

# Local Authority Government Gateway Registration Instructions

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## 1 Registration


If you experience any issues with the following registration process, please email [dwi.pwsdata@defra.gov.uk](mailto:dwi.pwsdata@defra.gov.uk) with details of those issues including screen snips if possible.

In your browser, navigate to <http://dwi-reporting.defra.gov.uk>. If you have problems using this link, try a different browser.

Select **'Register'** to register as a new user.




Select the third option **'I've not yet registered with Government Gateway....'**  
Select **Next**.


 Department for Environment, Food & Rural Affairs

Drinking Water Inspectorate (DWI)

[Return To: Application Home](#)

 Cymraeg

**Security Validation**

 Open Help

Please Choose Your Required Option.

**Logon with Government Gateway**

☐ Logon - Use this option to logon to the application, or if you wish to enrol in the application.

☐ Logon and manage my account - Use this option to logon and then manage my services, users or assistants.

☐ I've not yet registered with Government Gateway - Use this option to create an account and then enrol in the application.

Please Choose Your Required Option.

Please note that in order to login, your browser must be configured to accept cookies.

Back

Next

Select 'Create sign in details'.

 **GOV.UK**

**Government Gateway**

**Keeping your information secure**

Do not share your Government Gateway user ID and password with anyone else.

# Sign in using Government Gateway

Government Gateway user ID

This could be up to 12 characters.

Password

Sign in

**New users of Government Gateway**

[Create sign in details](#)

**Problems signing in**

[I have forgotten my password](#)

[I have forgotten my Government Gateway user ID](#)

The following page will be displayed – enter your email address. This should be your personal work email address.

## Enter your email address

This will only be used to send you security updates or if you need to recover your sign in details.

To confirm it is your email address we will send you a code.

Email address

[Get help with this page](#)

Continue

A confirmation code will be sent to the email address you entered – when you receive it enter the code in the Confirmation Code field and select **Confirm**.

## Enter code to confirm your email address

We have sent a code to:

The code will expire in 30 minutes.

**!** If you use a browser to access your email, you may need to open a new window or tab to see the code.

Confirmation code

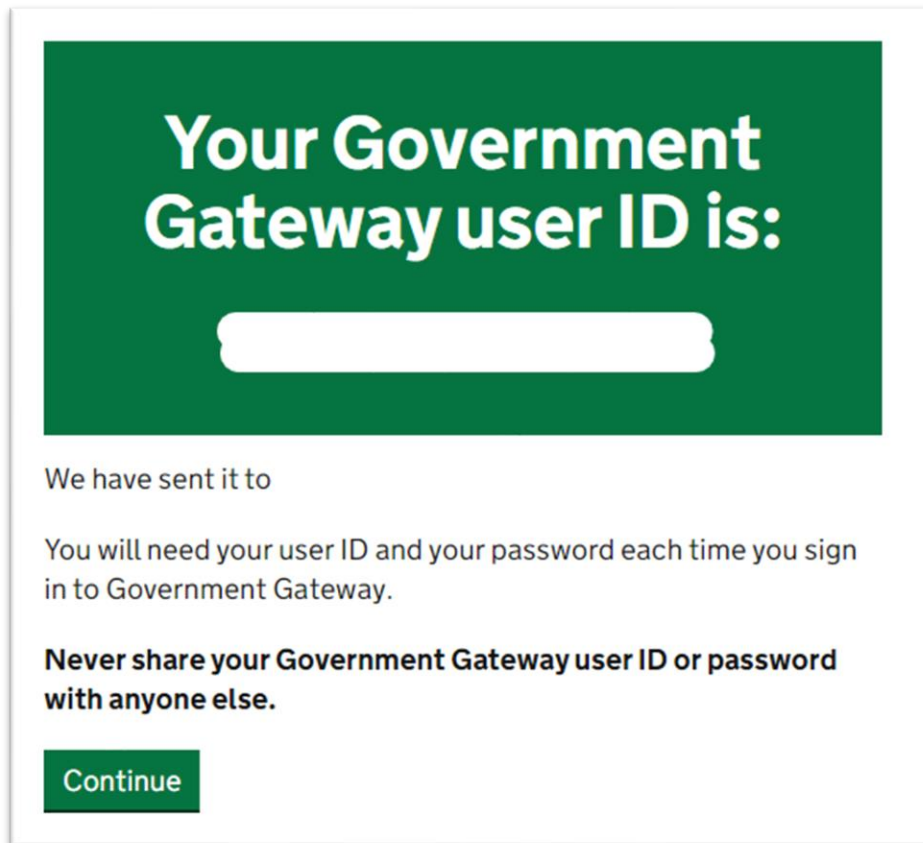
For example, DNCLRK

[▶ I have not received the email](#)

Confirm

Your Government Gateway user ID will be displayed. You will also receive an email confirming your Gateway user ID.

