



MyWater Portal Support Guide

Stay in control – order, track,
and manage with ease.

mywater.culligan.co.uk →

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Account activation

Activate your account

01 –

Click on the link below to begin your account activation: <https://mywater.culligan.co.uk>

02 –

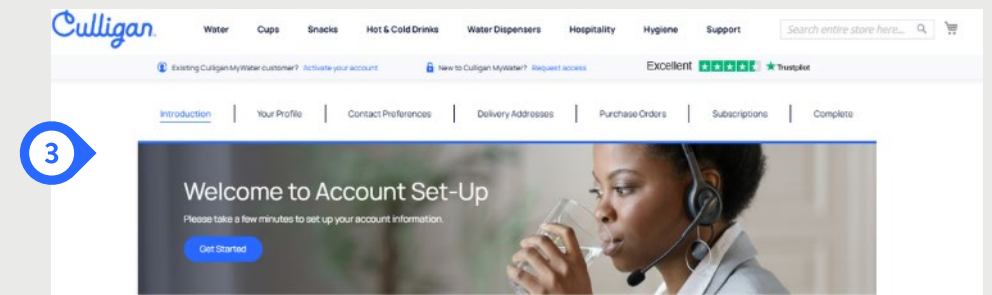
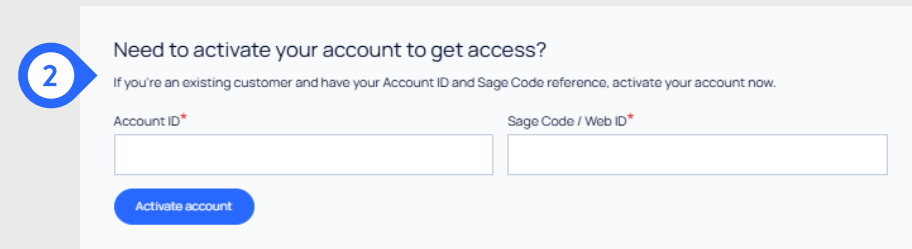
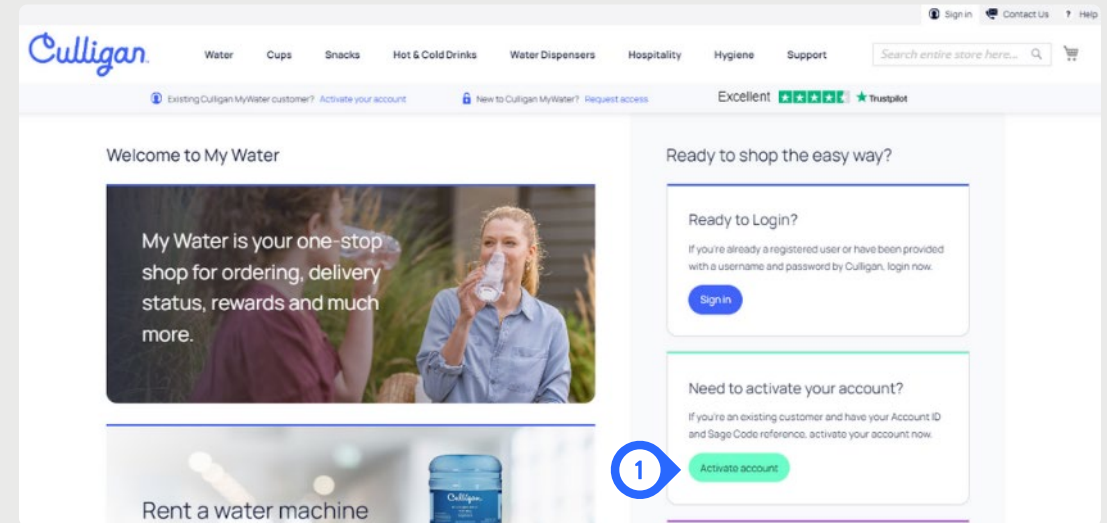
Enter your **Account ID** and **Sage Code / Web ID**, then click 'Activate Account' to proceed. You can find this information in your welcome pack or on your invoice.

Please ensure there are no white spaces when entering your details.

- To order for a single delivery site, use your delivery account number.
- To order for multiple sites, use the connected billing/invoice account number to select from all available delivery address options at checkout.

03 –

Click the 'Get Started' button to continue.



