



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

Customer Portal User Guide

Customer Statements and Invoices Portal User Guide



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1. How to access the portal?

1.1 Step 1: Open a web browser

Open any web browser in your device (computer or laptop or mobile phone or tablet)

1.2 Step 2: Input the portal address

Type the portal web address: <https://statements.dws.gov.za>

https://statements.dws.gov.za

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NDP 2019

STATEMENTS AND INVOICES CUSTOMER PORTAL

Portal Login

Email*

Password*

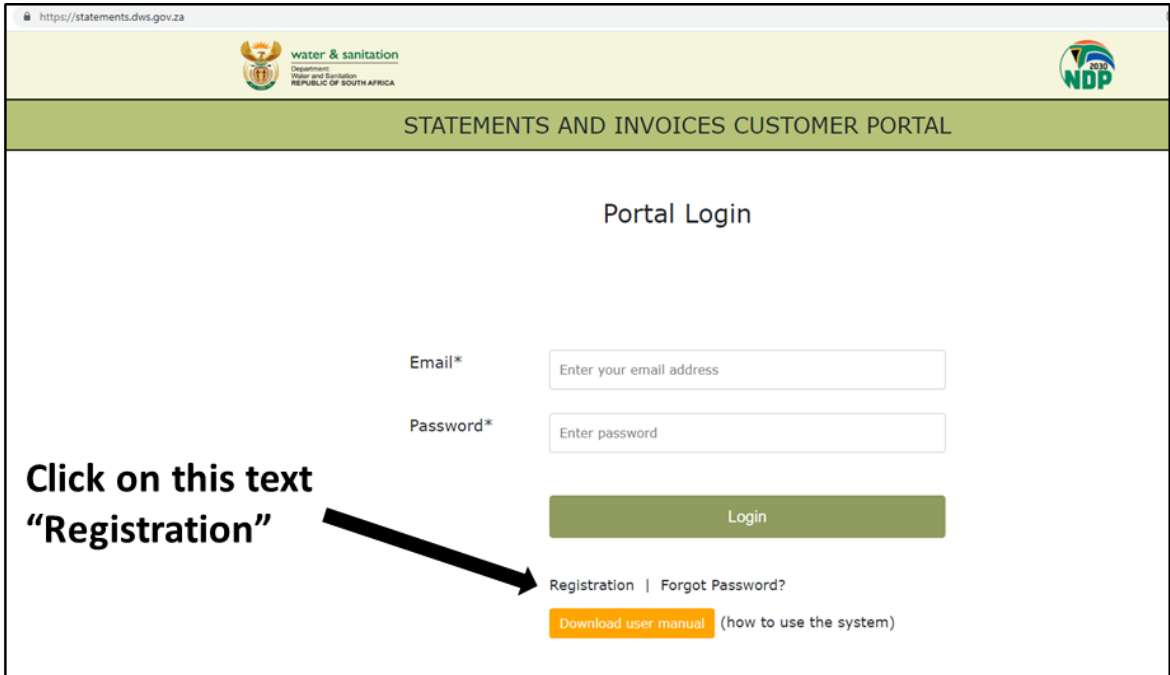
Login

Registration | Forgot Password?

[Download user manual](#) (how to use the system)

2. How to register on the portal?

2.1 Step 1: Click on the register button on the portal homepage



https://statements.dws.gov.za

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STATEMENTS AND INVOICES CUSTOMER PORTAL

