

WaterBid

Customer User Guide

March 2021



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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. ! @ # \$ %)

New user registration

Full name *	Username *
<input type="text"/>	<input type="text" value="(min 6 chars)"/>
Password *	Confirm password *
<input type="text" value="(min 12 chars)"/>	<input type="text"/>
Your e-mail address *	
<input type="text"/>	
Address *	City *
<input type="text"/>	<input type="text"/>
State/Province *	Country *
<input type="text"/>	<input type="text" value="Australia"/>
ZIP/Post Code *	Telephone *
<input type="text"/>	<input type="text"/>
Time Zone	
<input type="text" value="(UTC+10:00) Sydney, Canberra, Melbourne, Hobart"/>	

Payment Details

I have read and agree to the [Terms and Conditions](#)

- Click on 'Register'.



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

The screenshot shows the WaterBid website header with the logo "waterbid a Southern Rural Water service". The navigation menu includes "Home", "Sell an item", "Register", "Login", "Help", and "Advanced Search". A search bar contains "All categories" and "Search auctions". The main content area displays a confirmation message: "Thank you Test User for Registering." It states that a confirmation email has been sent to ictprojects@srw.com.au and provides tips for getting started, such as having photos ready and noting that featured auctions are more likely to sell.

Example email:

The email subject is "Confirm WaterBid registration". It features a circular profile picture with the initials "CB". The body of the email says: "Thank you for registering on WaterBid. To confirm your registration please click on the link below: <https://waterbid.srw.com.au/confirm.php?id=470&hash=b3bebde52b9a148971e7bf64b02e092a> Note: you will not be able to log in to WaterBid or participate in auctions until this registration has been confirmed. If you have any questions or if this registration was not authorised, please phone us on 1300 139 510 or email us at srw@srw.com.au."

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.

The screenshot shows a confirmation message on the website: "Confirm your registration". Below the heading, it says: "Thank you for confirming your registration! The registration process completed and you can now participate in our site's activities."

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.

The screenshot shows the WaterBid website navigation menu. The "Login" button is highlighted with a red box. The menu includes "Home", "Sell an item", "Register", "Login", "Help", and "Advanced Search".



- 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.

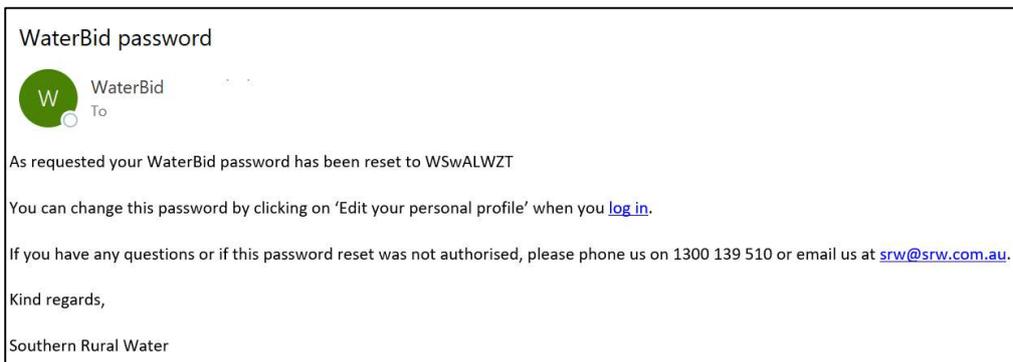


- At the bottom of the login fields click on the 'forgot your password?' link.



- 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:



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'.



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

NOTE If you want to change your password use the two fields below. Otherwise leave them blank.

Password Confirm password

Your e-mail address
testuser@test.com

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

Time Zone
(UTC+10:00) Sydney, Canberra, Melbourne, Hobart

Email Format HTML Text

Payment Details

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'.

