Create or sign in to your Wine Australia account

Customer support guide

Use this guide to decide whether to create a new account or sign in, complete registration and resolve common issues.

Most information on the website is available without signing in; if you are looking to access restricted content (identifiable by a padlock icon on the page), you'll be prompted to sign in.

Which option should I choose?

Choose *Create an account* (go to page 2)	**Choose *Sign in* (go to page 6)**
You only had an account on the previous Wine Australia website, prior to 17 November 2026.	You have already created an account through the new Wine Australia sign in process.
The new website prompts you to create an account and you have not registered before.	You created an account for the Wine Tourism and Cellar Door Grants process or the PhD top-up scholarship open call in September 2026 onwards.
You are trying to access restricted content and do not have a Wine Australia website account.	You have created an account through the new website since 17 November and know the email address used for the new account.

For common issues and how to resolve them – go to page 8

Important

An account on the previous website will not be transferred to the new system. If you are unsure whether you already created the new account, try *Sign in* or *Forgot password* before creating a duplicate account.

Create a new account

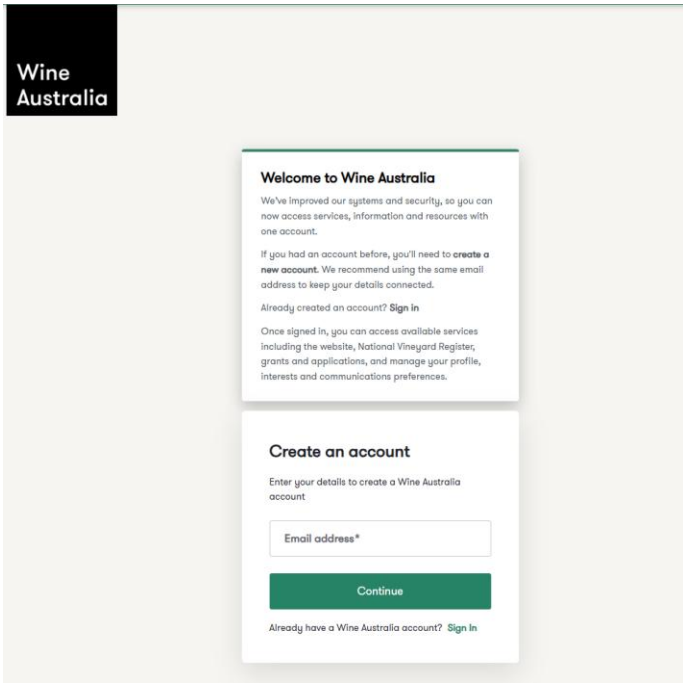
1. Enter your email address

Select **Create an account** to be redirected to the profile app, enter your email address and select Continue.

If you had an account on the previous website, use the same email address where possible so your details can be connected.



Website sign in page



Create account screen

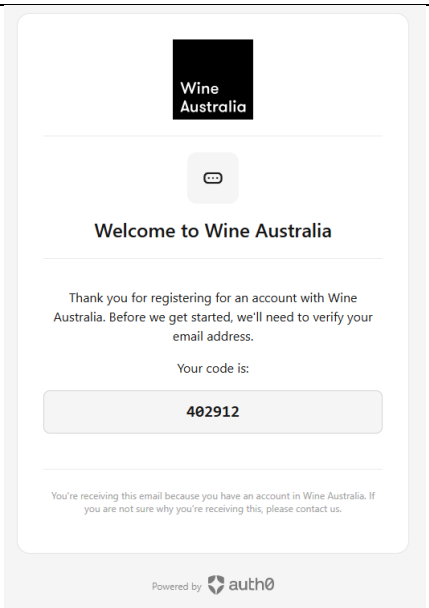
2. Verify your email address

A six-digit verification code will be sent to the email address you entered. Enter the code on the verification screen and select Continue.

If the email does not arrive

Check that the email address is correct, then check junk or spam folders. Allow several minutes for delivery and resend the code once if that option is available.

Contact support (enquiries@wineaustralia.com) if the email still does not arrive.