You will need this to log into Government Gateway.



**Your Government Gateway user ID is:**

[Redacted user ID]

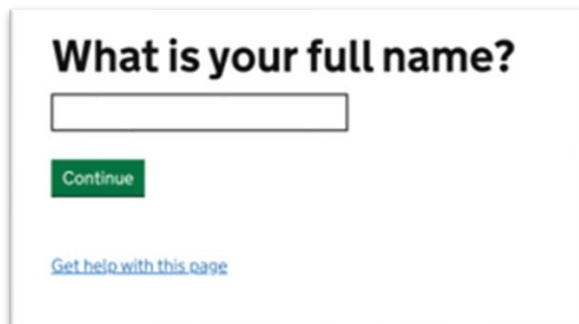
We have sent it to

You will need your user ID and your password each time you sign in to Government Gateway.

**Never share your Government Gateway user ID or password with anyone else.**

[Continue](#)

Select **Continue**, the following page will be displayed.  
Enter your full name.

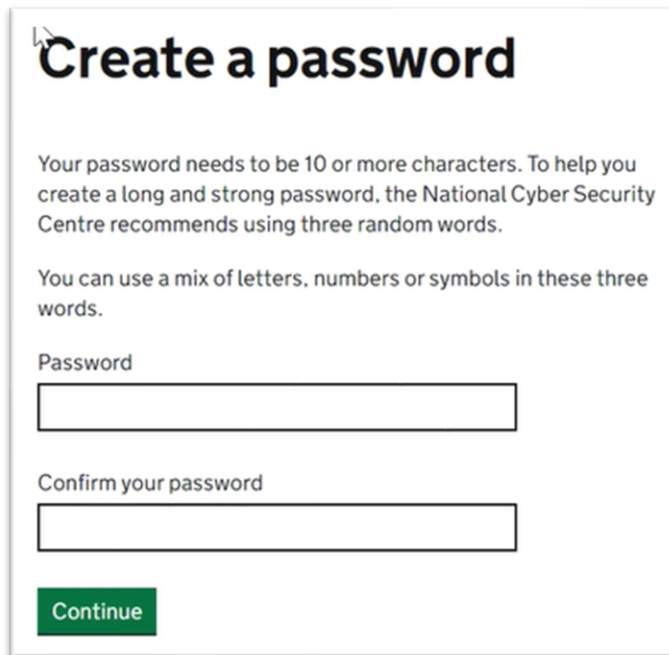


**What is your full name?**

[Continue](#)

[Get help with this page](#)

Select **Continue**, the following page will be displayed.



## Create a password

Your password needs to be 10 or more characters. To help you create a long and strong password, the National Cyber Security Centre recommends using three random words.

You can use a mix of letters, numbers or symbols in these three words.

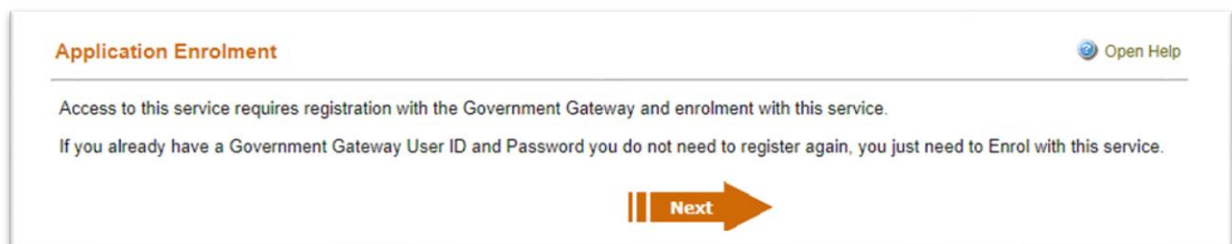
Password

Confirm your password

**Continue**

Create a password and select **Continue**.

Select **Continue** and you will be taken to the Application Enrolment page.



