

## Sunwater Online Guide

Updating your account details, registering a Principal Account Holder and changing your password.

### Logging in

1. Navigate to: <https://www.sunwater.com.au/>.
2. Select 'My Account'.



3. Enter your Login ID and nominated password.  
NOTE: If you are unsure of your Login ID, contact customer support on 13 15 89 Monday–Friday between 8:30am–4:30pm.
4. Select login.

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Sunwater Online

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**Login**

Please note that by logging into SunWater Online you are agreeing to the terms and conditions relating to its use. You can read the terms and conditions [here](#).

Please also note that SunWater collects and uses your personal information to provide you with our products and services, to enable us to fulfil our obligations under any contract with you, for our business operations and to comply with the law. [Our Privacy Policy](#) tells you how we usually collect, use and disclose your personal information and how you can ask for access to it or seek correction of it. Our Privacy Policy also contains information about how you can make a complaint and how we will deal with such a complaint. If you would like further information about our privacy policies or practices, please contact our Privacy Contact Officer by email: [IMPrivacyRequests@sunwater.com.au](mailto:IMPrivacyRequests@sunwater.com.au) or other contact details can be found in our Privacy Policy.

Login ID

Password

**LOGIN**

[FORGOT PASSWORD](#)

5. Once logged in, your Sunwater Online dashboard will display.

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DASHBOARD [+ Favourites](#)

**SunWaterOnline Dashboard**

Welcome to SunWaterOnline.

**Customer Accounts - Current**

Customer Account	Contract Name	Scheme	Amount Owing	Water Accounts Total
3 ----		Proserpine River	1236.37	1
3 ----		Proserpine River	3624.23	1

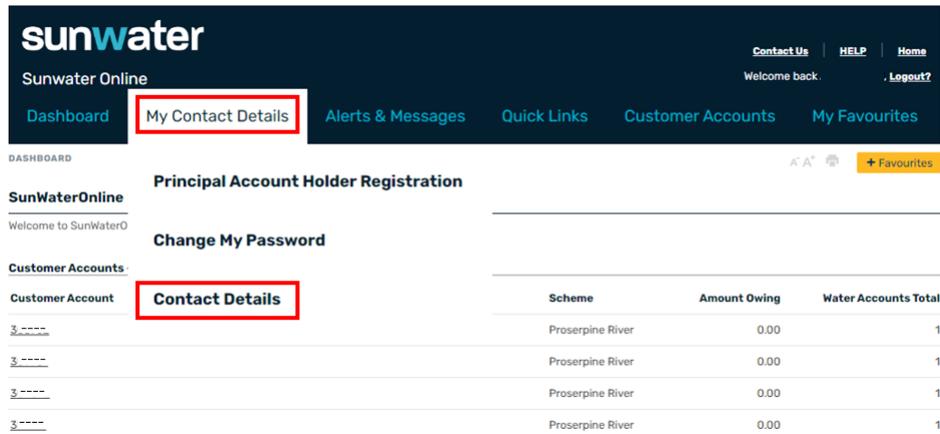
**Alerts & Messages**

Alerts and messages, 5 most recent

Reminder: Overdue Sunwater Account Balance	20 Jun 2020
Reminder: Overdue Sunwater Account Balance	20 Jun 2020

## Updating your contact details

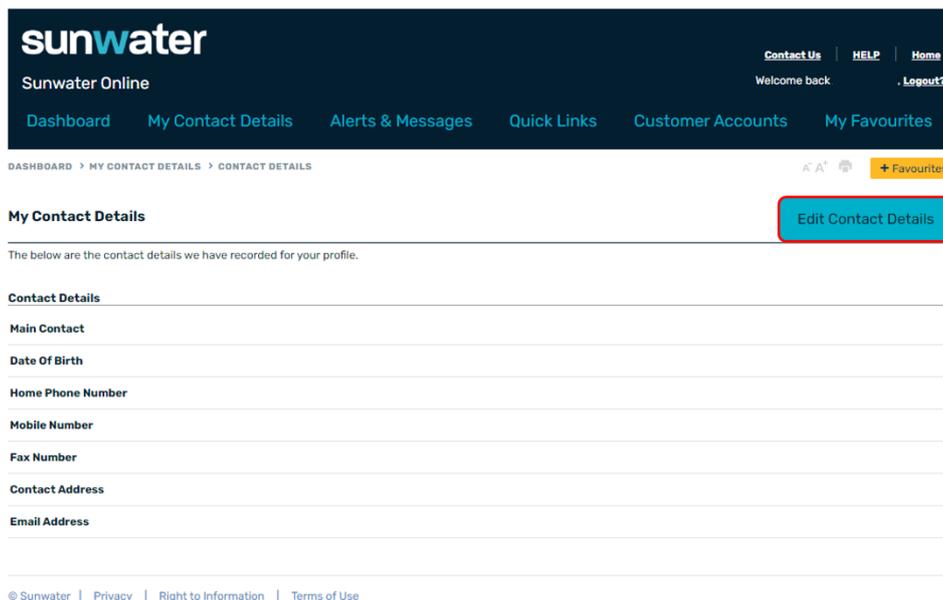
1. From the menu bar, select 'My Contact Details' then 'Contact Details'.  
Note: For your security the Name and Title details cannot be updated online. Contact customer support on 13 15 89 Monday–Friday between 8.30am–4.30pm if you need to update these details.



The screenshot shows the Sunwater Online dashboard. The navigation menu at the top includes 'Dashboard', 'My Contact Details', 'Alerts & Messages', 'Quick Links', 'Customer Accounts', and 'My Favourites'. The 'My Contact Details' menu item is highlighted with a red box. Below the navigation, the 'Customer Accounts' section is visible, with a table listing accounts. The 'Contact Details' link in the table is also highlighted with a red box.

