

WaterLine Access

Quick Reference Guide – Update 2020

WaterLine is where you place your water orders online.

SRW completed an upgrade of WaterLine in July 2020, and has implemented Victorian government security standards in relation to password protocols.

Why has a complex password been introduced?

SRW is committed to ensuring the highest possible security for our customers. As a public sector organisation, SRW is required to adhere to Victorian government security standards. Password complexity protocols are one such measure.

Do I have to have a complex password?

Yes, all customers accessing WaterLine online must update their PIN to a complex password so that Victorian government security standards are adhered to.

What are the WaterLine online password requirements?

For online ordering you will need a password with a minimum 12 characters including the following.

- At least 1 capital letter (A-Z)
- At least 1 digit (0-9)
- At least 1 special character (e.g. ! @ # \$ % &)

Note: The password **must not** contain any part of your account name.

When do I need to update my password?

When you access WaterLine online for the first time (after 22 July 2020), you will be immediately prompted to change your 4 digit PIN to a complex password.

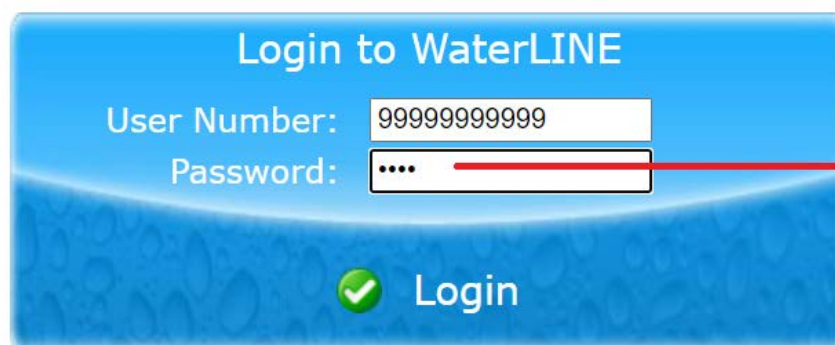
Does the WaterLine IVR (telephone ordering) require a complex password?

The 4 digit PIN will remain in place for ordering over the telephone. Soon you will be prompted to update this 4 digit PIN with another new 4 digit PIN.

How do I update my WaterLine online password?

Visit WaterLine online at: <https://www.srw.com.au/worder/Login>

1. Enter in your User Number and your 4 digit PIN



Enter in your 4 digit PIN initially

[Forgot your Password?](#)



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2. You will be prompted to update your PIN to a complex password

The screenshot shows a 'Change Password' form with three input fields and a 'Lodge' button. A yellow warning box at the top states: 'Please note: You must change your Password before continuing.' A green 'Did you know?' box on the right explains that the system sometimes requests a password change before login. Red arrows point to the input fields with the following instructions: 'Enter your 4 digit PIN here' for the Current Password field, 'Enter a new complex password here' for the New Password field, and 'Confirm your new complex password here' for the Confirm Password field.

3. Click on 'Lodge'

You will receive the below notification if your password has updated successfully.

The screenshot shows a notification box titled 'Change Password' with a close button (X) in the top right corner. The message inside reads: 'Your password has now been updated. Please re-login with your new password.' A 'Close' button is located at the bottom center of the notification box.

Who can I contact if I need assistance with my password?

Please phone 1300 139 510 if you need any assistance with updating your password.

Alternatively, if you require assistance outside of business hours please call 1300 360 117 and select Option 3 to speak to a Planner.