

DQP Portal

Frequently asked questions

This fact sheet answers frequently asked question about the DQP Portal. Further information including fact sheets and guides can be found on our DQP webpage.

Getting set-up in the DQP Portal

Why won't the portal allow me to create an account?

If the 'submit' button is greyed out when you try to create an account, or the system won't let you progress past the 'captcha' stage, you will need to confirm your credentials.

Only registered certified meter installers (CMIs), surveyors and practicing hydrographers are eligible for access to the portal. Please contact Irrigation Australia Limited (IAL) to confirm your eligibility and agree to the next steps for access.

What should my customer do if they have not received the consent email for me to access information about their work approval?

Please ask the customer to check their junk/spam folder and if they still cannot locate the email, please email dqp.enquiries@waterNSW.com.au. In cases in which there are multiple holders, a different holder can be selected to receive the consent email.

How do I know that my customer has given consent?

You will receive an email when your customer has provided consent. If your customer informs you that they have given consent, but you have not received an email, please contact us to check the status of consent.

How can I provide consent if the link in the email has expired?

The link in the email will be active for seven days. If the link has expired, you can re-send the request in the portal or select a different holder to send the request to, if the approval has more than 1 holder.

Once you are set up in the DQP Portal

What should I do if I can't find the required type of local intelligence device (LID) in the dropdown list?

Firstly, you will need to check that you are using a LID that has been approved by the Department of Climate Change, Energy, the Environment and Water. The Murray-Darling Basin Authority has published a list of pattern approved meters. If your LID is on the approved listed but not appearing the portal, please contact us.

Why can't I locate my draft entry in the portal?

In order to save a draft entry and view it on the homepage, you need to click 'save draft' while still in the form.

Why does the portal state 'customer not found' when I search for my customer?

The data you are entering needs to be an exact match with the data recorded in the portal, which is case sensitive. You may need to try a variation of the name provided. Customers can check what their exact DQP Portal registration name is in our [Online Water Accounting System \(iWAS\)](#), or by contacting the Customer Service Centre.

How do I know when my certificate is in the portal?

The certificate is generated from the portal but not added to the portal record. Once you've submitted your information, both yourself and the customer will receive a link to the PDF certificate via email. If you have not received the email after 30 minutes, please contact us and check that the email address registered is correct.

Why haven't I received confirmation that I submitted a telemetered meter request?

You will receive an email to confirm that the telemetry registration has been submitted. Once quality assurance checks have been completed you will receive a second email to inform you of the outcome. It takes approximately 30 minutes for the request confirmation to be delivered. You will receive an email from the Data Acquisition Service (DAS) with instructions on how to proceed.

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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