

GLWA Member Outreach Portal
User Guide
Updated: December 9, 2019



How to Register & Log In

1. Navigate to www.outreach.glwater.org or [click here](#)
2. As shown below, complete the form under the header “Request Access”
 - a. If you do not see your Organization listed in the dropdown menu, please select “Other” and enter it into “Company Name” field.
 - b. If you do not see your role listed in the dropdown menu, please select “Other” and enter it into the “What is your role?” field.
3. A notice will appear that states “Request for access has been sent to the Member Outreach Team.”
 - a. If the Member Outreach Team approves your request, you will receive an email prompting you to set up a password and log in.
 - b. If the Member Outreach team denies your request, you will receive an email with an explanation as to why your request was denied.
4. Upon receipt of the approval email, click the link and choose your password.
 - a. Note that your password must be at least 8 characters and have a capital letter, numeric value and special character
5. You will then be prompted to log in with your new password



Member Outreach Portal

The Great Lakes Water Authority (GLWA) collaborates with its members on water and wastewater service activities through the One Water Partnership Member Outreach Program. Ten work groups are used to involve members in technical service and financial discussions that support decision-making for GLWA's water and wastewater systems. Electronic communications and videos are also used to share additional key information with members. This portal serves as the information hub for members participating in work groups and following work group activities.

Contact the Member Outreach Team at 313-964-9301 or outreach@glwater.org

REQUEST ACCESS

First Name *

Last Name *

Organization *

Email Address *

Phone Number *

Role *

LOGIN

Email Address

Password

[Forgot Your Password?](#)

Navigation

1. The homepage of the portal (shown below) is the calendar of events. Use the links at the top of the page to navigate between events, member search, documents, announcements and your profile.



Member Outreach Portal

Enter keyword ...

GLWA Board Water Integrated Wastewater

DECEMBER 2019 TODAY < > List View Select Month Select Year

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6 Wastewater Analytics Tool	7
8	9	10	11 Board of Directors Works Operations & Resources Water Management Best	12 One Water Partnership Me	13	14

User Profile

1. To edit your profile or log out, click on the dropdown next to your name in the upper right-hand corner.



2. Click "Edit Profile" should you need to update your information.
3. Update any information or change your password in this section.
4. Click "Update" to save your changes, or "Cancel" to disregard any changes you've made.





Edit Profile

* Denotes mandatory field

First Name *

Last Name *

Organization * ▾

Phone Number *

Email Address *

Role * ▾

Subscribe to Daily Email [Manage Password](#)

New Password *

Confirm Password *

Note: Cancel

- * Password must be at least 8 characters.
- * Must contain capital letter, numeric value, and special character.
- * Must not be the same as the current password.

Calendar Events

- To view past or upcoming events, navigate to the “Calendar Events” page by clicking the link at the top of the page.



Member Outreach Portal



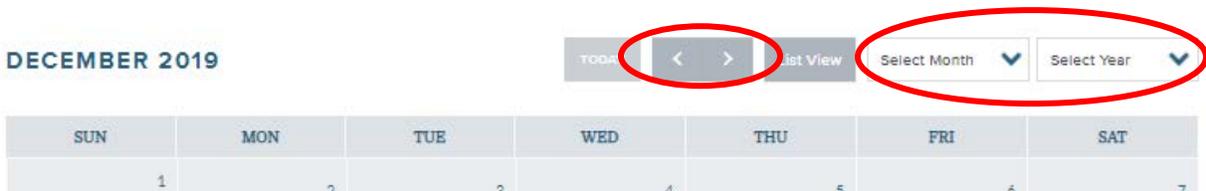
- Search for a specific event name using the keyword search box shown below, or click the various categories (GLWA Board, Water, Integrated, Wastewater) to refine your results.

Member Outreach Portal

Enter keyword ...

GLWA Board
 Water
 Integrated
 Wastewater

- To toggle between various months or years, use the left and right arrow buttons or select the specific month and year using the drop-down menus.



- Click the “List View” button to see the events in list format or click “Back to Calendar View” to see the events on the calendar.
- To see the details of a specific event, click the name of the event
- From here you will be able to see the name, location and time of the event, as well as any documents associated.
- To view the documents, click the arrow next to the document name – as shown below.



[Calendar Events](#) [Member Search](#) [Docs](#)

Calendar

[Back to calendar](#)

COMMUNICATION & EDUCATION WORK GROUP

Wednesday, November 6th 2019 / 01:00 pm - 03:00 pm

18600 Haggerty Rd. Livonia, MI - Schoolcraft VisTaTech Center

Communications Work Group

2019.11.06_Agenda_Combined Work Group.pdf



2019.11.06_Handout_Communication & Education_Overview.pdf



2019.11.06_Summary_Communication & Education.pdf



Need help? Contact outreach@glwater.org or 313-964-9301



- 8. To download the meeting notice to your calendar, select from the three options noted: Google Calendar, Outlook or Apple iCal.



