



## Add an account nickname

Please note adding/changing account nicknames is only available on the desktop site however nicknames will show up on the mobile site once they are set up.

If you are using a mobile, you can switch to the desktop site before logging in and set up nicknames.

AA [watercustomerportal.miwater.co](http://watercustomerportal.miwater.co)

**Log In to Customer Portal:**

Email

Password

Remember me

[Sign Up Now](#) [Forgot Password?](#)

ⓘ

Switch To Desktop Site to:

- Configure alerts and reports
- View individual meter graphs

1. Use your email address and password to login to the Customer Portal.

**GWMWater** CUSTOMERPortal

Home [Contact Us](#)

Welcome to GWMWater Customer Portal

Why sign up?

**Signing up is fast, free and secure**

Monitor your rural pipeline use (view your water usage as far back as 1 July 2016) ✓

Monitor your rural pipeline allowance ✓

Be alerted early of potential water leaks or high use (via SMS or email) ✓

Don't have an account? [Sign up now](#) ✓

**Log in to Customer Portal:**

Email

Password

Remember me  [Forgot Password?](#)

2. Click on the account you want to nickname.

**GWMWater** CUSTOMERPortal

Home My Accounts My Alerts My Profile Contact Us Logout

**GWMWater Customer Portal Home Dashboard**

**Your Urban Accounts:**

XXXXXX  
XXXXXXXXXXXXXXXXXXXXX  
Num Properties: 1  
Last 7 Days: 4.5 kL ▲

XXXXXX  
XXXXXXXXXXXXXXXXXXXXX  
Num Properties: 1  
Last 7 Days: 0.0 kL ▼

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 →

3. Select 'Operations' and then 'Set Account Nickname'.

**GWMWater** CUSTOMERPortal

Home My Accounts My Alerts My Profile Contact Us Logout

**Customer Portal Account Dashboard**

Account Information:  
XXXXXX  
XXXXXXXXXXXXXXXXXXXXX  
Account:

Water Meters:  
XXXXXX  
XXXXXXXXXXXXXXXXXXXXX  
65601

Metrics: Peak Consumption  
Peak Day of the Week:  
Saturday 10:00 AM  
19% 9%

Operations  
• Mark as "HOME"  
• Set Account Nickname  
• Set Property Nickname  
• Update Property Profile  
• Change / Delete Registration  
• Data Extract Report

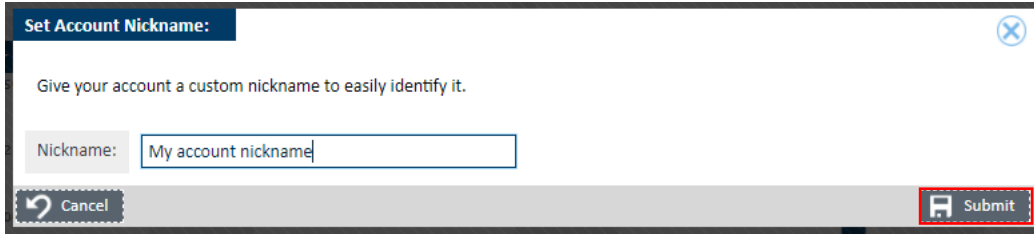
Water Consumption: Water Usage - Litres Thursday: 15 October 2020 - Tuesday: 3 November 2020

