MyWilloughby
Online Services Portal
User Guide

Online services	Report an issue, request a service	Track a request
Track a development application	Pay an invoice	MyWilloughby help guide

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Customer Online Services Portal (MyWilloughby)
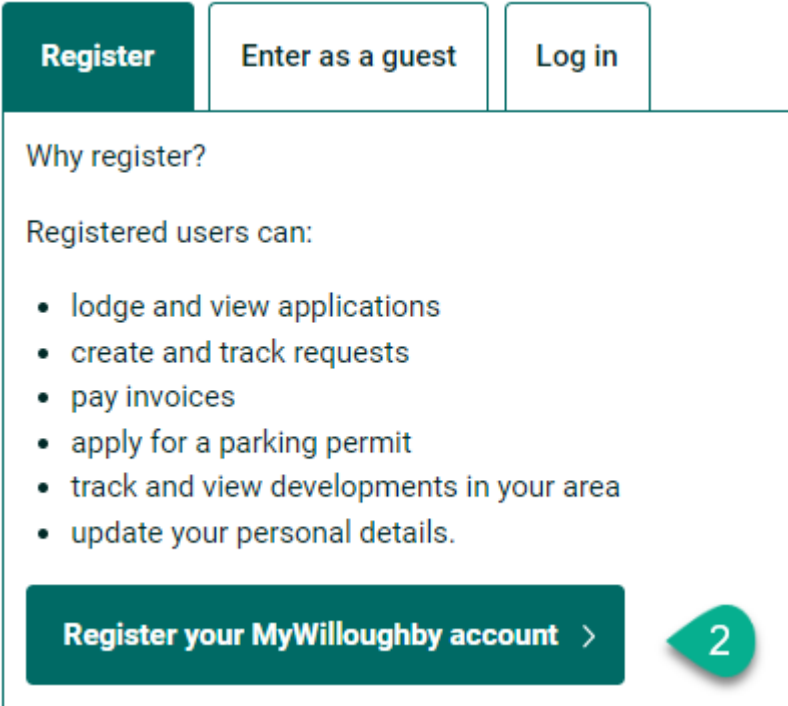
MyWilloughby is a one-stop user-friendly online service designed to make it easier for you to apply for, renew, pay, or request something with Council, and enhance the overall experience for residents.

*Guest users

If you remain as a guest user, you will have limited access to features within the online portal. It is recommended that you select Register to access your applications, requests and much more.

How to register for a MyWilloughby account

1. Click here to access Council's website
2. Go to MyWilloughby icon and Register your MyWilloughby account icon

3. Complete the registration form and click 'submit.' You must include your full address.

Register

Enter your email address and password below. You will use these details to log in to the system later.

Email *

Password *

Password Confirm *

Enter your details below so that we know who you are.

> If your email is already registered with us, reset your password **here** and then login.

Password must be a minimum length of 8 characters, containing a minimum of 1 lowercase, 1 uppercase, 1 numeric and 1 special characters