Portal Login

Email*

Password*

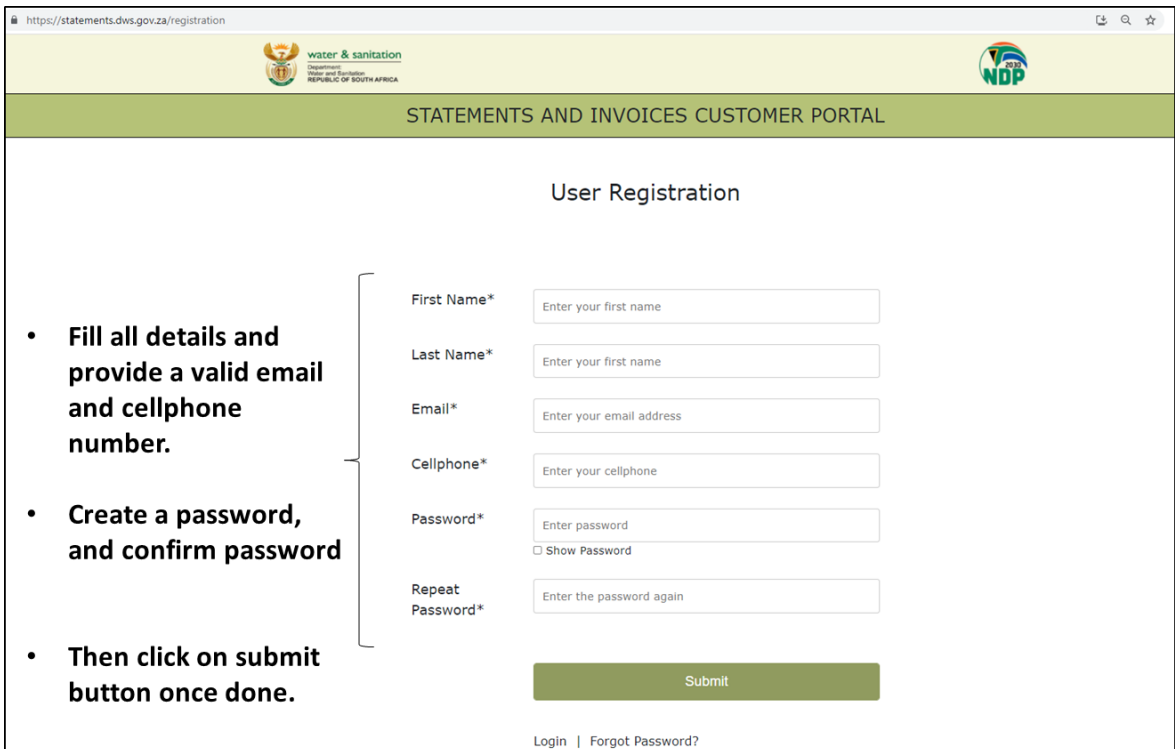
Click on this text "Registration" →

Login

Registration | Forgot Password?

Download user manual (how to use the system)

2.2 Step 2: Fill in your details



https://statements.dws.gov.za/registration

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STATEMENTS AND INVOICES CUSTOMER PORTAL

User Registration

- Fill all details and provide a valid email and cellphone number.
- Create a password, and confirm password
- Then click on submit button once done.

First Name*

Last Name*

Email*

Cellphone*

Password*
 Show Password

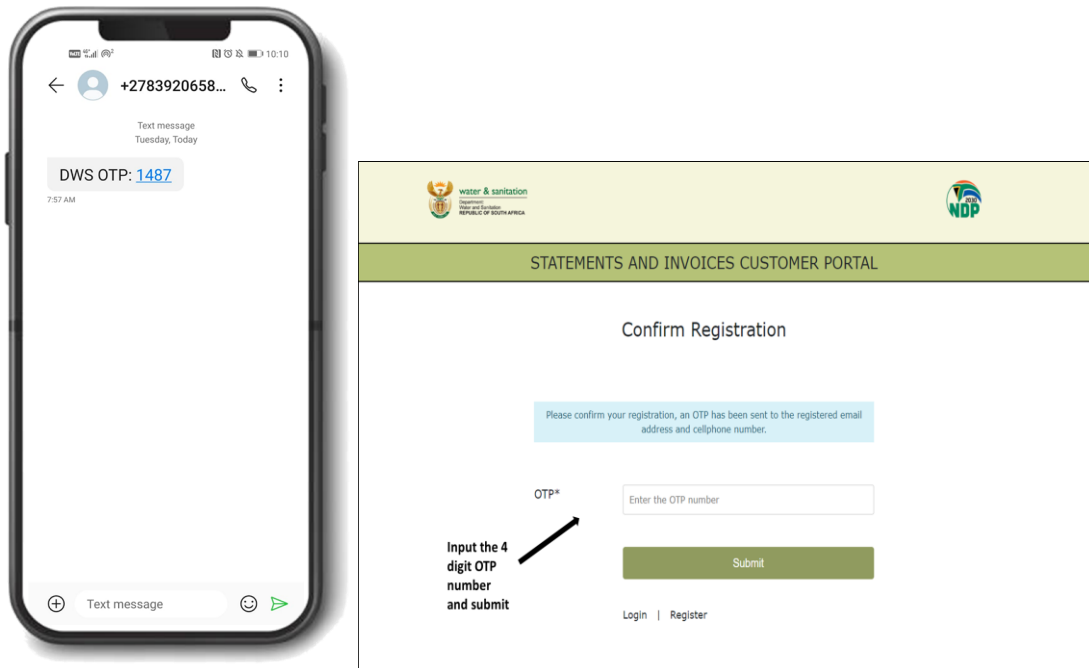
Repeat Password*

Submit

Login | Forgot Password?

