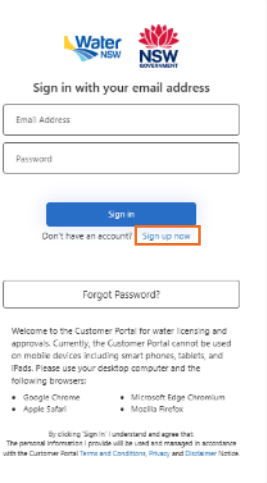
How to apply for a water related interest search in the Customer Portal

How-to guide

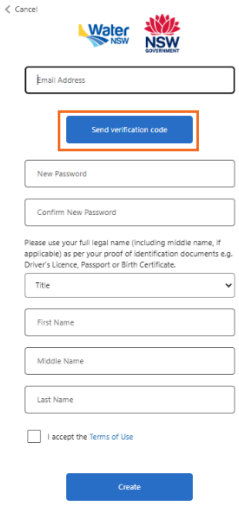
This guide is to assist solicitors with applying for a water related interest search for their clients within the Customer Portal.

1. Visit the Customer Portal webpage and click the 'Login or register' button.

2. If you do not already have an account, please click 'Sign up now'

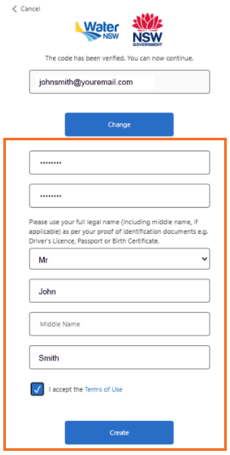


3. Enter your email address and click on 'Send verification code'. A verification code will be sent to your email address.



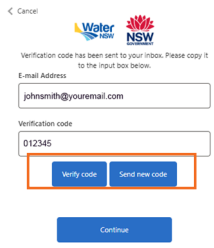
4. You will need to enter this code into the portal and select the 'Verify code' button.

5. Once your code has been verified, enter your mobile number ensuring you use +61. Confirm your mobile number ensuring you use +61 as the prefix. Create a password and insert your full name as listed on your identification or professional documentation. Please read the terms of use and tick the checkbox to accept. Now click on the 'Create' button.

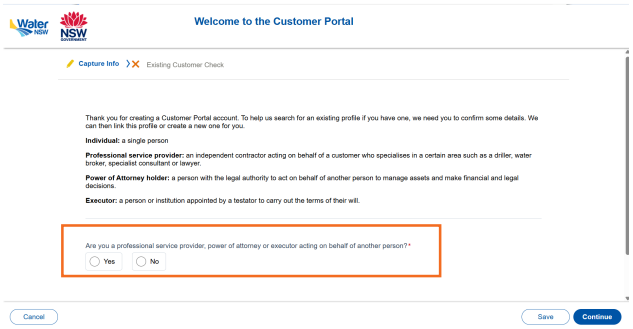


6. You will then be asked to verify your email a second time. Click on the 'Send verification code' button.

7. Enter the code from your email and select the 'Verify code' button to continue.

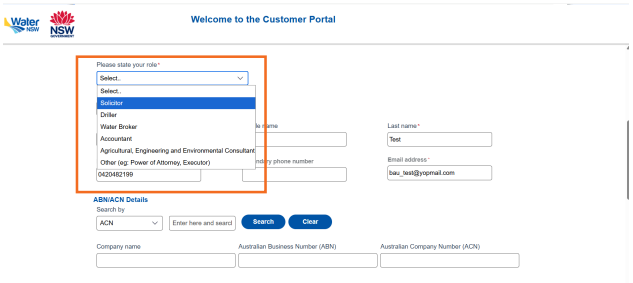


8. You will then be asked to complete further information. In his section, click yes to “are you a professional service provider”



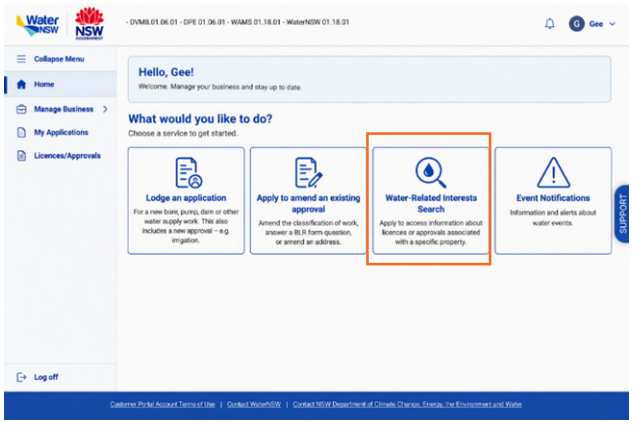
9. In the drop down select solicitor if you are a solicitor OR other if you are working on behalf of a solicitor firm or other business.