☐ **Are you registering an organisation?**

Given Name *

Surname *

Contact Number *

Country *
Australia ▼

Find Address *
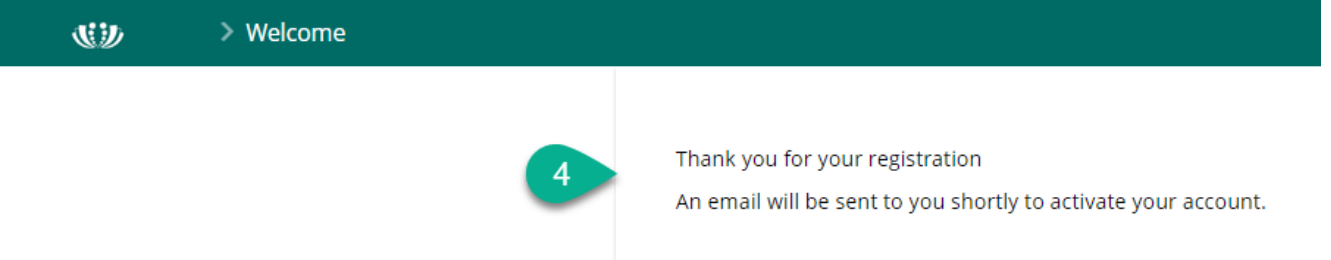
Address

Are you registering to access an existing account?*
○ Yes
○ No

3 Submit Cancel
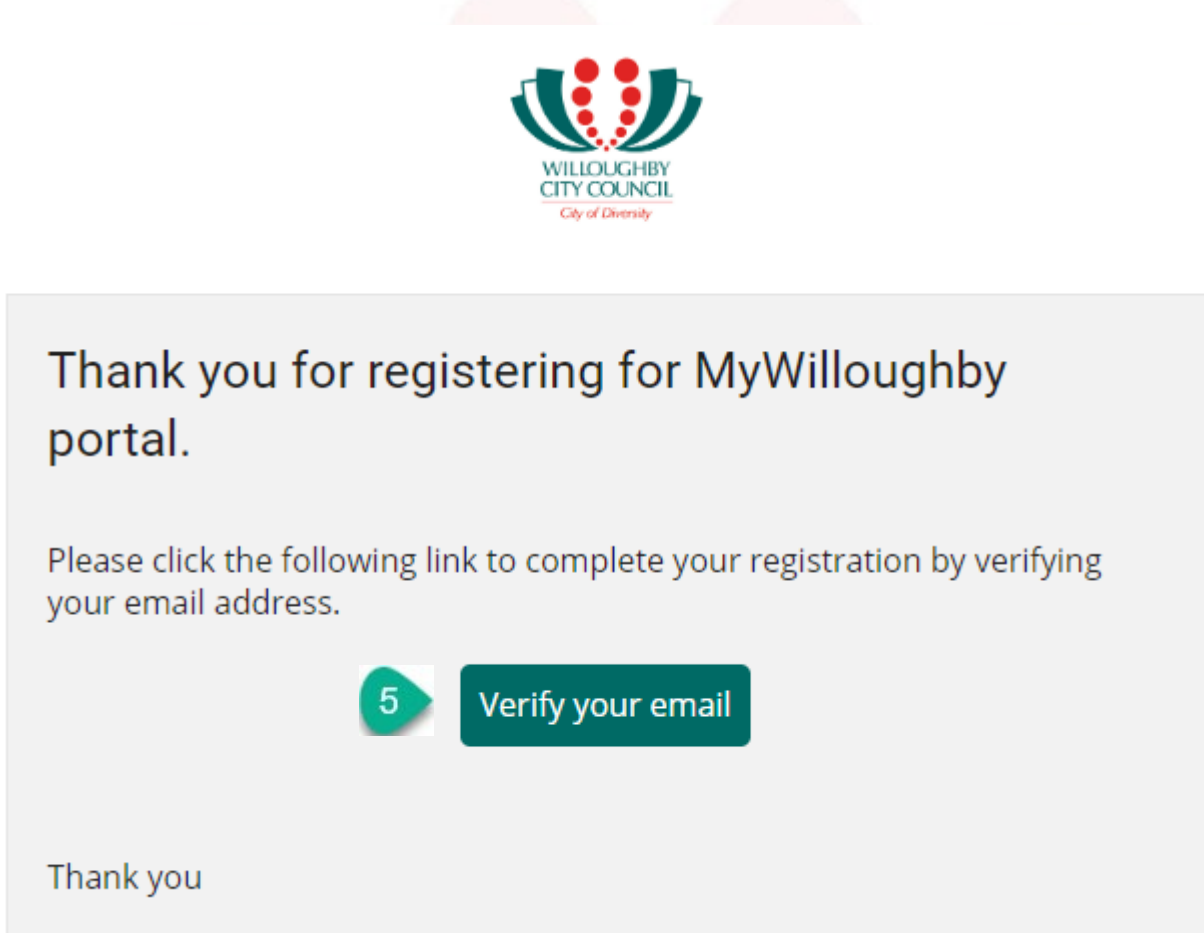
4. Confirmation of registration

> Welcome

4 ▸ Thank you for your registration
An email will be sent to you shortly to activate your account.

5. Logon to your email account and select <u>verify your email</u>

Thank you for registering for MyWilloughby portal.

Please click the following link to complete your registration by verifying your email address.

5 ▸ **Verify your email**

Thank you

6. Enter Username or email address

   Enter Password

   Select Log On

Your email has been successfully verified. Please log on to continue.

Log on using your details

User name or email address

Password

Log On

☑ Keep me logged on   ☐ Accessibility Mode

Don't have an account?   Forgotten password?

Terms and Conditions

Complete two factor authentication

There are 3 x options to complete this process

1. Email Link
2. Email Code
3. Authenticator App

*Note – option 3 requires you to download the Authenticator app from the Apple App store or Google Play
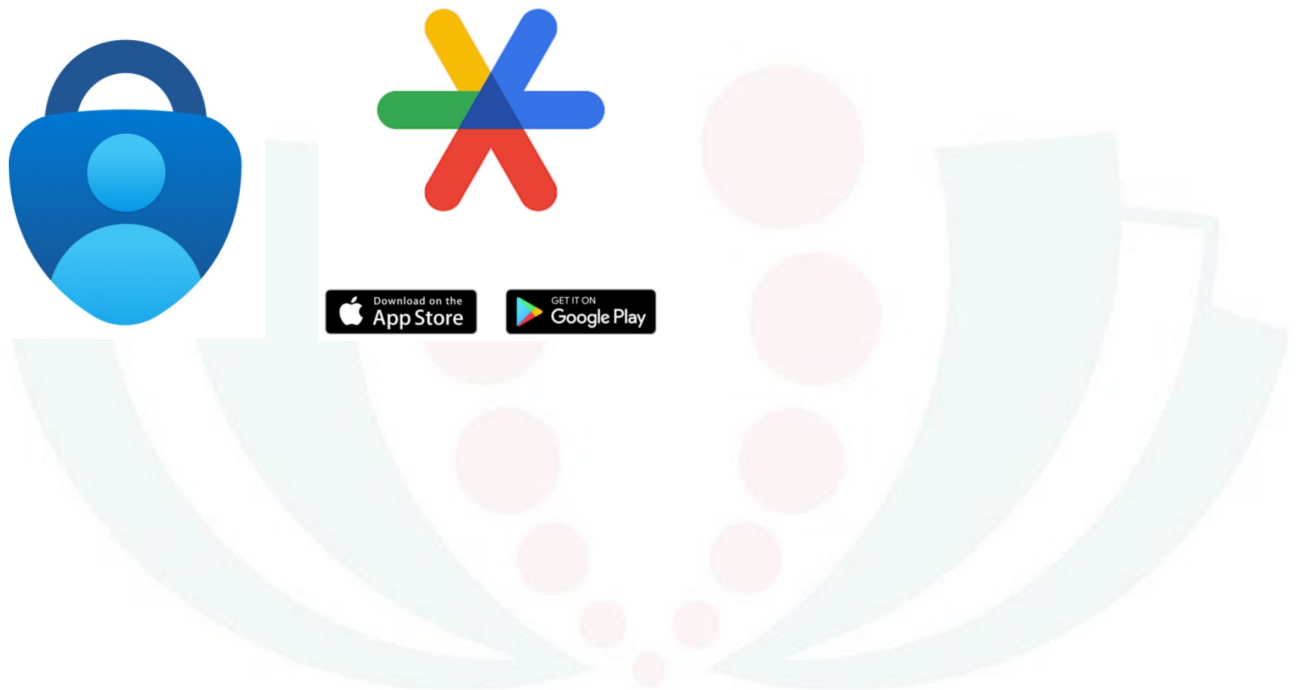
7. Complete two factor authentication

