

Self-Service - Registration Instructions

1. Type the following web address into your browser:

<https://selfservice.niwater.com>

This will bring you to the following landing page:

The screenshot shows the Northern Ireland Water Self Service Portal. At the top, there is a navigation bar with links for 'Business Customers', 'Developers', 'Current Maintenance', and 'Domestic Customers'. A 'Log in or Create an account' link is highlighted with a red box. Below the navigation bar is a large image of a tractor in a field. Underneath the image are two main buttons: 'Log on to my account' and 'Make a payment'. To the right of these buttons is a section for 'Planned improvements and upgrades' with a search bar and a 'Find' button. Below this are three columns of links: 'Your Bill' (Understanding Your Bill, Charges for services, Difficulty Paying a Bill, Ways To Pay, Direct Debit Payments), 'Managing Your Bill' (Allowances, Have a Meter Fitted, Water Efficiency, Trade Effluent, Shared Supply), and 'Your Services' (Code of Practice, Getting Connected, Water Quality, Contact Us).

2. Click "Create an account" at the top left of the screen (see red box). This will bring you to the registration page:

The screenshot shows the registration page. At the top, there is a navigation bar with links for 'Business Customers', 'Developers', 'Current Maintenance', and 'Domestic Customers'. A 'Log in or Create an account' link is highlighted with a red box. Below the navigation bar is a section for 'Registration'. The 'Customer Information' section is highlighted with a red box and contains the following fields: Customer Name, Customer Reference, Customer Postcode, Customer Email, Confirm Email, Phone Type (Business), Phone Number, User Name, Password, and Password confirmation. Each field has a blue '?' icon to its right. Below the fields is a 'Terms and Conditions' section with a checkbox and the text 'I have read and understood the terms and conditions'. To the right of the registration form is a section for 'NI Water' with the heading 'Register to Access your Northern Ireland Water Account On-Line.' and a list of benefits for registration. At the bottom, there is a 'Register' button and a 'Cancel' button.

3. Complete the "Customer Information" section highlighted in the red box. Help text can be found by clicking the blue "?" buttons. Guidance notes are also provided on the right hand side of the screen.

- Once you click “Register”, an email will be sent to the email address you provided at the registration stage.

Log into that email account and open the email with the subject line which reads “NIWater Self Service Activation Link”. The content of that email is shown below:

Dear Customer

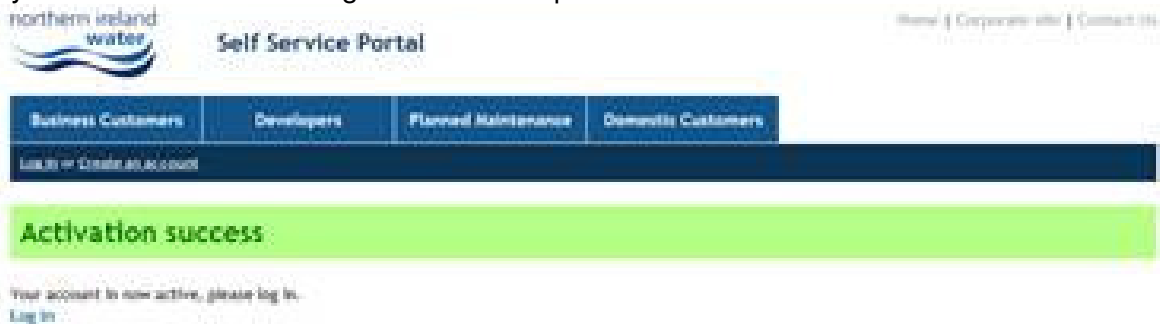
Thank you for registering your account ***** with us, in order to complete your registration you are required to activate your account by selecting the link below

Please note that activation codes will expire after 48 hours

[Click here to activate](#)

Regards
Northern Ireland Water

- Click the link as requested to complete the account registration process. Once activated you will be notified that registration is complete:



You can now log into your online NI Water account using the “User name” and “Password” entered in the registration process.

Self-Service - Online Survey

As a means of obtaining your views on this new service, NI Water would like to receive your feedback. We would appreciate if you would take a few moments to complete our online survey which consists of 4 straightforward questions. The survey can be accessed by clicking the “User feedback” link shown below:

