

Creating your My Waitaki account

Setting
up your
account:



Once you've set up your account the first time, logging in to My Waitaki is simple – enter your username and password, then the code that's sent to your phone... and you're in your dashboard!

It's as easy as 1, 2, 3...

My Waitaki is your personal Council dashboard.

It will take a few minutes to set up, but these steps help keep your personal information safe and make sure the right details are linked to the right person.

- We ask you to confirm your phone and email so we know it's really you.
- We use one-time codes to verify your details to add extra security.
- We ask for a reference number (like your rates or animal registration number) to connect your account to your Council records.

Phase 1 Create your account

Set up a username and password and your authentication details

Phase 2 Log in for the first time

Sign in and confirm your identity with a one-time code

Phase 3 Verify your account

Link your account to your Council records using your reference number

Before you start

Get your **Reference Number** ready.

You will need **one** of the following numbers to verify your account. You can find these on letters or notices from Council:

- **Rates Assessment Number** (printed on your rates assessment notice)
- **Animal Registration Number** (on your animal registration notice)
- **Application Number and Year** (planning, building, or development application)
- **Debtor Number**
- **Creditor Account Number**
- **Customer Request Reference ID**



TIP: If you have multiple properties or accounts with Council, you may need more than one of these numbers.

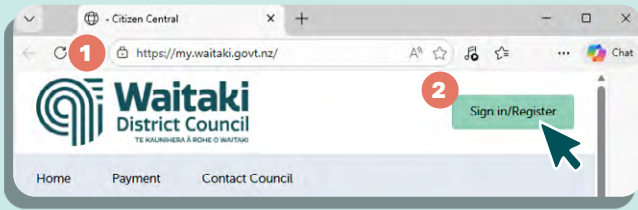
If you get stuck, we're here to help

Contact Waitaki District Council on **03 433 0300** or visit waitaki.govt.nz/contact if you need a hand setting up your account.

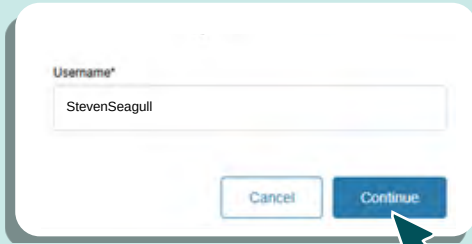
Phase 1

Create your account

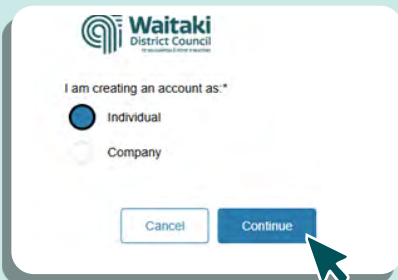
Set up a username and password and your authentication details



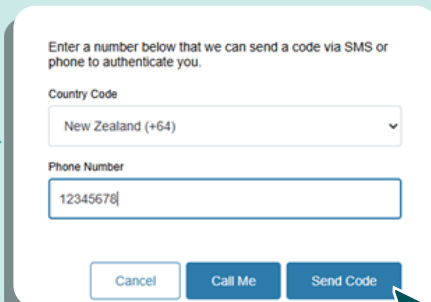
- 1 Go to **my.waitaki.govt.nz** in your web browser.
- 2 Click **Sign in / Register** in the top-right corner of the page.



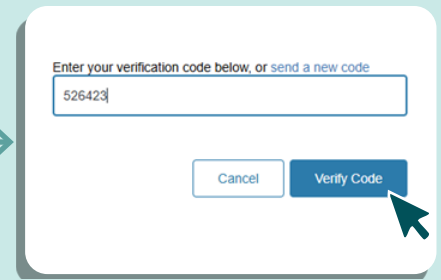
- 3 Choose a **Username (NOT your email address)** and click **Continue**



- 4 Choose **Individual** – unless your rates account is registered under a company name, in which case select **Company**.



- 5 Select **New Zealand** for Country Code and enter your mobile number. Select **Call Me** or **Send Code** to receive a verification code by phone or text.



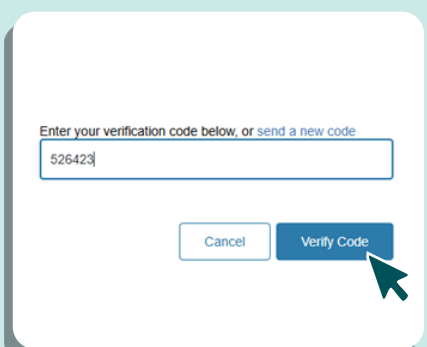
- 6 Enter the **code from your phone** and click **Verify Code**.



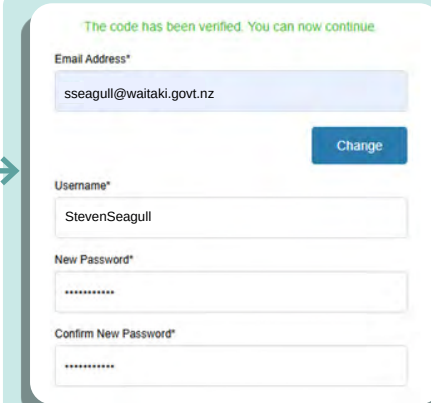
TIP: Check your spam or junk folder if you don't receive the email verification code within a minute or two.