Example:selected method option 1 – **Email Link**
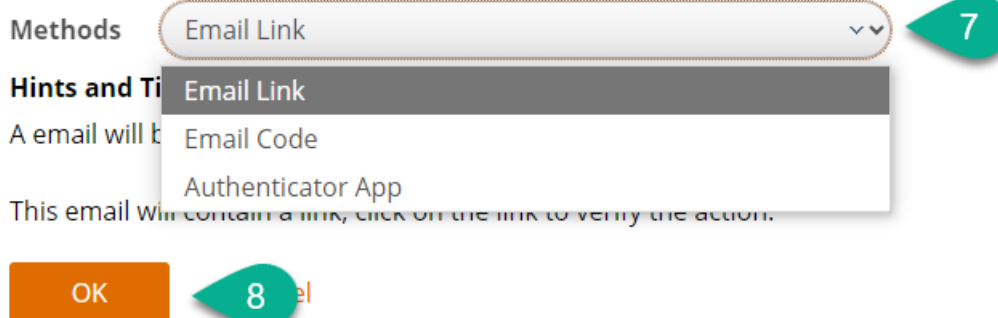
8. Select OK

Two Factor Authentication

Setup your default Two Factor Authentication method

When logging into CiA from a new computer or browser you will be asked to verify that you are the person logging in. You may be asked to verify yourself while performing certain actions as well. We do this to ensure that these actions are being performed by you and not someone else.

Methods   Email Link

| Email Link |
| Email Code |
| Authenticator App |

Hints and Ti

A email will b

This email wire contain a link, click on the link to verify the action.

OK   el

You will be unable to continue if you cancel this setup.

9. Select OK for verification

Verification Email Sent

A verification email has been sent to

Please verify your account before progressing.

OK   Use a different method

10. Click on Verify

Verify Action

Dear

| | Verify | 10 | |

This link will expire 7 days after this email was sent.

Thank you

Ci Anywhere

Powered by TechnologyOne
Enterprise Software, incredibly simple

11. Read and select <u>I accept</u> our terms and conditions

Terms and Conditions

MyWilloughby Terms of Use
Welcome to Willoughby City Council's MyWilloughby customer portal.

While you may use our MyWilloughby customer portal as a guest or as a registered user, some services are only available to registered users.

We try to make our website and MyWilloughby customer portal accessible and accurate at all times. However, Council cannot guarantee:
- that any services will be available at any time for your use, or that there will be continuous or uninterrupted access to this website or portal;
- that the website, any files or software downloaded from the website, the portal or the website server, will be free from computer viruses, spyware or malware;
- that the functions contained in any software contained on this website or portal will operate uninterrupted or are error-free; or
- that errors and defects in this website or portal will be corrected.

Council reserves the right to cancel, change or suspend any or all online services at any time, without notice.

Council is not responsible for any costs, loss or damage that may result from you using this Council's website or portal, or from it being unavailable, or from your inability to use either or both.

By using Council's website or customer portal, you agree not to impersonate any other person or entity, or use false or misleading information in connection with your use of the website or customer portal.

By using Council's website and/or customer portal, you agree to the above, and the **full terms of use** available on Council's website.

Willoughby City Council respects your privacy. Any personal information we collect from you will be handled in accordance with the Privacy & Personal Information Protection Act 1998 (the Act). View Council's full **Privacy Statement** available on Council's website.

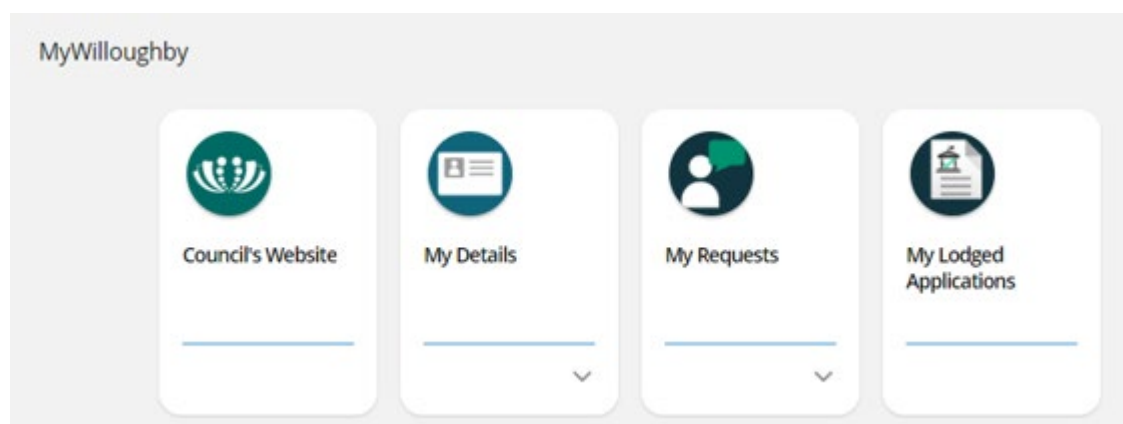| I accept | 11 | not accept |

MyWilloughby online services portal

Features include:

