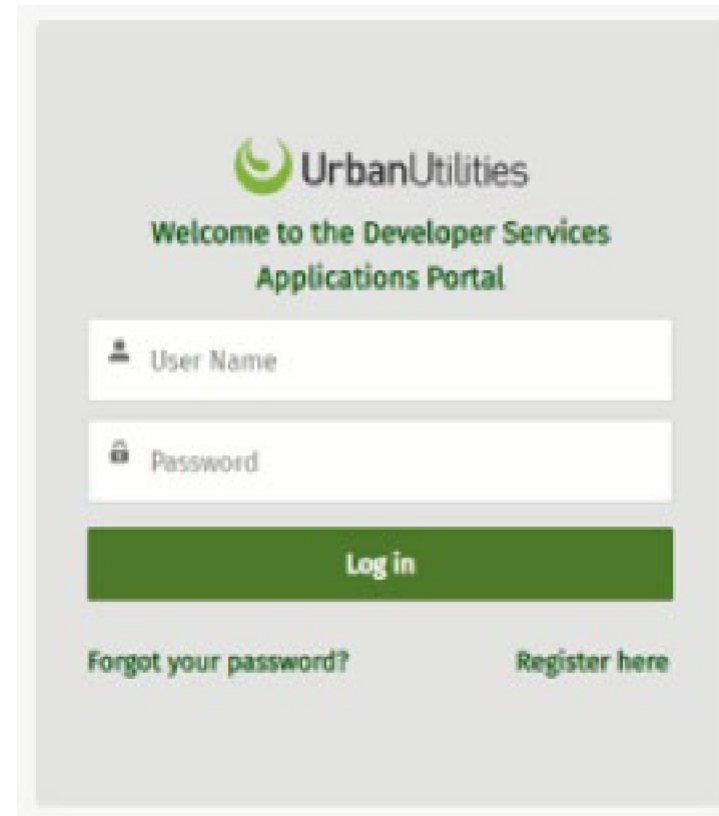# HOW TO REGISTER A NEW DEVELOPER SERVICES PORTAL ACCOUNT
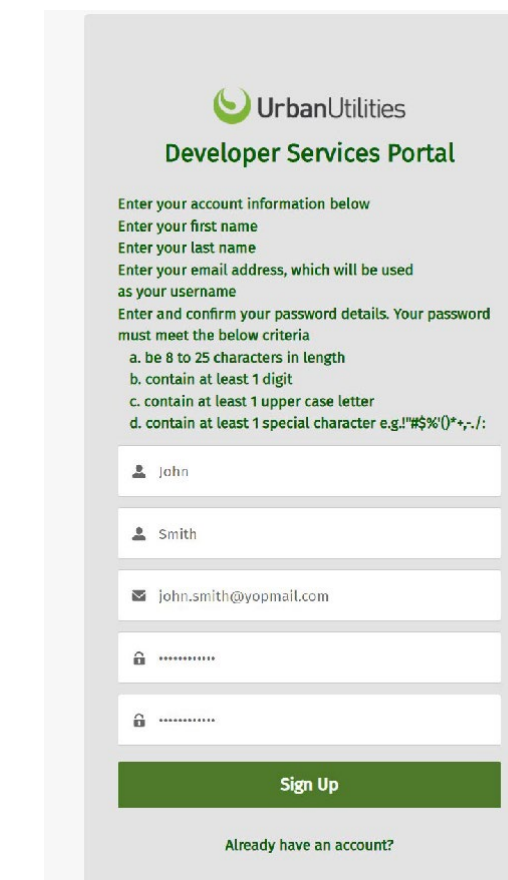
➢ **New customer?** As a new customer and first time user of the new Developer Services Portal, you will need to register an account.

➢ **Existing Portal account holder?** As a current or return Portal user, you will need to register a new account using the same email as you did in the old Portal.

➢ Follow Steps 1-4 to set up a new account.

