

# How-to map work or site within the Customer Portal

## How-to guide

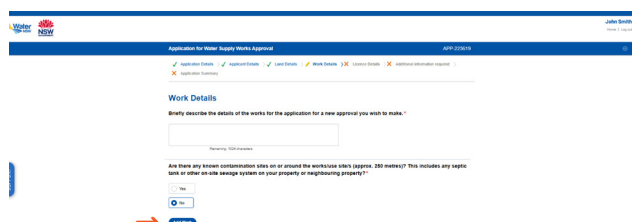
This guide will demonstrate how to map a work or site within the Customer Portal such as a pump, dam, or pipeline.

As you are working your way through an application, you will come across a section titled '**work details**'.

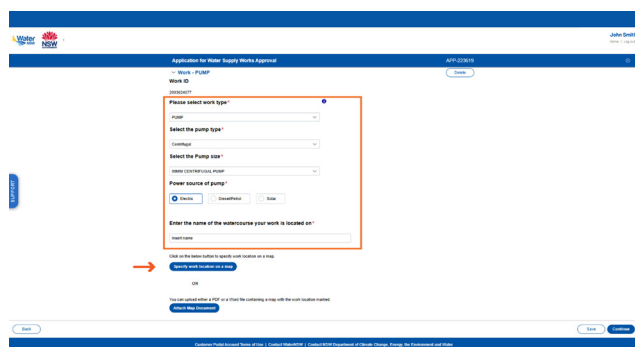
Within this section you will need to complete information regarding the work details, this will include demonstrating the location of any known contamination sites near the work or use site, as well as the location of the work or works that are proposed within the application. You have the option to either attach a map indicating these sites or to plot the map within the application. This guide will demonstrate how to use the map plotting feature in the [Customer Portal](#).

### How to map a work site

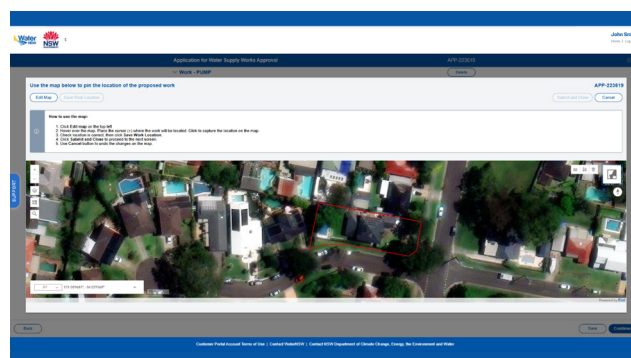
1. Select '**add work**' to add each item you are plotting.



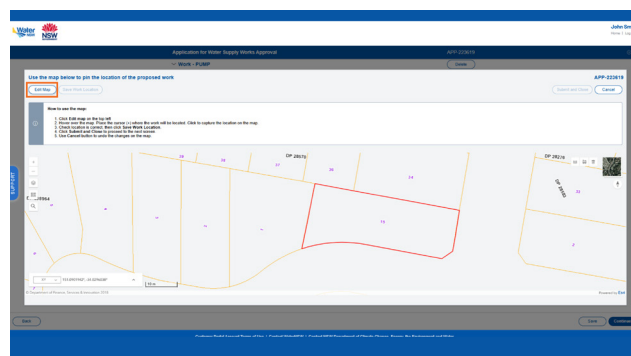
2. You will be asked to select the **work type**, which in this example is a **pump**. You will then be given a drop-down menu to select the **type of pump**, followed by the **size of the pump**.
3. You must then select the **power source** for the pump, followed by entering the **name of the watercourse that it is located on**.



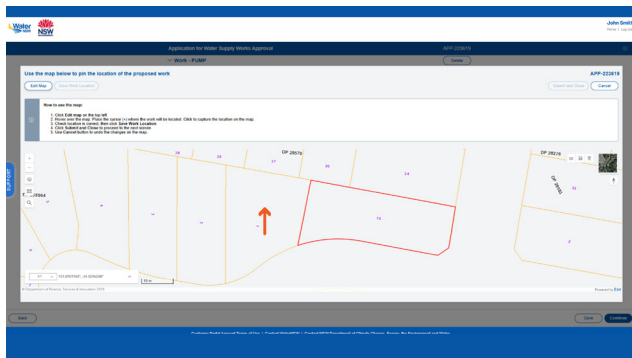
4. To plot within the Customer Portal, click on the '**specify work location on a map**' button, where a pop-up screen will appear.
5. The map will open as a boundary line map, if you would prefer to use a satellite map, please click the top right-hand corner icon to change the view.



