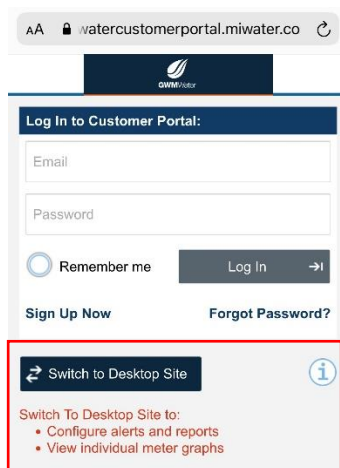


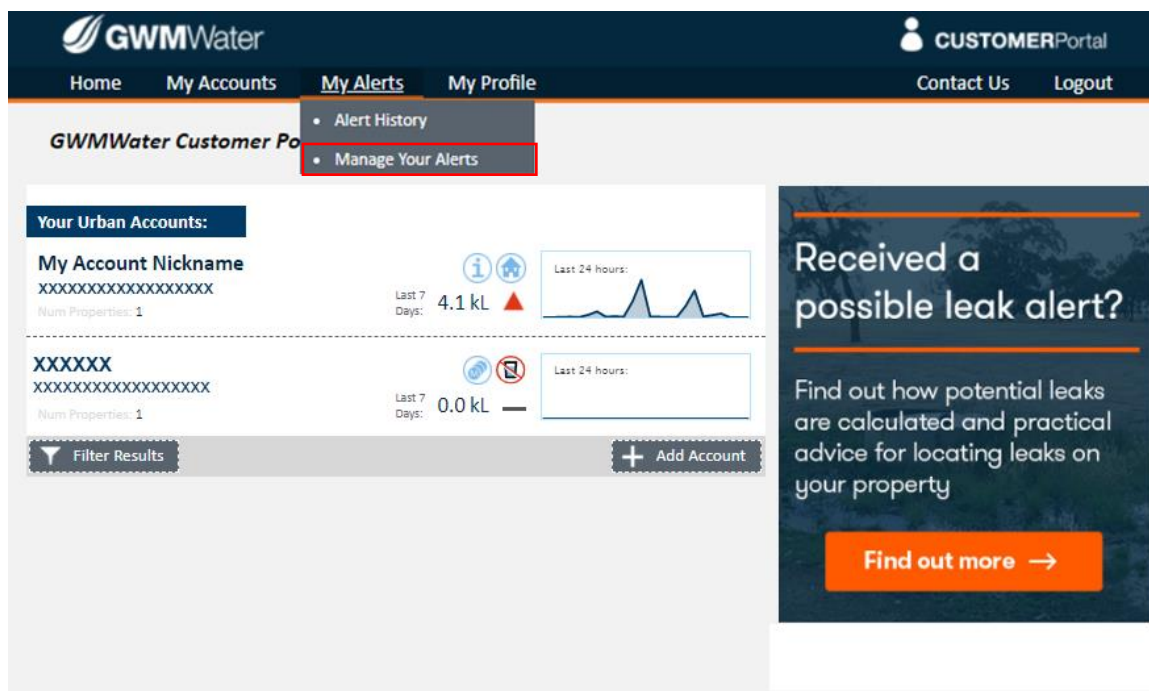


## Setup and manage alerts



Please note that setting up and managing alerts is only available on the desktop site. If you are using a mobile, you can switch to the desktop site before logging in and set up and manage your alerts.



1. In the 'My Alerts' menu, select 'Manage Your Alerts'.



- The Alerts and Reports page allows you to set up and manage alerts for a specific account. Active alerts (i.e. alerts that have been set up for the property) are shown at the top of the page and Inactive Alerts (i.e. alerts that have not been configured for the property) are shown below.

 GWM Water
 CUSTOMER Portal

Home   My Accounts   My Alerts   My Profile
Contact Us   Logout

**Alerts and Reports:**

**Account Information:**

**My Account Nickname** Pick a different account

Num Properties: 1

**Active Alerts:**

There are no alerts to display.

[Back](#)

**Inactive Alerts:**

R1	<b>Monthly Consumption Email Report</b> Monthly Consumption Email Report	<a href="#">Alter Preferences</a>
R2	<b>Weekly Consumption Email Report</b> Weekly Consumption Email Report	<a href="#">Alter Preferences</a>
R3	<b>User Period SMS Report</b> User Period SMS Report	<a href="#">View Last Report</a> <a href="#">Alter Preferences</a>
A1	<b>Leak Detection</b> Leak Alert	<a href="#">View Last Report</a> <a href="#">Alter Preferences</a>
A2	<b>High Water Consumption - Day</b> High Usage Alert	<a href="#">View Last Report</a> <a href="#">Alter Preferences</a>
A3	<b>High Water Consumption - Week</b> High Usage Alert	<a href="#">View Last Report</a> <a href="#">Alter Preferences</a>
A5	<b>Water Allowance</b> Water Allowance Alert	<a href="#">View Last Report</a> <a href="#">Alter Preferences</a>
A6	<b>Low Water Consumption - Day</b> Low Water Consumption - Day	<a href="#">View Last Report</a> <a href="#">Alter Preferences</a>

[Back](#)

**Instructions:**

This form can be used to view or manage your alerts and reports.

