



Automatic sign up – customer process

1. You will receive an email generated by GWMWater with a link to sign up to the Customer Portal. Click 'Activate my Customer Portal'.

Tel: 1300 659 961
Fax: 03 5381 9881

Email: info@gwmwater.org.au
Website: www.gwmwater.org.au

Certified to best practice standards
ISO 9001 / 14001 and AS/NZS 4801

GWMWater CUSTOMERPortal

New Sign Up for Customer Portal:

Please Confirm Signup:

Hi

The GWMWater Customer Portal is now live. You can use the portal to actively monitor your water use and associated charges, and set up alerts when possible leaks or high water use are detected.

All you need to do is activate your portal by entering a code sent to your mobile number and set a password.

Activate my Customer Portal

If this link is unsuccessful, please copy and paste this link:
<https://gwmwatercustomerportaluat.miwater.co/cas/5457/F98BEDED-26EE-4A4D-868B-387B6752A2C5>
into the address field of a new web browser window.

This link will remain valid for 72 hours. If you need a new link, please [get in touch](#).

More information and how to guides are available on [our website](#).

Yours sincerely

Steve Briggs
Manager Customer Service

2. You will be taken to the Customer Portal to create a password and send SMS verification code. Check that the last 3 digits of the mobile number on file for your account match your current mobile number.

GWMWater CUSTOMERPortal

Home Contact Us

Confirm Signup by Creating a Password

Confirm Automatic Signup:

New Password:

Re-Enter New Password:

SMS Confirmation:

As a final confirmation, an SMS will be sent to the mobile number that we have on file for your account, ending in the numbers xxxx xxx 240. That verification code will be active for 72 hours.

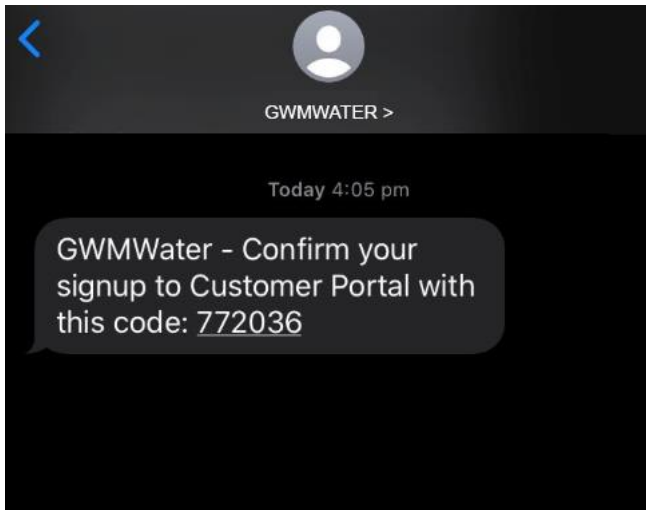
If this is not your number, please call us on 1300 659 961

Instructions:

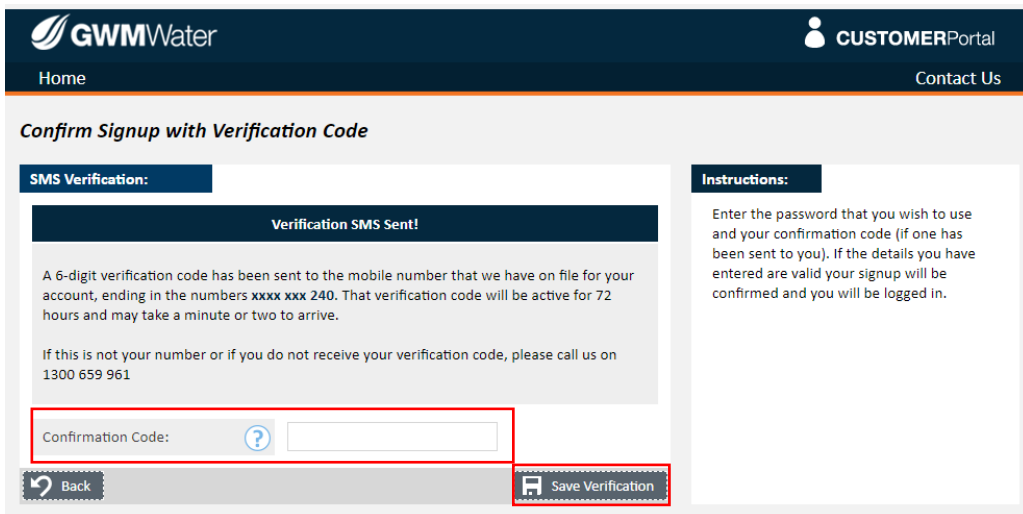
Enter the password that you wish to use and your confirmation code (if one has been sent to you). If the details you have entered are valid your signup will be confirmed and you will be logged in.

[Back](#) [Save Password and Send SMS Verification Code](#)

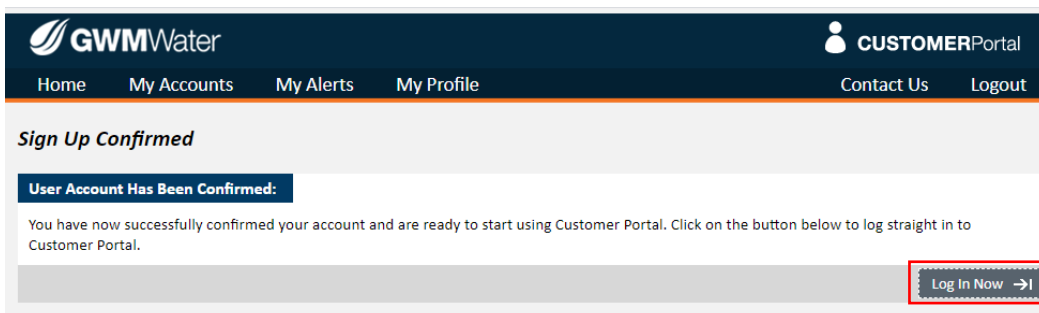
3. You will receive an SMS verification code.



4. Enter the SMS verification code and click 'Save verification'.



5. Your sign up is now confirmed. Click 'Log in now'.



6. You will now see your Customer Portal Home Dashboard.

GWMWater CUSTOMERPortal

Home My Accounts My Alerts My Profile Contact Us Logout

GWMWater Customer Portal Home Dashboard

Notifications:

Successful Notification of Registration
You have been granted OWNER access to XXXXXXXX [Dismiss](#)

Your Urban Accounts:

XXXXXX
XXXXXXXXXXXXXXXXXX
Num Properties: 1

Last 7 Days: 0.0 kL [Last 24 hours:](#)

[Filter Results](#) [Add Account](#)

Received a possible leak alert?

Find out how potential leaks are calculated and practical advice for locating leaks on your property

[Find out more →](#)