### Application Enrolment

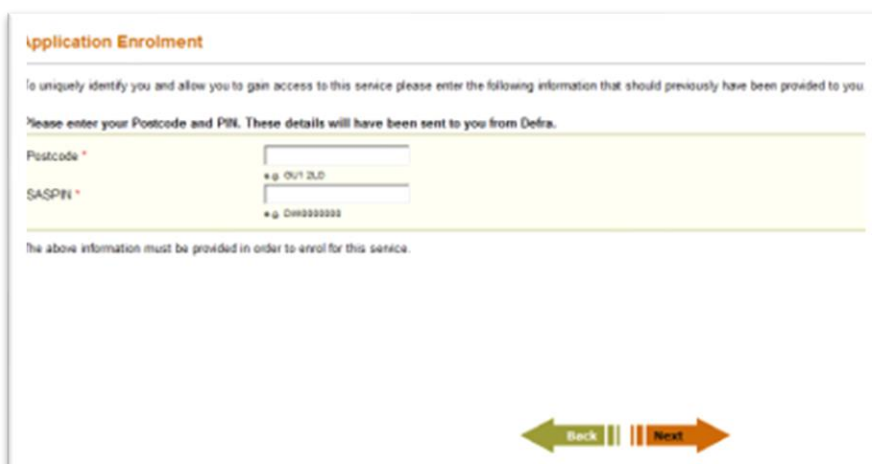
[Open Help](#)

Access to this service requires registration with the Government Gateway and enrolment with this service.

If you already have a Government Gateway User ID and Password you do not need to register again, you just need to Enrol with this service.

**Next**

Select **Next** and the following page will be displayed prompting you to enter your known facts. These known facts were provided in the covering email from the Inspectorate.



### Application Enrolment

To uniquely identify you and allow you to gain access to this service please enter the following information that should previously have been provided to you.

Please enter your Postcode and PIN. These details will have been sent to you from Defra.

Postcode \*

e.g. GU1 2LD

SASPIN \*

e.g. D09900000

The above information must be provided in order to enrol for this service.

**Back** **Next**

Enter your known facts and select **Next**.

**Application Enrolment** [Open Help](#)

Optionally, you can enter a description of this enrolment below to make it easier to remember.

Reference Name

[Back](#) [Next](#)

Enter a Reference Name to help identify this enrolment should you have more than one, though this is optional and select **Next**.

**Application Enrolment** [Open Help](#)

You have successfully enrolled for the application.

[Next](#)

You have successfully enrolled.

Click **Next** – you will then be taken to the DWI External Portal home page:

[Home](#) | [Risk Assessment](#) | [Annual Submission](#) | [Log Off](#)

**dwi**  
guardians of drinking water quality  
DRINKING WATER INSPECTORATE

**Welcome to the Drinking Water Inspectorate System**

**DWI home page for external users**  
This page can be used for data submissions to the inspectorate.  
Available options can be selected from the menu above.

  
Mudiol gan  
Llywodraeth Cymru  
Sponsored by  
Welsh Government

Registration complete.

To note: If you enter the Government Gateway user ID or password incorrectly five times – You will be locked out for two hours.

**Your details do not match**

**Enter a valid user ID and password. You will be locked out for 2 hours if you enter the wrong details 5 times**

## 2 Accessing the System

In your browser, navigate to <http://dwi-reporting.defra.gov.uk>

Select **'Log On'**



Select the first option **'Logon – Use this option to....'**

Select **Next**.

Please Choose Your Required Option.

**Logon with Government Gateway**

☒ Logon - Use this option to logon to the application, or if you wish to enrol in the application.

☐ Logon and manage my account - Use this option to logon and then manage my services, users or assistants.

☐ I've not yet registered with Government Gateway - Use this option to create an account and then enrol in the application.

Please Choose Your Required Option.

Please note that in order to login, your browser must be configured to accept cookies.

**Back** || || **Next**

Enter your Government Gateway user ID and password.

Select **'Sign in'**.

Keeping your information secure

Do not share your Government Gateway user ID and password with anyone else.

## Sign in using Government Gateway

Government Gateway user ID  
This could be up to 12 characters.

Password

**Sign in**

**New users of Government Gateway**

[Create sign in details](#)


**Problems signing in**

[I have forgotten my password](#)

[I have forgotten my Government Gateway user ID](#)

You will now be in the Private Water Supplies Application.