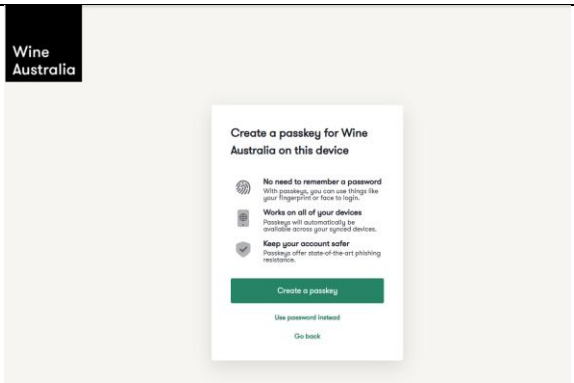
Example verification email

3. Choose a passkey or password

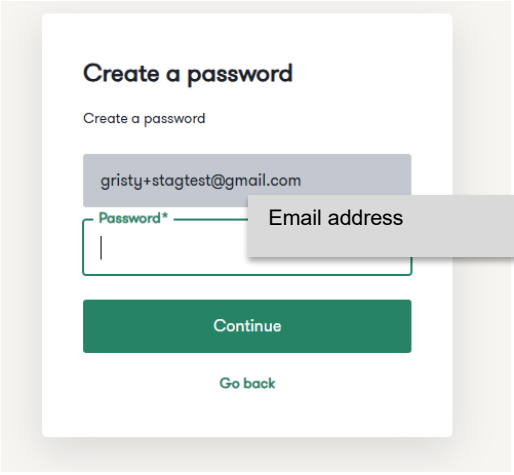
You may be offered the option to create a passkey for faster sign-in. Select *Create a passkey* to continue with that option, or *Use password* instead to create a password.

Your password must:

- contain at least 12 characters
- include at least three of: lowercase letters, uppercase letters, numbers and special characters.



Passkey option

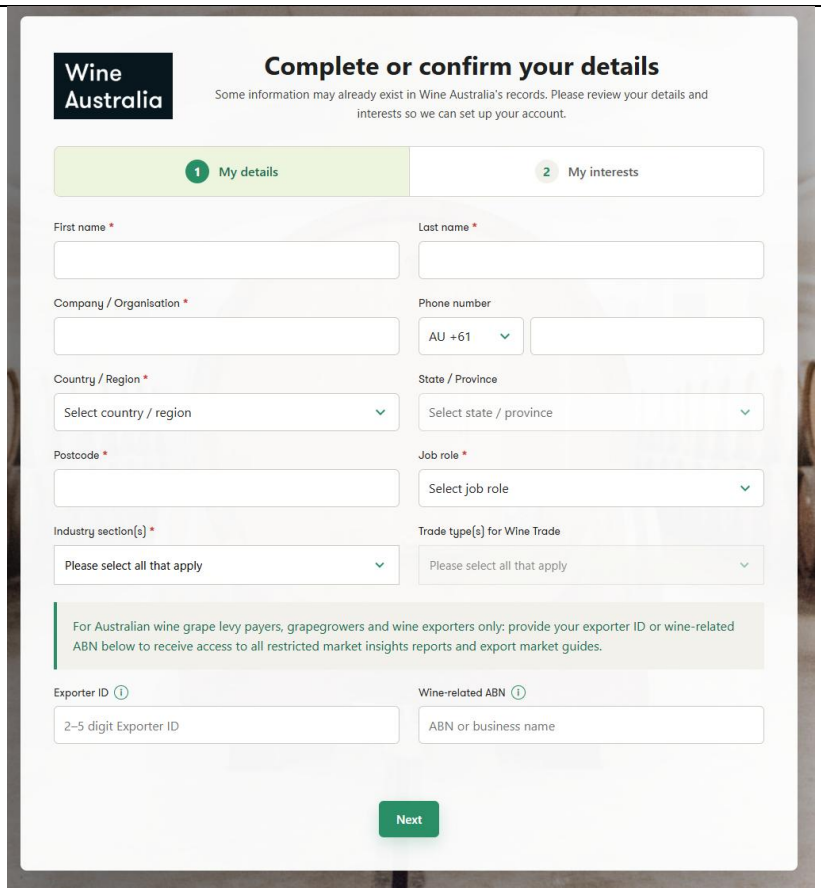


Create a password

4. Complete or confirm your profile

Review the details on your profile and update them where required. Complete the mandatory fields before selecting Next.

Exporter ID and wine-related ABN fields apply only where relevant.