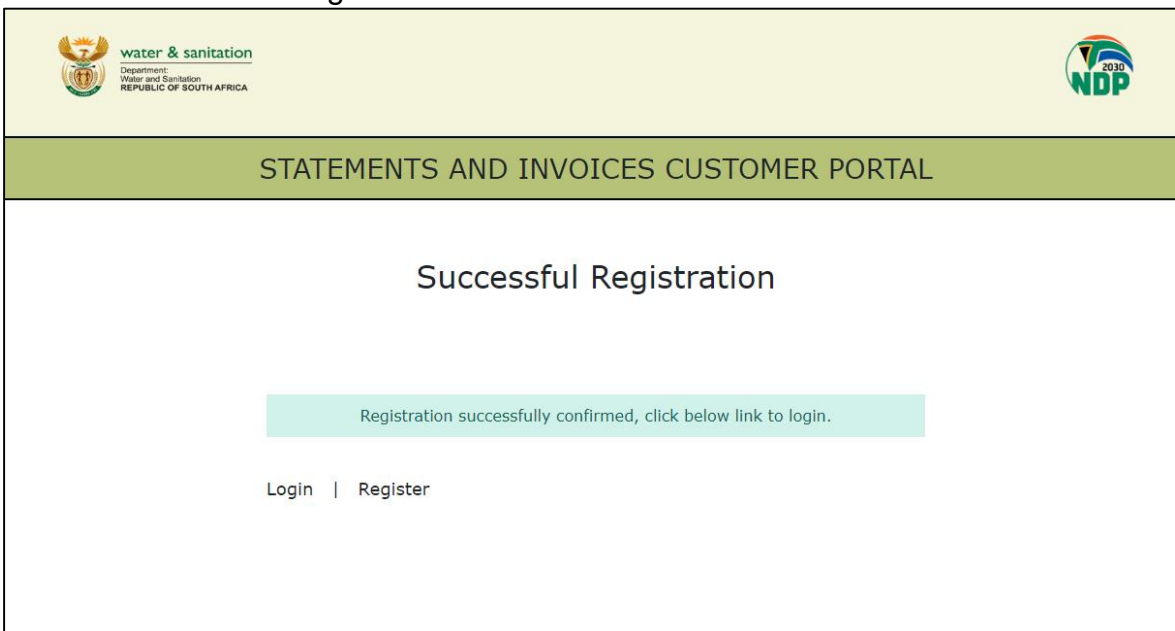
2.3 Step 3: Confirm registration using the OTP number

Once the registration is successful, an sms will be send to the cellphone number used when registering with the OTP number.



2.4 Step 4: Redirected to registration success

Once confirmed, you will be redirected to the registration successful page. You can then click on the login link text.





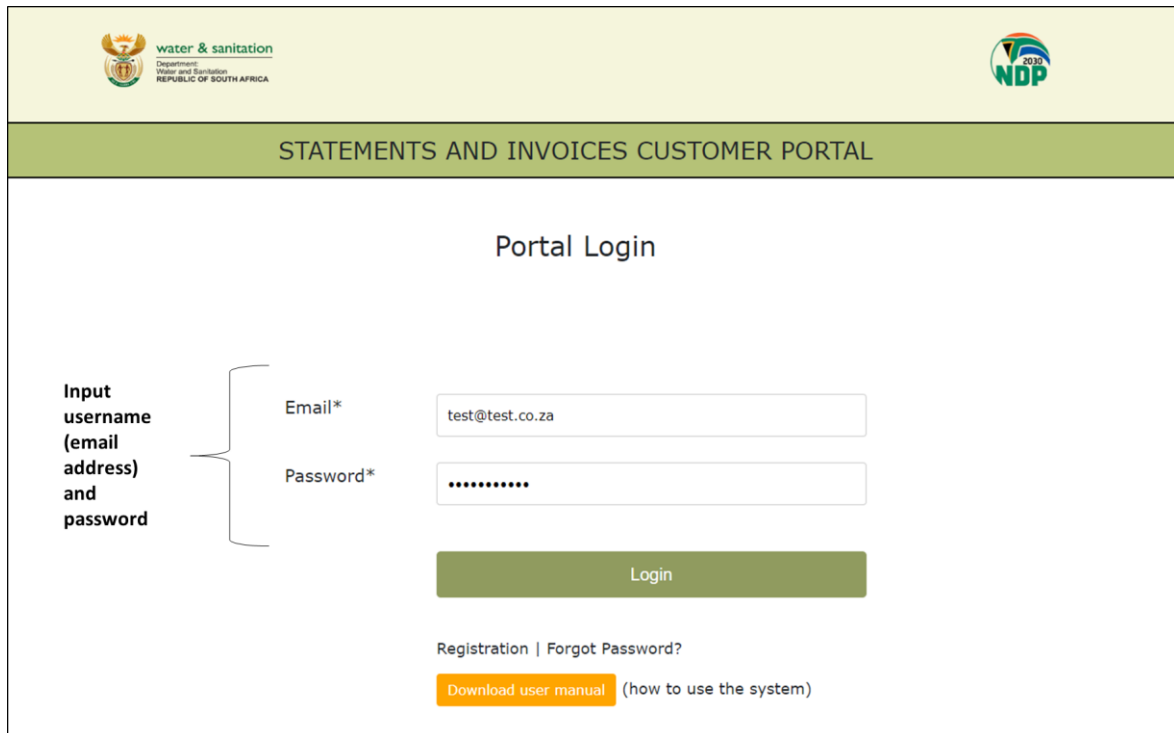
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3. How login to the portal?

