

# 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. Red arrows point to each field with 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. A yellow warning box at the top says 'Please note: You must change your Password before continuing.' A green 'Did you know?' box on the right explains that the improved logon system sometimes requests a password change before login.

**Change Password**

Please note: You must change your Password before continuing.

Current Password:  Enter your 4 digit PIN here

New Password:  Enter a new complex password here

Confirm Password:  Confirm your new complex password here

**Lodge**

**Did you know?**  
As part of the improved logon system, WaterLINE will sometimes request that you change your Password before allowing you to login.

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 reads: 'Your password has now been updated. Please re-login with your new password.' A 'Close' button is centered at the bottom of the notification.

**Change Password** X

Your password has now been updated. Please re-login with your new password.

**Close**

## 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.