Usage - Litres

Report Type: Water Usage Period: Daily From: 15/10/2020 To: 03/11/2020

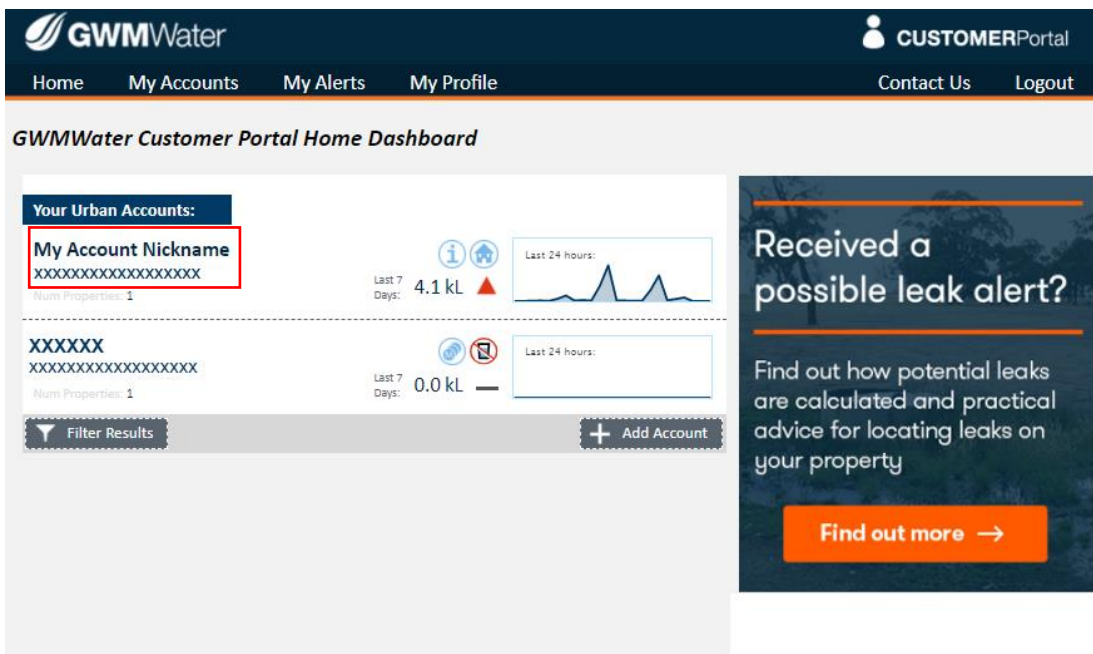
Date	Usage (Litres)
Oct 15: Thu	600
Oct 16: Fri	600
Oct 17: Sat	750
Oct 18: Sun	450
Oct 19: Mon	150
Oct 20: Tue	400
Oct 21: Wed	450
Oct 22: Thu	700
Oct 23: Fri	500
Oct 24: Sat	350
Oct 25: Sun	650
Oct 26: Mon	450
Oct 27: Tue	400
Oct 28: Wed	400
Oct 29: Thu	400
Oct 30: Fri	1300
Oct 31: Sat	500
Nov 1: Sun	400
Nov 2: Mon	650
Nov 3: Tue	650

4. Set your account nickname and click 'Submit'.



The screenshot shows a dialog box titled "Set Account Nickname:" with a close button (X) in the top right corner. Below the title, it says "Give your account a custom nickname to easily identify it." There is a text input field labeled "Nickname:" containing the text "My account nickname". At the bottom left is a "Cancel" button with a return icon, and at the bottom right is a "Submit" button with a submit icon. The "Submit" button is highlighted with a red dashed border.

5. You should now see your account nickname in your Home Dashboard.



The screenshot shows the GWMWater Customer Portal Home Dashboard. The top navigation bar includes the GWMWater logo, "CUSTOMERPortal" with a user icon, and links for "Home", "My Accounts", "My Alerts", "My Profile", "Contact Us", and "Logout". The main content area is titled "GWMWater Customer Portal Home Dashboard". Under the heading "Your Urban Accounts:", there are two account cards. The first card shows "My Account Nickname" (highlighted with a red box) as "XXXXXXXXXXXXXXXXXXXX", "Num Properties: 1", and "Last 7 Days: 4.1 kL" with a red triangle icon and a "Last 24 hours" usage graph. The second card shows "XXXXXXXXXXXXXXXXXXXX", "Num Properties: 1", and "Last 7 Days: 0.0 kL" with a grey dash icon and a "Last 24 hours" usage graph. At the bottom of the accounts section are "Filter Results" and "+ Add Account" buttons. On the right side, there is a promotional banner titled "Received a possible leak alert?" with the text "Find out how potential leaks are calculated and practical advice for locating leaks on your property" and a "Find out more →" button.