3.1 Step 1: Fill in email and password



The screenshot shows the 'Portal Login' page. At the top left is the 'water & sanitation' logo and text. At the top right is the 'NDP 2030' logo. Below these is a green header bar with the text 'STATEMENTS AND INVOICES CUSTOMER PORTAL'. The main content area is titled 'Portal Login'. On the left, a bracket groups the 'Email*' and 'Password*' labels under the heading 'Input username (email address) and password'. The 'Email*' field contains 'test@test.co.za' and the 'Password*' field contains '.....'. Below the fields is a green 'Login' button. At the bottom, there are links for 'Registration | Forgot Password?' and a yellow button labeled 'Download user manual' followed by the text '(how to use the system)'.



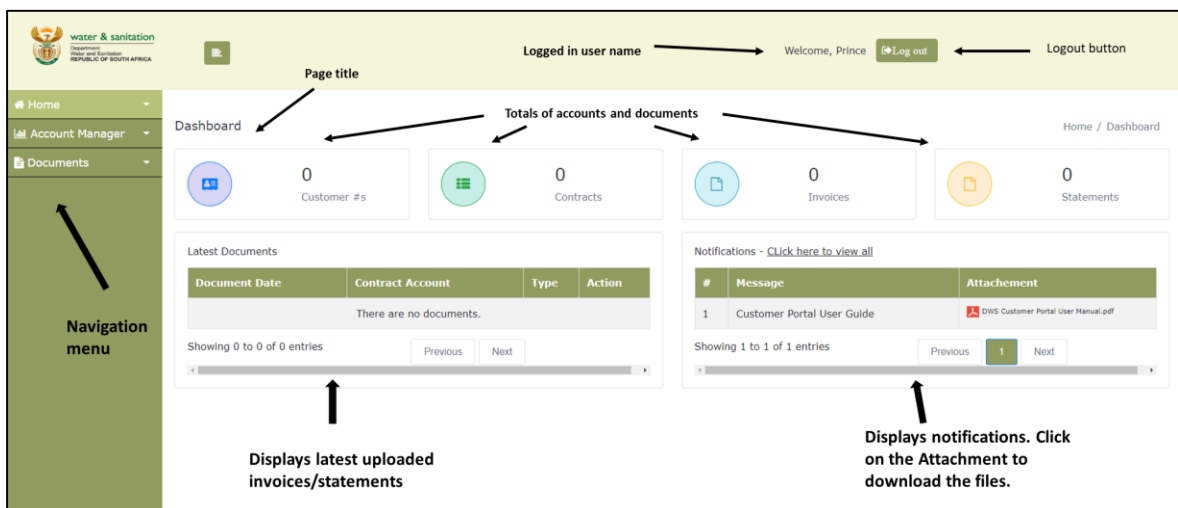
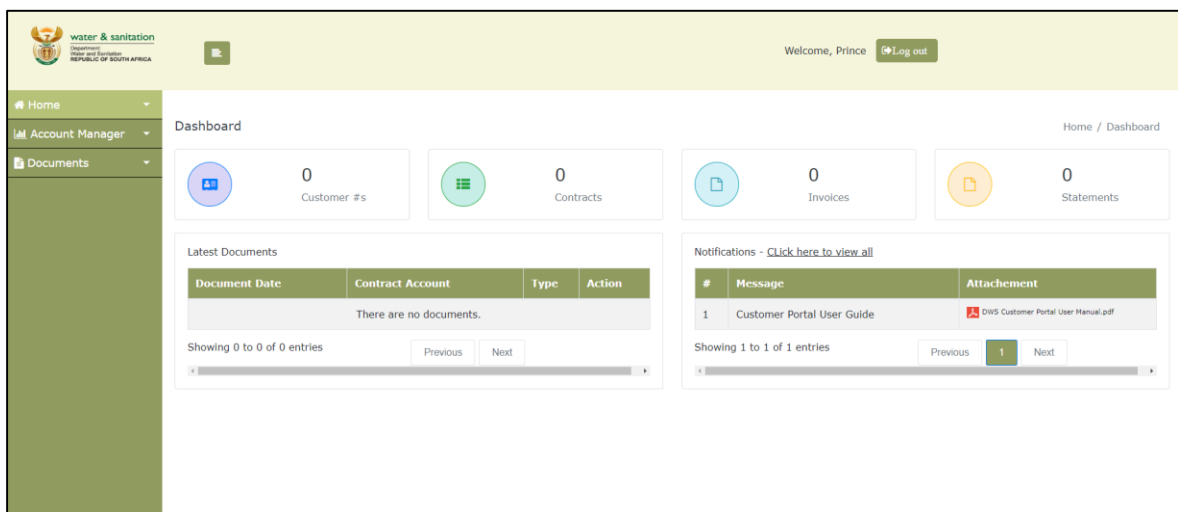
4. Portal Pages Navigation

4.1 Dashboard

Link: <https://statements.dws.gov.za/dashboard>

Navigation: Click on *Home > Dashboard*

Description: This is the landing page once you have logged in. You can view a summary of your account, latest upload documents and latest notifications.

