water & sanitation
Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

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

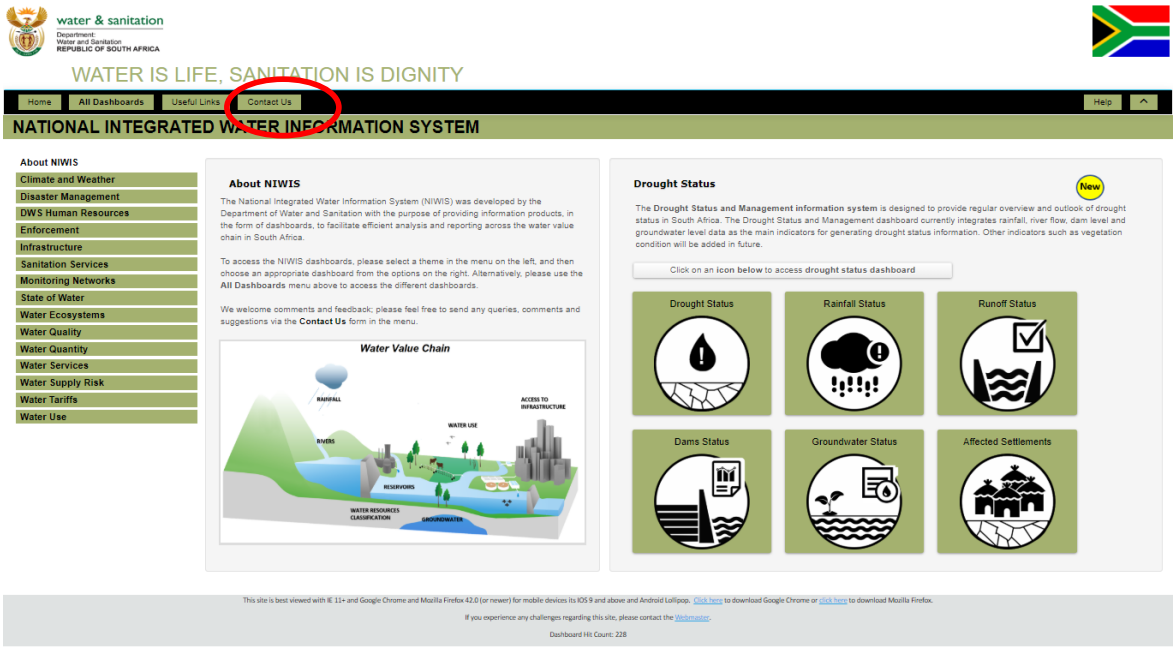

Figure 2 Contacts for Help and Feedback

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