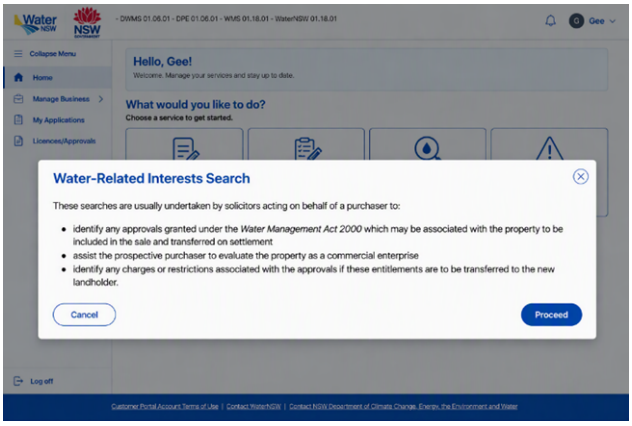
Enter the ACN, ABN or Business name and Search.



10. You must now enter the business address, correspondence and billing address. Once this is complete, you can begin to use the Customer Portal.

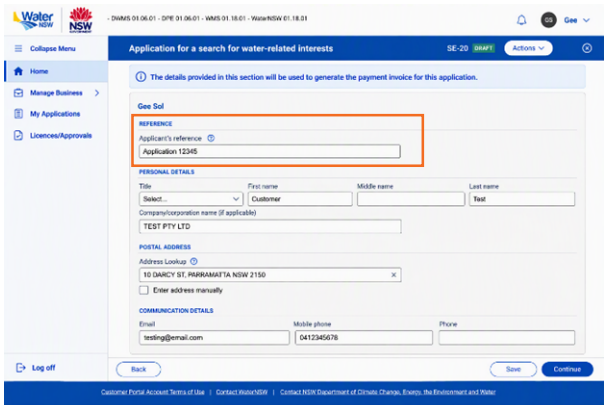
11. Click on ‘Water-Related Interest Search’ and then click on proceed.



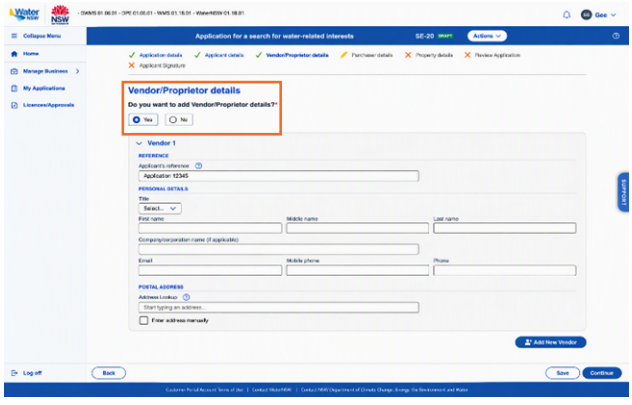


You will be shown the above information.

12. Enter your reference number (if applicable). Your details will pre-fill and can be changed/updated. Including the company-corporation name.

