



How to create an account on the ista web portal

[Create an account](#)

ista
Switch to Smart

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Register as a new user

Choose your way of registration here. Note: Are you a new resident? Only create the account for my.ista after your official move date.

Address Activation code

Postal code

House number

[Click for an explanation](#)

Next step

Go to <https://mijn.ista.nl> and select: **'Register as a new user'**.

You will then see this screen.

Select **'Address'**.

Enter your postal code.

Enter your house number and house number addition, if there is one.

Click on **'Next step'**.

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Register as a new user

Enter a meter number and corresponding meter reading that goes with it of a meter read by ista.

Meter number

Meter reading

Next step

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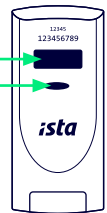
Enter a meter number and meter reading

Do you have an ista doprimo?

The 9 digit meter number can be found here.

To read the meter, press this button.

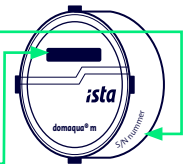
The display will show two alternating readings. Write down the meter reading, with a 2 in front of the reading.



Do you have an ista water meter?

Enter the S/N number, which is shown on the side of the meter.

Write down the meter reading shown on the display.

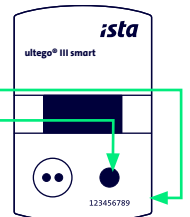


Do you have an ista heat meter?

Enter the S/N number, which is shown on the front of the meter and consists of 9 digits.

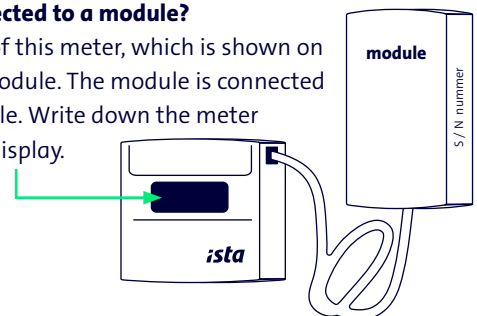
To read the meter, briefly press the black button twice.

Write down the meter reading (GJ), with a * in front of the reading.



Is the heat meter connected to a module?

Enter the S/N number of this meter, which is shown on the side or top of the module. The module is connected to the meter with a cable. Write down the meter reading shown on the display.





Register as a new user

Enter your details here

Username (minimum 10 characters)

Password

Confirm password

Multi Factor Authentication

[Click for an explanation](#)

Email address

First name

Last name

Mobile

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Enter your details below and create a password.

Password should contain a minimum of 10 characters. Use a mix of lowercase letters, uppercase letters, numbers and special characters.

If you want additional security for your data, please use Multi-Factor Authentication. Enable MFA here. Want to use MFA? The next page explains how.

Once you have completed all fields, click on **'Create account'**.

Your account is now created and you can start using the web portal straight away.

You can also use the istaNL app. This can be downloaded in the app store free of charge.

We hope you enjoy the convenience of the ista web portal and app.



Mobile Authenticator Setup

1. Install one of the following applications on your mobile:

- Microsoft Authenticator
- FreeOTP
- Google Authenticator

2. Open the application and scan the barcode:



[Unable to scan?](#)

3. Provide a Device Name to help you manage your OTP devices.
Enter the one-time code provided by the application and click Submit to finish the setup.

Device Name

One-time code *

Submit

Cancel

Additional security for your data with Multi-Factor Authentication

If you have enabled the MFA toggle, you will need to enter your username and password the next time you log in. You can then link your Authenticator app.

Install one of these apps on your mobile phone.

Open the app you installed and scan the QR code.

Can't scan? Click here for more instructions.

Entering a name for your mobile is not mandatory.

Enter the code you see on your mobile here.

Click on **'Submit'**. You will now enter your account on mijn.ista and you can see your meter readings.

Change login

Username

Your username

New password

.....

Confirm new password

.....

Multi Factor Authentication

[Click for an explanation](#)

Cancel

Save

Want to disable Multi-Factor Authentication again?

Go back to your **'Profile'** and to **'Change login'**.

You will then see this screen.

Disable MFA here.

Now click on **'Save'**. You are no longer using MFA. Next time, you can log in with your username and password. You no longer need to enter an additional code.

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