

NIWIS FREQUENTLY ASKED QUESTIONS

Q: Where can I find the link to NIWIS?

Head Office – niwisho.dws.gov.za

Regions – niwisp.dws.gov.za

Public – niwis.dws.gov.za

On the Intranet in the right panel at the bottom – see **Figure 1**



Figure 1 Intranet Home page

Q: Who can I contact if I need help?

NIWIS_Support@dws.gov.za or from the NIWIS menu select Contact Us as in **Figure 2**

- Andy Sambo X6733
- Justice Nungu X6870
- Chuene Chokie X7865
- Mxolisi Mukhawana X6747
- Magda Smidth X6733

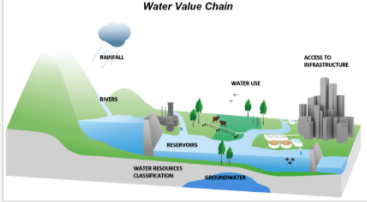
- About NIWIS
- Climate and Weather
- Disaster Management
- DWS Human Resources
- Enforcement
- Infrastructure
- Sanitation Services
- Monitoring Networks
- State of Water
- Water Ecosystems
- Water Quality
- Water Quantity
- Water Services
- Water Supply Risk
- Water Tariffs
- Water Use

About NIWIS

The National Integrated Water Information System (NIWIS) was developed by the Department of Water and Sanitation with the purpose of providing information products, in the form of dashboards, to facilitate efficient analysis and reporting across the water value chain in South Africa.

To access the NIWIS dashboards, please select a theme in the menu on the left, and then choose an appropriate dashboard from the options on the right. Alternatively, please use the All Dashboards menu above to access the different dashboards.

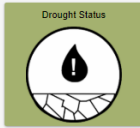
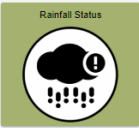

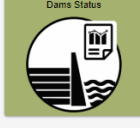


We welcome comments and feedback; please feel free to send any queries, comments and suggestions via the [Contact Us](#) form in the menu.



Drought Status New

The Drought Status and Management information system is designed to provide regular overview and outlook of drought status in South Africa. The Drought Status and Management dashboard currently integrates rainfall, river flow, dam level and groundwater level data as the main indicators for generating drought status information. Other indicators such as vegetation condition will be added in future.

Click on an icon below to access drought status dashboard

This site is best viewed with IE 11+ and Google Chrome and Mozilla Firefox 42.0 (or newer) for mobile devices its IOS 9 and above and Android Lollipop. [Click here](#) to download Google Chrome or [Click here](#) to download Mozilla Firefox.

If you experience any challenges regarding this site, please contact the [Webmaster](#).

Dashboard 16 Count: 228

Figure 2 Contacts for Help and Feedback

Q: When I logon to NIWIS my username and password are requested as seen in Figure 2 below:

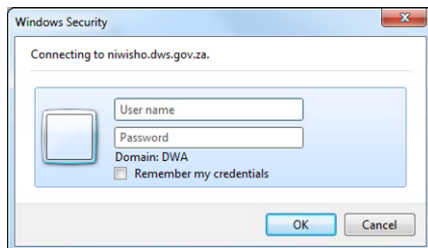


Figure 3 Windows Login prompt

A: For the public site niwis.dws.gov.za no login is required. For the internal sites please provide your DWA/DWS user name and password

Q: How do I access a dashboard from the Home page?

There are two options.

- You can click on the All Dashboard from the main menu option. The list of all available dashboards and categories will appear. Refer to **Figure 4**

