

Sunwater Online Guide

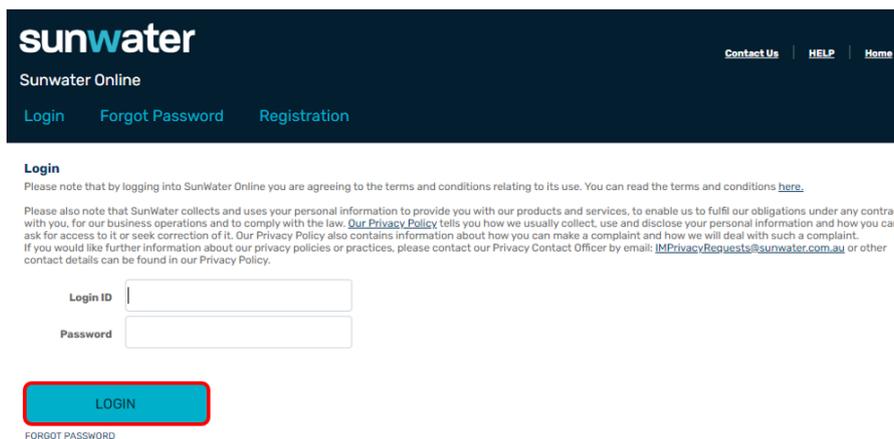
Logging in, dashboard menu options, viewing alerts and messages.

Logging in

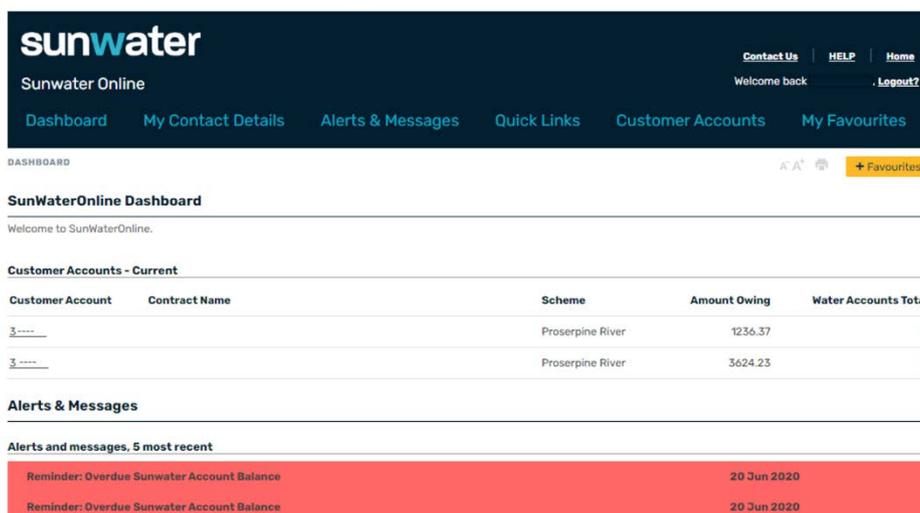
1. Navigate to: <https://www.sunwater.com.au/>.
2. Select 'My Account'.



3. Enter your Login ID and nominated password.
NOTE: If you are unsure of your Login ID, contact customer support on 13 15 89 Monday–Friday between 8:30am–4:30pm.
4. Select login.



5. Once logged in, your Sunwater Online dashboard will display.



The dashboard explained

Your account dashboard will display basic information including any amounts owing, number of water accounts and any alerts or messages you have. You can perform various requests and transactions using the drop-down options located in the menu bar.

sunwater
Sunwater Online

Contact Us | HELP | Home
Welcome back | Logout?

Dashboard | My Contact Details | Alerts & Messages | Quick Links | Customer Accounts | My Favourites

DASHBOARD + Favourites

SunWaterOnline Dashboard

Welcome to SunWaterOnline.

Customer Accounts - Current

Customer Account	Contract Name	Scheme	Amount Owing	Water Accounts Total
3----		Proserpine River	1236.37	1
3----		Proserpine River	3624.23	1

Alerts & Messages

Alerts and messages, 5 most recent

Reminder: Overdue Sunwater Account Balance	20 Jun 2020
Reminder: Overdue Sunwater Account Balance	20 Jun 2020

Menu options

Dashboard

When selected will return you to the dashboard.