Home | Risk Assessment | Annual Submission | Log Off




guardians of drinking water quality  
DRINKING WATER INSPECTORATE

**DWI home page for external users**

This page can be used for data submissions to the inspectorate.

Available options can be selected from the menu above.



Ysbydd gan  
Llywodraeth Cymru  
Sponsored by  
Welsh Government

Home | Risk Assessment | Annual Submission | Log Off

### 3 Login Issues

Unfortunately, the ‘**I have forgotten my password**’ and ‘**I have forgotten my Government Gateway user ID**’ buttons do not work.

If you have forgotten your Government Gateway password or user ID, your colleagues set up as administrators can reset your password in the ‘**Logon and manage my account**’ option of the login process. If you do not have any other administrators set up, please email [dwi.pwsdata@defra.gov.uk](mailto:dwi.pwsdata@defra.gov.uk).

If your registered administrator has left and you need to register on the Government Gateway for a new account, please email [dwi.pwsdata@defra.gov.uk](mailto:dwi.pwsdata@defra.gov.uk).



[Return To: Application Home](#)

Cymraeg

## Security Validation

Open Help

Please Choose Your Required Option.

### Logon with Government Gateway

- ☐ Logon - Use this option to logon to the application, or if you wish to enrol in the application.
- ☒ Logon and manage my account - Use this option to logon and then manage my services, users or assistants.
- ☐ I've not yet registered with Government Gateway - Use this option to create an account and then enrol in the application.

Please Choose Your Required Option.

Please note that in order to login, your browser must be configured to accept cookies.



No further assistance data provided

\* Required Item Do not bookmark this page b1b4e5ed-b2c9-4d98-8548-606f135344ed

Log on and manage my account.

## 4 Adding Additional External Users

In your browser, navigate to <http://dwi-reporting.defra.gov.uk>

When the following page is displayed select option 2 '**Logon and manage my account....**'

Please Choose Your Required Option.

**Logon with Government Gateway**

- ☐ Logon - Use this option to logon to the application, or if you wish to enrol in the application.
- ☒ Logon and manage my account - Use this option to logon and then manage my services, users or assistants.
- ☐ I've not yet registered with Government Gateway - Use this option to create an account and then enrol in the application.

Please Choose Your Required Option.

Please note that in order to login, your browser must be configured to accept cookies.

Back Next

Select **Next**.

Enter your Government Gateway credentials:

# Sign in using Government Gateway

Government Gateway user ID  
This could be up to 12 characters.

Password

Sign in

The following page will be displayed, select the fourth option – ‘**Manage Users and Assistants**’.

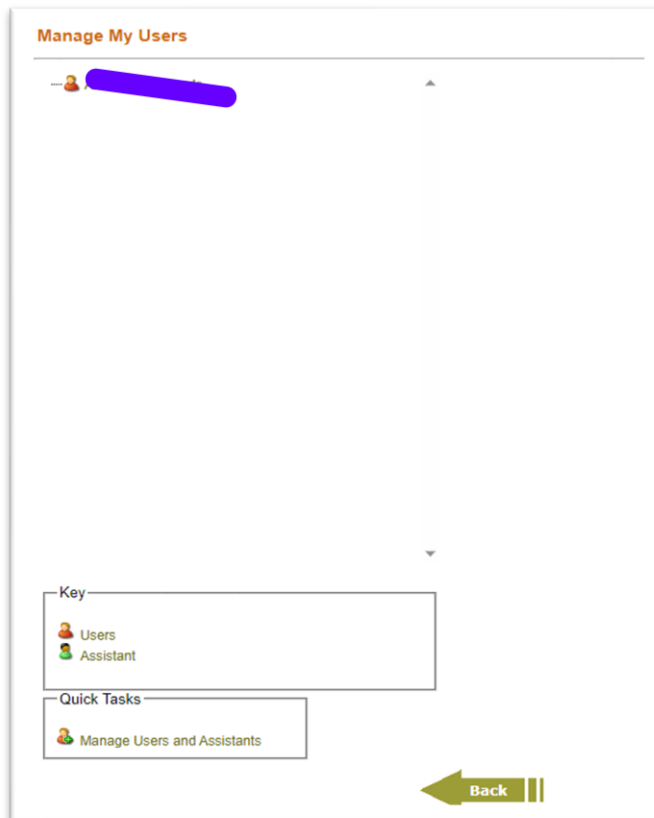
Select **Next**.

Please Choose Your Required Option.