Summary	Your Control Panel
My Account	Reminders
View Feedback	There are currently no Reminders to display.
Leave Feedback	Your account is a buyer account. No selling activity is allowed. If you want to switch to a seller account <input type="button" value="Send a request to the site administrator"/>
View Messages	If you would like to bid in the unregulated water auctions, send a request: <input type="button" value="Send a request to the site administrator"/>
Outstanding payments	
List invoices	
Edit Settings	
Auctions notification e-mails	
<input type="button" value="Edit your personal profile"/>	

Update the required information in the fields on the page:



Password <input type="text" value="(min 12 chars)"/> Current password <input type="text"/>	Confirm password <input type="text"/>
Your e-mail address <input type="text" value="test@test.com"/>	
Address <input type="text" value="88 Johnson St"/>	City <input type="text" value="Maffra"/>
State/Province <input type="text" value="VIC"/>	Country <input type="text" value="Australia"/>
ZIP/Post Code <input type="text" value="3860"/>	Telephone <input type="text" value="040000000"/>
Time Zone <input type="text" value="(UTC+10:00) Sydney, Canberra, Melbourne, Hobart"/>	

- Click on 'Save changes'.

Time Zone

Email Format HTML Text

Payment Details

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.



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.

Next Ending!

- Review the auction details on the screen.

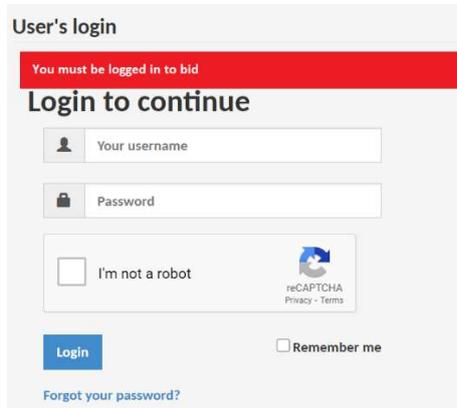
To proceed with placing a bid:

- 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'.



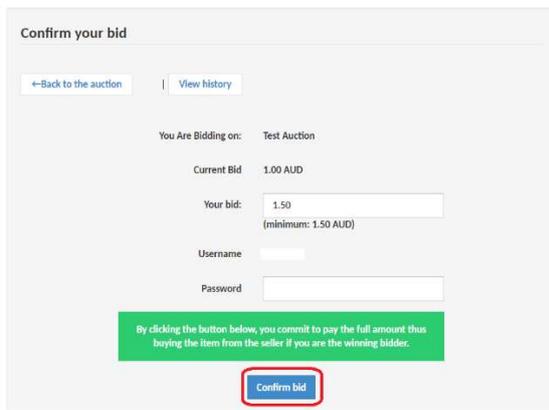
If you are not already logged in, you will be prompted to log in.

- Enter in your username and password.



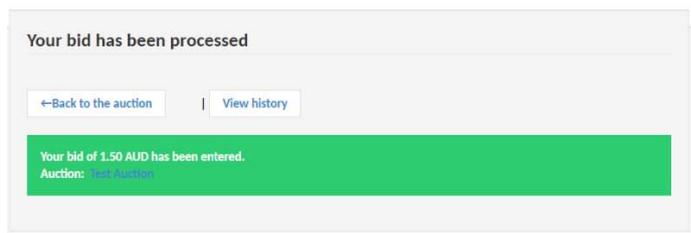
The screenshot shows a login form titled "User's login". At the top, a red banner reads "You must be logged in to bid". Below this, the heading "Login to continue" is displayed. The form includes a "Your username" input field, a "Password" input field, and a reCAPTCHA widget with the text "I'm not a robot". There is a "Login" button and a "Remember me" checkbox. A link for "Forgot your password?" is located at the bottom left.

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



The screenshot shows the "Confirm your bid" screen. It features navigation buttons for "← Back to the auction" and "View history". The bidding details are as follows: "You Are Bidding on: Test Auction", "Current Bid: 1.00 AUD", and "Your bid: 1.50 (minimum: 1.50 AUD)". There are input fields for "Username" and "Password". A green banner contains the text: "By clicking the button below, you commit to pay the full amount thus buying the item from the seller if you are the winning bidder." A red box highlights the "Confirm bid" button at the bottom.