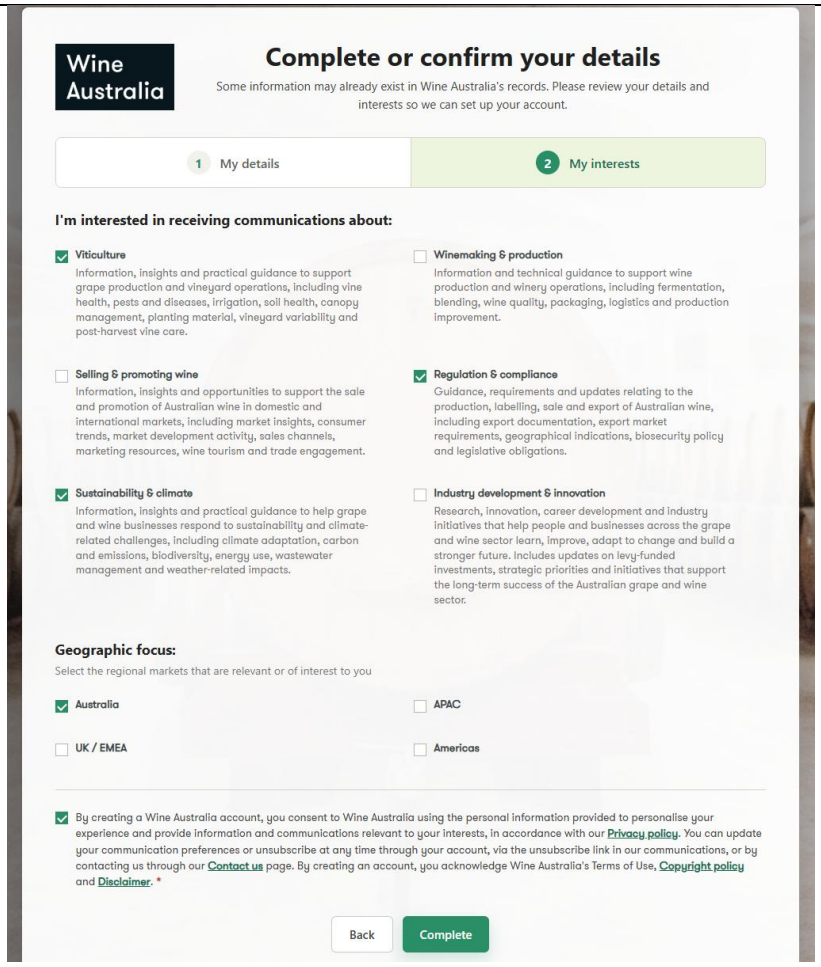
Profile details

5. Review interests and communication choices

Select interests and geographic areas that are relevant to you. Review the privacy and terms and conditions before selecting Complete.

Existing newsletter subscriptions are separate from your website account.

After selecting **Complete**, you will return to the website signed in.



Interests and communication choices

Sign in to an existing new account

1. Enter your email address

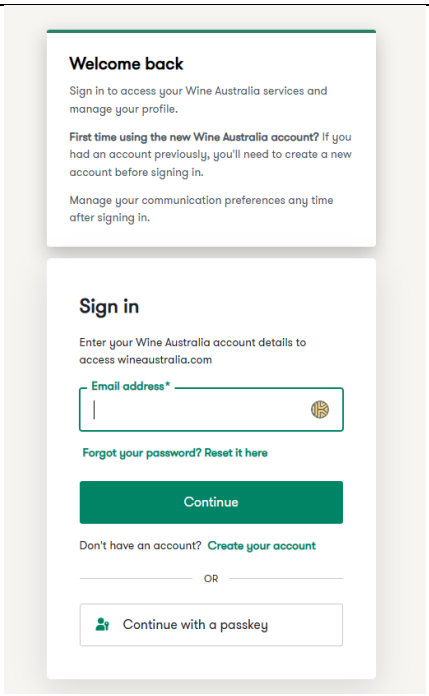
Use the **Sign in** link on the account screen rather than Create account.



Website sign in page

2. Enter your account details

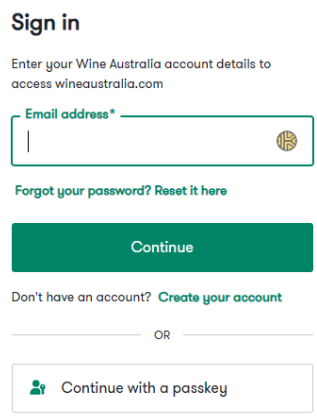
Enter the email address used for your new Wine Australia account and click Continue to follow the sign in instructions.