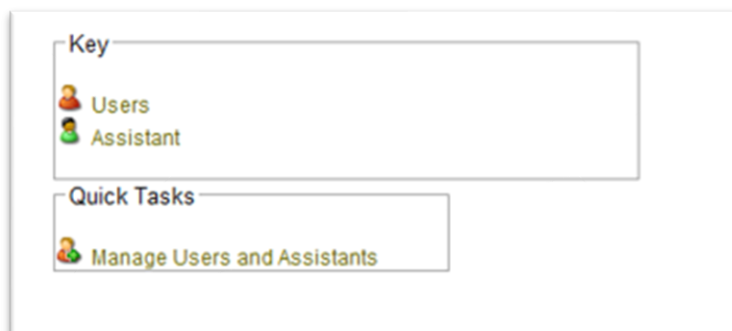
- ☐ View My Details
- ☐ Access my Government Gateway User Profile
- ☐ Manage My Services
- ☒ Manage Users and Assistants

Next

The following page will be displayed.



Scroll to the bottom of the page and select the link for '**Manage Users and Assistants**'.



The following page will be displayed. Select '**Add a team member**'.

Government Gateway

## Team members

We recommend that you have at least 2 team members set up as administrators.

[Add a team member](#)

**Manage team members**

Team member	Role	Email address	Action
<b>Joe Bloggs (you)</b>	Administrator	Joe.Bloggs@Bloggs.com	<a href="#">Manage</a>

Showing 1-1 of 1 team members

Enter the name and email address of the new user and select whether you want them to be an **Administrator** user or a **Standard user** (read only). Then select **Continue**.

You should register more than one Administrator, to ensure somebody in your team maintains access to the account if the Administrator is absent or leaves the local authority.

## Add a team member

Full name

Email address

**What is their role?**

☐ Administrator  
Can access services for an organisation and manage its team members.

☐ Standard user  
Can access services for an organisation.

The following page will be displayed. Select **Confirm**.

[← Back](#)

## Confirm you want to add this team member

**Fred Smith** Fred.Smith@Bloggs.com Administrator [Remove](#) [Change](#)

---

[Add another new team member](#)

[Confirm](#)

The following page will be displayed. Select **Continue**.

# 1 team member added

## What happens next

We will send an email to \_\_\_\_\_ with a temporary password for the new team member.

Give them their temporary password so they can use it with their Government Gateway user ID to sign in. They will receive a user ID by email.

For security, do not share passwords by email.

[Continue](#)

Government Gateway

## Team members

[Add a team member](#)

<a href="#">New</a>	<b>Fred Smith</b>	Administrator	Fred.Smith@Bloggs.com	<a href="#">Manage</a>
	<b>Joe Bloggs (you)</b>	Administrator	Joe.Bloggs@Bloggs.com	<a href="#">Manage</a>

Showing 1-2 of 2 team members

### 5 Accessing the System as an additional user


When your administrator adds you to the account you will receive an email with your Government Gateway user ID and the administrator will give you a temporary password.

In your browser, navigate to <http://dwi-reporting.defra.gov.uk>.  
Select 'Log On'.



Select the first option '**Logon – Use this option to logon to the application....**'  
Select **Next**.

The following page will be displayed. Enter your Government Gateway user ID and temporary password. Select **Sign in**.

Government Gateway

Keeping your information secure

Do not share your Government Gateway user ID and password with anyone else.

## Sign in using Government Gateway

Government Gateway user ID  
This could be up to 12 characters.

Password

Sign in

**New users of Government Gateway**

[Create sign in details](#)

**Problems signing in**

[I have forgotten my password](#)

[I have forgotten my Government Gateway user ID](#)

The following page will be displayed. Enter your temporary password, enter a new password, enter the new password to confirm it and select **Reset password**.

## Reset your password

Enter your temporary password

**Enter a new password**

Your new password needs to be 10 or more characters. To help you create a long and strong password, the National Cyber Security Centre recommends using three random words.

You can use a mix of letters, numbers or symbols in these three words.