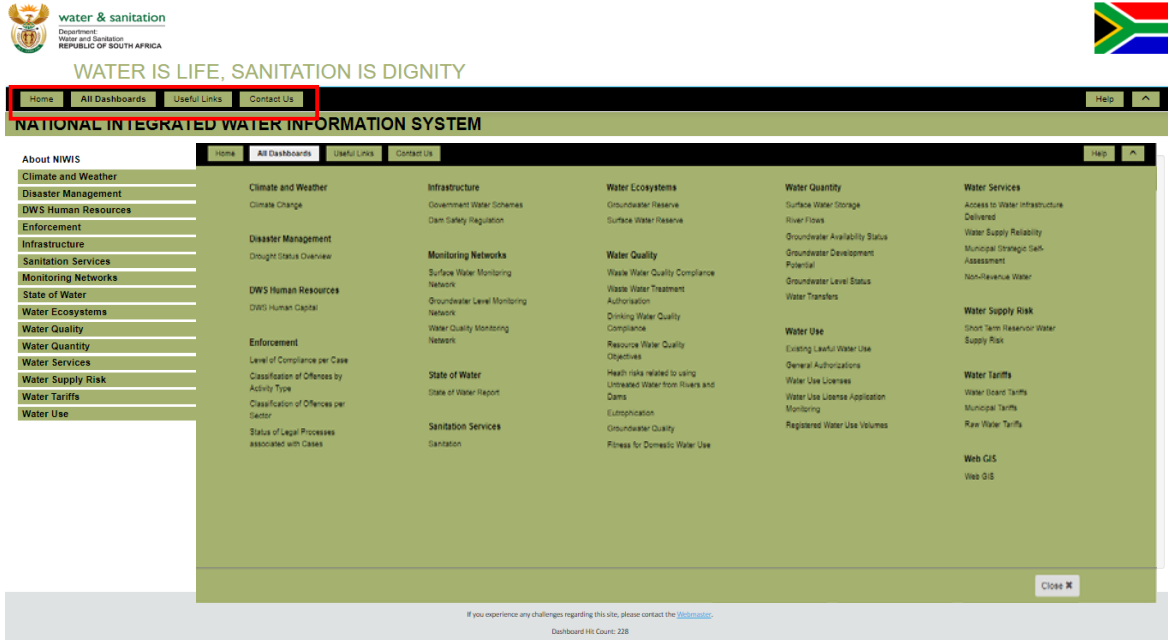


Figure 4 Dashboard Links Main Menu

- On the Left panel you can select a category and the available dashboard will display on the Main panel

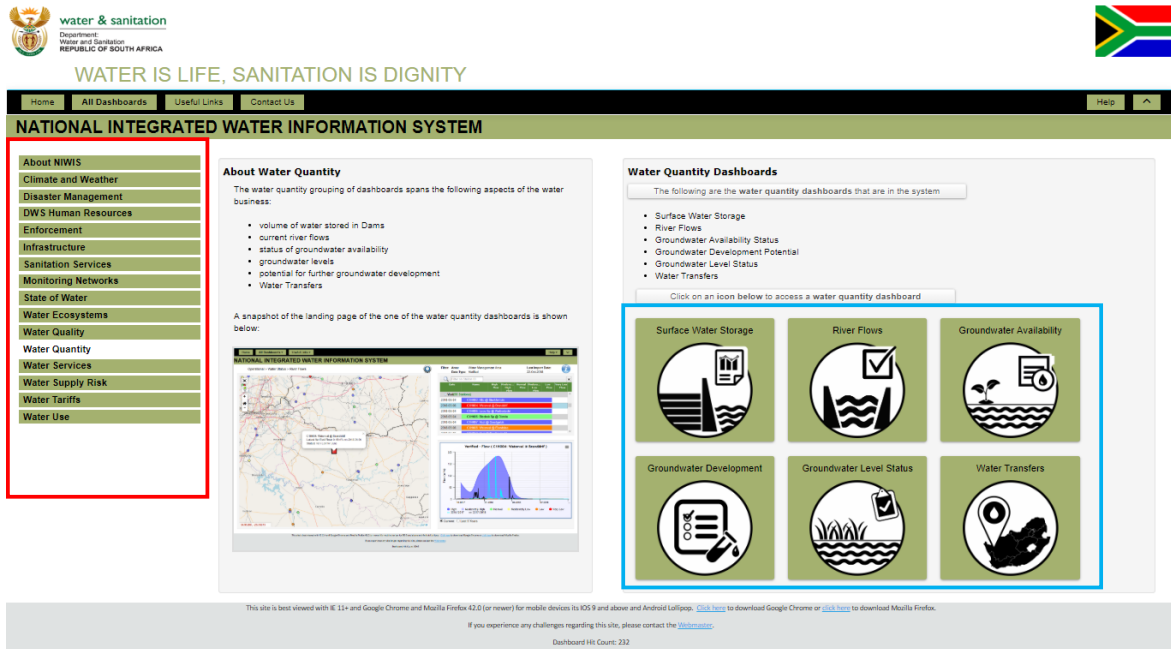


Figure 5 Dashboard shortcuts Home page

Q: Where can I find the User Manual?