1. Access **MyWilloughby** account
2. Request a Service or Report an issue
3. Submit an application (includes payment)
4. Pay an invoice
5. Search and track requests and development applications
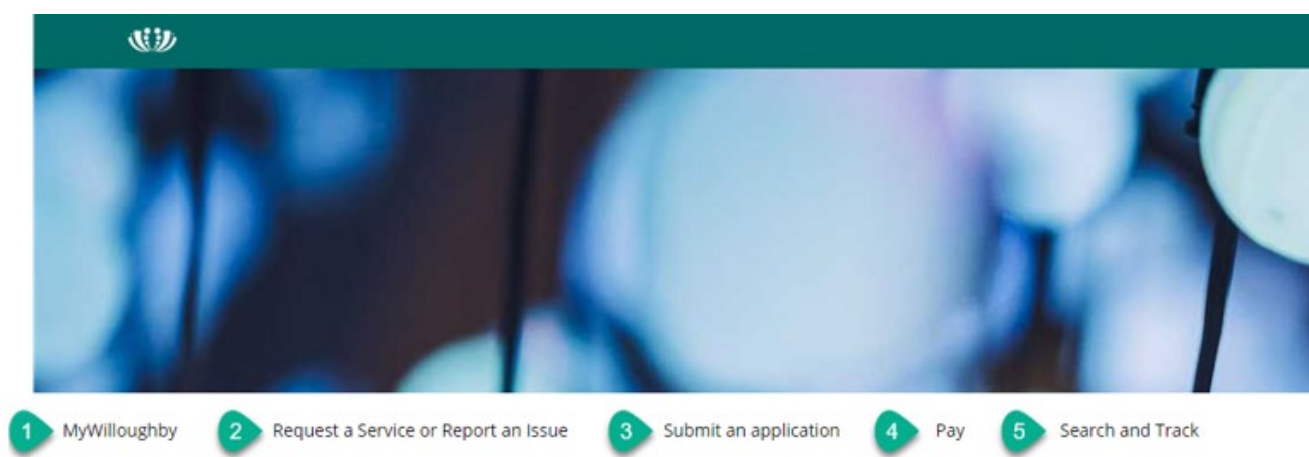
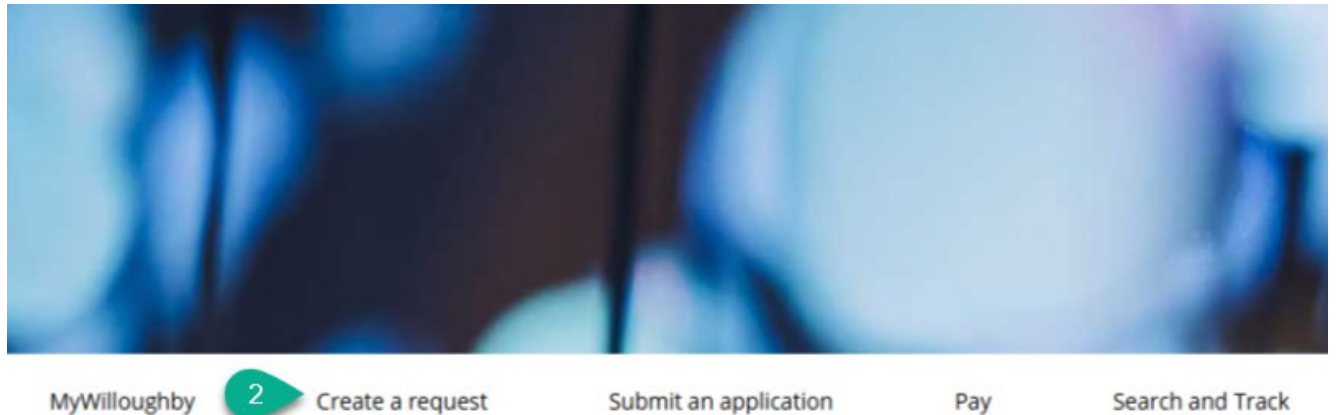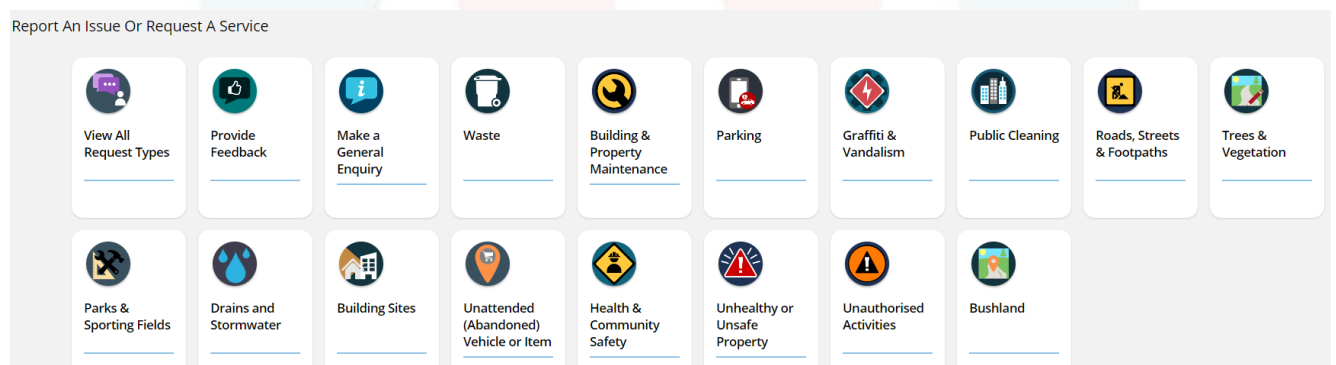# Registered users can:

