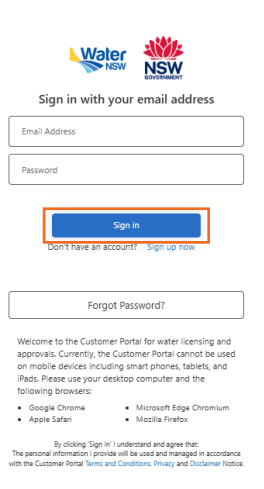# Add a co-holder in the Customer Portal

How-to guide

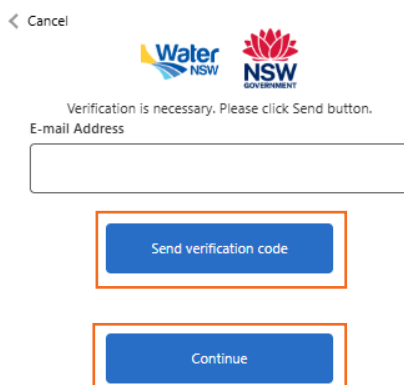**This guide will demonstrate how to add a co-holder in the Customer Portal.**

Login to the Customer Portal

1. Visit waternsw.com.au/customerportal

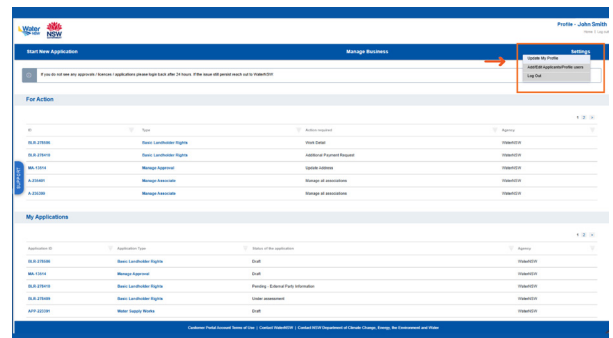2. Enter your email address and password and click **'Sign in'**.

3. Verify your account by entering your email address and clicking the **'Send verification code'** button.

   Once you have checked your emails, please enter the verification code into the Customer Portal and click **'Verify code'** followed by **'Continue'** once verified.
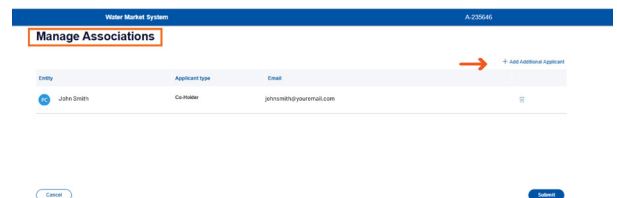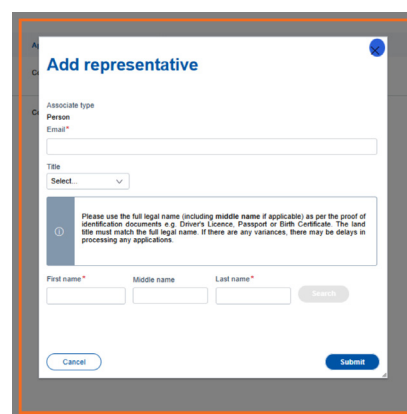

Add a co-holder

4. On the home page, click on settings in the top right-hand corner, and select **'Update my profile'**.

5. You will be taken to a screen titled, 'Manage associations.' Select, **'Add additional applicant'**.

6. A pop-up box will appear, titled **'Add representative'**.
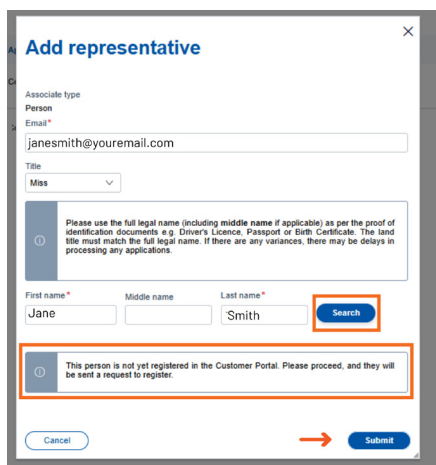
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7. Complete the mandatory questions, including **email**, **first name** and **last name**.
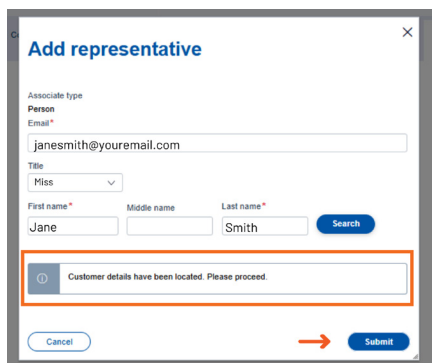
   Please ensure you use the full legal name shown on their identification documents.

8. Select **'Search'**. If the individual has not registered for the Customer Portal, when you select submit, they will be sent an email request to register.
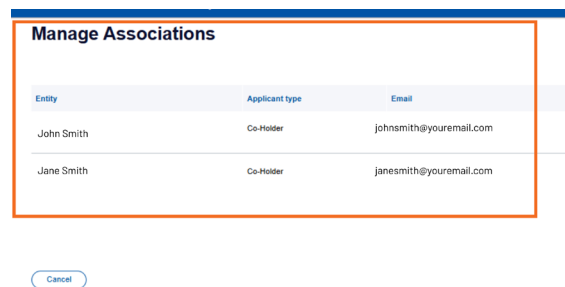

9. If the individual is registered in the Customer Portal, you will be notified that their details have been located and can press submit. They will be added as a co-holder to the approval.

10. Once the co-holder has accepted the request it will be shown in **'Manage associations'**.

    All co-holders will now be able to submit applications.

Need help?
If you need more information, please contact our Customer Service Centre on 1300 662 077, Monday to Friday between 8am-5pm or email Customer.Helpdesk@waternsw.com.au