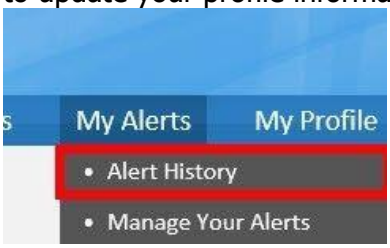
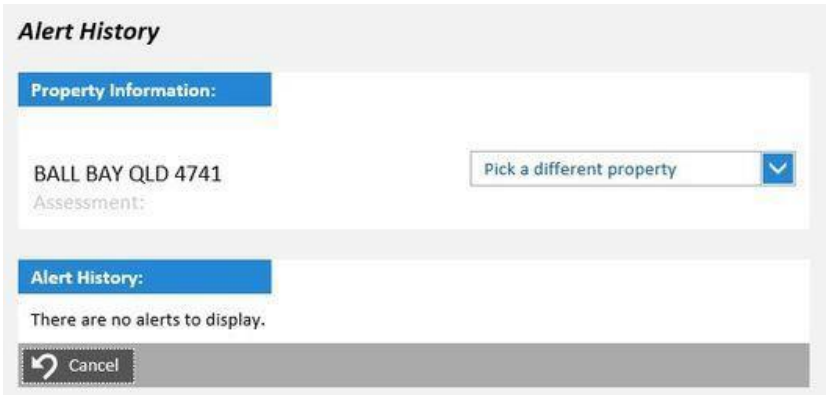
https://lithgow.miwater.co/

Alert History

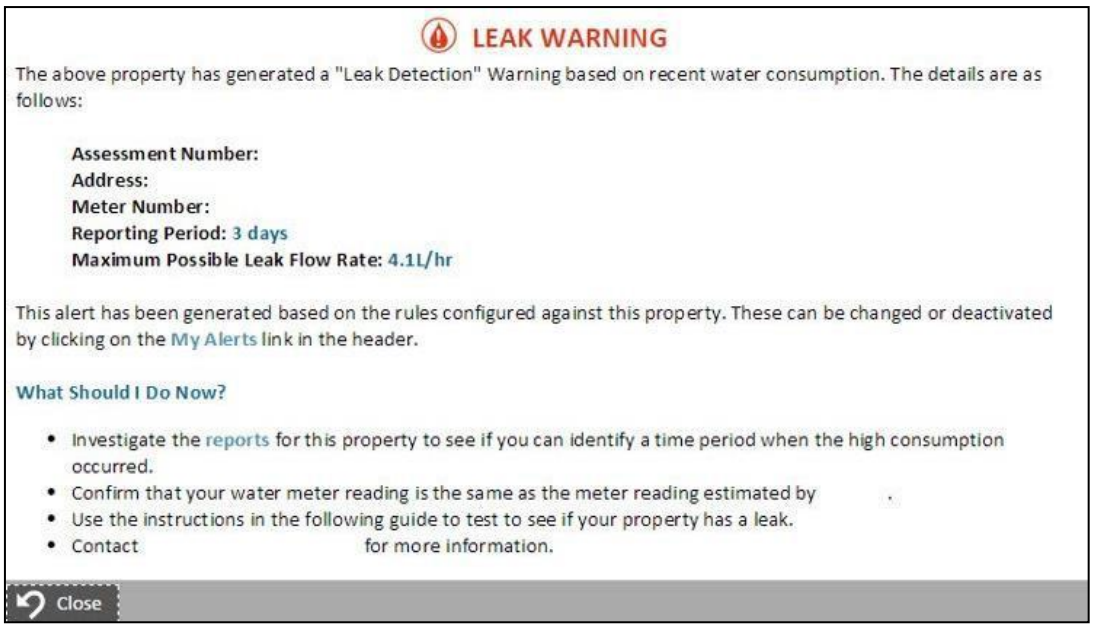
Move your mouse over the **My Alerts** option on the header bar and click **Alert History** option to update your profile information.



The **Alert History** screen allows you to view all previous alerts that you have may been sent. Choose a property using the drop down menu and all alerts for that property will be displayed.



Clicking **View** next to any of your alerts will open a report detailing the specifics of the alert. Click **Close** to exit the popup alert window.

