



### **1. Why are we changing away from EASYWATER?**

The new system will improve the way you do business with MI, making ordering water easier and more secure. The tool has been developed with customer input and a thorough understanding of how customers use our services. It will be simpler to use, provide new features and, importantly, it ensures MI systems remain robust, secure and well supported by software providers, future proofing our business systems.

### **2. Why do I have to use a password instead of a PIN?**

Complex passwords are now a requirement across most platforms due to the increasing cyber security risk. MI Connect is implementing this best practice approach to ensure secure business systems. There are resources available on our MI Connect webpage to walk you through the process and you can always call our Customer Services team for further assistance.

You will need to create a password that meets the following criteria:

- Minimum 8 characters
- Minimum 1 uppercase letter
- Minimum 1 lowercase letter
- Minimum 1 number
- Minimum 1 special character

### **3. What happens if I forget my password when I am out in the paddock?**

The steps to re-set your password are simple and standardised. As long as you have access to emails on your mobile device, you can do it anywhere.

Just select Forgotten Password and enter your username / User ID. Choose your preference for code - email or text message (SMS) - and enter the associated email or phone number. Then press Reset Password. Open the SMS or email and copy the one time password (OTP). Return to the Login page and Enter Username/User ID then enter the OTP in Password field. Create a new password that meets the minimum requirements using your OTP in any "current password" fields.

### **4. Why can't the Customer Service team change my password for me?**

In an environment where we need to be increasingly aware of cyber security, best practice is for no-one except yourself to have details of your password. This is why the team at MI can help you with the process of resetting your password but can't do it on your behalf.

**5. Are there different operating system requirements / download speeds I need?**

MI Connect is web-based, which means it can work on any device that has access to the internet. It has been designed to be mobile friendly working well on your desktop, tablet or laptop. If you have an internet browser, you can access your water trading tool.

**6. Why can't I share my password with my team members or partner?**

We understand that multiple people in your business may need access to MI Connect so we have made it simple to set them up with their own login. Once they are set up as Authorised Users on your account, they can access your account using their own details. In an environment where we need to be increasingly aware of cyber security, best practice is for no-one except yourself to have details of your password. This is why each individual who uses MI Connect, must have their own login. It also makes it easy for you to keep track of water orders and who is managing them, across the business.

**7. How do I set someone up with authorised access?**

Our Customer Support team will work with you and the person you authorise, to ensure the process is simple, easy and quick. Contact us to make an appointment - in the office or online. Both you and the delegated persons complete the identity check by providing a 100 point identity document(s) (such as drivers licence, birth certificate or passport). Set up security questions then complete the application to delegate authority. See Authority to Act Factsheet for more information.

**8. Where do I get information about how to set up MI Connect?**

We're committed to ensuring that customers are transitioned to the new MI Connect system in a seamless manner and with plenty of support. Our Customer Services team are ready to help you get set up and make sure you are comfortable using it.

To make the process as easy as possible, there is a number of resources on the Murrumbidgee Irrigation [website](#) with step-by-step guides, including a short video walk through of the platform. Plus, our Customer Services team can help you over the phone so feel free to call (02) 6962 0200.

**9. Who can I talk to?**

Our Customer Services team are very happy to help you over the phone so feel free to call (02) 6962 0200.

**10. What will happen to my existing trades and information held in EASYWATER?**

All of your prior water order information will be available in MI Connect. There is nothing in your EASYWATER account that you won't be able to access in MI Connect. Whilst the layout may look a little different to start with, all information will be there and displayed in a way to make it more user friendly and valuable to customers.

## **11. Will this tool change the speed at which my water is delivered?**

MI Connect is the ordering tool for water and will not affect the way in which water is delivered. Your orders will still be processed the same way by the MI team and water delivered in the most efficient way possible.

## **12. How do I set it up – who can help me?**

Click on the link in the email you were sent by Murrumbidgee Irrigation, or go to the MI Connect website and select Login to MI Connect. Enter your Username/User ID and your current 4 digit PIN. You will be prompted to change your password. You will need to create a password that meets the following criteria:

- Minimum 8 characters
- Minimum 1 uppercase letter
- Minimum 1 lowercase letter
- Minimum 1 number
- Minimum 1 special character

There is also a short [video](#) to walk you through the process. Plus, our Customer Services team are very happy to help you over the phone so free to call (02) 6962 0200.

## **13. What identification do I need to set up MI Connect?**

The first time you login to MI Connect you will need your EASYWATER login details which include a Username/UserID and 4-digit PIN. These are the details that will be used in your initial login. You will then be immediately prompted to create a complex password. This will replace the 4-digit PIN moving forward. Your Username/UserID will not change. Access to your account on MI Connect will be immediate.

## **14. Why will this tool be easier for my business? (What's in it for me?)**

The new system will improve the way you do business with Murrumbidgee Irrigation, making ordering water easier and more secure. The tool has been developed with customer input and a thorough understanding of how customers use our services.

With this in mind, we have included enhanced features such as:

- a new map function to help visualise your water orders;
- more flexibility with the repeat order button;
- clearer visual displays so you can easily monitor water flows and order status.

## **15. Can I use it on mobile and iPad?**

Yes, MI Connect is web-based which means it can work on any device that has access to the internet.

## **16. What happens to the orders I made in EASYWATER?**

Once you are successfully logged in to MI Connect, you will see all your existing and past orders. This information will have been transitioned to the new platform and be ready for you to pick up your management of them seamlessly. You will be able to review and amend orders you made using EASYWATER.

**17. Can I keep EASYWATER going in parallel for a while?**

There will be no need to access EASYWATER once you have your MI Connect login established because all your information will have been transitioned to the new platform and be ready for you to use.

**18. Is this an app – do I need to get it from my app store?**

No, MI Connect is web-based which means it can work on any device that has access to the internet. There is no need to download any app or special software. To make it easier to regularly access the platform you can create an app shortcut on your phone. You can find instruction on how to do so on the dedicated MI Connect resource page on our website.