - General messages (SMS or email)
  - Order end alerts, **24 hours** in advance (SMS or email)
  - Order start alerts, **24 hours** in advance (SMS or email)
  - Off allocation announcements (SMS or email)
  - Insufficient water alerts (SMS or email)
  - Order start alerts, **four days** in advance (SMS or email)
  - Talking water email
  - Talking Water Fax

Communications	SMS	Email	Fax
Allocation Announcements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Order End 4-Day Alert	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
General Messages	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Order End Alert	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Order Start Alert	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Off Allocation Announcements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insufficient Water	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Order Start 4-Day Alert	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking Water Email	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Talking Water Fax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- To finalise your changes:
  1. Click the 'Accept' button

Communication Settings Functions

**Accept** ➤

**Abort and Return** ➤

## 3.10 Logging out

- To Log out of your account select the X button in the top right-hand corner of your screen.