

# How to register as an individual in the Customer Portal

This guide will help you register a nominated representative to use a business account in the Customer Portal.

## Important registration information

- Before applying for a new water supply works and/or water use approval, you need to register your business/organisation in the Customer Portal by creating a business account.
- Creating a business account on the Customer Portal is a two-step process that requires. You need to register the business/organisation first and then register the nominated representatives of that business/organisation as individual users.
- All nominated representatives need a unique (**business**) email address and a form of identification to register in the Customer Portal for privacy and security purposes. A mobile number is also required, but the same number can be used across multiple accounts.

**!! Before registering as an individual please contact us to create a business account for your business/organisation: [water.enquiries@dcceew.nsw.gov.au](mailto:water.enquiries@dcceew.nsw.gov.au) or 1300 081 047.**

## Documents required to register – individual or co-holder account

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

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

## Instructions

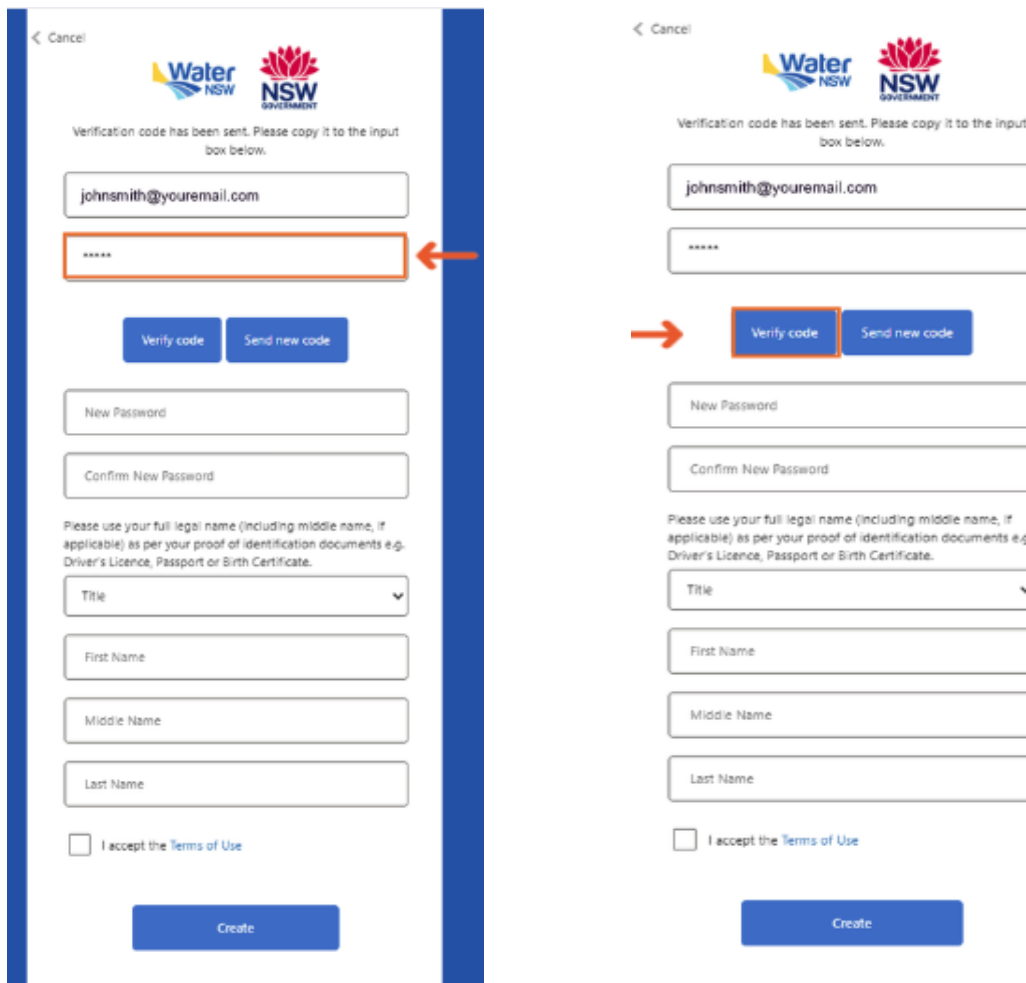
**Step 1.** Go to the [Customer Portal](#)

