# Southern Rural Water

# WaterBid

Customer User Guide

March 2021

## Contents

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www.srw.com.au
srw@srw.com.au

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1300 139 510

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## Introduction

WaterBid is an online auction service, designed to help people purchase water.

You can access WaterBid via https://waterbid.srw.com.au/

## Registering

To register for an upcoming auction, visit https://waterbid.srw.com.au/

- Click on 'Register'.



Complete the fields on the registration form.  **Note:** fields marked with an asterix * are mandatory fields. You must provide this information to be able to register.

The password you choose must meet the following criteria:
- 12 or more characters;
- At least 1 uppercase letter;
- At least 1 lowercase letter;
- At least 1 digit (0-9);
- At least 1 special character (e.g. ! @ # $ %)



- Click on 'Register'.

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You will receive confirmation of your registration request both on the screen and via email.



Example email:



To confirm your registration request you will need to click on the link in the email you receive. Once the request has been confirmed, you will receive confirmation of your registration on screen.



## Logging in to WaterBid

You can log in to WaterBid by visiting https://waterbid.srw.com.au/

- Click on 'Login' at the top of the screen.

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- Enter in your username (that you chose during registration).
- Enter in your password (that you set during registration).
- Place a check box in the reCAPTCHA box
- Click on 'Login'.



Once logged in you can undertake activities within WaterBid.



## Forgot your password?

If you have already confirmed your registration and have forgotten your password, you can request a new password by visiting https://waterbid.srw.com.au/

- Click on 'Login' at that top of the screen.



- At the bottom of the login fields click on the 'forgot your password?' link.

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- Enter in your username (that you chose during registration).
- Enter in your email address (that you used to register).
- Click on 'Send me a new password'.



A new password will be emailed to you. The email will look like this:



WaterBid password

**W** WaterBid
To

As requested your WaterBid password has been reset to WSwALWZT

You can change this password by clicking on 'Edit your personal profile' when you log in.

If you have any questions or if this password reset was not authorised, please phone us on 1300 139 510 or email us at srw@srw.com.au.

Kind regards,

Southern Rural Water
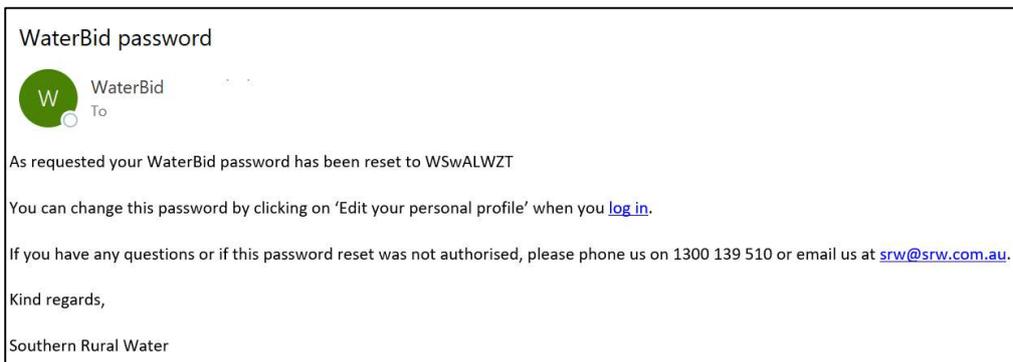
💡 **Copy this password and paste it into the password field next time you log in.**

## Changing your password

You can change your password at any time by visiting https://waterbid.srw.com.au/.

Once logged in to WaterBid select 'Edit your personal profile'.

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- In the 'Password' field enter in a new password.
- In the 'Confirm password' field re-enter this password.



- Click on 'Save changes' at the bottom of the screen to save the new password.



Your password has now been changed.

## Updating your personal contact information

You can update your contact information at any time by visiting https://waterbid.srw.com.au/.

Once logged in to WaterBid select 'Edit your personal profile'.



Update the required information in the fields on the page:

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- Click on 'Save changes'.



Your contact information has now been updated.

## Logging out of WaterBid

After you have finished undertaking the required activities in WaterBid, you can log out simply by clicking on the 'Logout' link at the top of the screen.



## Bidding on an auction

All current auctions will be shown on the home page in WaterBid.

**Note:** To participate in a Groundwater (unregulated) auction, you must be validated by SRW first. Even if you have a WaterBid login, you must first wait for confirmation from SRW that you have been approved to participate in a particular auction.

For water share auctions, once you have a WaterBid login, you can bid on any of these auctions.

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You will only be able to participate in auctions that you have been pre-approved for.