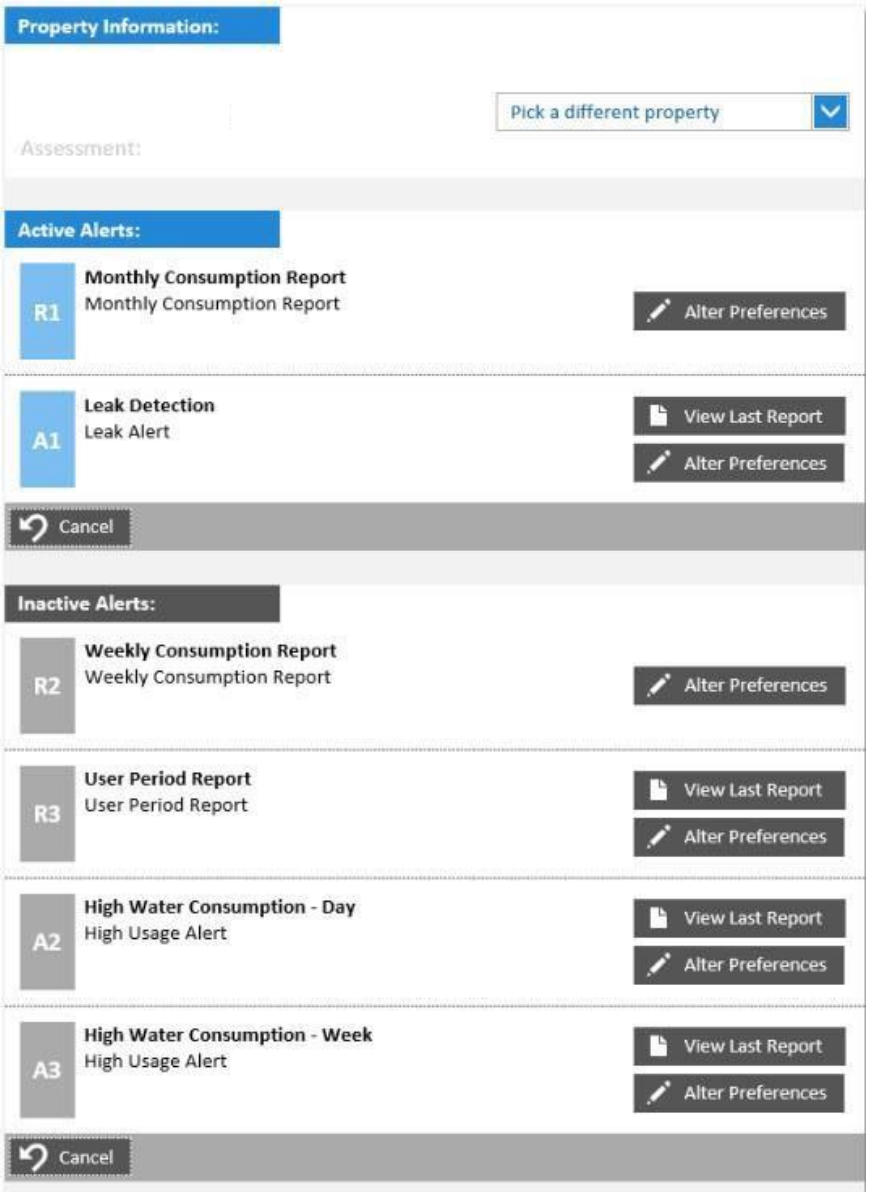


Manage Your Alerts

Move your mouse over the **My Alerts** option on the header bar and click **Alert History** option to update your profile information.

The **Alerts and Reports** page allows you to set up and manage alerts for a specific property. There are a number of alerts that can be managed. **Active alerts** (i.e. alerts that have been set up for the property) are shown at the top of the page and **Inactive Alerts** (i.e. alerts that have not been configured for the property) are shown below.

To configure an alert click on the **Alter Preferences** button adjacent to the alert. You can also view previous alerts that may have been sent for each alert type by clicking **View Last report**.

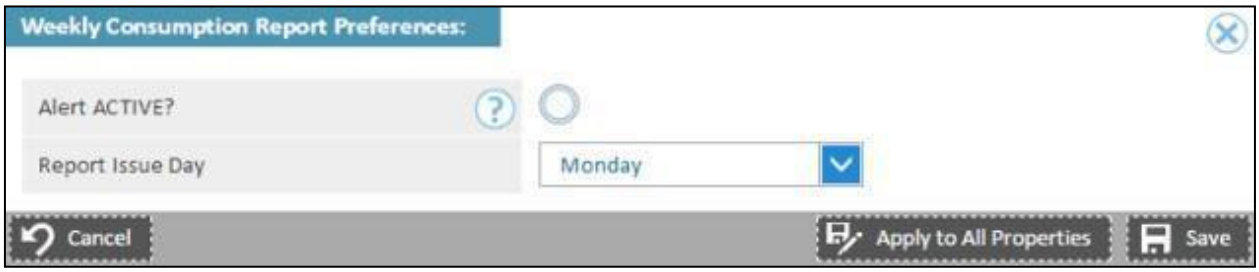


Monthly Consumption Report

This alert will email the user a water consumption report monthly if activated. It is useful for tracking water consumption. To activate, check the **Alert ACTIVE?** check box then click **Save**. To apply this alert to all of your registered properties click **Apply to All Properties**. Click **Cancel** to exit the alert setup window.