My Contact Details

Used for viewing and updating your contact details including changing your password.

Alerts & Messages

Displays any activities you have completed online, for example, changing your password, details of current shutdowns or billing alerts.

Quick Links

Links customers directly to customer enquiry forms, scheme information, bill payment pages and user help.

Customer Accounts

Lists all customer accounts which you are nominated as a contact on and your role on the account, for example, Principal Account Holder. More information on account roles can be found [here](#).

My Favourites

This tab is customisable based on the pages you have chosen as a favourite by selecting the icon displayed below the menu bar: Favourites. If you have selected a screen as a favourite, this icon will display: Favourites. To unselect as a favourite, simply click the grey button above.

Phone: 13 15 89

Email: customersupport@sunwater.com.au

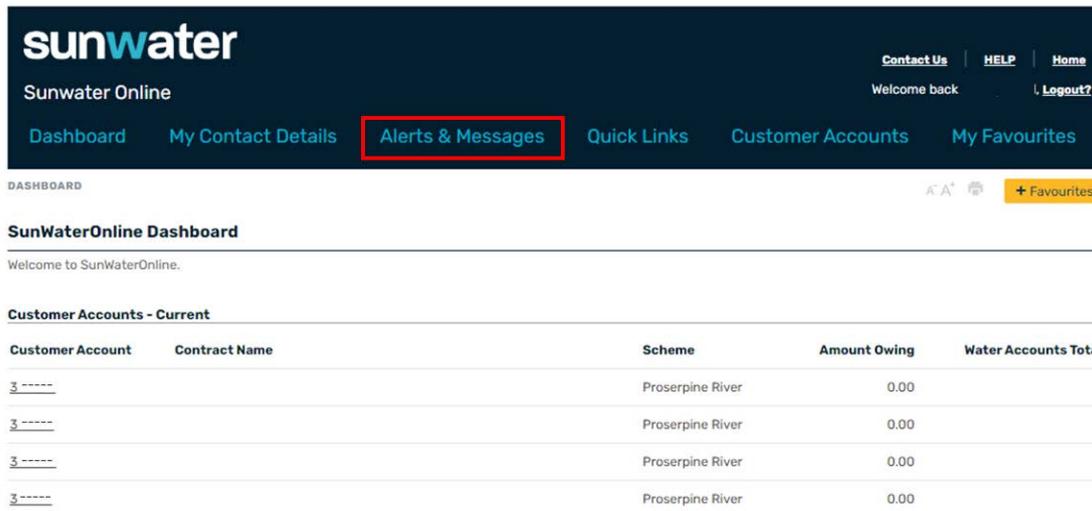
Visit: www.sunwater.com.au

Delivering water for prosperity

Page 2 of 3

Viewing alerts and messages

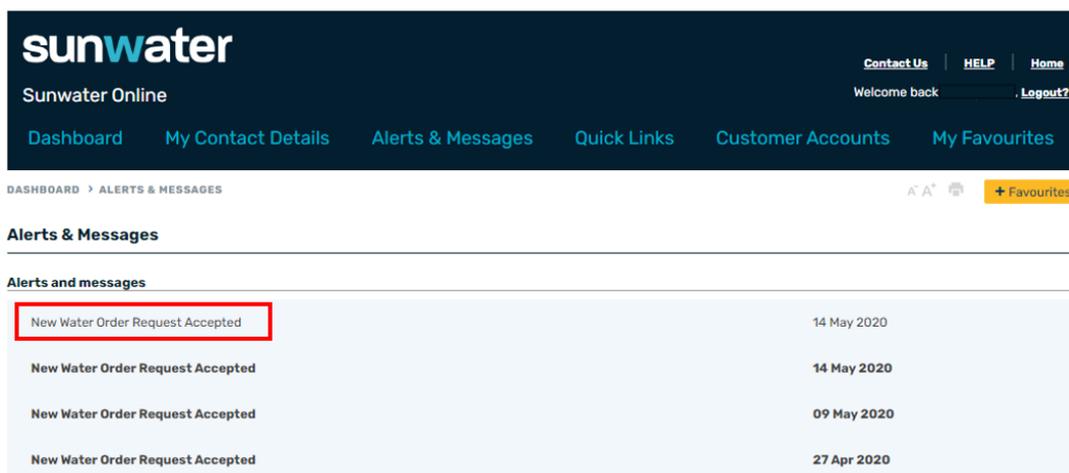
1. Navigate to the dashboard and select Alerts & Messages from the menu bar.