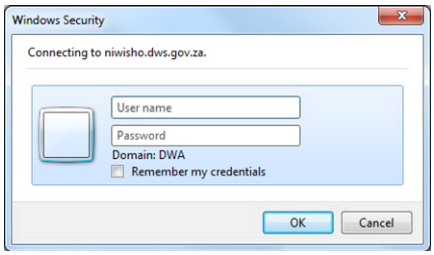

Figure 3 Windows Login prompt

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**

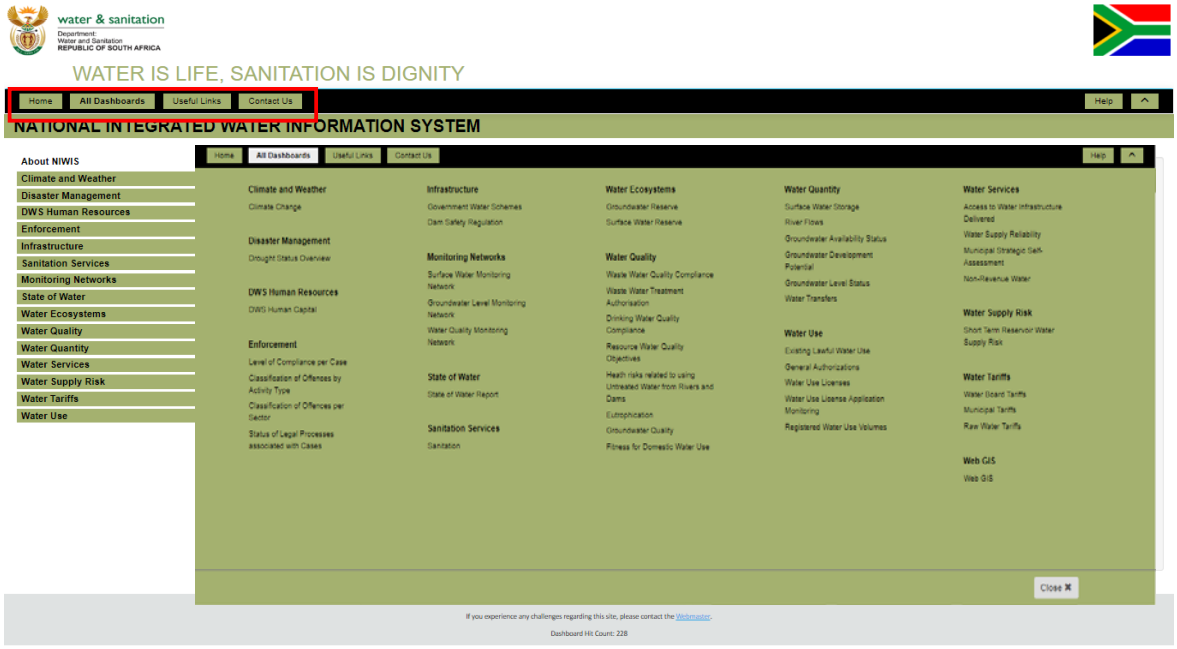

Figure 4 Dashboard Links Main Menu

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

