How to update your profile in the Customer Portal

How-to guide

This guide is to assist customers to update your profile 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, create a password and insert your full name as listed on your identification. 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.


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8. In this homepage, click the 'Settings' option at the top of the screen and select the first option to update your profile.
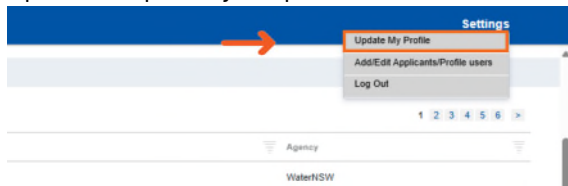
9. This screen will display your details. To **edit** your addresses, click the 'Edit' button at the top-right.
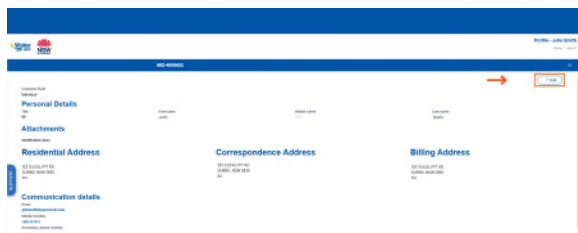

10. In this section, you can update your residential, correspondence and billing addresses by typing in the 'Address lookup' field or entering the address manually.
You can also add a secondary phone number if required.
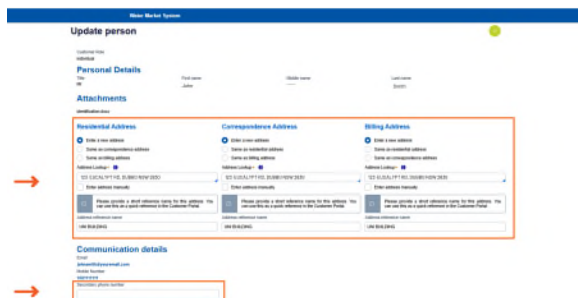
Please note: For privacy and security reasons, you cannot edit your email or mobile number within the Customer Portal.

If you need to change these details, please call our Customer Service Centre on 1300 662 077.

11. Once you have updated your address, select submit. You will be taken to a screen to confirm your profile update.
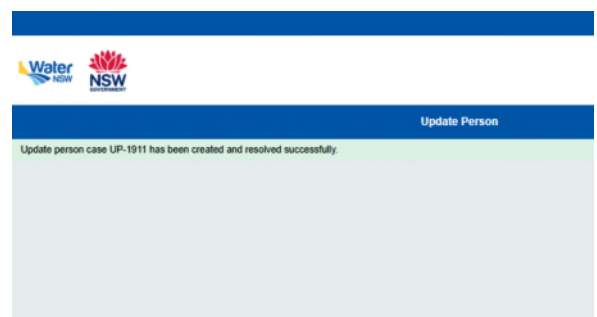
More information
Contact our Customer Service team on 1300 662 077 Monday to Friday from 8am – 5pm or email Customer.Helpdesk@waternsw.com.au