Complete registration

04 –

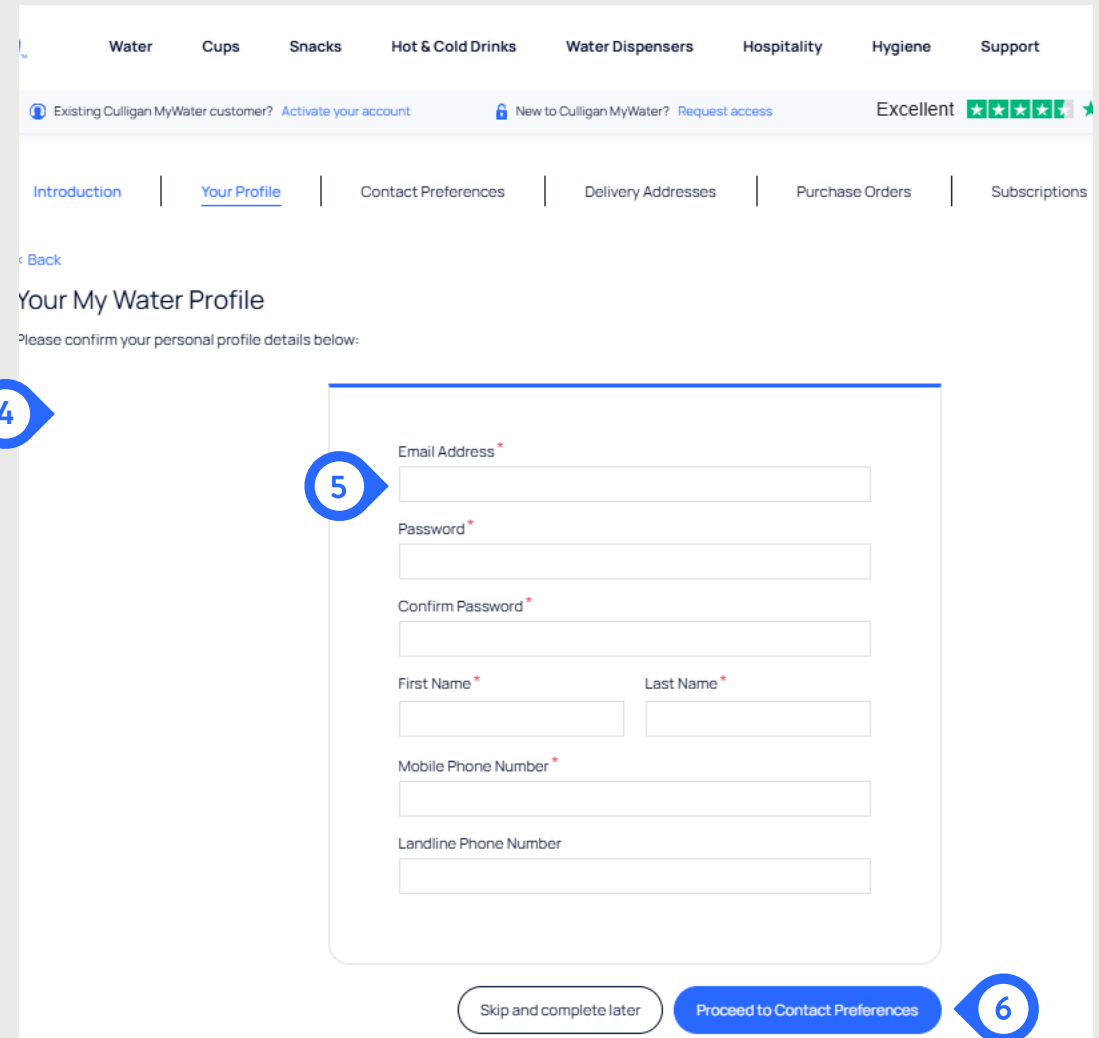
Fill out all required fields and create a **secure password**.

05 –

Ensure the email address has not been previously registered within MyWater Portal.

06 –

Click 'Proceed to Contact Preferences'.



Water Cups Snacks Hot & Cold Drinks Water Dispensers Hospitality Hygiene Support

Existing Culligan MyWater customer? [Activate your account](#) New to Culligan MyWater? [Request access](#) Excellent ★★★★★

[Introduction](#) | [Your Profile](#) | [Contact Preferences](#) | [Delivery Addresses](#) | [Purchase Orders](#) | [Subscriptions](#)

[Back](#)

Your My Water Profile

Please confirm your personal profile details below:

4

5

Email Address *

Password *

Confirm Password *

First Name * Last Name *

Mobile Phone Number *

Landline Phone Number

Skip and complete later Proceed to Contact Preferences

6

Verification

Your contact preference:

07 –

You can confirm your contact preferences.
Click the 'Proceed to Delivery Address' button.

Address verification:

08 –

Verify that the delivery address is accurate,
then select the appropriate option.

If the address is incorrect, please contact customer support for assistance. Click the 'I Understand' button if everything is correct, then click 'Proceed to Purchase Orders' to continue.

7

8

Please remember:
If you have added an invoice/billing account, this will appear as the primary address. Additional delivery addresses for your orders will be listed underneath for verification.

Purchase orders

Confirm or submit a new purchase order:

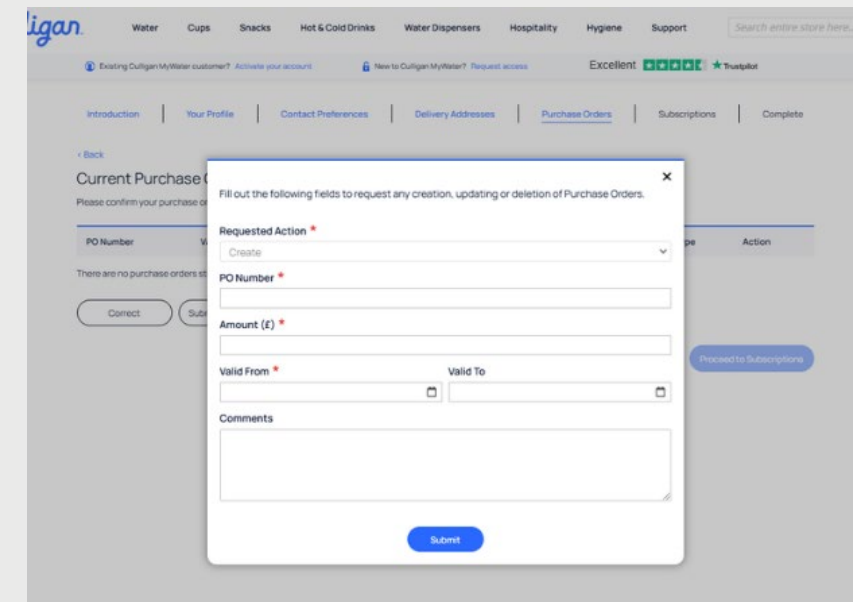
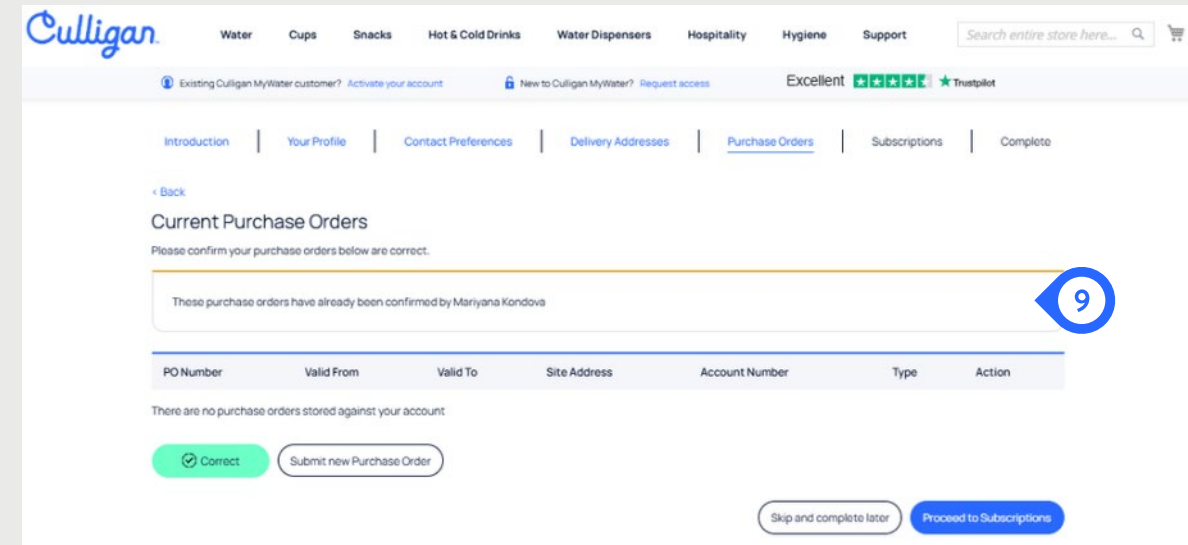
09 –