6. Select '**edit map**' on the top left corner.

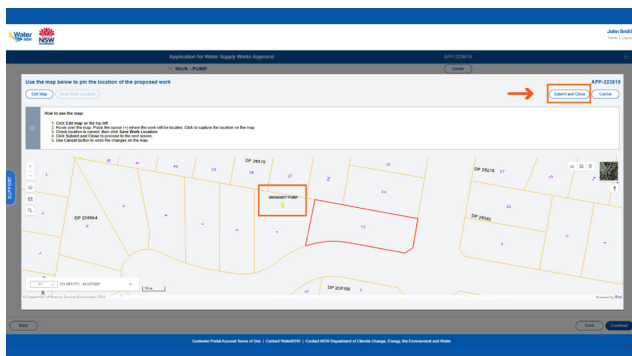


- Place your cursor where the work will be located and click to **capture the location**.

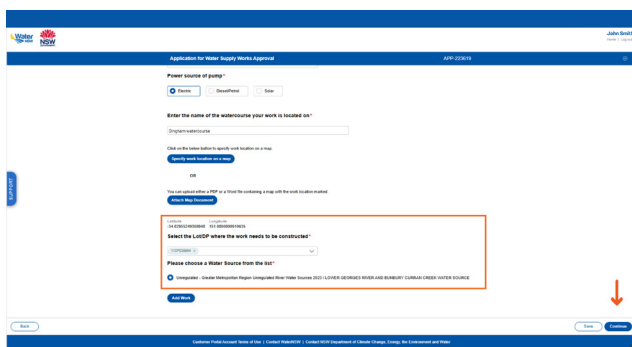


- A **yellow dot** will appear which will be used to indicate where the site is. Check the location is correct using the latitude and longitude coordinates on the bottom left of the screen, before selecting **save work location**. You can then **press submit and close**.

**Note:** If the location is incorrect, you will need to press cancel and begin the replotting process again.

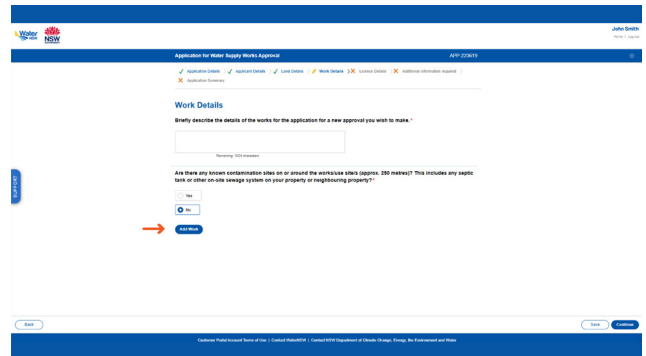


- You will be taken back to your previous screen, where the lot would have been automatically populated, alongside water sources within that area. Please check the longitude and latitude is correct, before **selecting the correct water source** for this application.

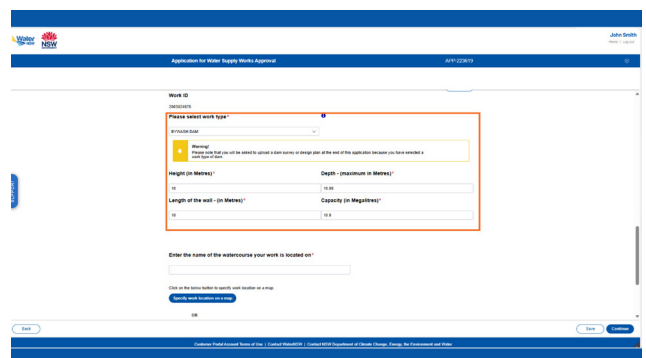


## How to map a storage

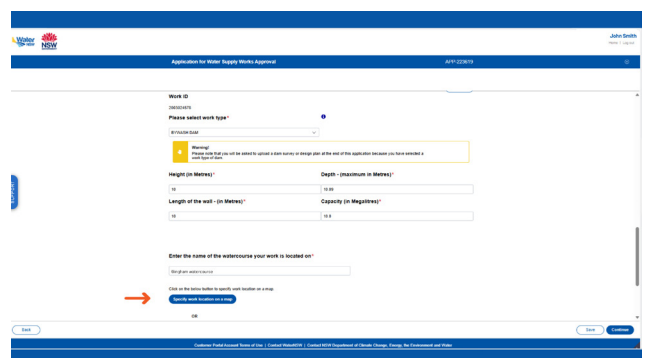
- Select **'add work'** to add each item you are plotting.



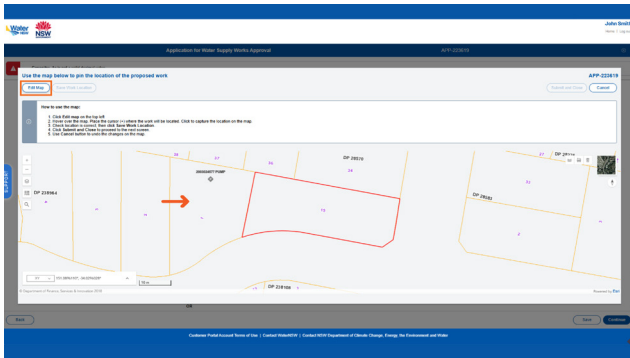
- Please select the **work type**, which in this instance is a **bywash dam**. You will then be required to complete additional details such as the **height**, **depth**, **length of the wall** and **capacity of the dam**.