New password

Confirm new password

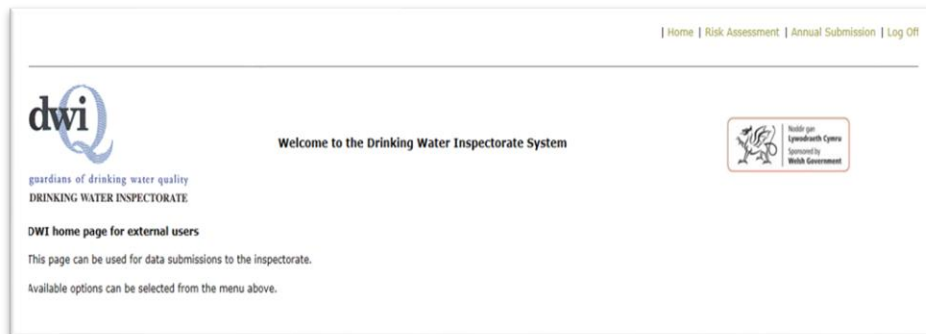
Reset password

Your password has been changed. You will receive an email to confirm it has been changed.

Select **Continue**.



You will be taken to the DWI External Portal home page.



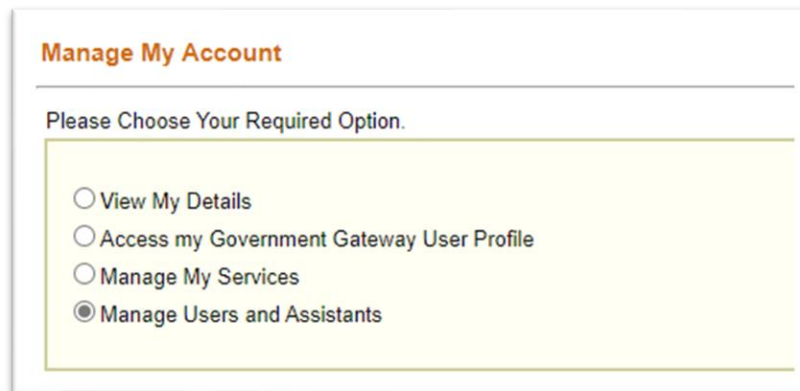
## 6 Administrators Managing Users

As an administrator, you are able to reset passwords for other administrators and assistants within the Government Gateway system.

To reset a password or resend a Government Gateway ID  
Select '**Logon and manage my account**'. Select **Next**.

The page has a white background. At the top left is the 'Department for Environment, Food & Rural Affairs' logo. At the top right is 'Drinking Water Inspectorate (DWI)'. Below the logo is a yellow bar with 'Return To: Application Home' and a 'Cymraeg' button. Below that is a 'Security Validation' section with an 'Open Help' link. The main content area has the heading 'Please Choose Your Required Option.' and a box titled 'Logon with Government Gateway' containing three radio button options: 'Logon - Use this option to logon to the application, or if you wish to enrol in the application.', 'Logon and manage my account - Use this option to logon and then manage my services, users or assistants.' (which is selected), and 'I've not yet registered with Government Gateway - Use this option to create an account and then enrol in the application.' Below this box is a red text prompt 'Please Choose Your Required Option.' and a note 'Please note that in order to login, your browser must be configured to accept cookies.' At the bottom are 'Back' and 'Next' buttons with arrows.

Select **'Manage Users and Assistants'**.

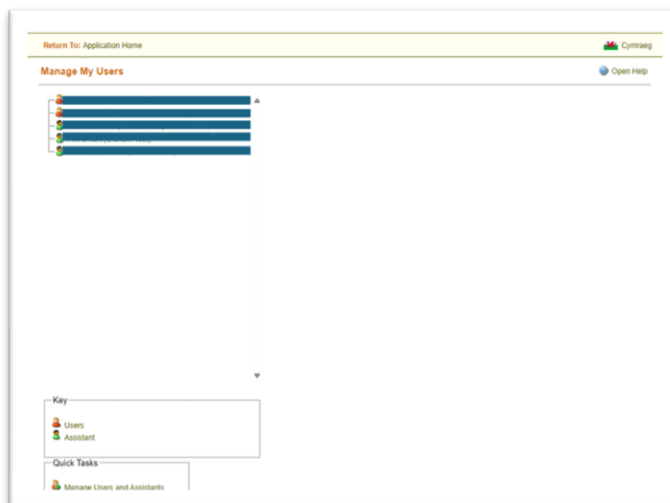


**Manage My Account**

Please Choose Your Required Option.

- ☐ View My Details
- ☐ Access my Government Gateway User Profile
- ☐ Manage My Services
- ☒ **Manage Users and Assistants**

Under **'Quick Tasks'**, Click **'Manage Users and Assistants'**.