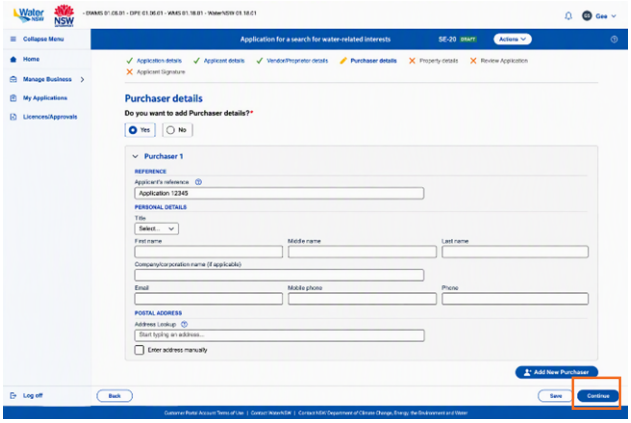


13. Select Yes if you would like to add vendor/proprietor details. If not, select No. Then select Continue.

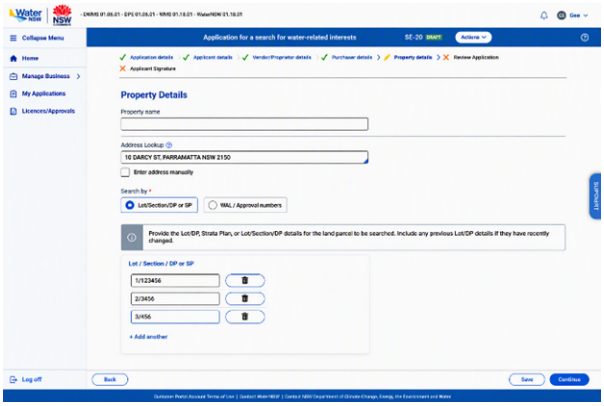


14. Select Yes if you would like to add purchaser details. If not, select No. Then select

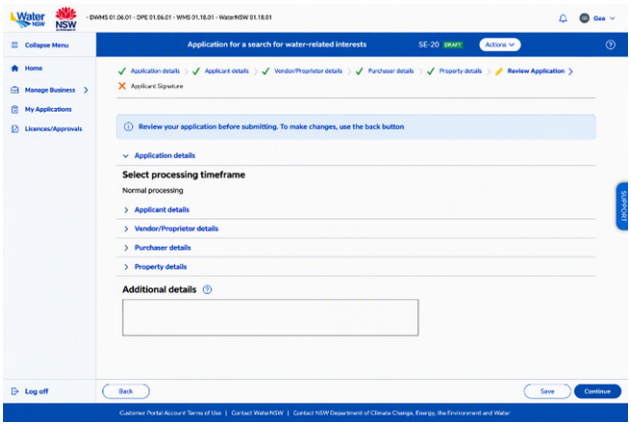
continue.



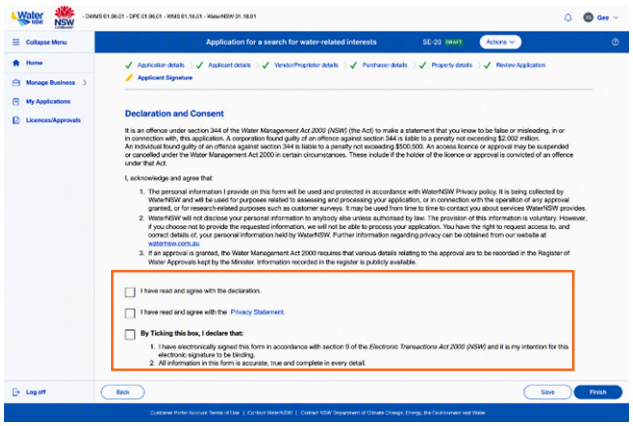
15. Add the property name if applicable, the address of the property and whether you wish to search by Lot/Section/DP or SP or by WAL/approval numbers. Then insert the appropriate information. The system will automatically charge per 20 entries.



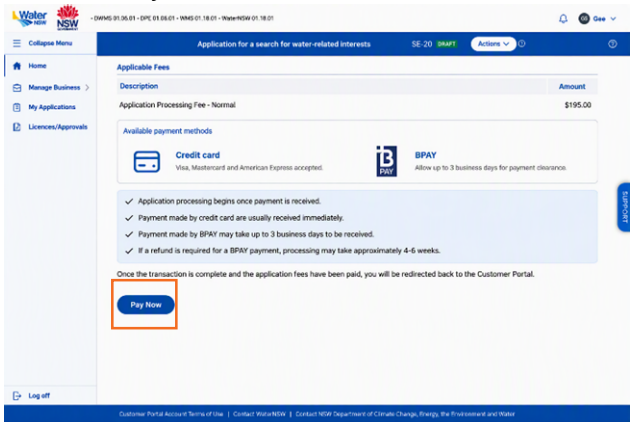
16. Check that all details are correct. If they are, click yes to continue. If no, select back and proceed to the area you wish to correct.



17. Read the Declaration and Consent, tick the required declaration boxes, then select Finish.



18. Select Pay Now to make payment by credit card or BPay.



19. Once payment has been made, you will see a successful payment page. WaterNSW will complete its review and will notify you once completed.