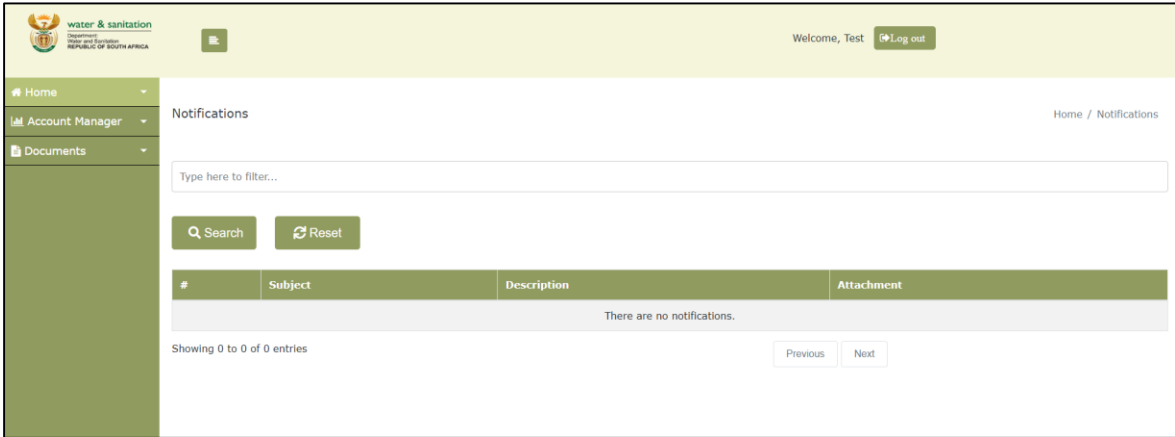


4.2 Notifications History

Link: <https://statements.dws.gov.za/notifications-history>

Navigation: Click on *Home > Notifications*

Description: This is the page where you can view and download the history of all notifications.

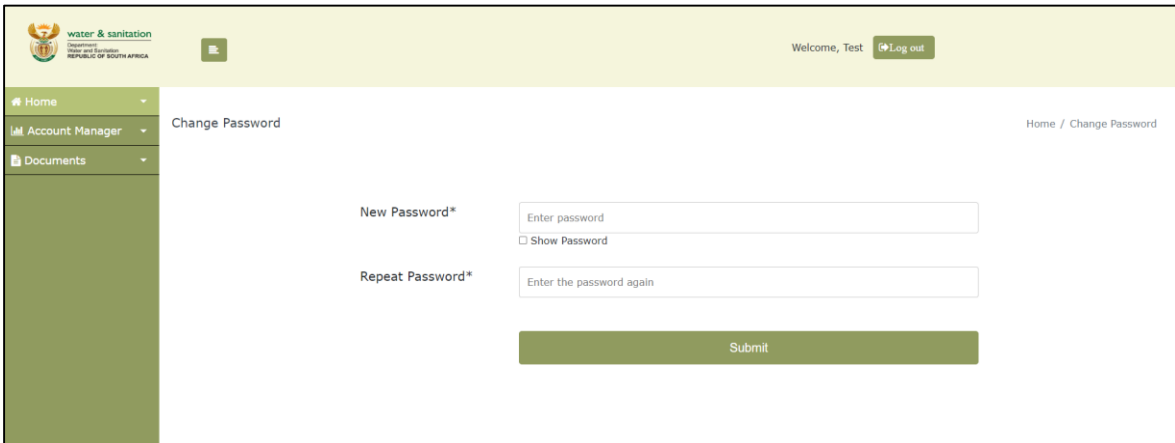


4.3 Change Password

Link: <https://statements.dws.gov.za/change-pass>

Navigation: Click on *Home > Change Password*

Description: This is the page where you can change your password when you are logged in the portal. Input new password and input on repeat password, and then click on Submit button to submit your password change.

