

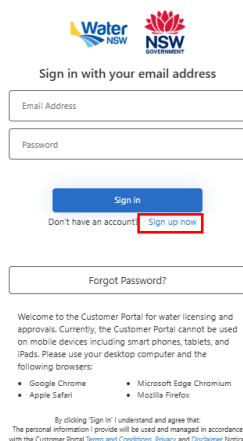
How to register for an account in the Customer Portal

How-to-guide

This guide is to assist customers in registering for a Customer Portal account.

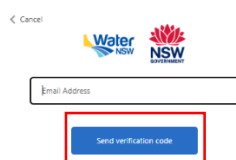
1. Visit the [Customer Portal - WaterNSW](#)

2. Select the 'Sign up now' option.



The screenshot shows the WaterNSW Customer Portal sign-in page. At the top are the WaterNSW and NSW Government logos. Below them is the heading 'Sign in with your email address'. There are two input fields: 'Email Address' and 'Password'. Below these is a blue 'Sign in' button. To the left of the button is the text 'Don't have an account' and to the right is a red-bordered button labeled 'Sign up now'. Below the sign-in section is a 'Forgot Password?' link. At the bottom, there is a welcome message and a list of supported browsers: Google Chrome, Microsoft Edge Chromium, Apple Safari, and Mozilla Firefox.

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



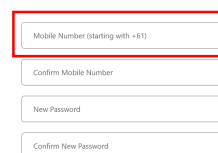
The screenshot shows the 'Send verification code' page. It has a back arrow and 'Cancel' link at the top left. The WaterNSW and NSW Government logos are at the top. Below them is an 'Email Address' input field. Below the input field is a red-bordered blue button labeled 'Send verification code'.

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



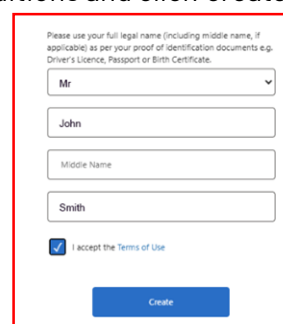
The screenshot shows the 'Verify code' page. It has an 'Email Address' input field with the value 'johnsmith@youremail.com'. Below it is a 'Verification code' input field with the value '012345'. Below the code field are two buttons: 'Verify code' (red-bordered) and 'Send new code'.

5. Enter your mobile number and confirm it. It must start with +61. For example, if your number is 0412312312, you must enter it as +61412312312 both times. You can then create a password.



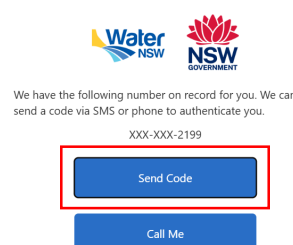
The screenshot shows the mobile number confirmation page. It has four input fields: 'Mobile Number (starting with +61)' (red-bordered), 'Confirm Mobile Number', 'New Password', and 'Confirm New Password'.

6. Insert your full name as listed on your identification, this includes your middle name(s). Tick to accept the terms and conditions and click 'create' button.



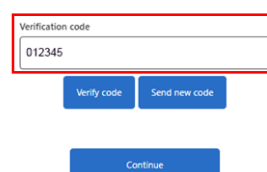
The screenshot shows the 'Create account' page. It has a heading 'Please use your full legal name (including middle name, if applicable) as per your proof of identification documents e.g. Driver's Licence, Passport or Birth Certificate.' Below this are four input fields: 'Mr' (dropdown), 'John', 'Middle Name', and 'Smith'. Below these is a checkbox labeled 'I accept the Terms of Use' which is checked. At the bottom is a blue 'Create' button.

7. You will then be asked to verify this. Click on the 'send code' button.



The screenshot shows the 'Verify code' page. It has the WaterNSW and NSW Government logos at the top. Below them is the text 'We have the following number on record for you. We can send a code via SMS or phone to authenticate you.' followed by 'XXX-XXX-2199'. Below this are two buttons: 'Send Code' (red-bordered) and 'Call Me'.

8. Enter the code from your email and select the 'Verify code' button.



The screenshot shows the 'Verify code' page. It has a 'Verification code' input field with the value '012345' (red-bordered). Below it are two buttons: 'Verify code' and 'Send new code'. At the bottom is a blue 'Continue' button.

- When you have been verified you can continue.
- Now you're in the Customer Portal, you are required to complete your profile. For the first question, select 'No' if you are a private user or select 'Yes' if you are a professional service provider.

- Please select if any of the situations listed apply to you.

- Your name will automatically populate. Please amend any remaining details if required and enter your date of birth.

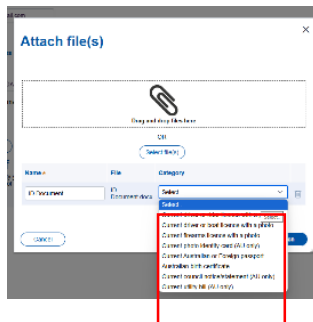
- Now enter your residential address in the Address Lookup field. If your address does not automatically populate, please

tick 'Enter address manually' and input your address. You will then have the option to enter your correspondence and billing addresses or select the same as options

- You will now be asked to provide proof of identification to confirm your full legal name and date of birth. See the last page for a list of accepted identification.

- Select the 'Attach document' button and upload a copy of your proof of identification. You can drag and drop your file or click the select file(s) button.

- Once you have uploaded your identification, name your document then choose a category from the drop down menu.



17. Select the 'Attach' button. **Please note:** Once your profile has been verified, all proof of identity documents will be securely removed and not retained.

18. You will then be asked if you are an existing WaterNSW customer holding valid approvals and licences. Answer 'Yes' or 'No'. If 'Yes', enter your existing licence or approval number. Add additional numbers if required. Click on the 'Confirm' button.

19. Please read the Terms and Conditions and Privacy Notice and tick the checkbox if you agree. Select 'Save' to continue later or 'Finish' to finalise your registration.

20. The system will now automatically sign you out, click 'Return to login screen' to sign back in to the Customer Portal.

Documents required to register – individual or co-holder account

To verify you as an individual, you will be required to upload an identification that confirms your full legal name and date of birth. These are examples of identification documents:

- Current Drivers/Riders/Firearms Licence
- Current Photo Identity Card
- Current Passport
- Australian Birth Certificate
- Marriage Certificate

Once your profile has been verified, all proof of identity documents will be securely removed and not retained.

Documents required to register – professional service provider

Professional service providers can apply on behalf of a customer.

Agents (Solicitor/Water Broker/driller etc.):

- Evidence of professional registration in your field
- Current professional License
- A letter on company letterhead confirming employment by the company that will represent the customer

Executor:

- Solicitors letter authorising the executor/s to act
- Probate documents (if applicable)
- Letter of administration – Court order from the supreme court

Power of Attorney:

- Current Power of Attorney document

Important registration information

All individuals will need a **unique email address** to register in the portal for privacy and security purposes. A mobile number is also required, but the same number can be used across multiple accounts.

More information

Contact our Customer Service team on **1300 662 077** Monday to Friday from 8am – 5pm or email Customer.Helpdesk@waternsw.com.au

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