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



The screenshot shows a confirmation message: "Your bid has been processed". It includes navigation buttons for "← Back to the auction" and "View history". A green banner displays the message: "Your bid of 1.50 AUD has been entered. Auction: Test Auction".

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.



88 Johnson Street
Maffra, VIC, 3860



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



(03) 5139 3100 or
1300 139 510



www.facebook.com/SouthernRuralWater
www.twitter.com/SRWater

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

[\(View history\)](#) | [Send to a friend](#) | [Send question to seller](#) | [Add to your watch list](#)

You have been outbid

Auction ID: 2



Test Auction

Auction type:	Standard Auction
Highest bidder:	Bidder 1
Seller location:	Australia
Ends within:	20:49:56
# of bids:	3 (View history)
Current Bid:	2.00 AUD
Shipping fee:	Free

You will also receive an email that looks like this:

Outbid: TESTING - Lot 1 400ML

 To

You have been outbid on an auction.

Auction details:

Auction: [TESTING - Lot 1 400ML](#)

Current price: \$2.50 AUD

Ending: 17-03-2021 09:28

You can place additional bids up until the auction ends. To increase your bid visit [WaterBid](#).

To ensure you are viewing any changes to the auction bidding, remember to periodically refresh your screen.

If you have any questions or require assistance, please phone us on 1300 139 510 or email us at srw@srw.com.au.

Kind regards,

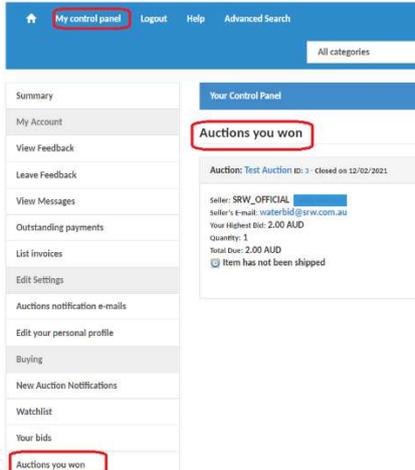
Southern Rural Water

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.

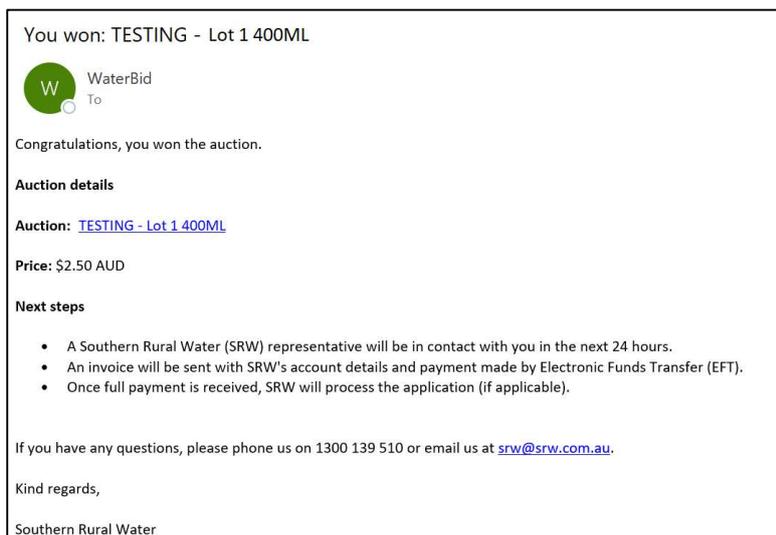
Note: this may take up to 2 hours after the auction ends to appear here.



The screenshot shows the 'My control panel' with a red box around 'Auctions you won' in the left-hand menu. The main content area shows details for a won auction: 'Auction: Test Auction ID: 3' closed on 12/02/2021. Seller: SRW_OFFICIAL, seller's email: WaterBid@srw.com.au, Your Highest Bid: 2.00 AUD, Quantity: 1, Total Due: 2.00 AUD, and a note that the item has not been shipped.



