

What is the Cleanaway Customer Portal?

The portal is a document repository and contains all invoices, statements, credit notes and overdue notices issued to you on or after September 2018.

How do I get to the Portal?

Visit www.cleanaway.com.au/my-account and select 'View my account'.

How do I register

Click on the **Not Yet Registered? Register here** link

Filling in the registration form

- The form requires information contained on your most recent invoice.
- The information entered in the registration form must be entered exactly as it is shown on the invoice, including punctuation and upper and lower-case letters.
- The easiest way to complete the registration form is to copy the information from the invoice and paste it into the registration form.
- When you enter the total amount due do not enter a \$ sign but do enter any commas or decimal points in the amount.
- Read the tips under each field.



Confirming your Registration

- Once you have completed and submitted the registration form you will receive an email to activate your account.
- Click on the activate link in the email and choose a user name and password for your account.

Support

If you have any problems with the registration process or the customer portal, please contact our Customer service team on 1800 215 374.

