

EWOV Member Portal

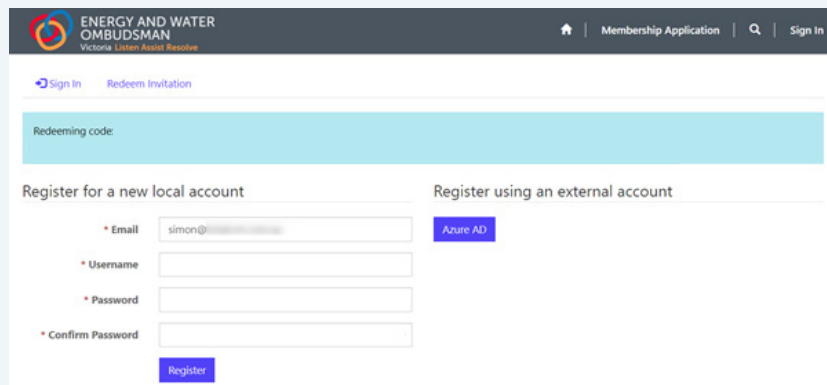
Getting started

1. REGISTER AND LOGIN

After we accept your business's membership, you will get an invitation email. To register:

- › click the link in the email,
- › create a login by entering your email address, and
- › choose a unique username and password.

Login to [the portal](#) to access member's only information.



PORTAL ACCESS LEVELS

The following roles have different access:

Principal Business Contacts have oversight of the account on the Member Portal. They can access all areas and functions including creating logins for other users.

Finance and Accounts Contacts are given access to all invoice and site details.

Complaint Handling Contacts have access to the sites where they are designated contacts.

2. USING THE PORTAL

TO ACCESS SITE INFORMATION:

- › click **Manage My Account** and click **Network Sites** to see a list of the sites you manage.
- › click the name of the site to **view details** of an individual site. Or click the downward facing arrow and select **view details**.

To see who is **linked with a site**:

- › click on a site and scroll to the **Site Portal Contacts** section.

To **access the invoices of the sites you manage**:

- › click **Manage My Account** and click **Invoices**. You can download the invoices here.

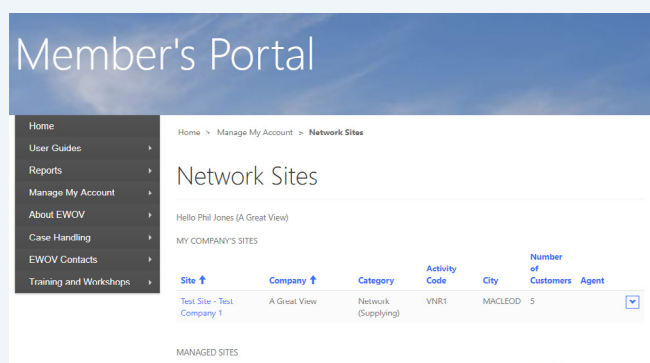


As a **Principal Business Contact** you have access to user's:

- › name and address details
- › site access

You can't:

- › change a user's password, or
- › delete a user (you can only turn off their access)



3. CREATING USERS

TO MAKE A NEW USER:

- › select **Manage My Account**, choose **Manage Users** then click the **Create User** button,
- › enter the user's last name and email address,
- › select the new user's role - either Finance and Accounts or Complaint Case Handling, and
- › scroll down and press the **Submit** button.



The company name will be filled in automatically.

If you want an additional Principal Business Contact, contact: embeddednetworks@ewov.com.au

Member's Portal

Home > Manage My Account > Manage Users

Manage Users

Hello Mary Smith (A Great View) Create User

Full Name ↑	Email	Company Name	Business Phone	User Name	Login Enabled	Last Successful Login
Mary Smith	mary@totalcrm.com.au	A Great View		mary	Yes	
Phil Jones	phil@totalcrm.com.au	A Great View	0395009600	phil	Yes	
Simon Test	simonstanforth@hotmail.com	A Great View	04	Simon	Yes	

Create

Salutation First Name Last Name *

Job Title Business Phone Mobile Phone

Company Name * Fax E-mail *

Address

Street Street 2

City State Postcode

Details

Access

Finance and Accounts Complaint Handling Contact

4. MANAGING USERS

TO SEE A USER'S DETAILS:

- › click **Manage My Account**, choose **Manage User**, and click on a user's name; or
- › on the **Manage Users** screen, click the downward facing arrow to the right of an entry and select view details.

TO EDIT A USER'S DETAILS:

- › on the **Manage Users** screen, click on the downward facing arrow at the right of the user's name, and select **edit user**,
- › scroll down, tick the **Login Enabled** box and press submit to give a user access to the portal. Unticking this box will remove access.

TO ASSIGN A USER TO A SITE:

- › choose the **edit user** button on the downward facing arrow,
- › scroll down the edit user screen and click **Add Site Access**,
- › select the site you want to assign, click **Add**, and
- › scroll down and click the **submit** button to confirm.

ENERGY AND WATER OMBUDSMAN
Victorian Energy and Water Ombudsman

Membership Application | Sign In

Sign In Redeem Invitation

Redeeming code: [redacted]

Register for a new local account Register using an external account

* Email Azure AD

* Username

* Password

* Confirm Password

Register

Sites Add Site Access

Site ↑	Account ↑	Category	Activity Code	City	Number of Customers	Agent
Test Site - Test Company 1	A Great View	Network (Supplying)	VNR1	MACLEOD	5	
Test Site - Acme 1	Acme Pty Ltd			Site City		A Great View

Submit