On this page, you can review any Purchase Order Numbers you have provided. You also have the option to submit new Purchase Orders if needed.

Check that everything is correct, then click 'Proceed to Subscriptions'.

One-off purchase orders:

If you prefer, you can enter a one-off Purchase Order Number at the checkout screen when placing an order.



Subscriptions

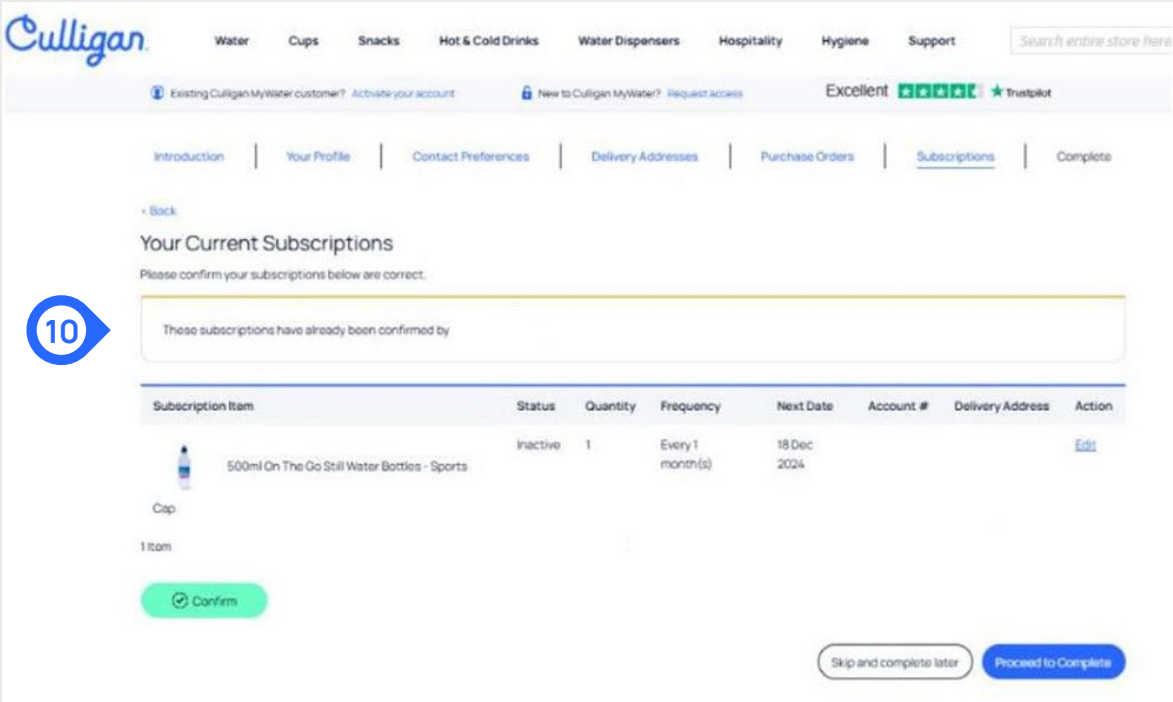
Review your subscriptions:

10 –

On this page, you can check if any subscriptions are already set up for this account. These may have been added by one of your colleagues or by Culligan if a repeat order was requested previously.

If you are a brand-new customer and have not placed an order yet, this section will be blank.

You can review and confirm your subscriptions or make edits if needed. Then, click 'Proceed to Complete' to continue.