[Calendar Events](#) [Member Search](#) [Docs](#)

Calendar

[Back to calendar](#)

COMMUNICATION & EDUCATION WORK GROUP
Wednesday, November 6th 2019 / 01:00 pm - 03:00 pm
18600 Haggerty Rd. Livonia, MI - Schoolcraft VisTaTech Center

Communications Work Group

- 2019.11.06_Agenda_Combined Work Group.pdf
- 2019.11.06_Handout_Communication & Education_Overview.pdf
- 2019.11.06_Summary_Communication & Education.pdf

- Add to Google Calendar
- Download to Outlook
- Download to Apple Ical



Member Search

1. To view all other members enrolled in the Member Outreach Portal, click “Member Search” at the top of the screen.



Member Outreach Portal

2. Use the search bar to find specific members, communities or organizations.
 - a. For example, to find all contacts with the last name Smith, type “Smith”



Community and Member Search

Staying connected is a key aspect of your membership and contributes to the success of the Member Outreach Program. This database allows you to see all users, communities and other organizations registered on the portal. Type in the search bar below to find specific members, communities or organizations.

For example, to find all contacts with the last name Smith, type “Smith” into the search bar, or to find all contacts associated with Allen Park, type “Allen Park”. Click “See full organization list” to view all a list of all organizations in the database.



3. To see the full list of organizations in the database, click “See full organization list”
4. Upon clicking “See full organization list”, select the specific organization you are looking for in the list by clicking on the name of that organization.
5. You will then see a list of all users associated with that organization that are on the portal.

Member Communities

ORGANIZATION NAME	TELEPHONE	ADDRESS	SERVICE TYPE
Allen Park	313-928-0550	16125 White Street Allen Park, MI 48101	Water/Wastewater
Almont, Village of	810-798-8528	817 N. Mail Street, Almont, MI, 48003	Water

Need help? Contact outreach@glwater.org or 313-964-9301

Documents

1. To view the full document database, click on “Documents” at the top of the page.



Member Outreach Portal

2. From the document database there are multiple ways to find a document
 - a. Use the keyword search to find a specific document or documents from a certain timeframe, or;
 - b. View documents associated with specific work groups by clicking the arrows to expand the list of meetings.
 - c. Note: you can also view documents for specific events under “Calendar Events”.
3. Click the arrow next to the document name to view the document.



Documents



Click the arrows to expand

- ▢ Charges Work Group
- ▢ CIP Work Group
- ▢ Communications Work Group
 - ▢ 2017
 - ▢ 2018
 - ▾ 2019
 - ▢ 2019.02.14
 - ▢ 2019.05.16
 - ▢ 2019.08.15
 - ▢ 2019.11.06
- ▢ Legal Matters
- ▢ One Water Partnership
- ▢ ...

NAME	EVENT DATE	
2019.02.14_Agenda_Communications.pdf	Thursday, February 14th 2019, 24:00:00 pm	
2019.02.14_Presentation_Communications_Media Training.pdf	Thursday, February 14th 2019, 24:00:00 pm	
2019.02.14_Summary_Communications.pdf	Thursday, February 14th 2019, 24:00:00 pm	

The screenshot shows a sidebar with expandable work groups and a table of documents. The '2019' year in the sidebar and the first document in the table are circled in red.

Announcements

1. To view recent announcements, click “Announcements” at the top of the page.



Member Outreach Portal

2. Recent announcements will appear that have been sent to all members, as shown below.



GLWA Announcements

12/6/19 GLWA Statement - Detroit Storage Partial Land Collapse & Possible Impact on Raw Water Intake(s)

The Great Lakes Water Authority (GLWA) is committed to ensuring that it provides its member partner communities in southeast Michigan with water of unquestionable quality. The Authority not only meets, but surpasses all standards related to federal and state Safe Drinking Water Act regulations. GLWA has two raw water intakes in the Detroit River. One is located several miles upstream of the Detroit Storage site, a portion of which last week partially collapsed into the river. Because it is upstream of the site, there is no danger of any potential water quality issues for the collapse. The second intake is several miles downstream of the Detroit Storage site. However, the intake is located on the Canadian side of the Detroit River, and is not in the direct flow stream of the river where the land collapsed. Because of this, GLWA does not believe that there is any danger of this incident impacting water quality. GLWA is in the process of conducting testing with an independent, third party laboratory for radionuclides and is requesting an expedited turnaround on these results. The Authority will share these results as soon as they are available. This same testing was conducted in 2014 and no issues were identified.

Posted on: December 9, 2019