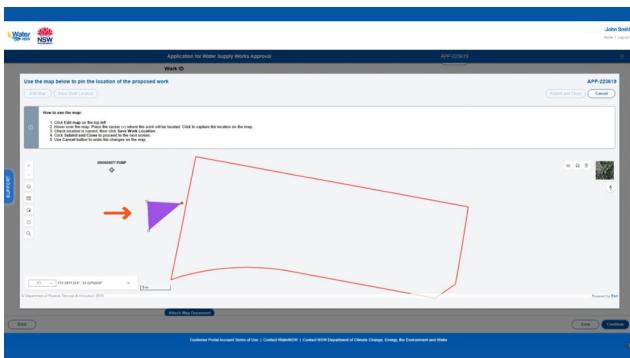
- Click on the **'specify work location on a map'** button where a pop-up screen will appear.



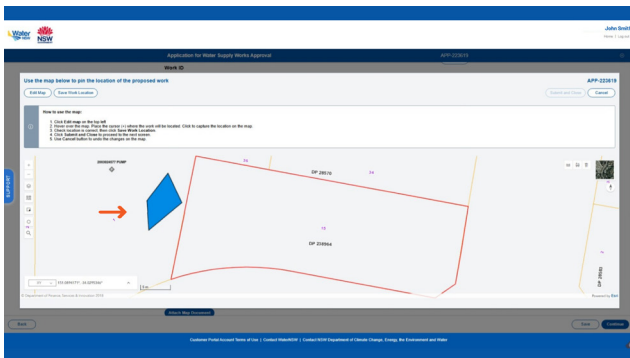
- Select **'edit map'** on the top left corner. Place your cursor down once to begin and click to **create the perimeter of the area**.



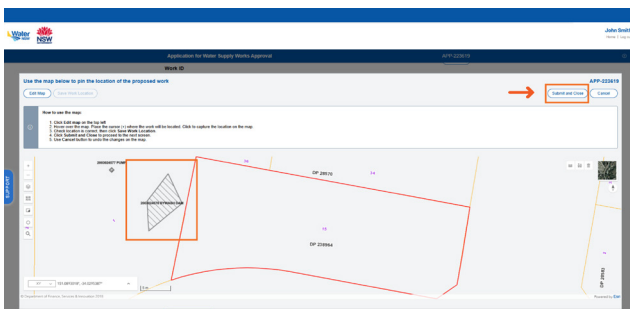
5. Each click will **form the shape of the storage** you wish to plot.



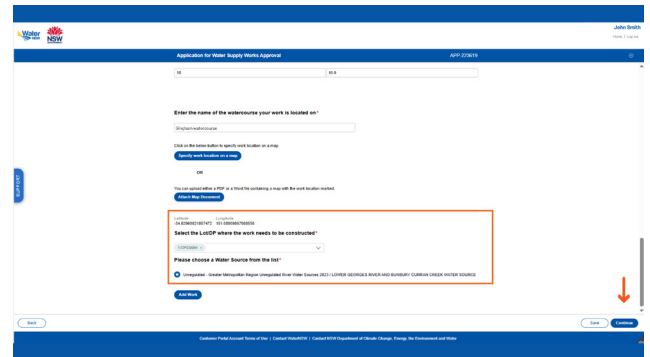
6. Please note: In order to complete the shape, **please finish the last dot at the starting point** in order to close the shape.



7. Check the shape and location is correct, before selecting save work location. You can then press **'submit and close'**.

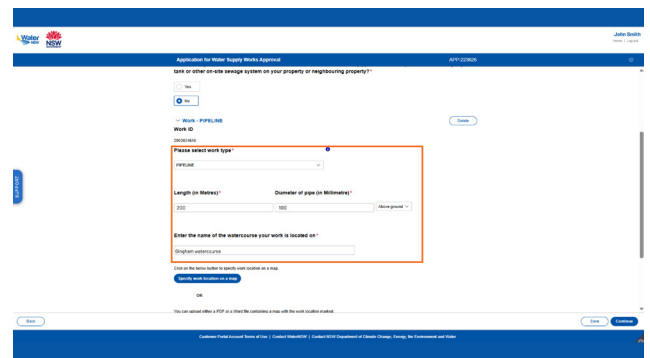


8. You will be taken back to your previous screen, where the lot and would have been automatically populated, alongside water sources within that area. Please **select the correct water source** for this application.