Subscriptions

Registration complete :

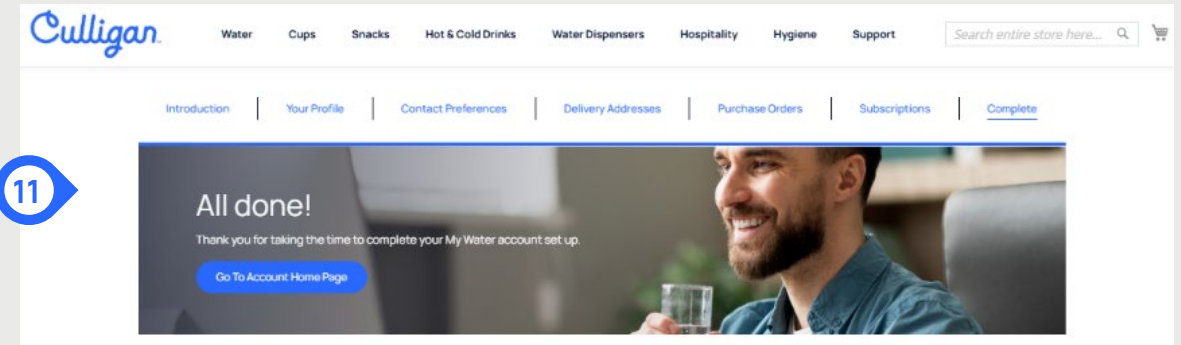
11 –

You are now successfully registered.

Click 'Go to Account Home Page'
to get started and begin your journey.

Subscription guide:

For full subscription management
details download our handy
subscription guide [here](#). >



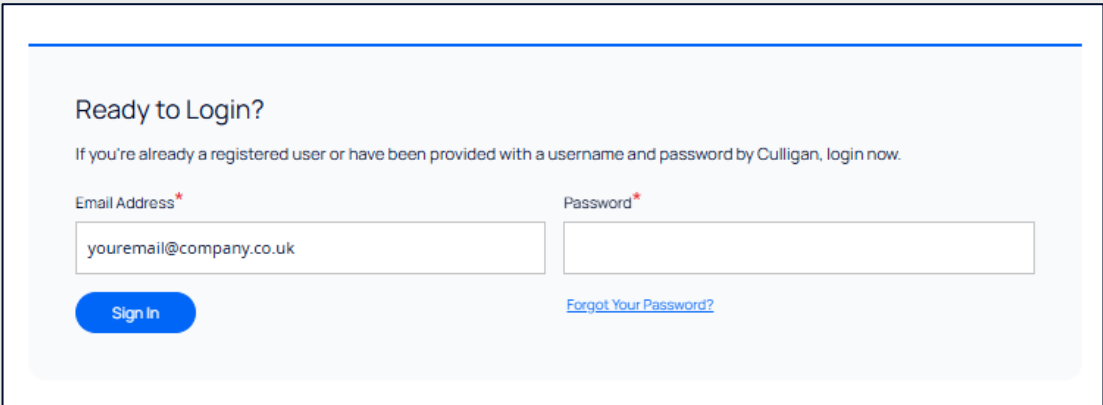
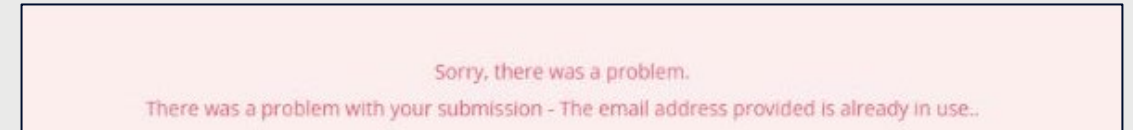


Troubleshooting

Email already in use

If you receive a message stating that your email is already in use, it means you are already registered and need to sign in.

See next page if you have forgotten your password or login details.

A light blue rectangular box with a thin dark border. Inside, there's a section titled "Ready to Login?" followed by a line of text: "If you're already a registered user or have been provided with a username and password by Culligan, login now." Below this are two input fields. The first is labeled "Email Address*" and contains the text "youremail@company.co.uk". The second is labeled "Password*" and is empty. Below the email field is a blue button with the text "Sign In". To the right of the password field is a blue link that says "Forgot Your Password?".

Forgot your password?

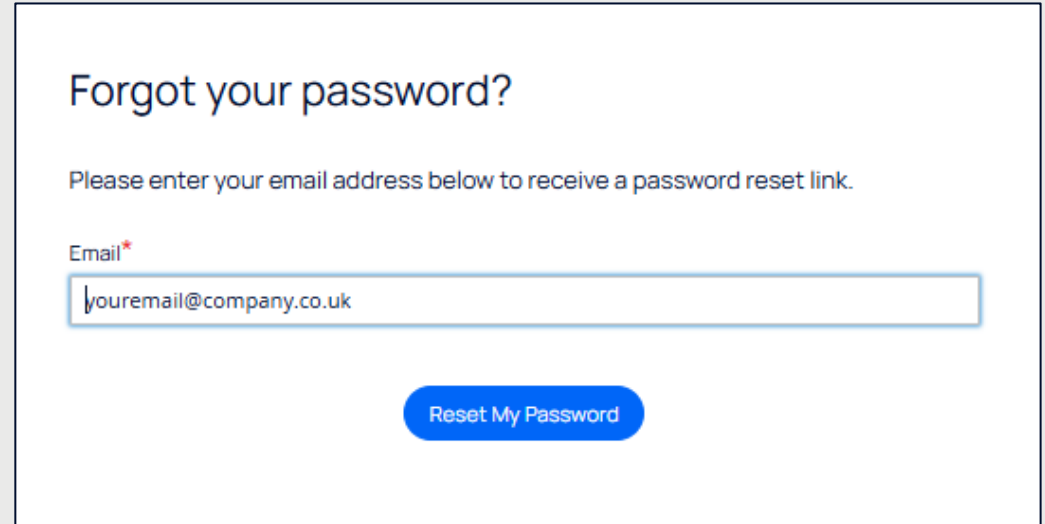
Click 'Forgot My Password' to reset it.

Didn't receive a reset email?

- Check your junk/spam folder.
- Ensure your IT security settings aren't blocking our emails.

Make sure you're using the same email address you registered with—users with multiple emails (e.g. info@company.com and personal emails) may forget which one was used.

We can verify if the reset email has been sent, opened, or clicked—contact customer service if needed.

