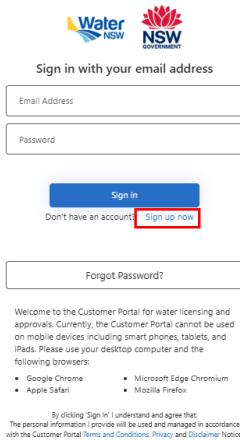


# How to register for an account in the Customer Portal

## How-to-guide

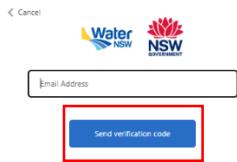
This guide is to assist customers in registering for a Customer Portal account.

1. Visit the [Customer Portal - WaterNSW](#)
2. Select the 'Sign up now' option.



The screenshot shows the WaterNSW Customer Portal sign-up page. It features the WaterNSW logo and a 'Sign in with your email address' section with fields for 'Email Address' and 'Password'. Below these are 'Sign in' and 'Sign up now' buttons. A 'Forgot Password?' link is also present. The 'Sign up now' button is highlighted with a red box. A note at the bottom states: 'Welcome to the Customer Portal for water licensing and approvals. Currently, the Customer Portal cannot be used on mobile devices including smart phones, tablets, and iPads. Please use your desktop computer and the following browsers: Google Chrome, Microsoft Edge Chromium, Mozilla Firefox, Apple Safari'.

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



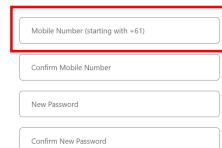
The screenshot shows a page with a 'Send verification code' button highlighted with a red box. The WaterNSW logo is at the top, followed by an 'Email Address' input field and a 'Send verification code' button.

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



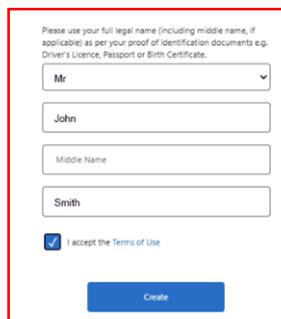
The screenshot shows a page with a 'Verification code' input field containing '012345' and a 'Verify code' button highlighted with a red box. There is also a 'Send new code' link.

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 a page with four input fields: 'Mobile Number (starting with +61)', 'Confirm Mobile Number', 'New Password', and 'Confirm New Password'. The 'Mobile Number' field is highlighted with a red box.

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.



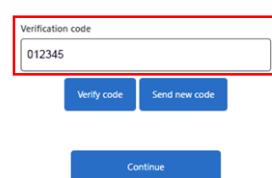
The screenshot shows a page for entering personal details. It includes fields for 'First Name' (Mr, John), 'Middle Name' (Middle Name, Smith), and 'Last Name' (Smith). A 'I accept the Terms of Use' checkbox is checked and highlighted with a red box. A 'Create' button is at the bottom.

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



The screenshot shows a page with a 'Send Code' button highlighted with a red box. The WaterNSW logo is at the top, followed by a message: 'We have the following number on record for you. We can send a code via SMS or phone to authenticate you.' Below is a placeholder 'XXX-XXX-2199'.

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



The screenshot shows a page with a 'Verification code' input field containing '012345' and a 'Verify code' button highlighted with a red box. There is also a 'Send new code' link and a 'Continue' button at the bottom.

9. When you have been verified you can continue.
10. 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.

Welcome to the Customer Portal

Are you a professional service provider, power of attorney or executor acting on behalf of another person?  No  Yes

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

Welcome to the Customer Portal

Are you a professional service provider, power of attorney or executor acting on behalf of another person?  No  Yes

Any one of the following?

- An employee of State or local government, Australian government agencies, Major utilities or other government organisation.
- An employee of irrigation corporation.
- Undertaking work related to a state significant development, state significant infrastructure, and/or mining.
- Undertaking work related to aboriginal, commercial, community development, cultural, environmental for the purpose of a water access licence.
- None of the above.

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

Welcome to the Customer Portal

First name\*  Middle name  Last name\*

Mobile number\*  Secondary phone number  Date of birth\*

Email address\*

13. 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

#### Welcome to the Customer Portal

Residential Address

Enter a new address  Same as correspondence address  Same as billing address

Address Lookup  Enter address manually

Correspondence Address

Enter a new address  Same as residential address  Same as correspondence address

Address Lookup  Enter address manually

Billing Address

Enter a new address  Same as residential address  Same as correspondence address

Address Lookup  Enter address manually

14. 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.
15. 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.

Proof Of Identification

To enable us to verify your identity, please upload a copy of one form of photographic identification (e.g. your driver licence, passport, NSW photo card, or an equivalent proof of age card obtained from another State or Territory).

Document name  Document type

Attach document

Welcome to the Customer Portal

Address Lookup

Proof Of Identification

Attach file(s)

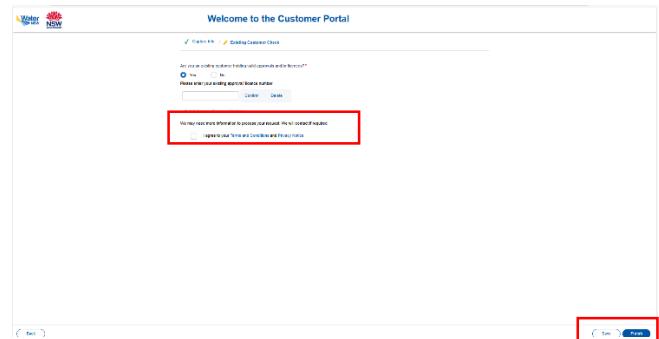
16. Once you have uploaded your identification, name your document then choose a category from the drop down menu.



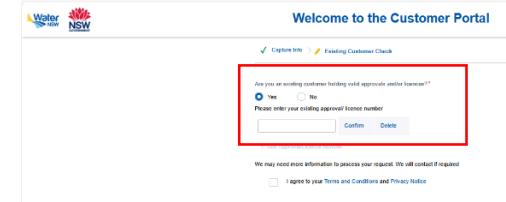
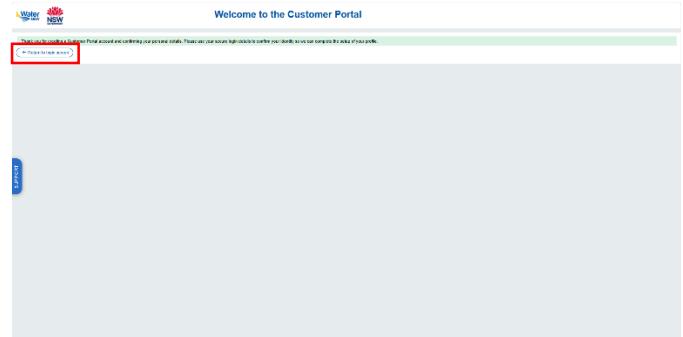
17. Select the 'Attach' button. **Please note:**

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.



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



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.

## 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](tel:1300662077) Monday to Friday from 8am – 5pm or email [Customer.Helpdesk@waternsw.com.au](mailto:Customer.Helpdesk@waternsw.com.au)