The screenshot shows the Sunwater Online dashboard. The top navigation bar includes links for Contact Us, HELP, Home, Welcome back, and Logout?. The main menu bar contains Dashboard, My Contact Details, Alerts & Messages (highlighted with a red box), Quick Links, Customer Accounts, and My Favourites. Below the menu bar, the dashboard title is 'SunWaterOnline Dashboard' and the welcome message is 'Welcome to SunWaterOnline.'. The main content area is titled 'Customer Accounts - Current' and contains a table with the following data:

Customer Account	Contract Name	Scheme	Amount Owing	Water Accounts Total
3-----		Proserpine River	0.00	1
3-----		Proserpine River	0.00	1
3-----		Proserpine River	0.00	1
3-----		Proserpine River	0.00	1

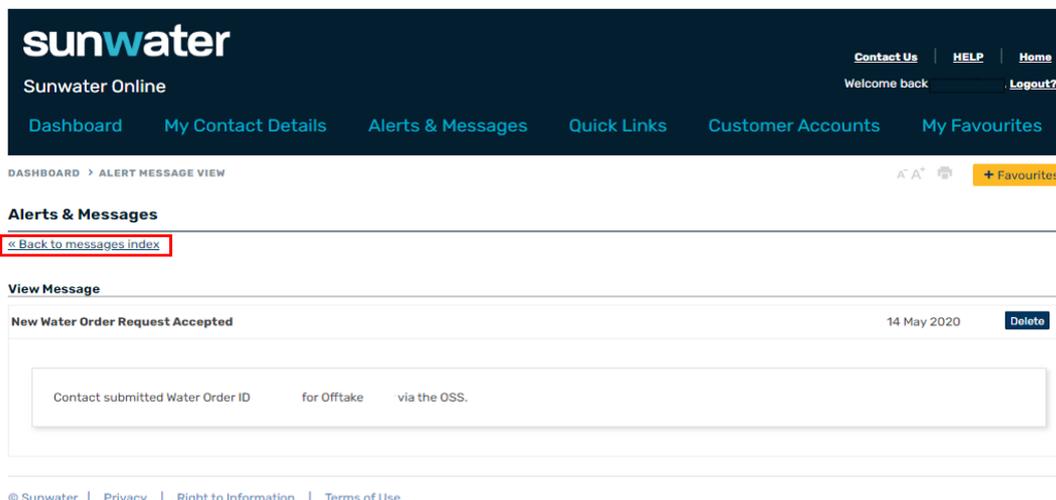
2. Select the alert or message you wish to review.



The screenshot shows the Sunwater Online Alerts & Messages page. The top navigation bar is the same as in the previous screenshot. The main content area is titled 'Alerts & Messages' and contains a list of alerts and messages. The first message, 'New Water Order Request Accepted', is highlighted with a red box. The table below shows the following data:

Alerts and messages	Date
New Water Order Request Accepted	14 May 2020
New Water Order Request Accepted	14 May 2020
New Water Order Request Accepted	09 May 2020
New Water Order Request Accepted	27 Apr 2020

3. The entire message will be displayed. Select 'Back to messages index' to return to the Alerts & Messages page to view other messages or alerts.



The screenshot shows the Sunwater Online Alert Message View page. The top navigation bar is the same as in the previous screenshots. The main content area is titled 'Alerts & Messages' and contains a link 'Back to messages index' (highlighted with a red box). Below the link, the message content is displayed. The message title is 'New Water Order Request Accepted' and the date is '14 May 2020'. The message content is: 'Contact submitted Water Order ID [redacted] for Offtake via the OSS.' There is a 'Delete' button next to the message.