A screenshot of a web form titled "Forgot your password?". Below the title is a prompt: "Please enter your email address below to receive a password reset link." There is a text input field labeled "Email*" with a red asterisk, containing the placeholder text "youremail@company.co.uk". Below the input field is a blue button with the text "Reset My Password".

Forgot your password?

Please enter your email address below to receive a password reset link.

Email*

youremail@company.co.uk

Reset My Password

If you're trying to activate another account, but have already used your email for a single delivery account, please reach out to customer service.

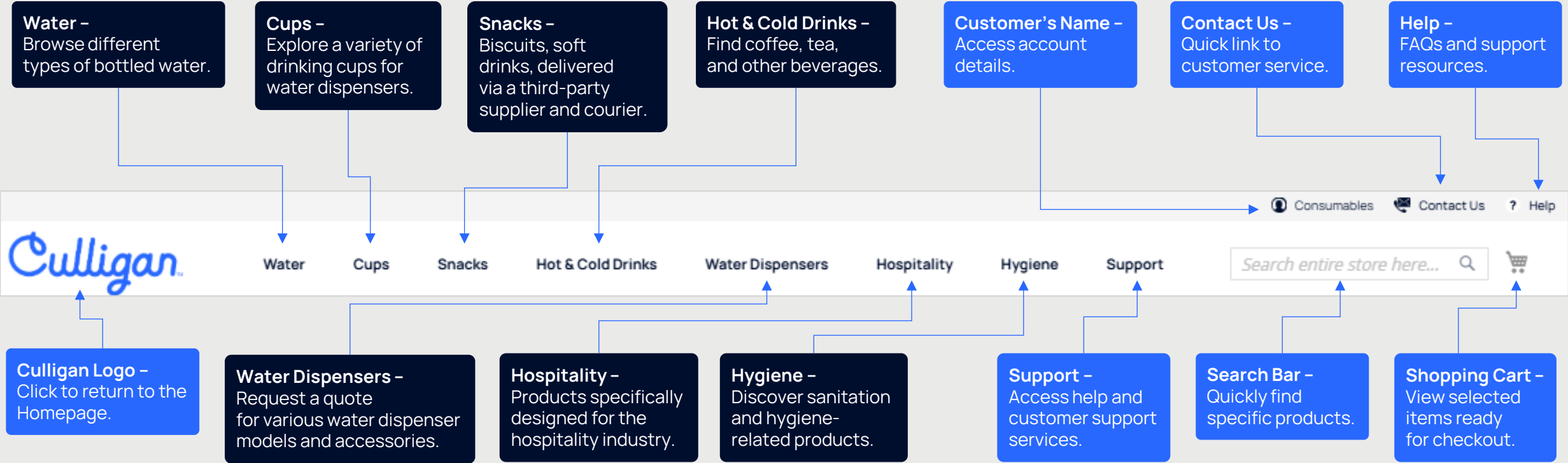
To manage multiple delivery addresses, request to close your original account and re-activate using your invoice account credentials.



Navigation

Top navigation bar guide

The top navigation bar in the MyWater Portal provides quick access to key product categories and support options. Here's what each section includes:





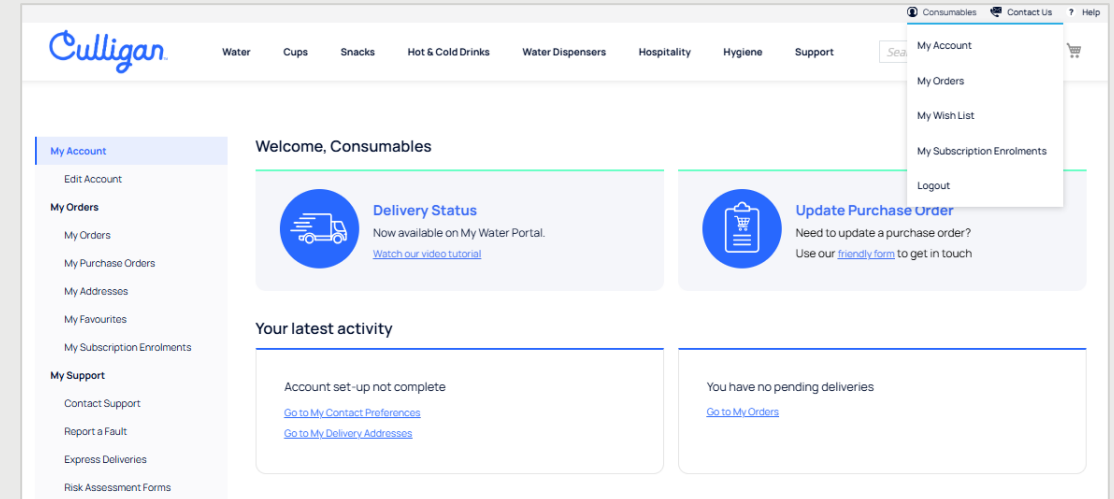
My account

Manage your account

To efficiently manage your account, navigate to the top right corner of the portal and click on your Name to open the dropdown menu and select **My Account**.

From here, you can:

- **Edit Account**
Update your name and email.
- **My Orders**
View your order history, track current orders, and download proof of delivery documents.
- **My Purchase Orders**
Access and review purchase orders.
- **My Addresses**
View the addresses associated with your account.
- **My Favourites**
View and manage preferred items.
- **My Subscription Enrolments**
Monitor and update your active subscriptions.
- **Logout**
Sign out of your account.