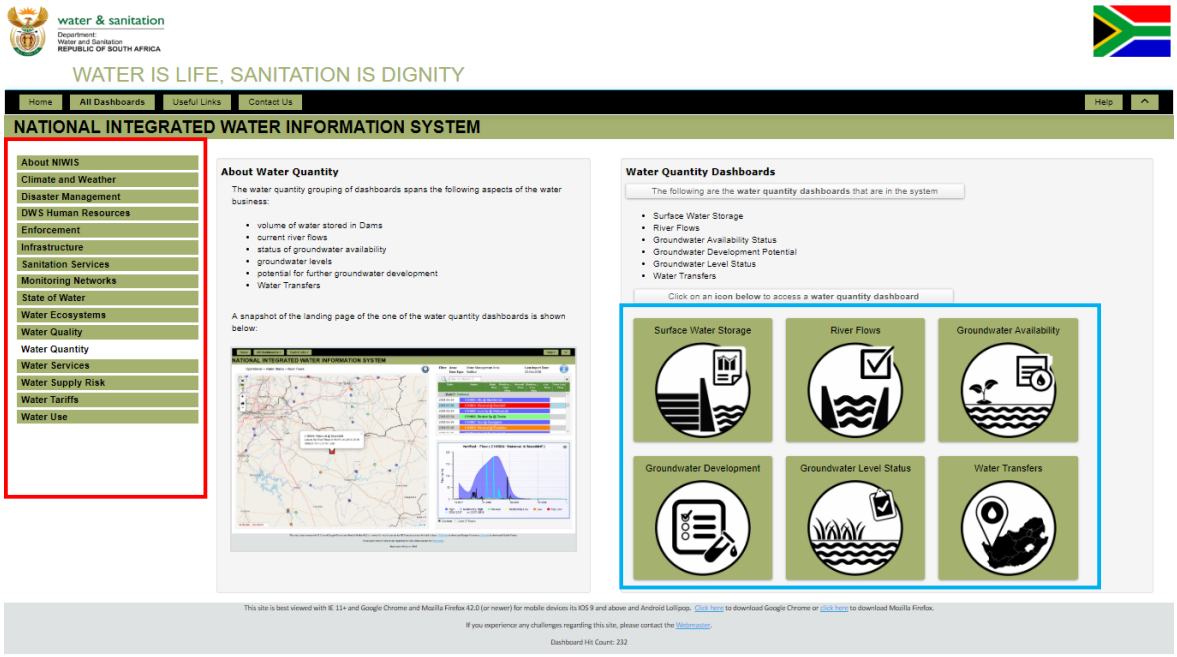

Figure 5 Dashboard shortcuts Home page

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**

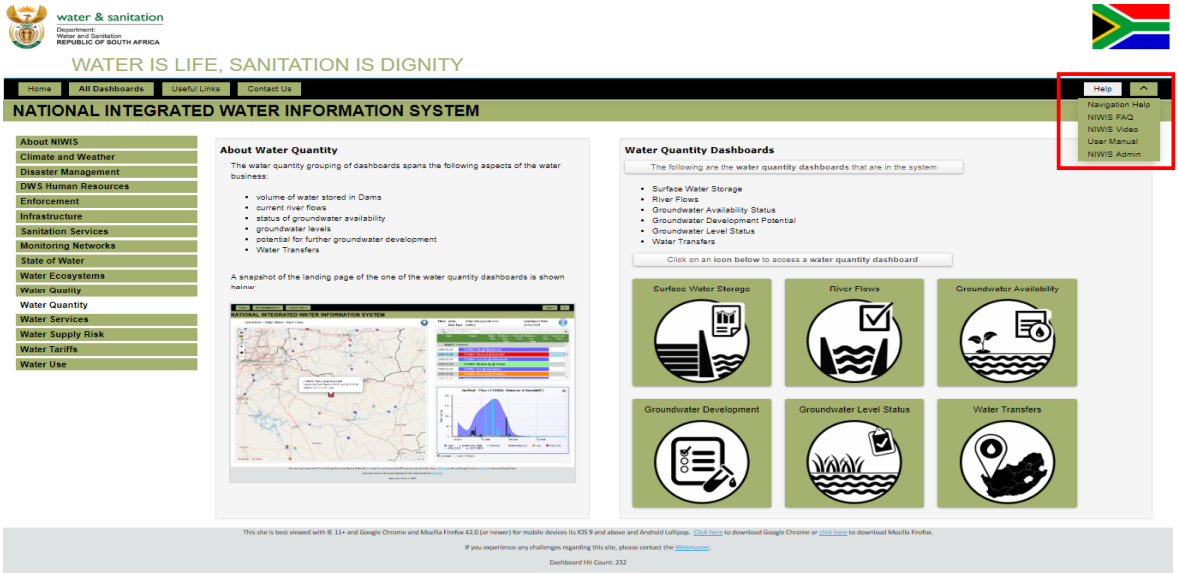

Figure 6 User Manual

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