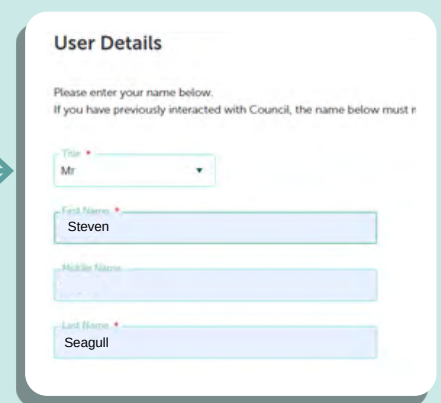
- 7 Enter your **Email Address** and click **Send Verification Code**.



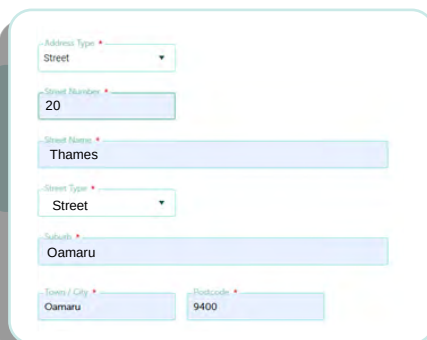
- 8 Enter the **code from your email** and click **Verify Code**



- 9 Choose a **Password** and click **Continue**.



- 10 Enter your **User Details** and click **Next**.



- 11 Enter your **Address** and click **Complete**.

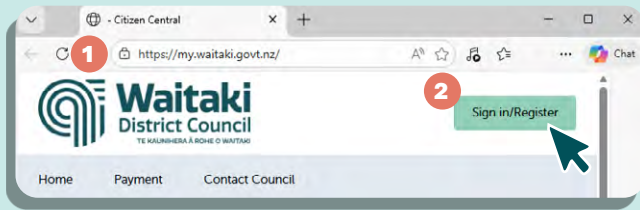


Your Account has been created!

Phase 2

Log in for the first time

Sign in and confirm your identity with a one-time code



- 1 Go to **my.waitaki.govt.nz** in your web browser.
- 2 Click **Sign in / Register** in the top-right corner of the page.

The screenshot shows the login form. The 'Username' field contains 'StevenSeagull'. The 'Password' field is masked with asterisks. A 'Forgot your password?' link is visible. A blue 'Sign in' button is at the bottom.

- 3 Enter your **Username** and **Password**, then click **Sign in**.

We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

XXXX-XXXX

Cancel

Call Me

Send Code

- 4 Choose whether to receive your one-time login code by **Phone** or **Text**, then click **Continue**.

Enter your verification code below, or send a new code

526423

Cancel

Verify Code

- 5 Enter the **verification code** you receive, then click **Verify Code**.



You are now logged in.



TIP: It might feel like you're stuck in a 'verification loop' but keep going!

These extra checks help protect your privacy and keep your information secure.

Phase 3

Verify your account

Link your account to your Council records using your reference number

Verify your account to access all your council information

Verify

- 1 Click the green **Verify** button at the top of the screen or click the **Profile** icon in the top-right corner and select **Verify Account**.

Account Verification

Please verify at least one of the accounts below

Rates Account

Verify using your current rates assessment notice

Verify

Registered Animal(s)

Verify using your animals registration notice

Verify

Applications

Verify using an existing Planning, Building or Development application

Verify

Customer Request

Verify using an existing customer request

Verify

Debtor Account

Verify using debtor account

Verify

Creditor Account

Verify using creditor account

Verify

- 2 Click **Verify** next to your preferred reference option.

Verify Rates Account to Council Services

Enter the below details relating to your most recent rates notice:

Assessment Number

999999

Cancel

Verify

- 3 Enter your **Reference Number** from your Council notice / letter and click **Verify**.



Steven Seagull
20 Thames Street
Oamaru 9400

Statement of Account for Assessment: 999999

Annual Rates for the rating year 1 July 2025 to 30 June 2026
Property Location 123 Paper Street Oamaru 9400

Rates Assessment Notice

Installation No: 3000 of 3000

For the rating year 1 July 2025 to 30 June 2026

This invoice includes GST of \$0.00

Tax Invoice/Credit Note

GST No: 92-423-230

Invoice Date: 8 January 2025

For enquiries please phone 0800 100 100

Opening hours for Council Library Service Centre

Monday to Friday 9:00am - 5:00pm

Saturday 10:00am - 12:00pm

Waitaki Service Centre

8:30am - 5:00pm Monday to Friday

Saturday & Sunday

The screenshot shows a 'TAX INVOICE' from Waitaki District Council. It includes the council's logo and contact information. The invoice is for Steven Seagull at 20 Thames Street, Oamaru 9400. The invoice number is 999999. The table below shows the invoice details.

DESCRIPTION	GST	AMOUNT
Annual card fee 2025		\$0.00
Card fee	\$0.00	\$0.00



Your dashboard will now show your personal Council information.