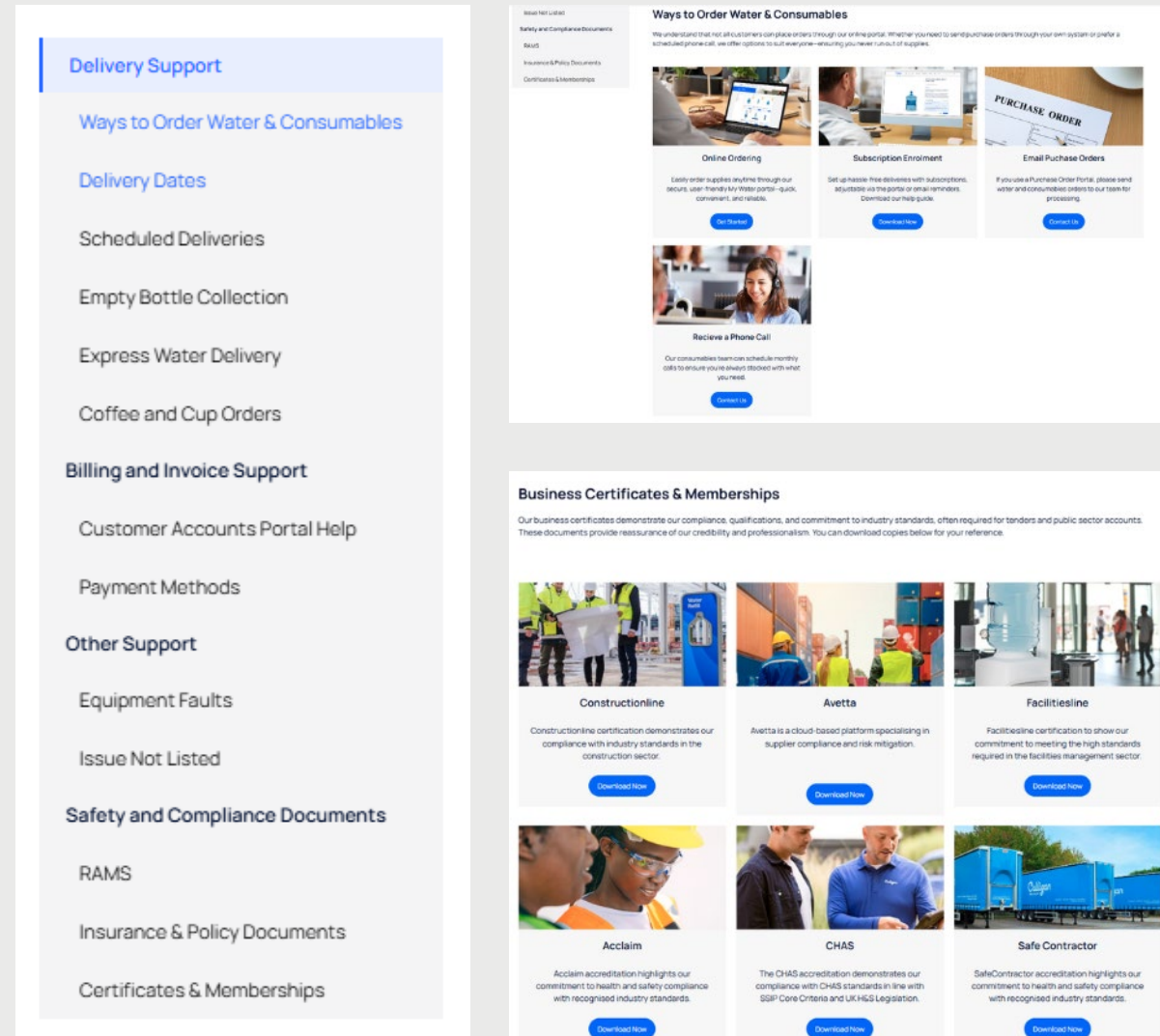
Manage your account

The Support Page in the MyWater Portal is designed to help customers manage their accounts efficiently.

It provides visibility into water and consumable orders, payment options, troubleshooting for common equipment issues, and access to important compliance documents.

Our [Safety and Compliance Documents section](#) includes everything you may need, such as Risk Assessments and Method Statements (RAMS), insurance and policy documents, certificates, and memberships—all fully downloadable, eliminating the need to contact us for copies.

Support page >



The screenshot displays the 'Support page' of the MyWater Portal. The page is organized into several sections:

- Delivery Support**
 - [Ways to Order Water & Consumables](#)
 - [Delivery Dates](#)
 - [Scheduled Deliveries](#)
 - [Empty Bottle Collection](#)
 - [Express Water Delivery](#)
 - [Coffee and Cup Orders](#)
- Billing and Invoice Support**
 - [Customer Accounts Portal Help](#)
 - [Payment Methods](#)
- Other Support**
 - [Equipment Faults](#)
 - [Issue Not Listed](#)
- Safety and Compliance Documents**
 - [RAMS](#)
 - [Insurance & Policy Documents](#)
 - [Certificates & Memberships](#)

The 'Certificates & Memberships' section is expanded, showing a grid of downloadable documents:

- Constructionline**: Constructionline certification demonstrates our compliance with industry standards in the construction sector. [Download Now](#)
- Avetta**: Avetta is a cloud-based platform specialising in supplier compliance and risk mitigation. [Download Now](#)
- Facilitiesline**: Facilitiesline certification to show our commitment to meeting the high standards required in the facilities management sector. [Download Now](#)
- Acclaim**: Acclaim accreditation highlights our commitment to health and safety compliance with recognised industry standards. [Download Now](#)
- CHAS**: The CHAS accreditation demonstrates our compliance with CHAS standards in line with SSP Core Criteria and UK H&S Legislation. [Download Now](#)
- Safe Contractor**: SafeContractor accreditation highlights our commitment to health and safety compliance with recognised industry standards. [Download Now](#)

Deliveries - When will you receive your order



Water and most cup orders are typically delivered within 5 working days.



Snacks are delivered via a third-party supplier’s courier and typically take up to 5 working days. These deliveries cannot be tracked in the portal. If you need to check the progress of a non-Culligan branded snack item, please contact our customer service team via our contact page or live chat.



