

Hydrotrak User Guide:

What is Hydrotrak?

Hydrotrak is the system used at South East Water to monitor and manage the use of water hydrants in our region. Hydrotrak allows users to quickly and easily:

- Set up a permit
- View and download the water usage on a permit
- View current monthly permit and usage fees, and previous billing information
- Manually add water usage
- Add or remove a vehicle to a permit
- Update account details

Accessing Hydrotrak:

The Hydrotrak portal can be accessed via the link <https://southeastwater.com.au/business/hydrant-permits/>.

Login Page:

For New Permits, to create an account click on the “New Permit Application” button on the left hand side of the login page.

If you already have an account with us, enter your permit number and password to access the Hydrotrak user portal.

If you’ve forgotten your password, click the “Forgot Password” button and follow the prompts to reset your password. Instructions to reset your password will be sent to your email address.

[New Permit Application](#)
[Customer Sign In](#)
[User Manual](#)
[Hydrant Operation](#)
[Approved Hydrant Types](#)
[Watch Hydrotrak Video](#)

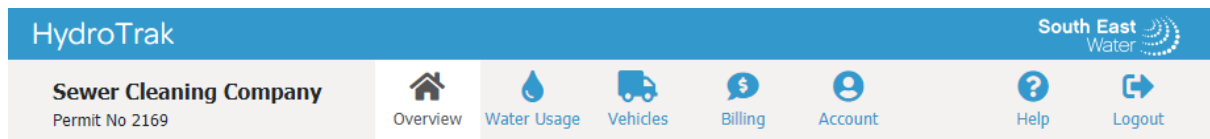
Sign in to Hydrotrak

☐ Remember me[Forgot Password](#)

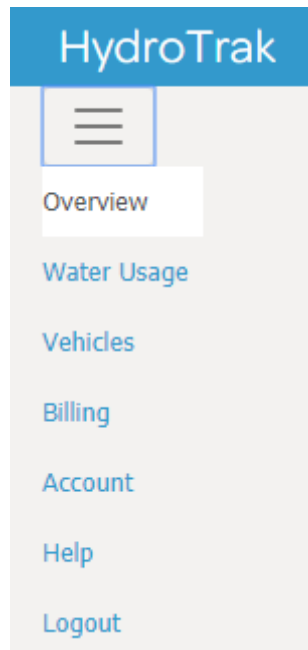
Site Navigation

The Hydrotrak website is divided into six (6) main pages:

- Overview
- Water Usage
- Vehicles
- Billing
- Account
- Help.



Each page can be accessed by clicking its icon in the grey strip at the top of the page. Mobile users and those working on a small screen can click the button at the top left to show the hidden menu options:

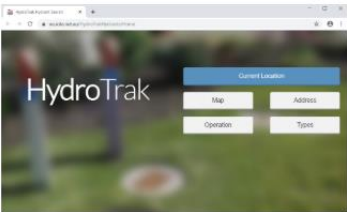


Overview:

The Overview page contains a summary of important information for your account. From the Overview page you can:

- Edit your account details
- View the vehicles attached to your permit and their volumes
- View the current usage and permit fees associated with your account
- View details of recent Hydrotrak bills
- Find further information on hydrant locations and how to operate them.

Sample Overview Page

Account	Vehicles
Customer Number Business Name Permit Holder Email Primary Phone Number Address	Not Assigned Sewer Cleaning Company j**** C***** Hydrotrak_Test_Client@sew.com.au (03) 9999 9999 1 B*** A***** C***** , MELBOURNE, 3000 VIC
Edit Details	
Billing	This Month
No recent billing recorded	Device Usage \$0.00 EMS Usage \$0.00 Manual Usage \$167.79 Permit Fees \$655.52
EMS Keys	
No EMS Keys issued	
Hydrant Locations	Hydrant Operations
	

Water Usage

The Water Usage page shows a table of all hydrant water usage on your account. The information available includes:

- Time and date of the hydrant use
- Vehicle which used the hydrant
- Volume of water used
- Cost of the water used
- Where the water was drawn from

From the Water Usage page you can filter the table to search for usage for a particular vehicle on a specific day or month, and click the “Download” button to export to a CSV file format (spreadsheet). Simply input the start and end dates and/or the vehicle registration number, location, or transaction type.