To view the most recent report for an alert, click the "View Last Report" button.

To alter your alert preferences, click the "Alter Preferences" button.

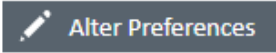
3. To set an alert click 'Alert Preferences'.

The screenshot shows the GWM Water Customer Portal interface. At the top, there is a navigation bar with the GWM Water logo on the left and 'CUSTOMERPortal' on the right. Below the logo are links for 'Home', 'My Accounts', 'My Alerts', and 'My Profile'. On the right side of the navigation bar are links for 'Contact Us' and 'Logout'. The main content area is titled 'Alerts and Reports:'. It is divided into three sections: 'Account Information:', 'Active Alerts:', and 'Inactive Alerts:'. The 'Account Information:' section shows 'My Account Nickname' and a dropdown menu with the text 'Pick a different account'. Below this, it says 'Num Properties: 1'. The 'Active Alerts:' section states 'There are no alerts to display.' and has a 'Back' button. The 'Inactive Alerts:' section shows one alert: 'R1 Monthly Consumption Email Report' with an 'Alter Preferences' button. To the right of these sections is an 'Instructions:' box with text explaining how to view and manage alerts and reports.

The screenshot shows a dialog box titled 'Monthly Consumption Email Report Preferences:'. It has a close button (X) in the top right corner. The main content area contains the text 'Alert ACTIVE?' followed by a question mark icon and a radio button. At the bottom of the dialog box, there are three buttons: 'Cancel', 'Apply to All Accounts', and 'Save'.

- **Monthly Consumption Report:** This alert will email the user a water consumption report on a monthly basis.




**R2** **Weekly Consumption Email Report**  
Weekly Consumption Email Report



**Weekly Consumption Email Report Preferences:**

Alert ACTIVE?

Report Issue Day

- **Weekly Consumption Report:** This alert will email the user a water consumption report on a weekly basis. The day the report is issued can also be specified using the drop down menu.

**R3** **User Period SMS Report**  
User Period SMS Report




**User Period SMS Report Preferences:**

Alert ACTIVE?

Reporting Period

Report Start Date

When to send SMS?  Immediately (Including at night)  
 Only during business hours  
 Specific time:

- **User Period Alert:** This alert will email or SMS the user a water consumption report at an interval specified by the user.
  - First select the reporting period from the Reporting Period drop down menu and then select the start date using the Report Start Date calendar widget.
  - Select the time option that is required by checking the appropriate check box - Immediately (Including at night), Only during business hours or Specific Time.
  - Checking the last option will reveal a drop down menu that will allow the user to specify the hour of the day that they wish to receive the report.

A1

## Leak Detection Leak Alert

View Last Report

Alter Preferences

**Leak Detection Preferences:**

Alert ACTIVE?	<input type="radio"/>
Warning Threshold	50L per Hour
Alert Threshold	100L per Hour
Emails and SMSes Suspended After Alert	3 Days
Alert Method	SMS Only
When to send SMS?	<input type="radio"/> Immediately (Including at night) <input checked="" type="radio"/> Only during business hours <input type="radio"/> Specific time:

Cancel    Apply to All Accounts    Save

- **Leak Detection:** This report can be configured to send a leak alert via email or sms based upon a user specified threshold. Note that if set to inactive, the leak alert icon will still appear on the Home Dashboard next to the relevant property, only its background will be white instead of red to indicate that it is not currently active.
  - Select a Warning Threshold which if breached will trigger an email notification.
  - An Alert Threshold can be set which if breached will trigger an SMS or email notification.
  - SMS notifications can be configured to resend after a set period of time using the SMSes Suspended After Alert drop down menu.
  - The Alert Method lets you choose between SMS and Email alerts.
  - You can also choose from 3 time options by checking the appropriate check box - Immediately (Including at night), Only during business hours or Specific Time.
  - Checking the last option will reveal a drop down menu that will allow the user to specify the hour of the day that they wish to receive the report.