Our 15L Express Kingshill Mineral Water is available with a 48-hour express delivery service via DX Couriers. These orders are not updated in the portal tracking, but our team can provide a tracking number upon request to track your delivery on the DX website.



My Account

Edit Account

My Orders

My Purchase Orders

My Addresses

My Favourites

My Subscription Enrolments

My Support

Contact Support

Report a Fault

Express Deliveries

Risk Assessment Forms

Order # 000000

Delivery status: Delivered

Delivery date: 7 Jan 2025

Date order placed: 6 January 2025

Reference: [Reorder](#)

Items Ordered

Order Shipments

[Track All Shipments](#)

Shipment

[Track this shipment](#)

Tracking Number(s): 000000000000000000000000

Product Name	SKU	Qty	Date	Status
18.9 Ltr Pure Angel Water	100917	Ordered: 3 Delivered: 3	Planned: 7 Jan 2025 Delivered: 7 Jan 2025 13:16	Delivered

Shipment

[Track this shipment](#)

Tracking Number(s): 000000000000000000000000

Product Name	SKU	Qty	Date	Status
7oz Blue Plastic Drinking Cups for Cold Drinks (2000)	102262	Ordered: 1 Delivered: 1	Planned: 7 Jan 2025 Delivered: 7 Jan 2025 13:16	Delivered

Order Information

Shipping Address

Billing Address

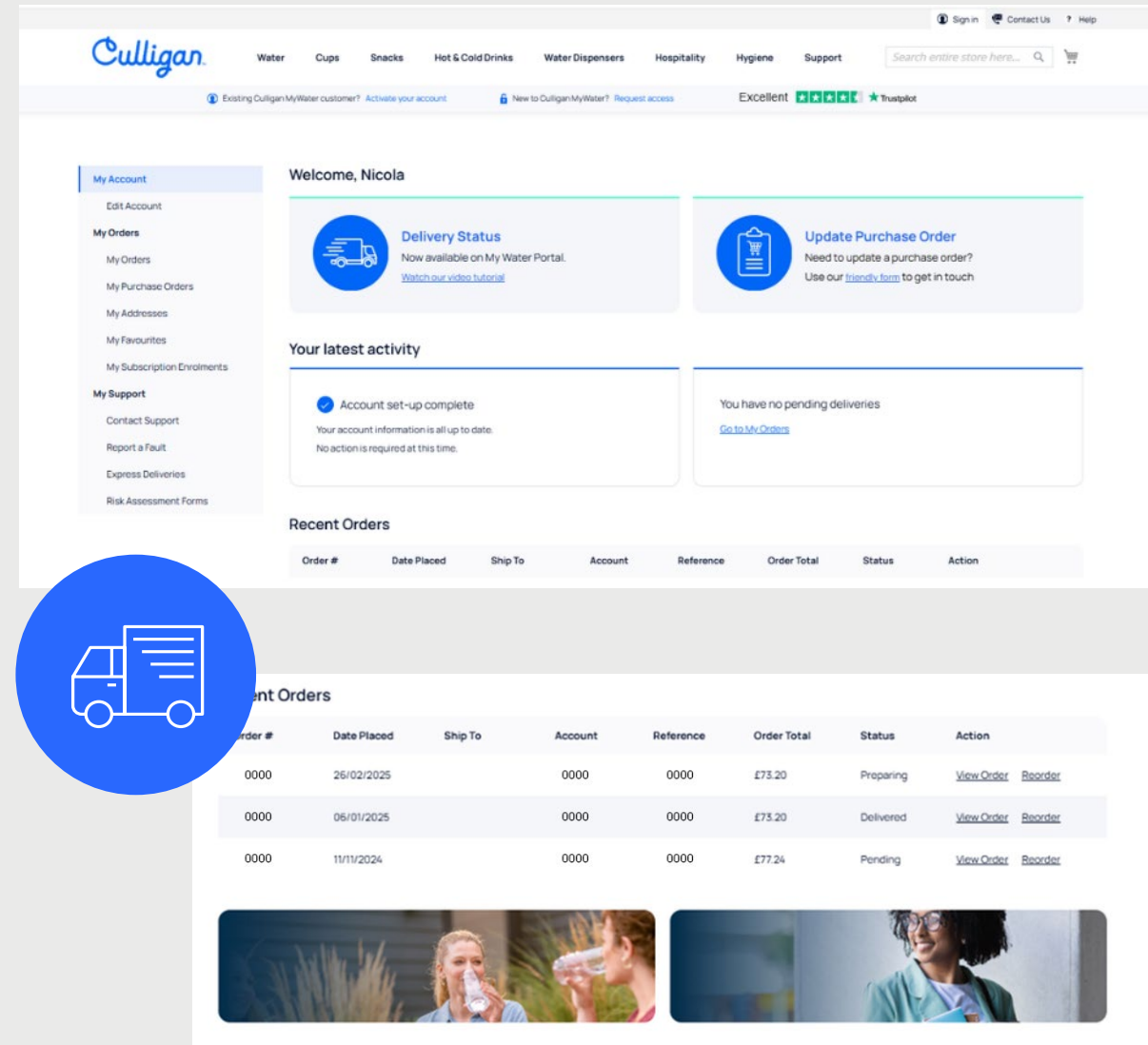
Order tracking

To track both online and offline orders, sign in to your account and go to the "My Account" section. Click on "My Orders" to view your order status.

The status is displayed in the right-hand column of your recent orders. Below, you'll find explanations for each status, and you can also watch a handy delivery status video in the banner for more details.

Order Statuses:

- **Preparing** – Order received and processed in the system.
- **Pending** – Awaiting scheduling from your local service centre.
- **Scheduled** – Delivery date confirmed.
- **Delivered** – Successfully delivered; you can also download a Proof of Delivery document.
- **Cancelled** – The order has been cancelled.
- **Credit Blocked** – Order is suspended due to payment issues.