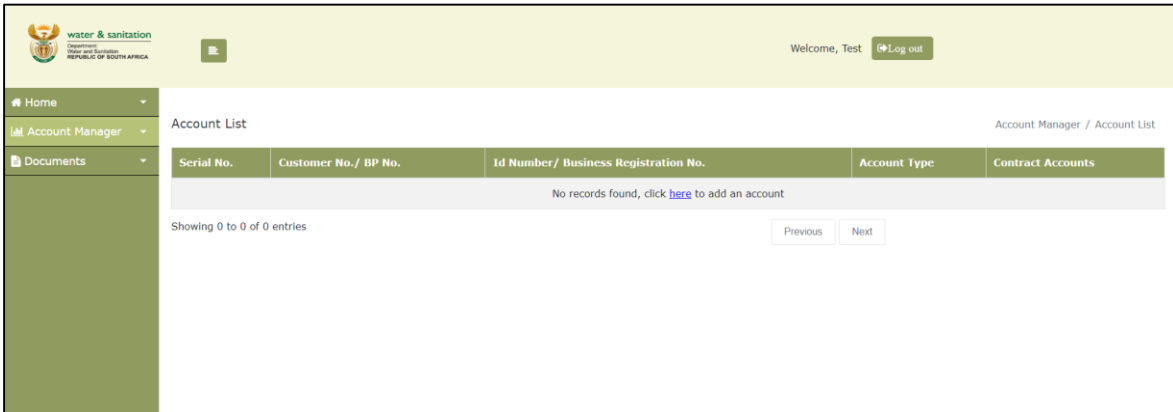


4.4 Account List

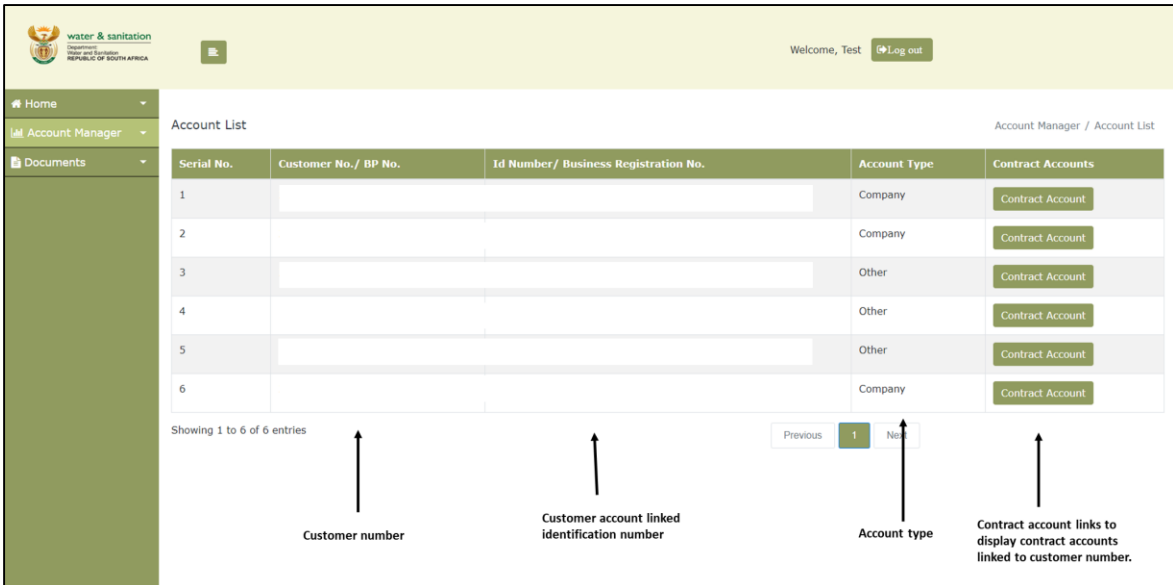
Link: <https://statements.dws.gov.za/account-list>

Navigation: Click on *Account Manager* > *Account List*

Description: This is the page where you view the list of your accounts. If you have not added an account, the page displays as below.



If you have accounts added, the page displays as below.