Sign in screen

3. Use Forgot password if needed

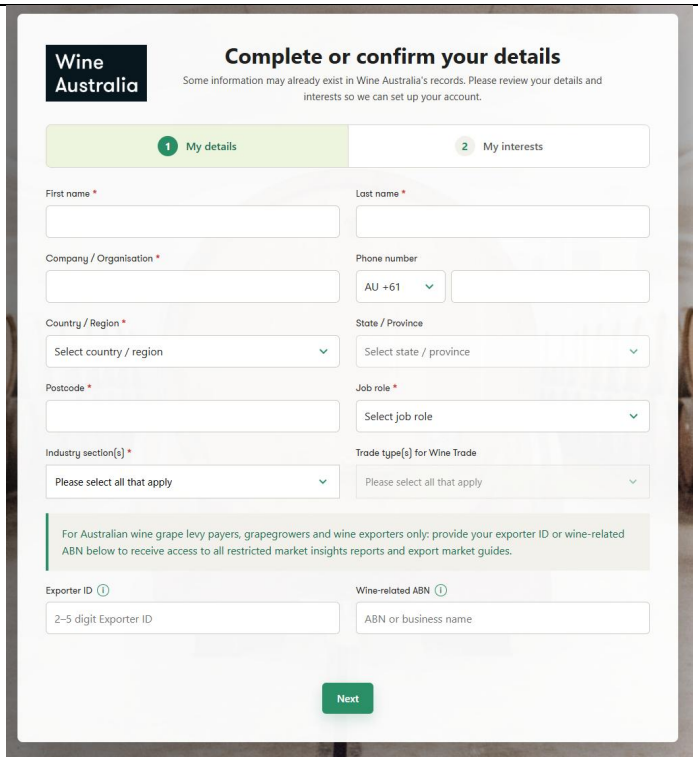
Use **Forgot password** if you cannot remember the password. Check junk or spam if the reset email does not arrive.



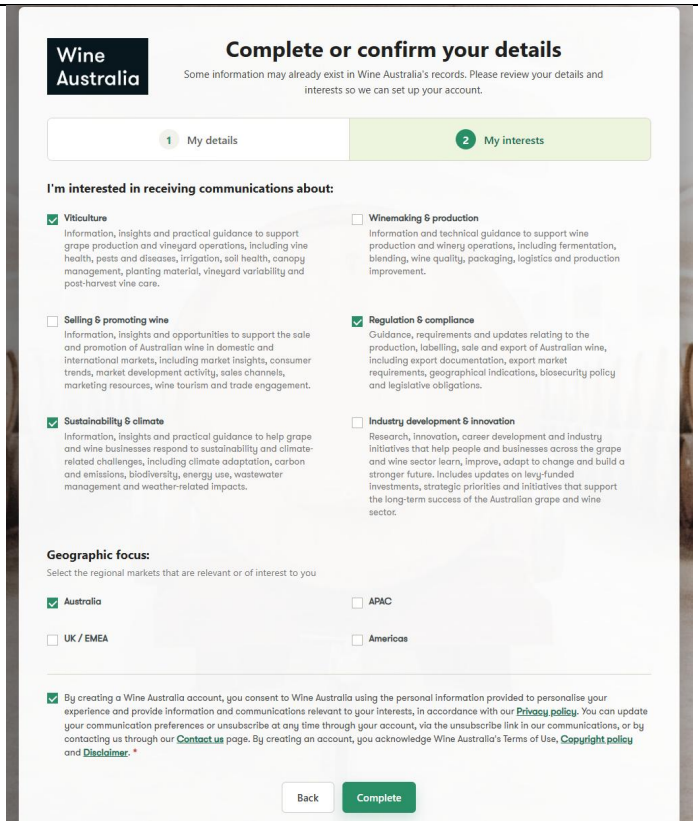
Forgot password option

4. Complete your profile if prompted

Review and update your details and interests if prompted to complete your profile.



Profile details



Interests and communication choices

Common issues

Issue	What to do
I am unsure whether I already have the new account.	Try *Sign in* or *Forgot password* using your usual email address. Do not create accounts with multiple email addresses as a workaround.
My verification or reset email has not arrived.	Check the email address and junk/spam folder, wait several minutes and retry once. Contact support (enquiries@wineaustralia.com) if it still does not arrive.
The website says my email is already in use.	Use Sign in or Forgot password. If the issue continues, contact support (enquiries@wineaustralia.com) and provide the email address and exact error message.
I signed up with a passkey but can't access it from my device / I've lost my passkey	Use 'Forgot password' to reset your password, this will allow you to sign in using a password instead of the passkey.

Issue	What to do
I can sign in but cannot access the content.	Some content is restricted to Australian grape and wine industry levy-payers and exporters. Creating an account does not automatically provide every access permission. Contact support (enquiries@wineaustralia.com) with the page or service you are trying to access.
I created more than one account.	Contact support (enquiries@wineaustralia.com). Do not attempt to merge or delete accounts yourself.

When contacting support

Provide your name, organisation, account email address, the page or service involved, what you were trying to do, the exact error message and a screenshot if available.

Support

Visit the FAQs on the website for more information or contact enquiries@wineaustralia.com.