

How to Register for SunWaterOnline

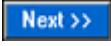
Registering for SunWaterOnline enables you to have online access to all Customer Accounts, Water Accounts and offtakes that you currently manage offline.

If you require access to multiple accounts, you will only need to register once and then you can set up access permissions for each account. You will be given a single Login ID and password that allows you to access the multiple accounts you set up.

Take the following steps to register for SunWaterOnline:

- 1 From the home page, click the **Register** for SunWaterOnline link. The **SunWaterOnline Registration** page displays, which will guide you through the registration process. Click on the **registration process** link to register with SunWaterOnline.
- 2 Enter your details in the fields in the **Personal Details** section of the page. Fields marked with a red asterisk must be entered. The details entered here will help compile your SunWaterOnline Registration form.

NOTE: Registration is for an individual. If you have many people within your organisation, each person needs to register separately. You will need your current [SunWater Invoice](#) in order to complete the questions within this Registration process. These details will be automatically transferred onto the Registration Form.


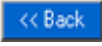
- 3 Click . If you don't wish to continue with the Registration, click "Cancel".
- 4 **Select your Role** SunWaterOnline allows access to many functions. This access is made available to an Online Account with the use of access roles. It is most likely that you will only require a single access role for each Customer Account.

NOTE: Click on the link [Access Roles](#) for more information about the Access Roles.

Perform one of the following:

- a. If you know what Access Role you want to select, select the Access Role from the **Access Role** field
- b. If you do not know what Access Role to select, and you want SunWaterOnline to provide a suggestion, do the following:

- Click 
- Answer questions 1 to 9 in the **Determine Access Role** section
- To use the Access Role SunWaterOnline suggests, click 

NOTE: If you do not want to use the suggested Access Role, then either click  to answer the questions again, or click  and select the Access Role from the **Access Role** field.

- 5 **Enter Customer Account**

Enter the Customer Account Number in the **Customer Account** field.

NOTE: Click on the hyperlinked Where do I find my Customer Account? for more information.

6 Click **Verify**. The Access Role details now display on the **SunWaterOnline Registration** page.

7 **This role gives you access to the following**

Confirm that the Access Role details are correct and click **Accept**.

NOTE: If the Access Role and/or Customer Account details are not correct and you need to make changes, click **Try Again** and continue this process at Step 4.

8 It is most likely that you only need one role, but if you want to add another Access Role, perform the following:

- Click **Add Another Access Role**
- Repeat steps 4 - 7 to set up another Access Role

9 If you want to remove an Access Role, select it in the **Access Roles for New Registration** section of the page and then click **Remove Selected Roles**. To remove all roles and start again, click **Clear All Roles and Start Again** and start the process again at Step 4.

10 If you want to make a change to the information in the **Personal Details** section of the page, click **Edit Personal Details**. Make changes and then click **Confirm**.

11 Click **Complete Registration Process**.

12 Make a note of your Reference Number for this transaction or print the page for your records.

13 **Finish the Online Registration**

- Print the **Registration Application** and optionally the **Conditions of Use** and the **What is an Access Role?** documents
Note: If you are unable to print the Registration Application straight away, an email with a copy of the three documents (**Registration Application, Conditions of Use** and **What is an Access Role?**) will be sent to you.
- Click **Finish**.

14 **Lodge the Signed Registration Application**

- Sign and obtain appropriate signatures for the **Registration Application**
- Forward the signed **Registration Application** to SunWater, according to details on the form

NOTE: If your account name is a business name, each person listed on the rates notice must sign the application form, and a copy of the rates notice must be attached to the application.

15 **What Happens Next**

- SunWater will notify you of the acceptance of the Registration Application and will send a personal Login ID and Password to the email address provided
- If the Registration Application cannot be accepted, the applicant will be advised accordingly