


How to register an account - Customer Portal

How-to-guide

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

Creating an account


1. Open Customer Portal - WaterNSW
2. Click the 'Login' button & select 'sign up now'.



Sign in with your email address

Don't have an account?

3. Enter your email address and click on 'send verification code'. A verification code will be sent to your email address, you will need to enter this into the portal.




4. Now create a password and insert your full name as listed on your identification, read the terms of use, once completed, tick to accept and click on 'Create'.

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.

 I accept the [Terms of Use](#)

5. Enter your mobile number and click 'Send Code'. Enter the code from your mobile into the portal and select 'Verify Code'.



Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code

Phone Number

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6. Select 'No' if you are a private user or select 'Yes' if you are a professional service provider.

WaterNSW Welcome to WaterNSW

Water Market System

Thank you for creating an account with us. As part of the onboarding process, we would require to carry out profile alignment process in order to search for an existing profile (if there are any) in alignment to the information which you've provided and then either assign a profile or create a new one in our system. To begin with the process, can you please confirm the details?

Are you a 'professional service provider' or 'power of attorney' or 'executor' acting on behalf of a client?
 Yes No

Customers regularly involve Solicitors, Accountants, Drillers, Water Brokers, Agricultural, Engineering and Environmental consultants in obtaining licences and approvals from WaterNSW.

SUPPORT

Title: Mr

First name*: Test Middle name: Date Last name*: Test

Phone Number 1*: 0457535957 Secondary phone number: Date of birth*:

Email address*: createacct@yopmail.com

7. Your name will auto populate, amend any fields if required and enter your date of birth.
8. Enter your correspondence address and your billing address. If your address does not auto populate, please tick 'Enter address manually'.

WaterNSW Welcome to WaterNSW

Correspondence

Address Lookup* Enter address manually

Billing

Same as Correspondence
Address Lookup* Enter address manually

Attach document

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
No attachments	

I agree to your Terms and Conditions and Privacy Notice

Confirm

9. Select 'Attach document' and upload a copy of your proof of identification.
10. Read the Terms and Conditions and Privacy Notice, tick the box if you agree and click on confirm.
11. The system will automatically sign you out, click 'Return to login screen' to sign back in again.

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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 and a mobile number to register in the portal for privacy and security purposes.

More information

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