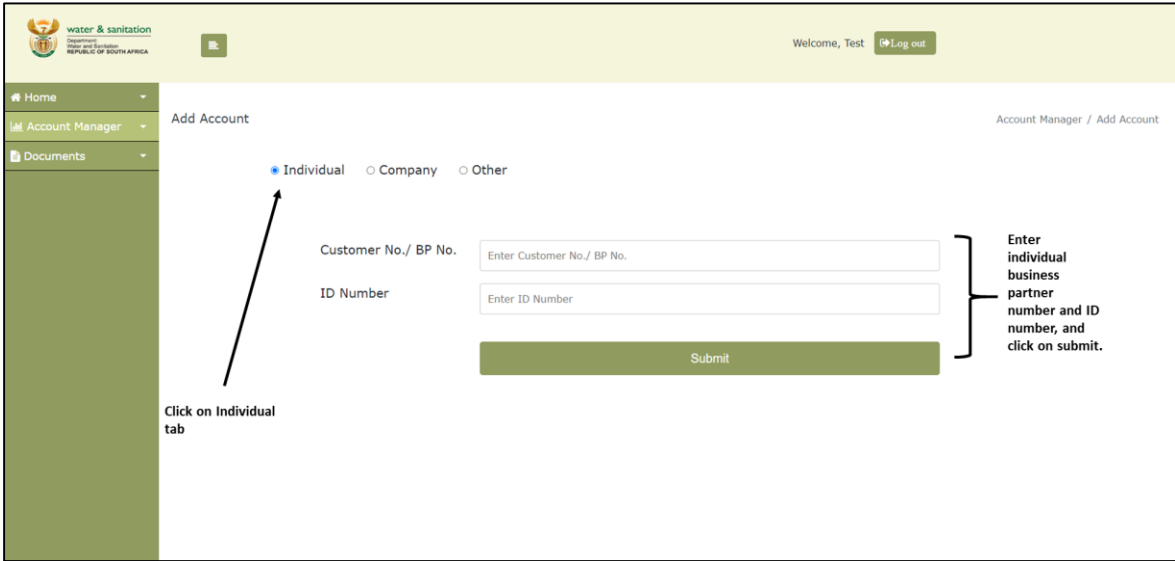


4.5 Add Individual Customer Account

Link: <https://statements.dws.gov.za/add-account>

Navigation: Click on *Account Manager* > *Add Account*

Description: This is the page where you can add individual customer accounts to your profile.



Common error;

The account is not valid for the ID number. Please contact support at revenue@dws.gov.za if you require further assistance.

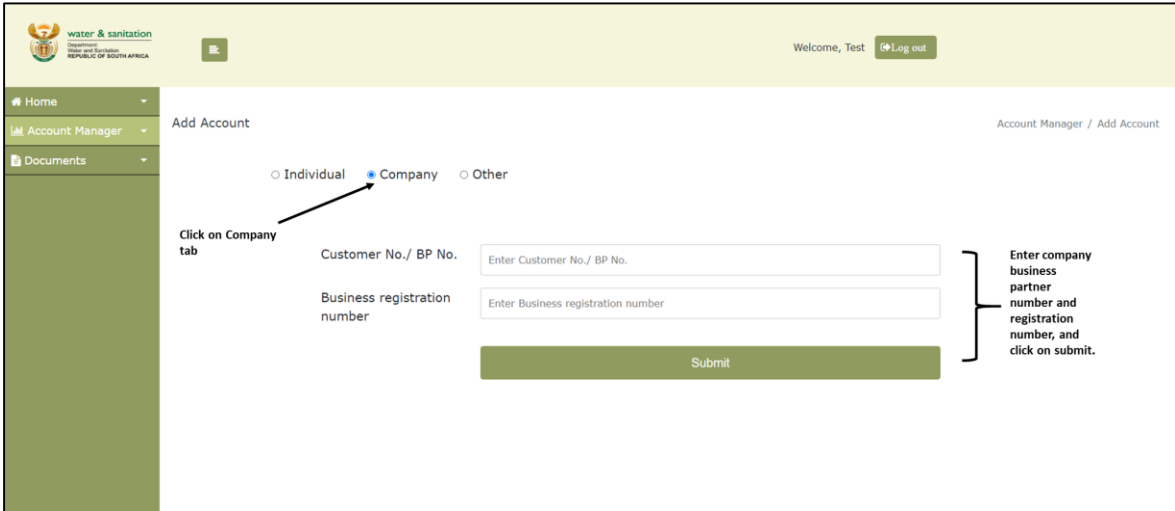
If you get this error it is mostly because the customer number and the ID number combination is not correct as per the details in the system, in this case you would need to send an email to revenue@dws.gov.za to request for the correct ID number to user for your customer number.

4.6 Add Company Customer Account

Link: <https://statements.dws.gov.za/add-account>

Navigation: Click on *Account Manager* > *Add Account*

Description: This is the page where you can add company customer accounts to your profile.



Common error;

The account is not valid for the ID number. Please contact support at revenue@dws.gov.za if you require further assistance.