- easily access Council's Website
- create or update your details using My Details
- track all your submitted customer requests for service using My Requests
- track all submitted applications, certificates, permits & registrations using My Lodged Applications

Report an issue or request a service

MyWilloughby   (2)   Create a request   Submit an application   Pay   Search and Track

Create a request

Report An Issue Or Request A Service

| View All Request Types | Provide Feedback | Make a General Enquiry | Waste | Building & Property Maintenance | Parking | Graffiti & Vandalism | Public Cleaning | Roads, Streets & Footpaths | Trees & Vegetation |

| Parks & Sporting Fields | Drains and Stormwater | Building Sites | Unattended (Abandoned) Vehicle or Item | Health & Community Safety | Unhealthy or Unsafe Property | Unauthorised Activities | Bushland |

Customers can report an issue to Council directly using the top service requests e.g. waste, parking, trees and vegetation, drains and stormwater, parks and bushland etc.

This feature applies to both registered and guest users

In addition to this you can:

- view all request types
- provide feedback
- make a general enquiry

Simply fill out and submit the form

example of a waste customer request:

Report and Issue or Request a Service

Request Information

Please select the appropriate category *

| Report a Bin Issue | ⌄ |

Request Details

Please note: You can only select one bin type per request.

Please select your type of Dwelling *

| Single House | ⌄ |

If your are unsure of the bin size, check out this **guide.**
Please leave bin out where it usually gets collected for the next 3 working days.

Select the Bin Type and Size *

| Garbage - 140L | ⌄ |

How many bins?

| 1.000000 |

What is the issue with the Bin? *

| Bin Body Damage/Cracked | ⌄ |

Customer Notification

☑ Send me updates?

Please notify me via *

| Email | ✕ | ⌄ |

| Cancel | | **Submit** |

*Note: take reference of your submitted customer reference number so you can easily track your request

Request a certificate, permit or application
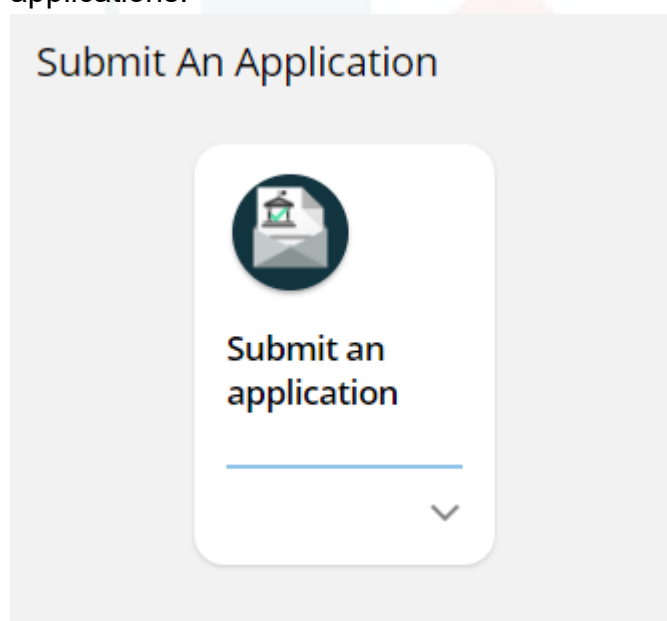

MyWilloughby   Create a request   **3**   Submit an application   Pay   Search and Track

Submit an application

The feature allows customers to apply, pay, register or renew for certificates, permits and applications.

1. Certificates include:

- Section 10.7 Planning Certificate
- Rating Certificate
- Section 603 Outstanding Notices and Orders Certificate
- Flood Information Certificate
- Engineering Certificates (Section 88G)
- Vehicular Crossing Pre-Approval Certificates
- Certificates of Compliance for Swimming Pools (Section 22D)

2. Permits include:

- Authorised car share permit
- Resident parking permit
- Trade parking permit
- Visitor parking permit

3. Roads Act Applications include:

- Footpath Permit
- Hoarding Permit
- Obtain Temporary Access over Community Land
- Occupation of Public Roads for Crane and Concrete Pump
- Public Domain Works
- Road Opening Permit
- Skip Bin Permit
- Vehicular Crossing Permit
- Works Zone Permit
- Temporary Ground Anchor Permit

4. Applications include:

- Pre-Lodgement Development Applications
- Pre-Lodgement Planning Proposal
- Exempt Development Opinion
- Heritage minor works exemption
- Out of Hours work
- Swimming pool exemption application
- Stormwater application (section 68)
- Install/operate on-site sewerage management system (section 68)
- Engineering applications (section 88B/section 88E)
- Tree vegetation management application
- Self-funded retiree domestic waste service application
- Pensioner rebate application
- Government Information (Public Access) Act Application (GIPA)
- Special events bin hire application
- Driveway line marking application
- Infirmed waste collection service application