**Step 2.** Click the ‘Sign up now’ button.

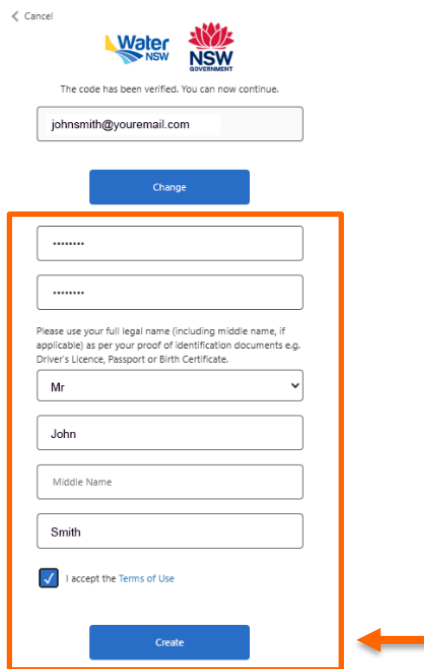
**Step 3.** Enter your email address, tick the ‘I am not a robot’ box and click on ‘Send verification code’. A verification code will be sent to your email address. If you are an employee for an organisation for which you will be managing and making applications, use your work email address and work mobile number.

The image displays two screenshots of the registration process in the Customer Portal. The left screenshot shows the 'Sign in with your email address' page. It features a 'Sign in' button and a 'Don't have an account? Sign up now' link, which is highlighted with an orange box and an arrow. Below this is a 'Forgot Password?' link. The right screenshot shows the registration form. It includes an 'Email Address' field, an 'I'm not a robot' checkbox (checked), a 'Send verification code' button (highlighted with an orange box and an arrow), 'New Password' and 'Confirm New Password' fields, a 'Please use your full legal name...' instruction, and fields for 'Title', 'First Name', 'Middle Name', and 'Last Name'. At the bottom, there is an 'I accept the Terms of Use' checkbox.

**Step 4.** Enter this code into the portal and then click the ‘Verify code’ button.



**Step 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 the ‘Create’ button.



< Cancel

Water NSW NSW GOVERNMENT

The code has been verified. You can now continue.

johnsmith@youremail.com

Change

.....

.....

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.

Mr

John

Middle Name

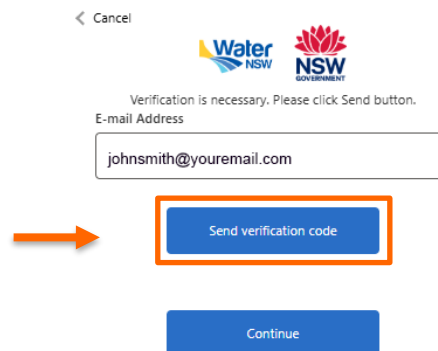
Smith

I accept the Terms of Use

Create

An orange box highlights the name and terms sections, with an arrow pointing to the 'Create' button.

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



< Cancel

Water NSW NSW GOVERNMENT

Verification is necessary. Please click Send button.

E-mail Address

johnsmith@youremail.com

Send verification code

Continue

An orange box highlights the 'Send verification code' button, with an arrow pointing to it.

**Step 7.** Enter the code from your email and click the 'Verify code' button.

**Step 8.** When your email has been verified click the 'Continue' button.



< Cancel

Verification code has been sent to your inbox. Please copy it to the input box below.