Customer Account	Scheme	Amount Owing	Water Accounts Total
3-----	Proserpine River	0.00	1
3-----	Proserpine River	0.00	1
3-----	Proserpine River	0.00	1
3-----	Proserpine River	0.00	1

2. Select 'Edit Contact Details'.



The screenshot shows the 'My Contact Details' page in Sunwater Online. The 'Edit Contact Details' button is highlighted with a red box. Below the button, there is a form with several fields for updating contact information.

The below are the contact details we have recorded for your profile.

**Contact Details**

Main Contact

Date Of Birth

Home Phone Number

Mobile Number

Fax Number

Contact Address

Email Address

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3. Update the relevant fields. Once all fields have been updated select 'Update Details'.  
Note: For address updates, you will need to select 'Validate my address'. You will receive an email to the address listed on your account confirming the changes made.

### My Contact Details

For your security, names and titles cannot be changed online please contact Sunwater customer services if you wish to change these details.

#### Name and Title

Title	<input type="text"/>
First Name	<input type="text"/>
Middle Name	<input type="text"/>
Last Name	<input type="text"/>
Date of Birth	<input type="text"/>

#### Contact Details

Address	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
Post Code	<input type="text"/>
<input type="button" value="VALIDATE MY ADDRESS"/>	
You must validate any changes you make to your address before saving	
Home Phone	<input type="text"/>
Mobile Phone	<input type="text"/>
Fax Number	<input type="text"/>
Email * (* mandatory)	<input type="text"/>

## Registering a Principal Account Holder

A Principal Account Holder is an account holder that can perform temporary transfers and carryover requests online. To register as a Principal Account Holder, complete the following.

1. From the dashboard, select 'My Contact Details' from the menu bar, then Principal Account Holder Registration.

The screenshot shows the Sunwater Online dashboard. The navigation menu includes 'Dashboard', 'My Contact Details', 'Alerts & Messages', 'Quick Links', 'Customer Accounts', and 'My Favourites'. The 'My Contact Details' menu item is highlighted with a red box. Below the navigation bar, the 'Principal Account Holder Registration' link is also highlighted with a red box. The main content area shows a 'Change My Password' section and a table of 'Customer Accounts' with columns for 'Customer Account', 'Scheme', 'Amount Owning', and 'Water Accounts Total'. The table lists four accounts, all with a 'Scheme' of 'Proserpine River' and an 'Amount Owning' of '0.00'.

Customer Account	Scheme	Amount Owning	Water Accounts Total
3- ----	Proserpine River	0.00	1
3- ----	Proserpine River	0.00	1
3- ----	Proserpine River	0.00	1
3- ----	Proserpine River	0.00	1

2. Select 'Click here to access the Principal Account Holder registration form.'

#### REGISTRATION TO BECOME PRINCIPAL ACCOUNT HOLDER

Registration to become principal account holder is only applicable to accounts which have two or more account holders. Where an account has only one account holder, that account holder will also be the principal account holder and shall be set up as such on initial registration.

##### Principal Account Holders:

- Have access to all information for the selected Customer Account including all Water Accounts and Offtakes
- Can process account updates and water transactions including temporary transfers, carryover requests and new meter readings.
- Can delegate access to other user/s for specific Customer Accounts, Water Accounts or Offtakes via the delegated Access Roles

##### To become a Principal Account Holder

1. Print the form
2. Obtain signatures of all account holders
3. Send the signed form to Sunwater via email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au), post to PO Box 15536, City East, Queensland 4002 or fax to (07) 3120-0249

Once Sunwater receive the signed form and successfully verifies your application, your access will be changed to Principal Account Holder and you will receive an email confirmation.

The terms and conditions of becoming a Principal Account Holder can be found here:

[Terms and Conditions](#)

[Click here to access the Principal Account Holder registration form](#)

3. This will direct you to the Customer Profile Form which you will need to complete and return to us via email, post or fax.

**Post:** PO Box 15536  
City East QLD 4002

**Fax:** 07 3036 6482

**Email:** [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

## Changing your password

1. From the dashboard, select 'My Contact Details' from the menu bar, then 'Change My Password'.

The screenshot shows the Sunwater Online dashboard. The top navigation bar includes 'Dashboard', 'My Contact Details', 'Alerts & Messages', 'Quick Links', 'Customer Accounts', and 'My Favourites'. The 'My Contact Details' menu item is highlighted with a red box. Below the navigation bar, the main content area is titled 'Principal Account Holder Registration'. Under this title, the 'Change My Password' link is highlighted with a red box. Below the registration section, there is a table with columns for 'Customer Account', 'Contact Details', 'Scheme', 'Amount Owning', and 'Water Accounts Total'. The table contains four rows of data, all for 'Proserpine River' with an amount owing of 0.00 and a total of 1 water account.

Customer Account	Contact Details	Scheme	Amount Owning	Water Accounts Total
3-XXXX		Proserpine River	0.00	1
3-XXXX		Proserpine River	0.00	1
3-XXXX		Proserpine River	0.00	1
3-XXXX		Proserpine River	0.00	1

2. Enter your current password, your new password then select 'Change password'.  
Your new password must:
- be a minimum of 6 characters and a maximum of 50
  - contain at least 1 capital letter
  - contain at least 2 numeric characters
  - no spaces.

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DASHBOARD > MY CONTACT DETAILS > CHANGE MY PASSWORD ⌕ + Favourites

**Create new password**

Old Password

New Password  ?

Retype Password

**CHANGE PASSWORD**