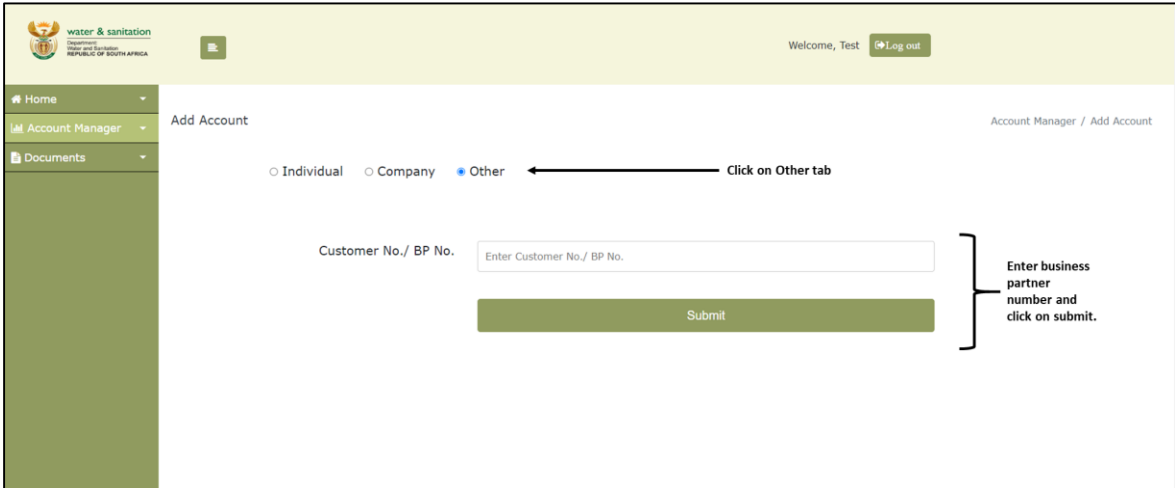
If you get this error it is mostly because the customer number and the registration number combination is not correct as per the details in the system, in this case you would need to send an email to revenue@dws.gov.za to request for the correct registration number to user for your customer number.

4.7 Add Other Customer Account

Link: <https://statements.dws.gov.za/add-account>

Navigation: Click on *Account Manager* > *Add Account*

Description: This is the page where you can add other customer accounts to your profile.

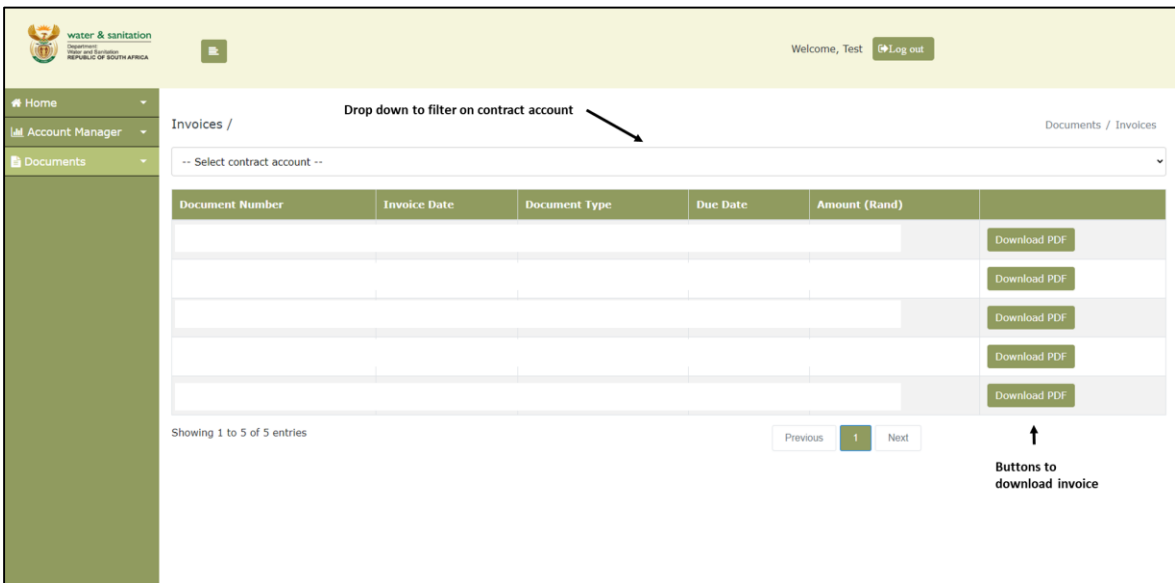


4.8 Invoices

Link: <https://statements.dws.gov.za/documents/invoices>

Navigation: Click on *Documents* > *Invoices*

Description: This is the page where you can view and download invoices for a specific contract account.





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4.9 Statements

Link: <https://statements.dws.gov.za/documents/invoices>

Navigation: Click on *Documents* > *Statements*

Description: This is the page where you can view and download statements for a specific contract account.

The screenshot shows the 'Statements' page in the Customer Portal. The page has a green header with the 'water & sanitation' logo and 'Department: Water and Sanitation, REPUBLIC OF SOUTH AFRICA'. A user is logged in as 'Test' with a 'Log out' button. A left sidebar contains navigation links for 'Home', 'Account Manager', and 'Documents'. The main content area is titled 'Statements /' and includes a breadcrumb 'Documents / Statements'. A dropdown menu is set to '-- Select contract account --'. Below this is a table with columns: 'Statement Date', 'Document Type', 'Date Up to', and 'Total Outstanding (Rand)'. A 'Download PDF' button is positioned to the right of the table. Below the table, it says 'Showing 1 to 1 of 1 entries' and has 'Previous', '1', and 'Next' navigation buttons. An annotation with an upward arrow points to the 'Download PDF' button, stating 'Buttons to download statement'.

Statement Date	Document Type	Date Up to	Total Outstanding (Rand)