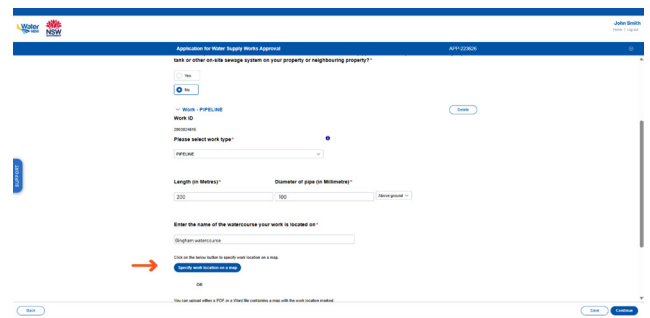


## How to map a channel

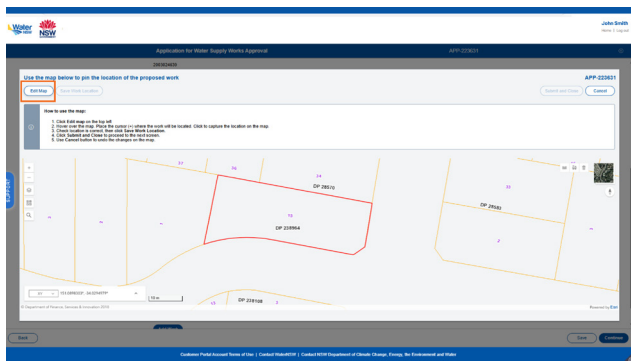
1. Select **'add work'** to add each item you are plotting.
2. Please select the **work type**, which in this instance is a **pipeline**. You will then be required to complete additional details such as the **length, diameter of the pipe** and the **water course** it is located on.



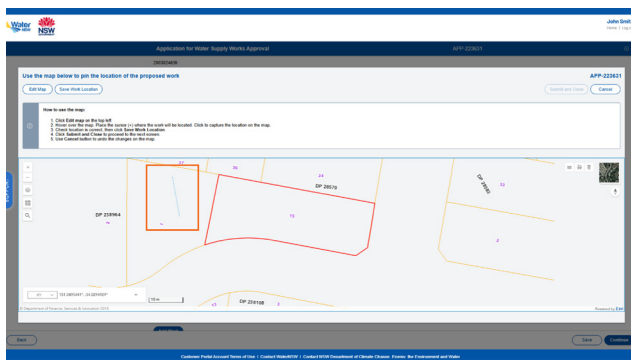
3. Click on the **'specify work location on a map'** button – a popup screen will appear.



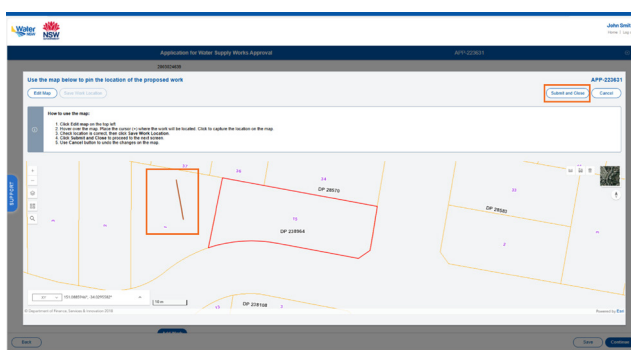
4. Select **'edit map'** on the top left corner.



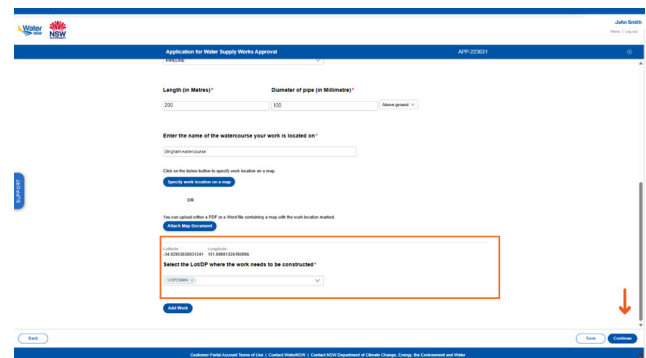
5. Place your cursor where the work will be located and **click to capture the length of the location**. A dotted line will appear.



6. Please then **double click** where you would like the pipeline to end. Check the length and location is correct, before selecting save work location. You can then **press submit and close**.



7. You will be taken back to your previous screen, where the lot and DP would have been automatically populated.



8. You can then continue with the rest of your application.

## Need help?

If you need more information, please contact our Customer Service Centre on **1300 662 077**, Monday to Friday between 8am-5pm or email [Customer.Helpdesk@waternsw.com.au](mailto:Customer.Helpdesk@waternsw.com.au)

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