The screenshot displays the Culligan MyWater Portal interface. At the top, there's a navigation bar with the Culligan logo and links for Water, Cups, Snacks, Hot & Cold Drinks, Water Dispensers, Hospitality, Hygiene, and Support. Below this, a secondary bar shows account status options like 'Existing Culligan/MyWater customer?' and 'New to Culligan/MyWater?'. The main content area is divided into a left sidebar with 'My Account' and 'My Orders' sections, and a main right area. The right area includes a 'Welcome, Nicola' message, a 'Delivery Status' section with a video link, an 'Update Purchase Order' section, a 'Your latest activity' section showing account setup completion, and a 'Recent Orders' table. A blue circular icon with a white delivery truck is overlaid on the 'Recent Orders' table.

Order #	Date Placed	Ship To	Account	Reference	Order Total	Status	Action
0000	26/02/2025		0000	0000	£73.20	Preparing	View Order Reorder
0000	06/01/2025		0000	0000	£73.20	Delivered	View Order Reorder
0000	11/11/2024		0000	0000	£77.24	Pending	View Order Reorder

Managing multiple delivery addresses

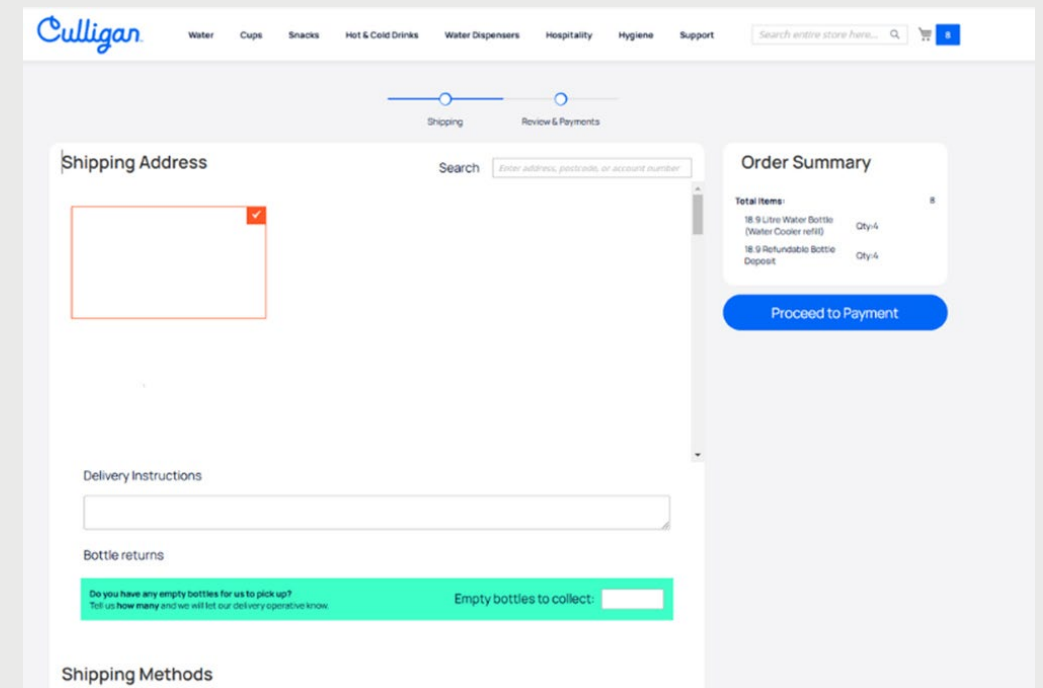
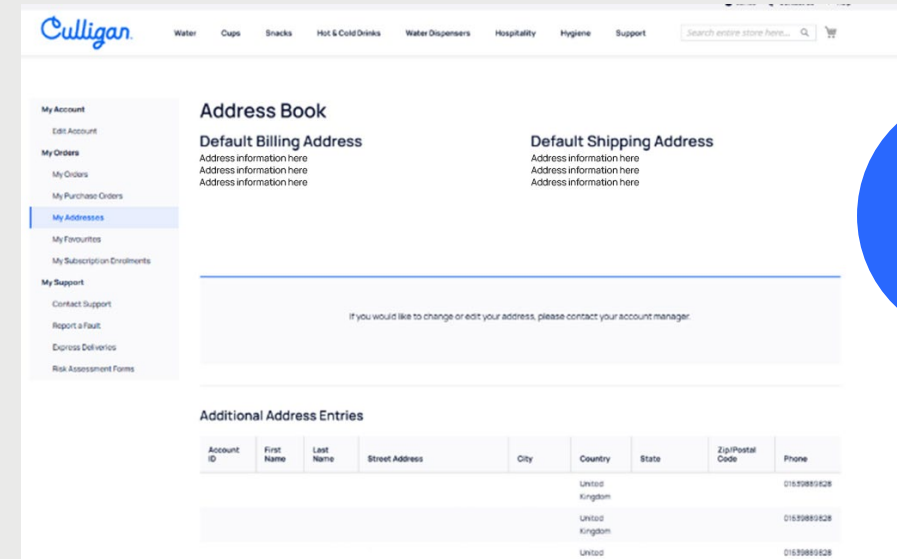
For accounts with more than one location.

To manage multiple delivery addresses, use your billing account number (not a single delivery address) to activate your portal login.

Your default billing address will appear first, with the default shipping address initially set the same.

All linked delivery addresses will be listed under "Additional Addresses."

At checkout, select the required delivery address, place the order, then repeat for other addresses as needed.



If you have any questions, you can contact our support team.

Visit our support page to find the relevant contact details for your enquiry:

mywater.culligan.co.uk/support/ways-to-order

Or you can call us on:

0333 600 1845