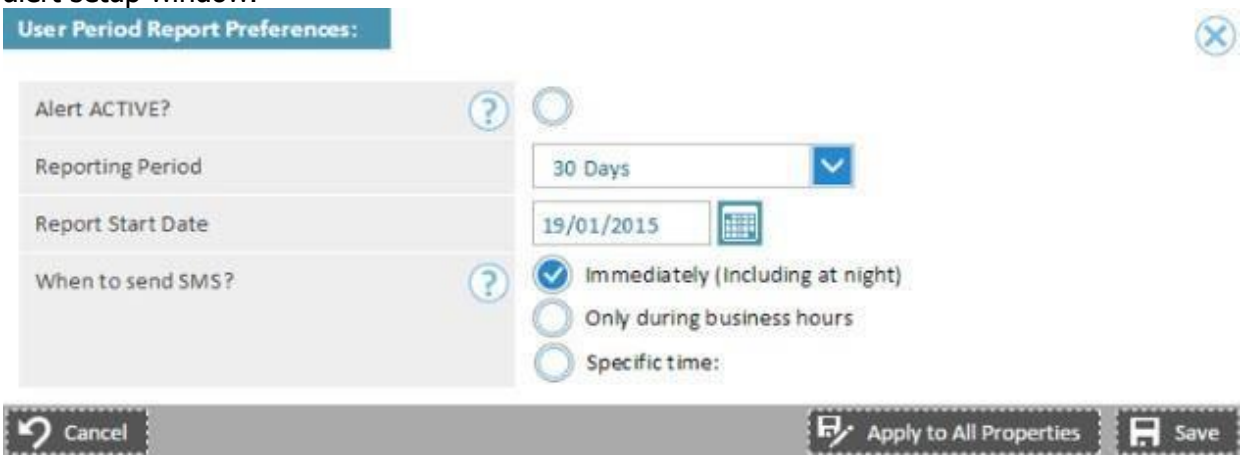
Weekly Consumption Report

This alert will email the user a water consumption report weekly if activated. The day the report is issued can also by specified using the drop down menu. To activate, check the **Alert ACTIVE?** check box then click **Save**. To apply this alert to all of your registered properties click **Apply to All Properties**. Click **Cancel** to exit the alert setup window.



User Period Report

This alert will email or sms the user a water consumption report at an interval specified by the user. First select the reporting period from the **Reporting Period** drop down menu and then select the start date using the **Report Start Date**
calendar widget. Select the time option that is required by checking the appropriate check box - **Immediately (Including at night)**, **Only during business hours** or **Specific Time**. Checking the last option will reveal a drop down menu that will allow the user to specify the hour of the day that they wish to receive the report. Once configured and activated (check the **Alert ACTIVE?** check box) you can choose to apply the report to just this property by clicking **Save** or to all your properties by clicking **Apply to All Properties**. Click **Cancel** to exit the alert setup window.



Leak Detection

This report can be configured to send a leak alert via email or sms based upon a user specified threshold. Note that if set to inactive, the leak alert icon will still appear on the **Home Dashboard** next to the relevant property, only its background will be white instead of red to indicate that it is not currently active.