E-mail Address

johnsmith@youremail.com

Verification code

012345

Verify code Send new code

Continue

Detailed description: This is a mobile-style verification screen. At the top left is a back arrow and the word 'Cancel'. Below that are the 'Water NSW' and 'NSW GOVERNMENT' logos. A message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' There are two input fields: 'E-mail Address' containing 'johnsmith@youremail.com' and 'Verification code' containing '012345'. Below the code field are two buttons: 'Verify code' (highlighted with an orange box and an orange arrow pointing to it from the left) and 'Send new code'. At the bottom is a 'Continue' button with an orange arrow pointing to it from the right.

**Step 9.** 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

 Capture Info >  Existing Customer Check

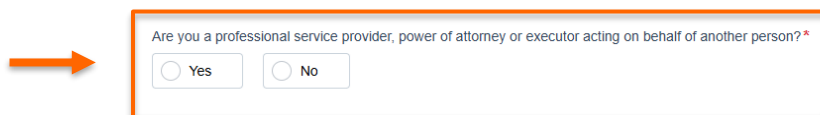
Thank you for creating a Customer Portal account. To help us search for an existing profile if you have one, we need you to confirm some details. We can then link this profile or create a new one for you.

**Individual:** a single person

**Professional service provider:** an independent contractor acting on behalf of a customer who specialises in a certain area such as a driller, water broker, specialist consultant or lawyer.

**Power of Attorney holder:** a person with the legal authority to act on behalf of another person to manage assets and make financial and legal decisions.

**Executor:** a person or institution appointed by a testator to carry out the terms of their will.



Are you a professional service provider, power of attorney or executor acting on behalf of another person? \*

Yes  No

Detailed description: This is a question box with an orange border. An orange arrow points to the left side of the box. The text inside asks: 'Are you a professional service provider, power of attorney or executor acting on behalf of another person? \*'. Below the text are two radio button options: 'Yes' and 'No'.

**Step 10.** 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?\*

Yes  No

Are you 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.

Title

Mr

First name\*  Middle name  Last name\*

**Step 11.** Your name will automatically populate. Amend any remaining details if required and enter your date of birth.

## Welcome to the Customer Portal

Are you a professional service provider, power of attorney or executor acting on behalf of another person?\*

Yes  No

Are you 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.

Title

Mr

First name\*  Middle name  Last name\*

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

Email address\*

**Step 12.** Now enter your address in the Address Lookup field. If you are setting up your account as an employee enter your business address. If your address does not automatically populate, 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

Address line 1\*

Address line 2

Suburb\*  State\*

Postal code\*  Country\*

### Correspondence Address

Enter a new address  
 Same as residential address  
 Same as billing address

Address line 1

Address line 2

Suburb  State

Postal code  Country

Address reference name

### Billing Address

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

Address line 1

Address line 2

Suburb  State

Postal code  Country


Address reference name

ⓘ Please provide a short reference name for this address. You can use this as a quick reference in the Customer Portal.

Address reference name

**Step 13.** You will now be asked to provide proof of identification to confirm your full legal name and date of birth. See the first page for a list of accepted identification.