A: On the main menu of the application click Help and the link to the user manual will appear with other useful links as in **Figure 6**

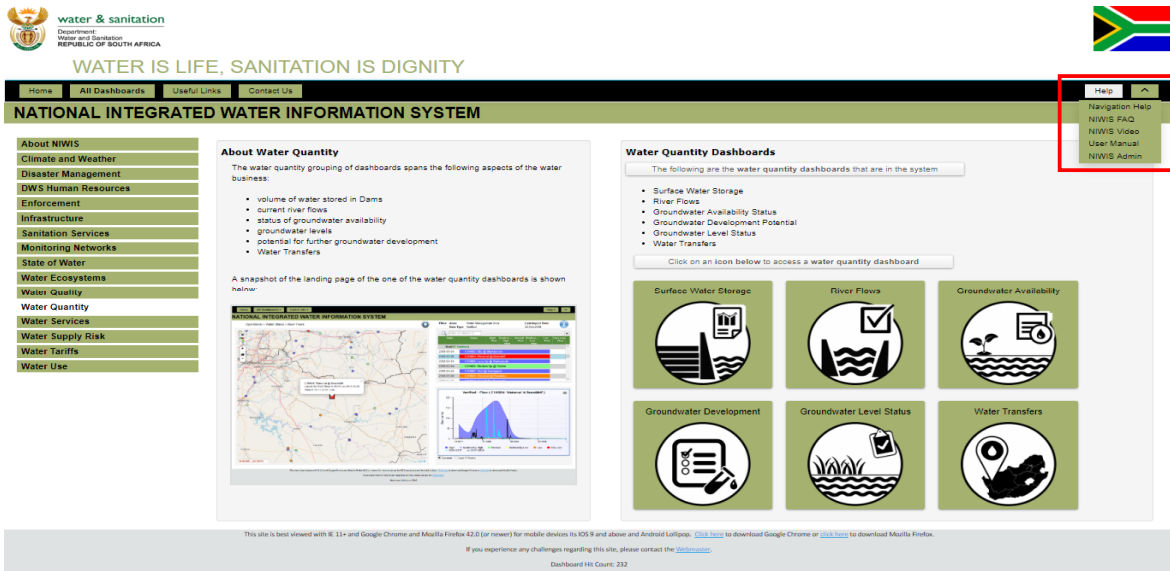


Figure 6 User Manual

Q: Where can I find more information about the dashboard?