If you attempt to bid on an auction that you have not been pre-approved for, then you will receive the below message:



To bid on an auction:

- Click on the auction name.
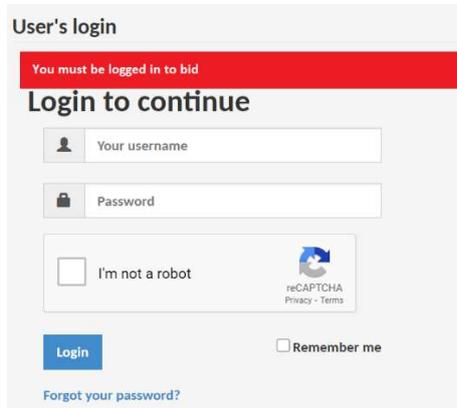


- Review the auction details on the screen.

To proceed with placing a bid:

- Enter your bid amount. Remember this is the total price you want to pay for the lot. It is NOT a price per ML.
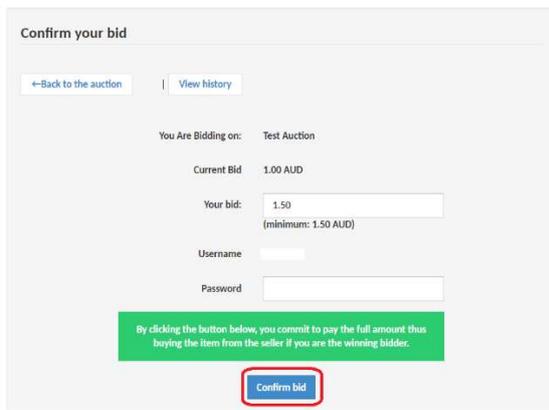- Click on 'Place bid'.

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If you are not already logged in, you will be prompted to log in.
- Enter in your username and password.



- Review the bid screen.
- Click on 'Confirm bid'.



You will receive confirmation that your bid has been entered successfully.
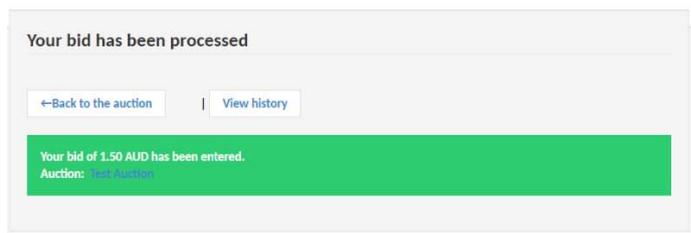


To continue to watch the auction (and monitor if you are outbid) click on the 'Back to the auction' button.

💡 **To ensure you are viewing any changes to the auction bidding, periodically refresh your screen by clicking on the round arrow at the top of your screen.**

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If you become outbid by another user, you will see this message on the auction screen:



You will also receive an email that looks like this:
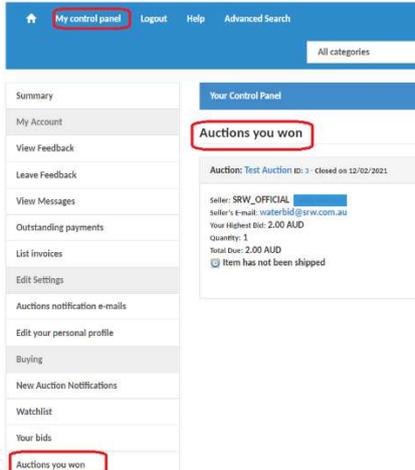


You can keep increasing your bid as you require until the auction ends.

## Winning an auction

If you are successful in the auction, you will be able to see this in WaterBid from the 'Auctions you won' option from the menu on the left hand pane.
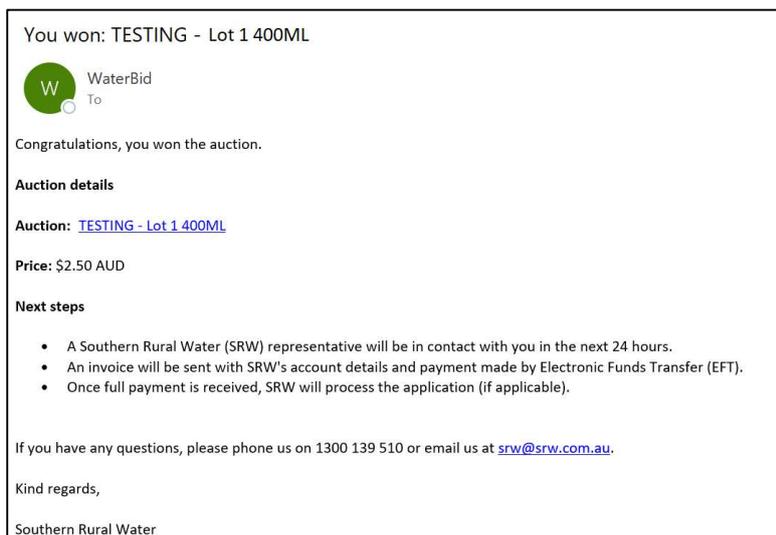
*Note: this may take up to 2 hours after the auction ends to appear here.*

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You will also receive an email confirming you have won. The email will look like this:



## Unsuccessful in an auction

Should you be unsuccessful in winning an auction, you will **not** be notified via email.