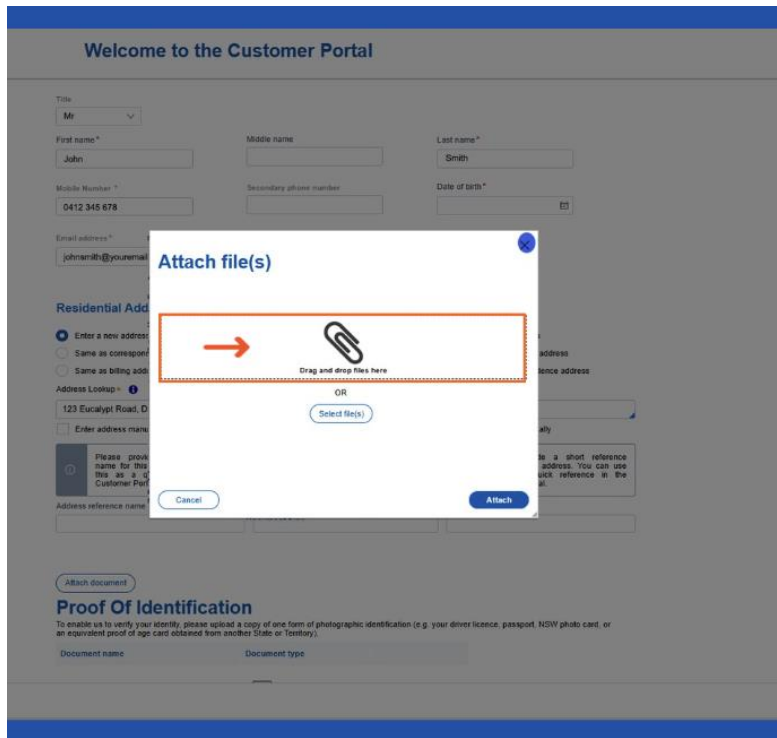
**Step 14.** Click the **'Attach document'** button and upload a copy of your proof of identification (see page 1 of this guide for a list of accepted identification). You can drag and drop your file or click the **'Select file(s)'** button.



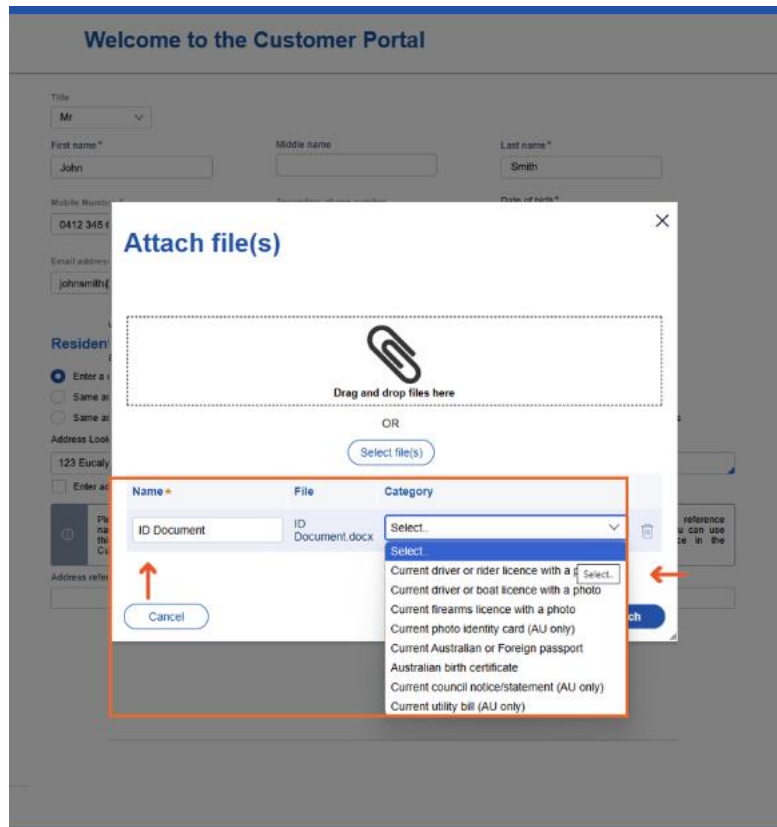
### Proof Of Identification

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).