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

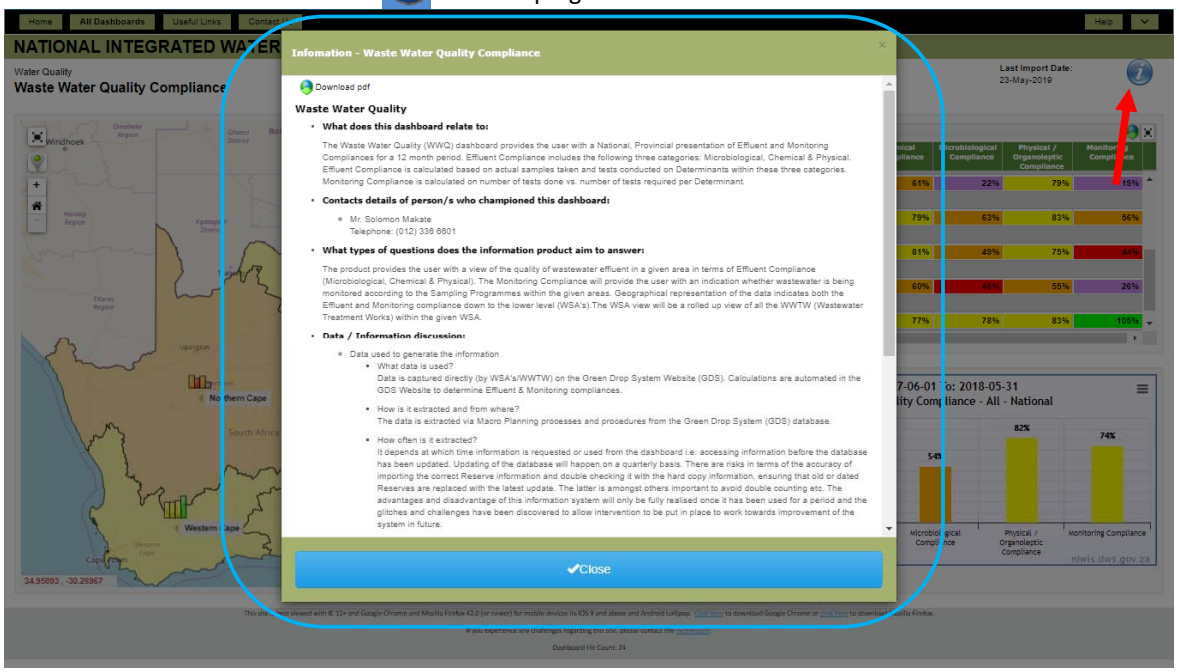

Figure 7 Information Page

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. ClickMap Legend with the triangle next to it.

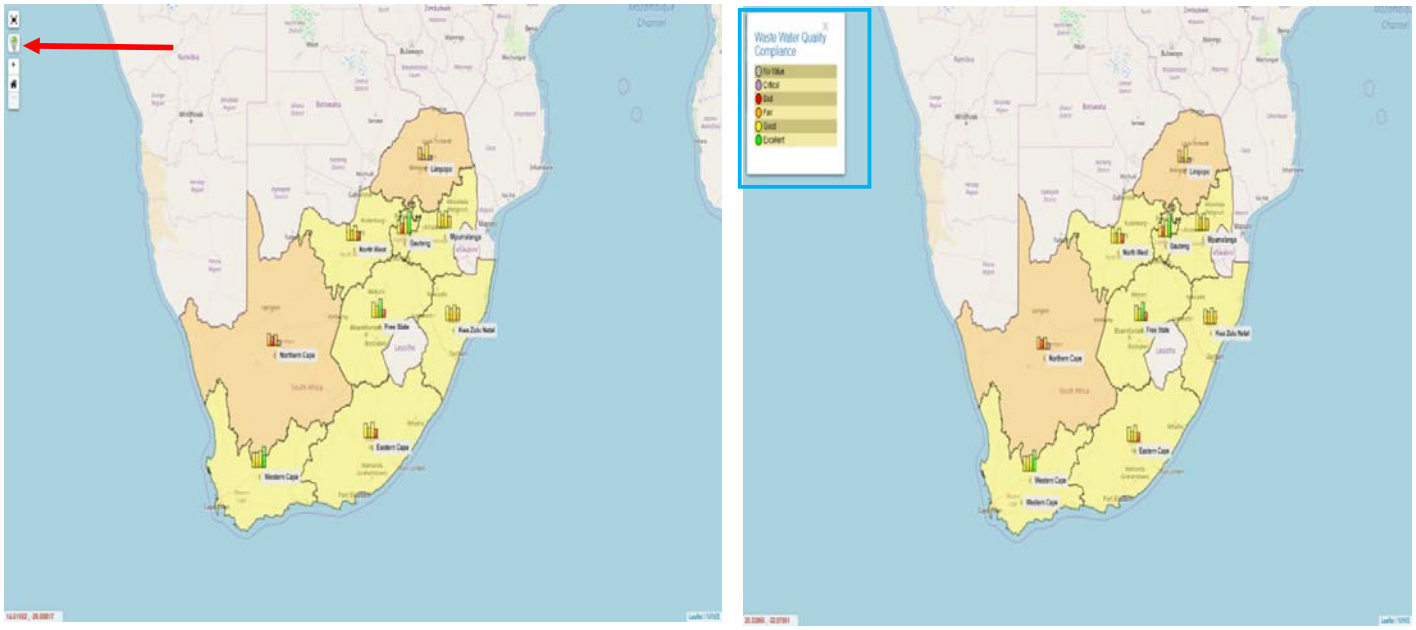

Figure 9 Map Legend