5. Register a:

- Food business
- Personal appearance businesses
- Cooling or warm water systems
- Public pool or spa
- Fire safety statement
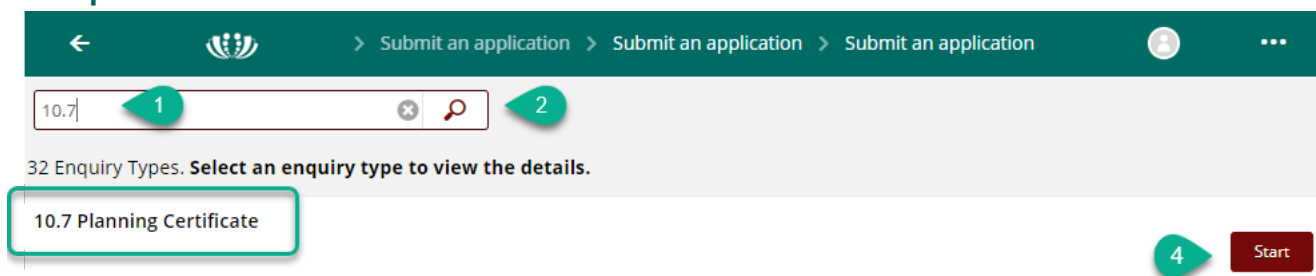
example of 10.7 planning certificate:

Click on Submit an application
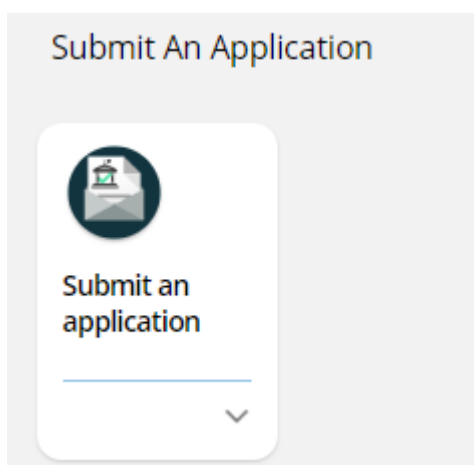
Select an application from the enquiry type example 10.7 Planning Certificate

1. Type in 10.7 planning
2. Hit search (magnifying glass)
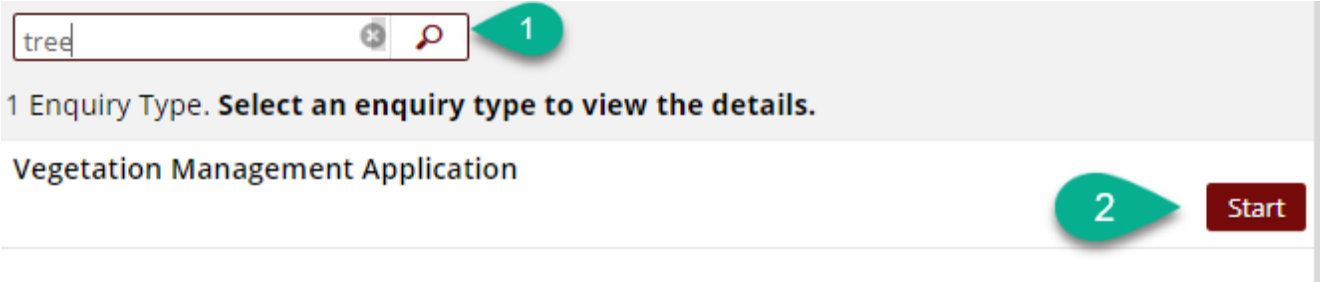3. 10.7 Planning Certificate will display
4. Select Start

example

OR

Search for the specific application e.g. tree

1. Type in tree, press search magnifying glass
2. Select **Start** icon
3. Hit Next to fill out the form and press **Submit**

4. Complete all the details of the form, select **Next,** once finished
5. Select **Submit**

*Note: take reference of your submitted application reference number so you can easily track your application

Pay an invoice

MyWilloughby   Create a request   Submit an application   4   Pay   Search and Track

Pay

Customers can now pay invoices online
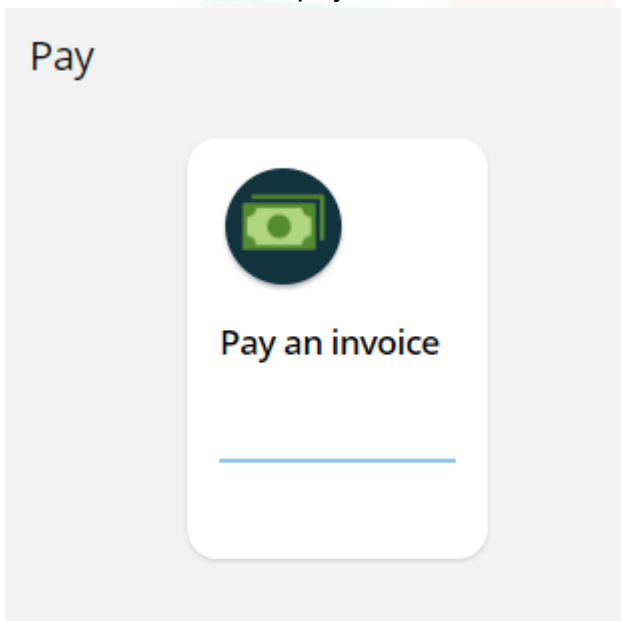
Enter your unique payment reference number and click Next to continue