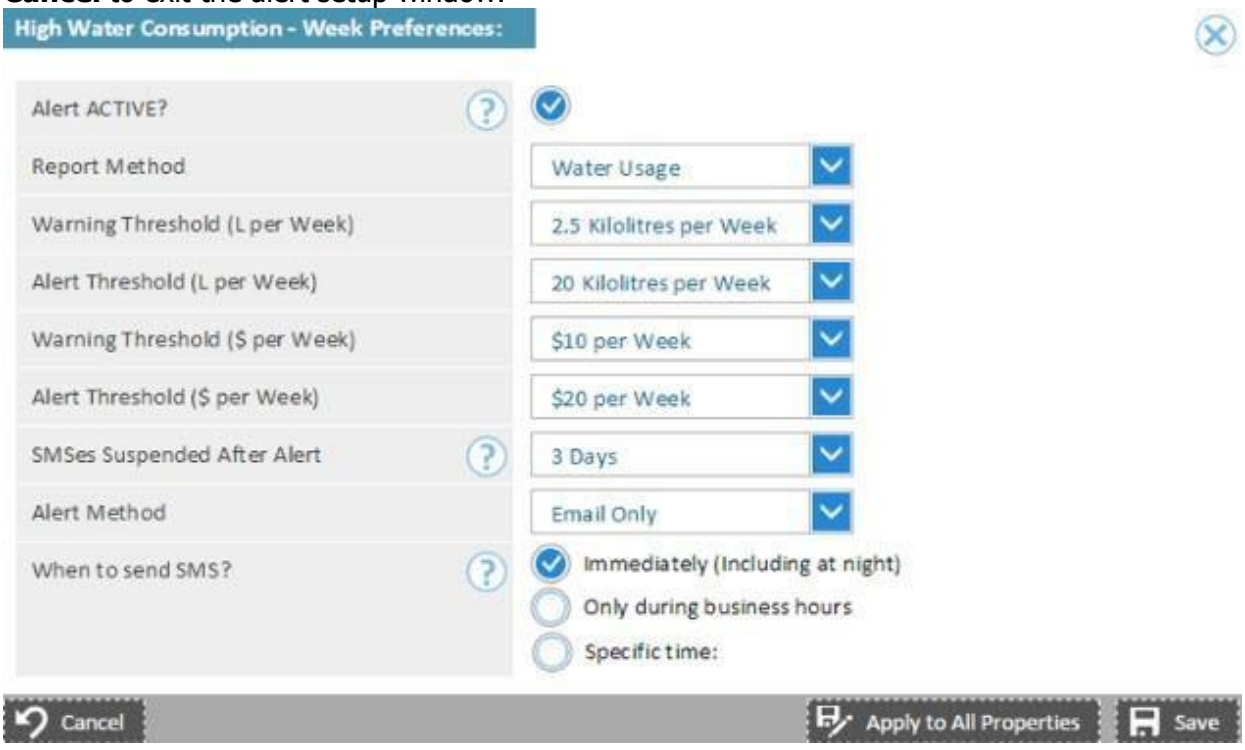
Select a **Warning Threshold** which if breached will trigger an email notification. An **Alert Threshold** can be set which if breached will trigger an SMS or email notification. SMS notifications can be configured to resend after a set period of time using the **SMSes Suspended After Alert** drop down menu. The **Alert Method** lets you choose between **SMS** and **Email** alerts. You can also choose from 3 time options by checking the appropriate check box - **Immediately (Including at night), Only during business hours** or **Specific Time**. Checking the last option will reveal a drop down menu that will allow the user to specify the hour of the day that they wish to receive the report. Once configured and activated (check the **Alert ACTIVE?** check box) you can choose to apply the alert to just this property by clicking **Save** or to all your properties by clicking **Apply to All Properties**. Click **Cancel** to exit the alert setup window.

High Water Consumption - Day

This report can be configured to send a high water consumption alert via email or sms based on user specified parameters when water high water usage for a day is identified. Note that if set to inactive, the high water consumption alert icon will still appear on the **Home Dashboard** next to the relevant property, only its background will be white instead of red to indicate that it is not currently active.

You can select whether the report generated is measured by **Cost** or **Water Usage** using the drop down menu next to **Report Method**. Select a **Warning Threshold** in **Litres** or **Dollars** per day which if breached will trigger an email notification. An **Alert Threshold** can be set in **Litres** or **Dollars** per day which if breached will trigger an SMS or email notification. SMS notifications can be configured to resend after a set period of time using the **SMSes Suspended After Alert** drop down menu. The **Alert Method** lets you choose between **SMS** and **Email** alerts. You can also choose from 3 time options by checking the appropriate check box - **Immediately (Including at night), Only during business hours** or **Specific Time**. Checking the last option will reveal a drop down menu that will allow the user to specify the hour of the day that they wish to receive the report. Once configured and activated (check the **Alert ACTIVE?** check box) you can choose to apply the alert to just this property by clicking **Save** or to all your properties by clicking **Apply to All Properties**. Click **Cancel** to exit the alert setup window.

High Water Consumption - Week

This report can be configured to send a high water consumption alert via email or sms based on user specified parameters when water high water usage for a week is identified. Note that if set to inactive, the high water consumption alert icon will still appear on the **Home Dashboard** next to the relevant property, only its background will be white instead of red to indicate that it is not currently active.

You can select whether the report generated is measured by **Cost** or **Water Usage** using the drop down menu next to **Report Method**. Select a **Warning Threshold** in **Kilolitres** or **Dollars** per week which if breached will trigger an email notification. An **Alert Threshold** can be set in **Kilolitres** or **Dollars** per week which if breached will trigger an SMS or email notification. SMS notifications can be configured to resend after a set period of time using the **SMSes Suspended After Alert** drop down menu. The **Alert Method** lets you choose between **SMS** and **Email** alerts. You can also choose from 3 time options by checking the appropriate check box - **Immediately (Including at night), Only during business hours** or **Specific Time**. Checking the last option will reveal a drop down menu that will allow the user to specify the hour of the day that they wish to receive the report. Once configured and activated (check the **Alert ACTIVE?** check box) you can choose to apply the alert to just this property by clicking **Save** or to all your properties by clicking **Apply to All Properties**. Click **Cancel** to exit the alert setup window.