

# Process to Access MW GIS Data

For approved external stakeholder

Issue No. 1 3 April 2023

The spatial data and information customers can access through Kiteworks is being moved to a new platform Esri Hub (ArcGIS Online) in accordance with Melbourne Water migration to Esri. This process is to enable approved external stakeholder (Council, Government bodies, Water Retailer, Services Panel consultants) that previously have access to Melbourne Water spatial information.

## Accessing Melbourne Water Spatial Information

### Step 1 – Registering from Portal

You can now create your Melbourne Water Portal account by submitting your request through [www.melbournewater.com.au/portal/](http://www.melbournewater.com.au/portal/). Click on “Don't have an account? Register here”.

The screenshot shows the Melbourne Water Portal interface. On the left is a 'Log in' form with fields for 'Email' and 'Password', a 'Remember my email' checkbox, a reCAPTCHA 'I'm not a robot' checkbox, and a 'Log in' button. Below the button is a link: 'Don't have an account? Register here'. On the right is an 'About the Portal' section with a video player showing a 'Melbourne Water Customer Portal' overview. The video player includes a play button, a progress bar at 0:00 / 0:57, and a 'Browse data' button below it.

You are then required to respond to the email verification request sent from the email you used to register to Melbourne Water Portal.

## Step 2 – Creation of ArcGIS Online Account

After your Portal account has been activated, a request to create Esri Hub (ArcGIS Online) account details will be raised.

There are 3 methods the ArcGIS Online account will be setup for you:

- 1. Existing ArcGIS Online account (Account Name)**

If you already have an existing ArcGIS Online account name (not using your email address as your username), please provide it to us by emailing [gis@melbournewater.com.au](mailto:gis@melbournewater.com.au). The existing account name will be added into a Group to view Melbourne Water Content.

- 2. Existing ArcGIS Online account (Email Address)**

If you already have an existing ArcGIS Online account with your email address as your username, we will add your account into a Group to view Melbourne Water Content.

- 3. New ArcGIS Online account**

If you don't have an existing ArcGIS Online account, we will create one with your email address as username. You will received an email with the subject "ArcGIS Notifications" with a link to finish setting up your account within 14 days of the email. If the link has lapsed beyond 14 days please contact [gis@melbournewater.com.au](mailto:gis@melbournewater.com.au) for assistance.

Once the above step have been completed,

You will receive an invitation within your ArcGIS Online account (🔔) that you have been invited to join a group, view your Group Invitations, and click "Join this group".

## Step 3 – Next step to access the data

1. After all the user activation/invitation have been actioned in step 1 and 2, go to <https://www.melbournewater.com.au/portal/>.
2. Login using your Melbourne Water Portal account.
3. Search for spatial dataset in Portal, and click on the link to the dataset. This will prompt you to login to Melbourne Water Esri Hub where you will then prompted to login.
4. Login using your ArcGIS Online account.
5. The corresponding spatial dataset page in Melbourne Water Esri Hub will be accessible.

*Note: Once login to ArcGIS Online account, any subsequent link from Melbourne Water Portal will open automatically.*

Please be aware that some group might not have access to certain dataset from Melbourne Water Portal, this is due to the dataset have not been shared to the organisation previously. If you do require access to dataset that you don't have access to or if you are facing any difficulties with Esri Hub (ArcGIS Online) login please contact [gis@melbournewater.com.au](mailto:gis@melbournewater.com.au).

If you have any issue with your Portal account please contact [portal@melbournewater.com.au](mailto:portal@melbournewater.com.au).

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