Fill out form and Submit

Track a request or application
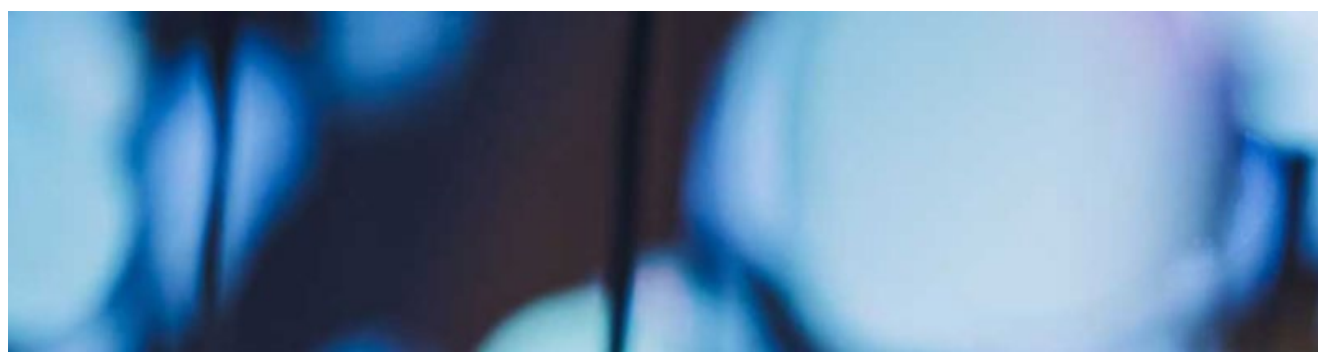
MyWilloughby   Create a request   Submit an application   Pay   **5**   Search and Track

Search and Track

These features allow customers to:

- track a customer service request
- track an application
- view all applications on notification (public exhibition)

Search And Track

Track a request

Track an application

Applications on notification

1. Track a request

This feature allows you to enter a tracking reference number to see the status of your request

Example of tracking number: REQ2024/00884

Track Request

2 Next

Enter your tracking reference number and click next to continue.

Tracking Number *   17

REQ2024/00884   **1**
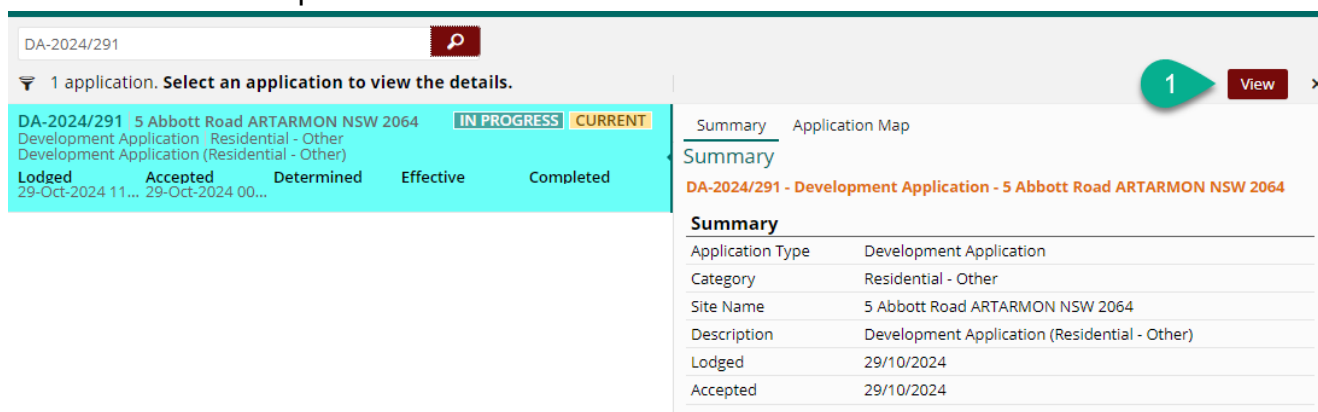
2. Track an application

This feature allows you to view the summary of the application including the:

- status of the application
- application type
- category
- site address
- Description of the application
- date lodged
- date accepted
- date determined
- progress of the application
- applicant of application
- property and land associations including map view
- attachments (documents) related to the application

example of application: DA-2024/291

1. Select View option

DA-2024/291

1 application. **Select an application to view the details.**

1 View   ✕

| DA-2024/291 5 Abbott Road ARTARMON NSW 2064 | IN PROGRESS | CURRENT |
Development Application Residential - Other
Development Application (Residential - Other)

| Lodged | Accepted | Determined | Effective | Completed |
29-Oct-2024 11... 29-Oct-2024 00...