Water Usage

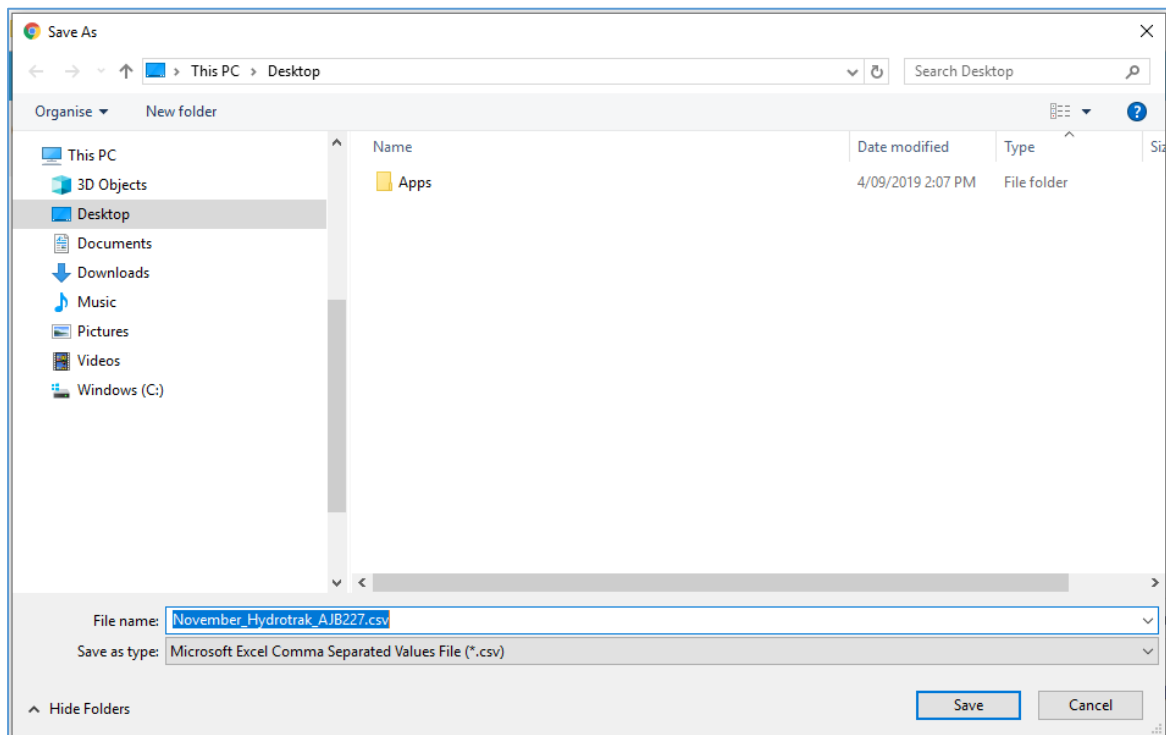
Date Range

Rego

Transaction Type

Location

[Search](#) [Download](#) [Reset](#) [Close](#)



Vehicles

The Vehicles page shows all vehicles associated with your account. Currently active vehicles are shown at the top of the page while vehicles removed from the permit are shown in the bottom half of the page.

Vehicle information shown on the page includes:

- Vehicle registration number
- State where the vehicle was registered
- Permit expiration date
- Water volume capacity for the vehicle
- Hydrotrak device number
- Type of backflow prevention device installed
- Backflow prevention certificate date of issue

Active Vehicles

AAA123 VIC		Active
Toyota Tanker Truck		5000 Litres
Expires 15/11/2020		
Device No	Backflow Prevention Device	
Not Installed	Air Gap	
	Backflow Prevention Certificate	
	Issued 01/11/2019	
Remove		

To add a vehicle to your permit, click on the “Add Vehicle” button on the top right hand side of the page.

Add New Vehicle

Registration No *	State *	Capacity, Litres*
Vehicle Type *	Vehicle Make *	
Vehicle is fitted with backflow prevention device?		
☐ Yes ☐ No		
OK		Cancel

Billing

The Billing page shows all billing records associated with your Hydrotrak permit. The records are organised by billing period, and give a breakdown of water usage for the billing period. Water usage is defined as either 'Device Usage', 'Manual Usage' or 'EMS'. Device usage refers to usage recorded by your Hydrotrak device. Manual usage refers to water use manually input into the Hydrotrak website, while EMS usage refers to usage recorded at Electronic Meter Stations.

My Account

From the account page you can change the details on your permit including name, address, phone, and business type. To update your information simply click on what you want to update, input the new details and then click “Update Details” at the bottom of the screen.

Business Name *

First Name *

Last Name *

Email *

Work Phone *

Mobile Phone *

Type of Business *

Business Address

Address Line 1 *

Address Line 2

Suburb *

State *

Postcode *

Billing Address

Is Billing Address same as Business Address?

☐ Yes ☒ No

Address Line 1 *

Address Line 2

Suburb *

State *

Postcode *

Help

The Help page displays the terms and conditions of your Hydrotrak permit, contact details for further assistance, and brief instructions on how to return your Hydrotrak device.