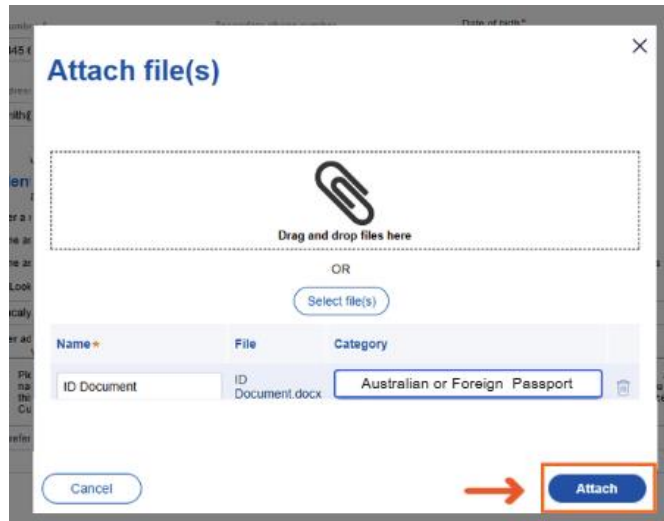
Document name	Document type
<input type="text"/>	<input type="text"/>



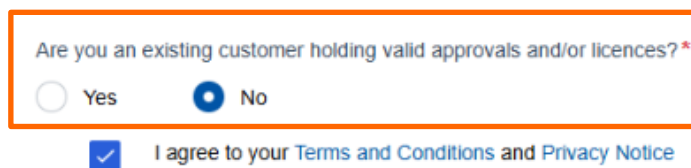
**Step 15.** Once you have uploaded your identification, name your document then choose a category from the drop-down menu.



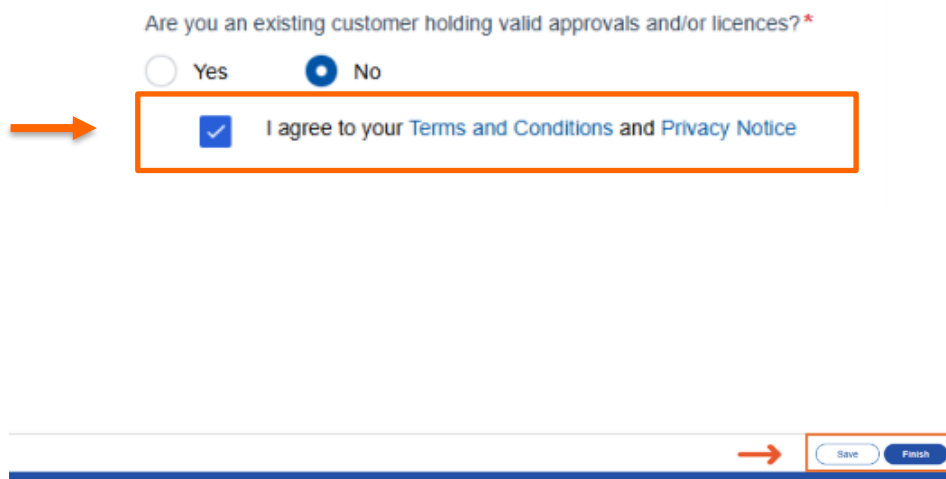
**Step 16.** Click the ‘Attach’ button. **Note:** Once your profile has been verified, all proof of identity documents will be securely removed and not retained.



**Step 17.** You will then be asked if you are an existing 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 the ‘Confirm’ button.



**Step 18.** Please read the Terms and Conditions and Privacy Notice and tick the checkbox if you agree. Click the ‘Save’ button to continue later or the ‘Finish’ button to finalise your registration.



**Step 19.** You will be automatically signed out of the Customer Portal. Click **'Return to login screen'** to sign back in to the Customer Portal. Note: an application can only be lodged after verification has been completed.



## Welcome to the Customer Portal

Thank you for creating a Customer Portal account and confirming your personal details. Please use your secure login details to confirm your identity so we can complete the setup of your profile.

[← Return to login screen](#)

### Need help?

For more information on the Customer Portal, visit our [website](#). For assistance, please contact Water Enquiries on 1300 081 047, Monday to Friday between 9 am–5 pm or email [water.enquires@dcceew.nsw.gov.au](mailto:water.enquires@dcceew.nsw.gov.au)