Click on the **information button**  in the top right corner of the dashboard

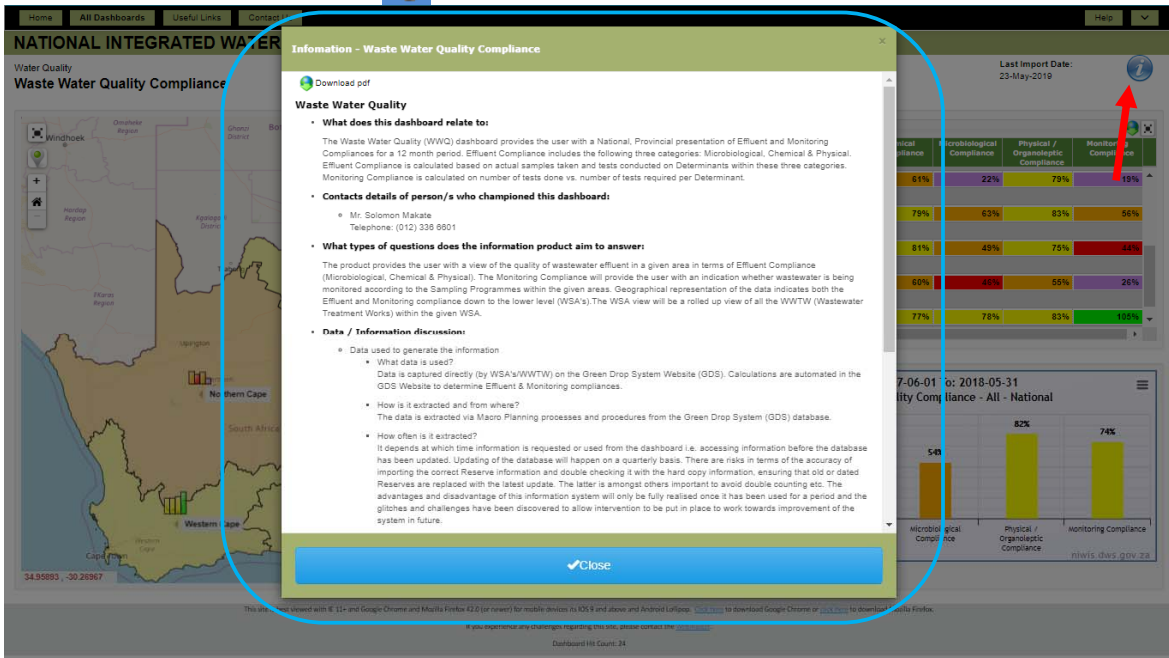


Figure 7 Information Page

Q: Where is the map legend?

A: On the left of the map at the top. The map legend can be visible or hidden as required. Click Map Legend with the triangle next to it.

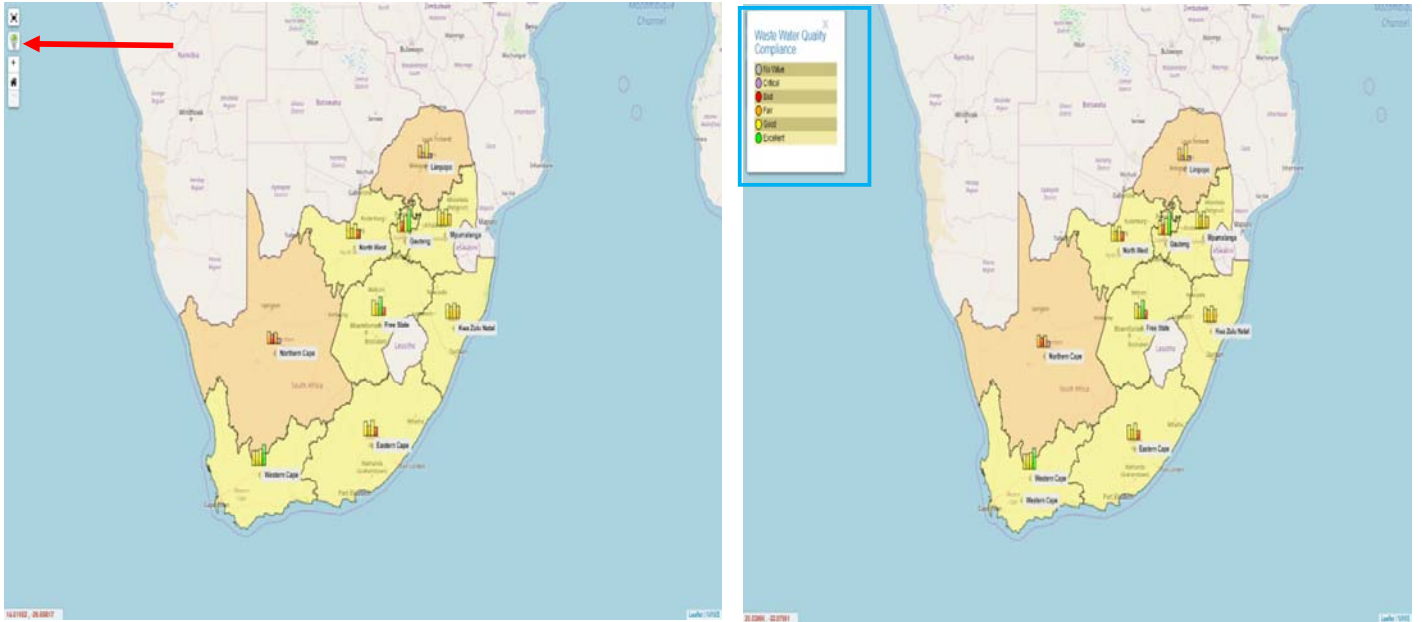


Figure 9 Map Legend