Instead on the auction page you will see that the auction has closed and that you were out bid.



## Viewing previous auction results

You can view previous auctions results by visiting the Southern Rural Water website and selecting 'Previous water auction results.'
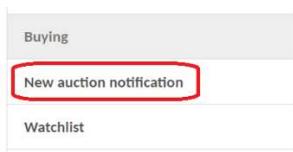
## Auction notifications (keyword)

You can set-up auction notifications in WaterBid based on keywords you choose. For example: water share, MID, GWR. When an auction is listed that matches these keywords an email will be sent to your registered email address.

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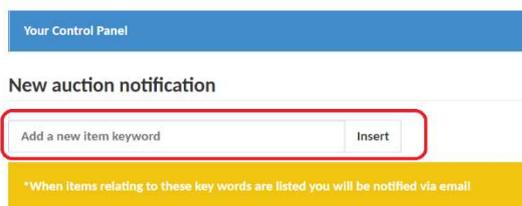www.twitter.com/SRWater

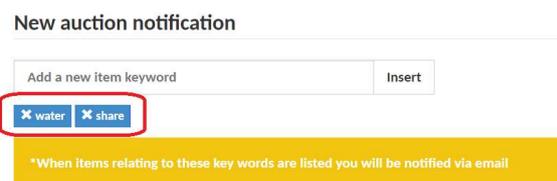To set up keyword notifications login to WaterBid.

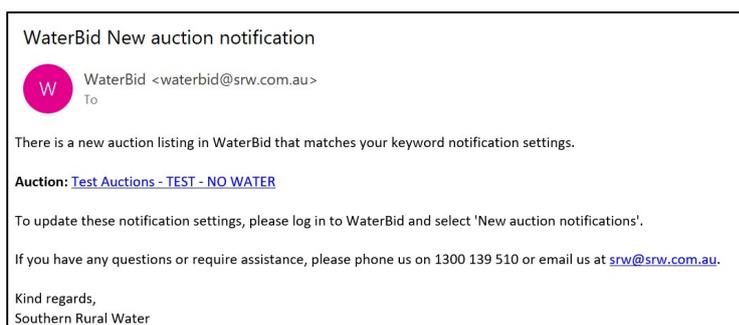From the menu on the left pane click on 'New auction notification.'



- Enter in a keyword.
- Click on 'Insert.'
- Repeat this process for each keyword.



As you add in each keyword, you will see these display under the text box.



You will receive email notifications each time an auction is listed that matches your keywords. The email will look like this:



If you no longer want to receive emails based on your keywords, you can remove these at any time.

Click on the X next to the keyword(s) you would like to remove. These will then be removed from your notification list.

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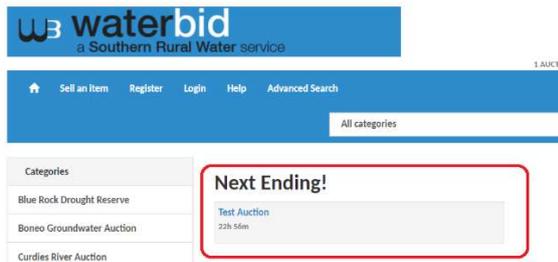www.twitter.com/SRWater

## Auction watchlist

You can add active actions to your Watchlist in WaterBid. To add an auction to your watchlist, log in to WaterBid.
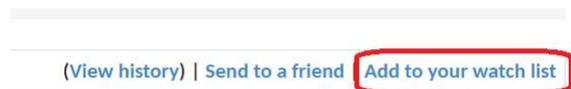
- Click on the home button on the top left of the screen
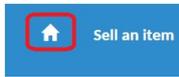


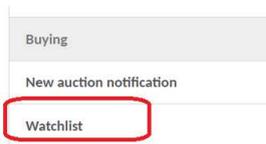A list of active auctions will be displayed.



- Click on the auction name you would like to watch.
- From the top right of the screen, click on 'Add to your watch list.'



The auction will now be available in your watchlist.



You can also access your watchlist at any time from the menu on the left pane by selecting 'Watchlist.'



To remove auctions from your watchlist, click on the delete button next to the auction in the watchlist.

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