Return To: Application Home Cymraeg

Manage My Users Open Help

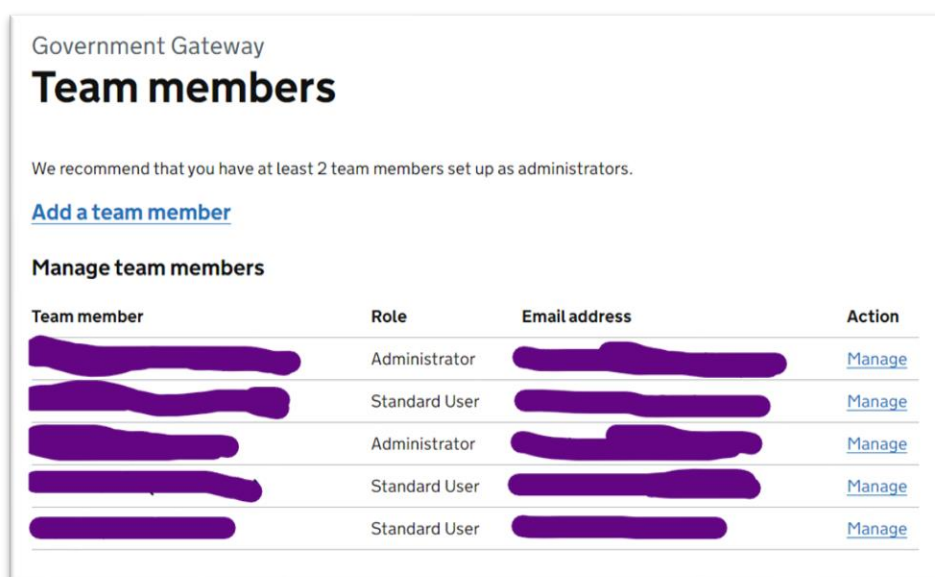
Key

- Users
- Assistant

Quick Tasks

- Manage Users and Assistants

Click **'Manage'** next to the user you need to reset a password or resend a Government Gateway ID.



Government Gateway

## Team members

We recommend that you have at least 2 team members set up as administrators.

[Add a team member](#)

**Manage team members**

Team member	Role	Email address	Action
[Redacted]	Administrator	[Redacted]	<a href="#">Manage</a>
[Redacted]	Standard User	[Redacted]	<a href="#">Manage</a>
[Redacted]	Administrator	[Redacted]	<a href="#">Manage</a>
[Redacted]	Standard User	[Redacted]	<a href="#">Manage</a>
[Redacted]	Standard User	[Redacted]	<a href="#">Manage</a>

There is an option at the bottom under Actions to **Reset password** or **Resend Government Gateway user ID**.

## Actions

[Reset password](#)

[Resend Government Gateway user ID](#)

[Delete \[redacted\]'s Government Gateway user ID](#)

[Get help with this page](#)

Click on the required option.

An email will be sent to the logged in administrator with the temporary password for the user. The administrator then passes this to the team member.

Government Gateway IDs are sent directly to the team member's email address.

**User ID resent to:**

Under Actions you can delete other users.

By deleting someone's Government Gateway ID you will remove them from the system and therefore from your team.

Click '**Manage**' next to the user you want to delete.

Government Gateway

## Team members

We recommend that you have at least 2 team members set up as administrators.

[Add a team member](#)

### Manage team members

Team member	Role	Email address	Action
[redacted]	Administrator	[redacted]	<a href="#">Manage</a>
[redacted]	Standard User	[redacted]	<a href="#">Manage</a>
[redacted]	Administrator	[redacted]	<a href="#">Manage</a>
[redacted]	Standard User	[redacted]	<a href="#">Manage</a>
[redacted]	Standard User	[redacted]	<a href="#">Manage</a>

Select **'Delete X's Government Gateway user ID'**.

**Actions**  
[Reset password](#)  
[Resend Government Gateway user ID](#)  
[Delete \[REDACTED\]'s Government Gateway user ID](#)

Select **'Yes, delete X's user ID'**. Select **Confirm**.

**Are you sure you want to delete [REDACTED]'s user ID?**  
This will mean they cannot sign into any online government services for this organisation.  
All information connected to this user ID will be deleted and cannot be recovered.  

☐ Yes, delete [REDACTED]'s user ID  
☐ No, do not delete [REDACTED]'s user ID

**Confirm**

END.