

## Indigo by AWA – Member FAQ

### What is Indigo?

Indigo, AWA's new Digital Library, is your new central hub for trusted, high-quality knowledge across the water sector. Indigo brings together AWA content like technical papers, event recordings, webinars, and publications — with more to come from organisations that influence the sector, such as government agencies, research bodies, and engineering firms.

### Why has AWA created this?

You told us you wanted a simpler way to access reliable content all in one place. Indigo is designed to support your learning, collaboration, and professional development — anytime, anywhere.

### Who can access it?

Full access is available to all individual AWA members and nominated corporate members. A limited selection of content is available for non-members to preview.

### How do I log in?

To login to [Indigo](#), you must be a member and have an account with AWA. If you **do** have an account and you are a member, you can login directly through the [site](#).

If you **do not** have an account with us and **you are** a member, please submit a support request via our [Support Page](#)

1. Add your information
2. Select the 'Indigo (Digital Library)' Support Category
3. Select the 'Unable to Login' sub-category
4. Provide any relevant information
5. Submit the request.

After submission, you should receive a registration email from [no-reply@awa.asn.au](mailto:no-reply@awa.asn.au) in 10 minutes. Once you have registered, you will be able to login to Indigo via: <https://indigo.awa.asn.au/>

### What kind of content will I find?

At launch, you'll find:

- Papers and recordings from AWA events like Ozwater and Connected by Water
- Webinars and podcasts
- Articles from the Water e-Journal and Current magazine
- Education Toolkit and Fact sheets

Over time, we'll expand Indigo with curated external content and new features based on member feedback.

### **What are the key features of Indigo?**

The platform offers smart filtering, intuitive search, and personalised playlists to help you find what matters most. It supports flexible learning allowing you to read, watch, or listen whenever it suits you. Full access is exclusive to members, with the ability to gate content from broader audiences.

### **What member consultation has been done?**

You told us you wanted a smarter, easier way to access content, so we listened. We held virtual focus groups with a cross-section of members to help shape the platform's vision, content types, and features. We also collected in-person feedback at Ozwater'25, particularly on the search functionality and how content is structured. User testing was also completed with AWA volunteers prior to launch.

### **Can I search and filter content?**

Yes, you can search by keyword or use filters to browse by topic, event, category, or speaker. The system indexes key metadata to help you find what's relevant quickly.

### **Can I download content?**

No. To protect the intellectual property of authors and presenters, Indigo content is available to stream or view online only.

### **Does AWA have permission to upload the content?**

AWA is currently working through confirming and collecting consent for all papers and content included in Indigo. For future content, updated consent will be built into AWA's submission processes (such as abstract and paper submissions for events), so authors can clearly agree to how their content may be used and shared through Indigo and other AWA channels.

### **Can I submit my paper for inclusion in Indigo?**

Not at this stage. Our current focus is on uploading and organising existing AWA content. Once established, we'll explore future contribution options for members.

### **Will Indigo include AI tools or a chatbot?**

Not at launch. We're focused on delivering a high-quality, content-rich foundation first. Tools like AI assistance may be considered in future updates.

### **Will content be featured or highlighted?**

Yes. We'll be able to feature content such as the latest event recordings or most viewed resources on the homepage and within channels.

### **How can I provide general feedback?**

Any enquiries regarding Indigo can be emailed to [indigo@awa.asn.au](mailto:indigo@awa.asn.au)

### **What if I have an issue?**

If you need to report an issue or require IT assistance, please submit a support request via our [Support Page](#) (further instructions below)

1. Add your information
2. Select the 'Indigo (Digital Library)' Support Category
3. Select the relevant sub-category (Unable to access content; Unable to access member content; Unable to login; Content not loading; Content is outdated or incorrect; Broken links or downloads; Search is not working as expected; Tagging or categorisation issue; Duplicate or repetitive content; Content quality issue; Other)
4. Provide any relevant information
5. Submit the request.

#### List of known issues/bugs

- **PDF Reader (Mobile)**
  - **Issue:** Mobile users may have difficulty or experience quality issues when zooming in on PDFs.
  - **Workaround:** Use desktop viewer and the built-in zoom functionality (not the web-browser zoom functionality).
- **Video Player (Android)**
  - **Issue:** Android mobile users may experience issues with the video player buttons not working as intended (pause, and +skip 10 seconds).
  - **Workaround:** Android users can still use pause button on bottom left of video player, and use the time scrubber at the bottom to skip through. Alternatively, watch on a different device if these features are essential.