Summary   Application Map

Summary

DA-2024/291 - Development Application - 5 Abbott Road ARTARMON NSW 2064
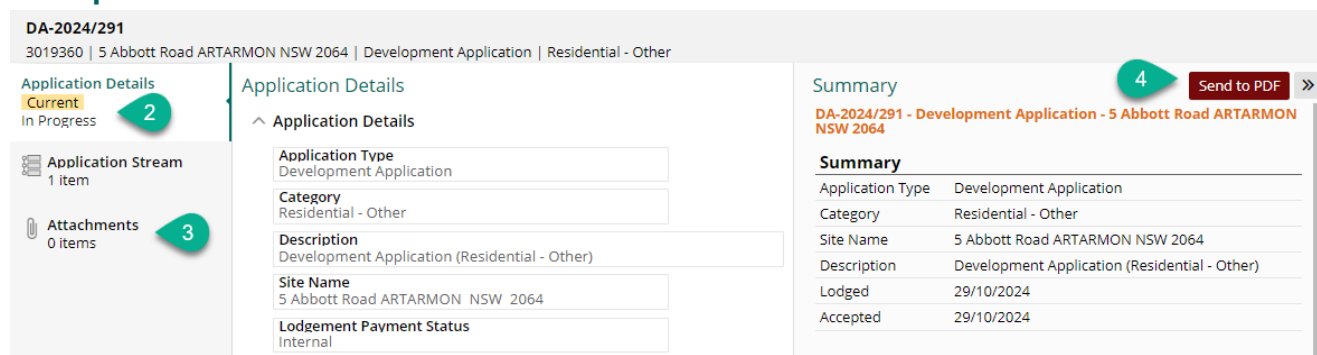
Summary

Application Type	Development Application
Category	Residential - Other
Site Name	5 Abbott Road ARTARMON NSW 2064
Description	Development Application (Residential - Other)
Lodged	29/10/2024
Accepted	29/10/2024

In view mode you can:

2. view the status of the application
3. any attachments (documents) associated with the application
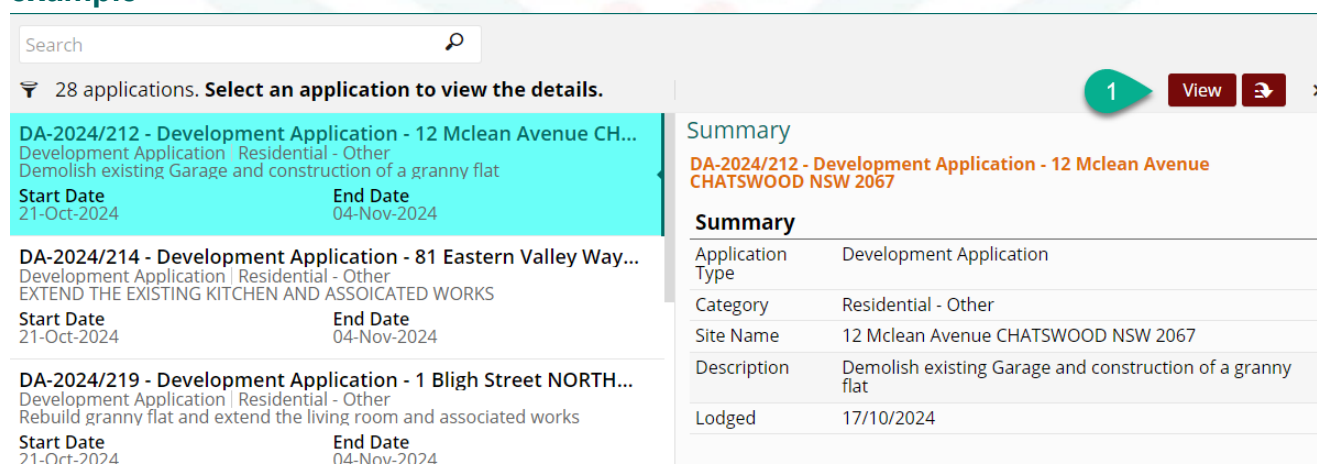4. create a PDF of the application (send to PDF)

example

3. Applications on notification

This feature allows customers to view all current applications that are on public exhibitions.

Here you can:

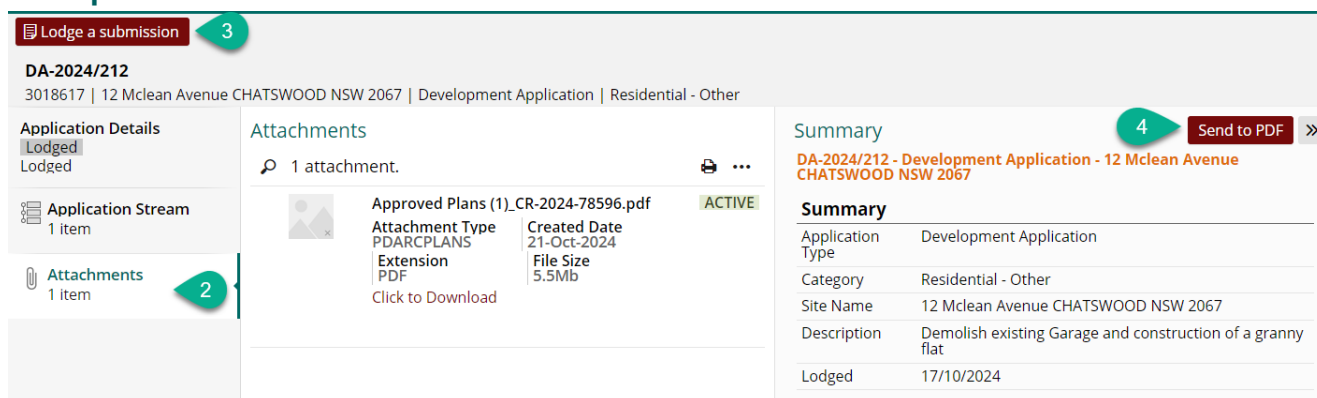1. Select View to access the application details and map

example

2. view all the attachments (documents) associated with the application
3. lodge a submission
4. create a PDF file of the application (send to PDF option)

example

Need assistance

If you experience technical issues or would like further assistance, please contact our Customer Service Team on (02) 9777 1000 or email@willoughby.nsw.gov.au