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.

The screenshot shows a green banner at the top with the text "You have been outbid" in white, highlighted with a red box. Below this is a section for "Auction ID: 3" featuring a blue and white graphic of water droplets. To the right is a "Test Auction" summary table.

Auction type:	Standard Auction
Highest bidder:	Bidder 1 <input checked="" type="checkbox"/>
Seller location:	Australia
Ends within:	closed
# of bids:	3 (View history)
Current Bid:	2.00 AUD
Shipping fee:	Free

Viewing previous auction results

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

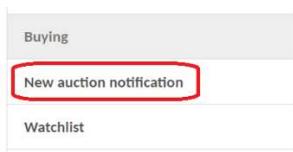
Auction notifications (keyword)

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.

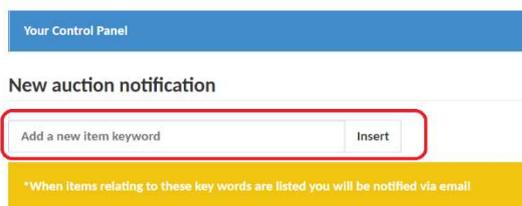


To set up keyword notifications login to WaterBid.

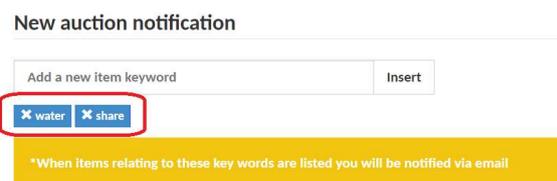
From the menu on the left pane click on 'New auction notification.'



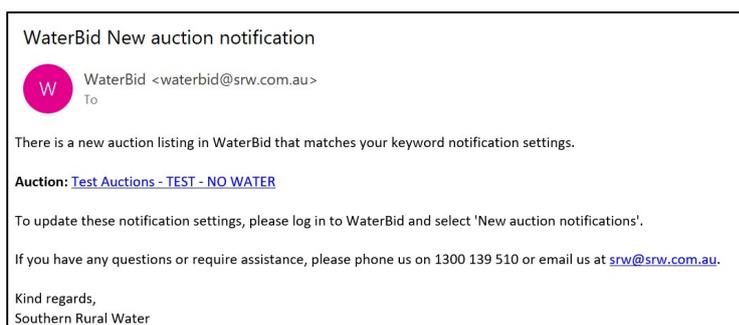
- Enter in a keyword.
- Click on 'Insert.'
- Repeat this process for each keyword.



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.

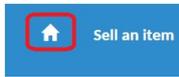
Click on the X next to the keyword(s) you would like to remove. These will then be removed from your notification list.



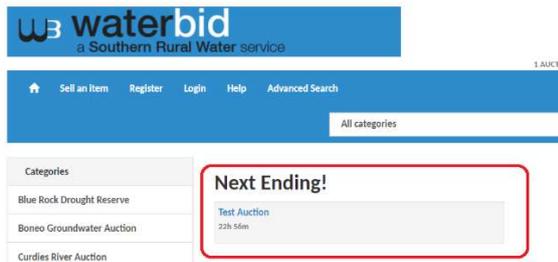
Auction watchlist

You can add active actions to your Watchlist in WaterBid. To add an auction to your watchlist, log in to WaterBid.

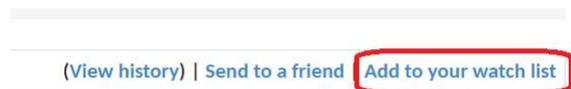
- Click on the home button on the top left of the screen



A list of active auctions will be displayed.



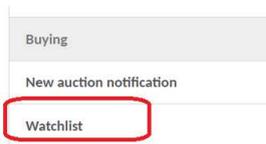
- Click on the auction name you would like to watch.
- From the top right of the screen, click on 'Add to your watch list.'



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.