A2

## High Water Consumption - Day High Usage Alert

View Last Report

Alter Preferences

High Water Consumption - Day Preferences:

Alert ACTIVE?	<input type="radio"/>
Report Method	Water Usage
Warning Threshold (L per Day)	2 Kilolitres Per Day
Alert Threshold (L per Day)	5 Kilolitres Per Day
Emails and SMSes Suspended After Alert	3 Days
Alert Method	SMS Only
When to send SMS?	<input type="radio"/> Immediately (Including at night) <input checked="" type="radio"/> Only during business hours <input type="radio"/> Specific time:

Cancel Apply to All Accounts Save

- **High Water Consumption - Day:** This report can be configured to send a high water consumption alert via email or SMS based on user specified parameters when water high water usage for a day is identified. Note that if set to inactive, the high water consumption alert icon will still appear on the Home Dashboard next to the relevant property, only its background will be white instead of red to indicate that it is not currently active.
  - You can select whether the report generated is measured by Cost or Water Usage using the drop down menu next to Report Method.
  - Select a Warning Threshold in Litres or Dollars per day which if breached will trigger an email notification.
  - An Alert Threshold can be set in Litres or Dollars per day which if breached will trigger an SMS or email notification.
  - SMS notifications can be configured to resend after a set period of time using the SMSes Suspended After Alert drop down menu.
  - The Alert Method lets you choose between SMS and Email alerts.
  - You can also choose from 3 time options by checking the appropriate check box - Immediately (Including at night), Only during business hours or Specific Time.
  - Checking the last option will reveal a drop down menu that will allow the user to specify the hour of the day that they wish to receive the report.

A3

### High Water Consumption - Week High Usage Alert

View Last Report

Alter Preferences

High Water Consumption - Week Preferences:

Alert ACTIVE?	<input type="radio"/>
Report Method	Water Usage
Warning Threshold (L per Week)	5 Kilolitres per Week
Alert Threshold (L per Week)	20 Kilolitres per Week
Emails and SMSes Suspended After Alert	3 Days
Alert Method	SMS Only
When to send SMS?	<input type="radio"/> Immediately (Including at night) <input checked="" type="radio"/> Only during business hours <input type="radio"/> Specific time:

Cancel Apply to All Accounts Save


- High Water Consumption – Week:** This report can be configured to send a high water consumption alert via email or SMS based on user specified parameters when water high water usage for a week is identified. Note that if set to inactive, the high water consumption alert icon will still appear on the Home Dashboard next to the relevant property, only its background will be white instead of red to indicate that it is not currently active.
  - You can select whether the report generated is measured by Cost or Water Usage using the drop down menu next to Report Method.
  - Select a Warning Threshold in Kilolitres or Dollars per week which if breached will trigger an email notification.
  - An Alert Threshold can be set in Kilolitres or Dollars per week which if breached will trigger an SMS or email notification.
  - SMS notifications can be configured to resend after a set period of time using the SMSes Suspended After Alert drop down menu.
  - The Alert Method lets you choose between SMS and Email alerts.
  - You can also choose from 3 time options by checking the appropriate check box - Immediately (Including at night), Only during business hours or Specific Time.
  - Checking the last option will reveal a drop down menu that will allow the user to specify the hour of the day that they wish to receive the report.

A6

## Low Water Consumption - Day




Low Water Consumption - Day

 View Last Report

 Alter Preferences

Low Water Consumption - Day Preferences:


Alert ACTIVE?	<input type="radio"/>
Warning Threshold (L per Day)	5 Kilotres Per Day
Alert Threshold (L per Day)	2 Kilotres Per Day
Emails and SMSes Suspended After Alert	3 Days
Alert Method	SMS Only
When to send SMS?	<input type="radio"/> Immediately (Including at night) <input checked="" type="radio"/> Only during business hours <input type="radio"/> Specific time:


  

- **Low Water Consumption – Day:** This report can be configured to send a low water consumption alert via email or SMS based on user specified parameters when water low water usage for a day is identified.
  - Select a Warning Threshold in Litres which if not met will trigger an email notification.
  - An Alert Threshold can be set in Litres per day which if not met will trigger an SMS or email notification.
  - SMS notifications can be configured to resend after a set period of time using the SMSes Suspended After Alert drop down menu.
  - The Alert Method lets you choose between SMS and Email alerts.
  - You can also choose from 3 time options by checking the appropriate check box - Immediately (Including at night), Only during business hours or Specific Time.
  - Checking the last option will reveal a drop down menu that will allow the user to specify the hour of the day that they wish to receive the report.

A5

## Water Allowance Water Allowance Alert

 View Last Report

 Alter Preferences

### Water Allowance Preferences:

Alert ACTIVE?	<input type="radio"/>
Percentage Used	<input type="text" value="80%"/>
Emails and SMSes Suspended After Alert	<input type="text" value="3 Days"/>
Alert Method	<input type="text" value="SMS Only"/>
When to send SMS?	<input type="radio"/> Immediately (Including at night) <input checked="" type="radio"/> Only during business hours <input type="radio"/> Specific time:

- **Water Allowance:** This report can be configured to send a water allowance alert via email or SMS when a percentage of your water allowance has been used.
  - Select a Percentage Used to trigger a notification.
  - SMS notifications can be configured to resend after a set period of time using the SMSes Suspended After Alert drop down menu.
  - The Alert Method lets you choose between SMS and Email alerts.
  - You can also choose from 3 time options by checking the appropriate check box - Immediately (Including at night), Only during business hours or Specific Time.
  - Checking the last option will reveal a drop down menu that will allow the user to specify the hour of the day that they wish to receive the report.