

Customer Portal

Frequently asked questions

The following document will address the most frequently asked questions about the Customer Portal.

Do I need to register in the Customer Portal if I am a co-holder or owner/employee of a business?

Yes. All customers who wish to create/view or amend a licence or approval need to be registered in the Customer Portal as an individual customer, even if the other co-holder has registered for an account. In addition, if you need to add a co-holder to your account, please refer to our step-by-step [video](#) or [guide](#).

What information do I need to provide to support the business/organisation registration in the Customer Portal?

Depending on the type of organisation, there are different documents you will need to provide. To ensure you have all the required documentation ready for the registration process, please refer to our documentation required [fact sheet](#).

How do I register my business/organisation in the Customer Portal?

Once you are in the Customer Portal, you will need to click on 'Manage Business' and then select 'Add a business or organisation'. For further information on how to manage a business account, please refer to our step-by-step [video](#) or [guide](#).

How will I know if I have been added to a business/organisation profile within the Customer Portal?

If you have been added to a business or organisation profile you will receive an email advising you of this. If you are not already registered in the Customer Portal, you will receive an email requesting you to register. For assistance on how-to register for the Customer Portal, please refer to our [video](#) or [guide](#).

Where can I find more information on how to register within the Customer Portal?

Please refer to our how-to register [video](#) and [guide](#) for step-by-step instructions on how to register for an account in the Customer Portal.

If I need further assistance with the registration, who can I contact?

When registering for the Customer Portal, please view our step-by-step [video](#) or [guide](#). If you require additional assistance, please contact our Customer Service Centre on 1300 662 077.

In my customer profile can I see both my individual licences and approvals and those belonging to the business/organisation I am part of?

Yes. In the Customer Portal under your profile, you will be able to see all approvals and licences belonging to you and those of a registered business/organisation that you have been added to.

Can I see all my approvals and licences in the Customer Portal?

Once you are registered in the Customer Portal you will have all your existing licences and approvals linked to your profile. You will then be able to view all the details of your approvals and licences and the status of any applications.

Once I am registered in the Customer Portal can I amend my personal details?

Yes. You will be able to amend your address details including your billing, correspondence and residential addresses. If you wish to amend your email or mobile number, please contact our Customer Service Centre on 1300 662 077.

Once the business details are registered in the Customer Portal can I amend these details?

If you are the administrator of the business in the Customer Portal you can update the business email, contact number and address. You can also manage the people who have access to the business and their role. You can also add additional addresses or delete addresses. You cannot change someone else's personal profile information.

What happens if I need to change my email or phone number that I use to log in to the Portal?

Please contact our Customer Service Centre on 1300 662 077.

Can I have different business, correspondence, billing addresses and emails?

Yes. Businesses can have just one address for all approvals and licences, or they can set up multiple addresses across the business that can be linked to approvals and licences.

As an administrator of a business/organisation account can I add or delete people from the account?

Yes. You can manage the access that business representatives have including removing people who no longer require access or are no longer authorised signatories.

If I delete someone from the business account, can they still see the business approvals and licences?

No. They will lose access and can no longer view the business account information. Applications that may be in progress lodged by that person will not be available to the person, but other business contacts can view them.

Do I lose access to my approvals and licences if I am no longer part of a business?

If you have been deleted from a business account, you will only be able to view licences and approvals that you hold as an individual customer.

Who do I contact if I try to register my business/organisation and I receive a message that it is already registered?

Please contact our Customer Service Centre on 1300 662 077.

How do I know that my registration has been successful or if further information is required?

You will receive an email advising of the registration or that further information is required. If further information is required, you will need to log into the Customer Portal to respond to the request. You can see all requests in the Customer Portal under the 'For action' section. You will need to submit the required information for the application to continue.

What happens if I do not respond to a request for further information when registering a business by the requested date?

You will receive a reminder 30 days after the original due date. If you do not respond within another 30 days your registration will be suspended.

What happens if I do not respond to a request for further information when registering a business by the requested date and have submitted an approval application?

You will receive a reminder 30 days after the original due date. If you do not respond within another 30 days your account will be suspended, and your application will be rejected and a refund processed. You will need to commence the process again.

What should I do if I think that someone has unauthorised access to my licence or approvals?

Please contact our Customer Service Centre on 1300 662 077.

What happens if my licence and/or approval doesn't match my legal name?

You may have to lodge a change of name with the [NSW Land Registry Services](#) (LRS) to update your property and/or water access licence to your correct legal name.

Need help?

If you need more information, please contact our Customer Service Centre on [1300 662 077](tel:1300662077), Monday to Friday between 8am-5pm or email Customer.Helpdesk@waternsw.com.au

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