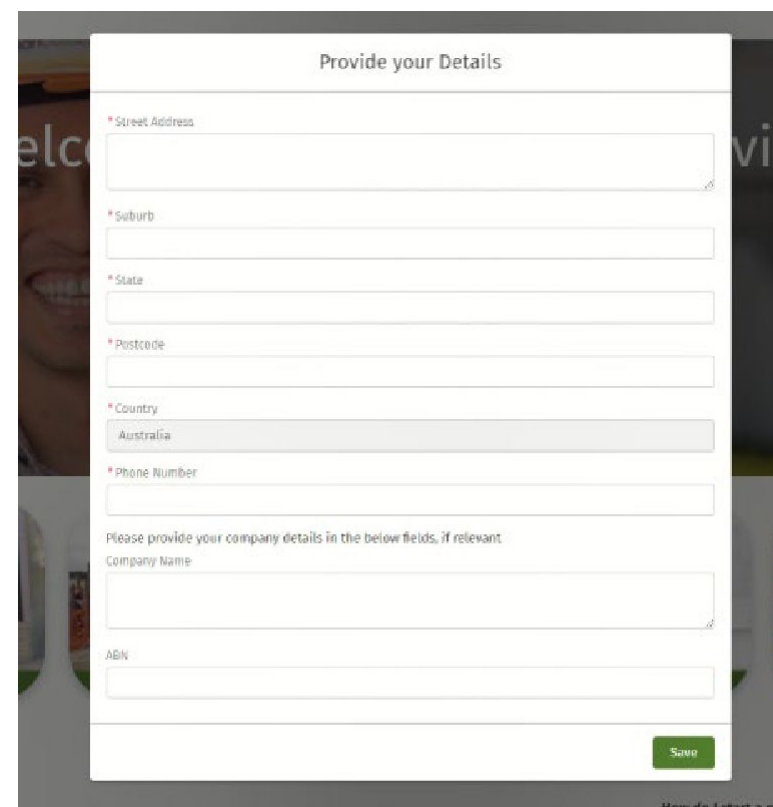➢ Can't remember your previous email login or need help? *Contact* [DeveloperServicesPortalSupport@urbanutilities.com.au](mailto:DeveloperServicesPortalSupport@urbanutilities.com.au)

**1**



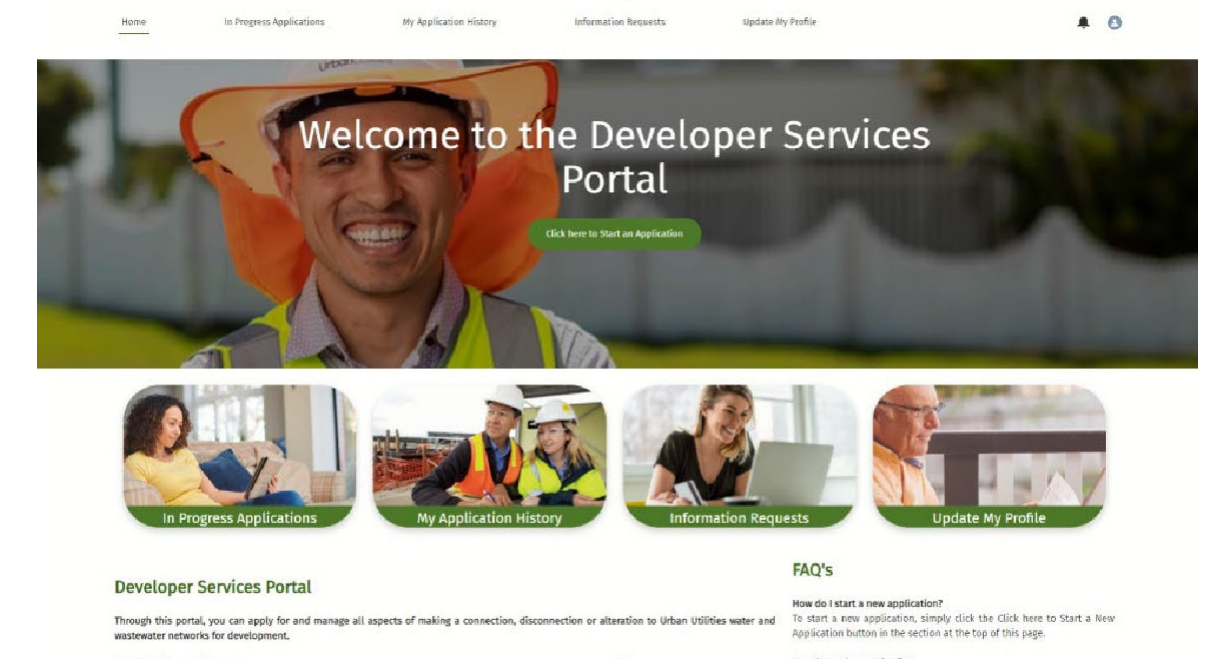➢ Click the **Register here** link

**2**



➢ Complete the required details

➢ Click the **Sign Up** button

**3**



➢ Complete the required details

➢ Click the **Save** button

**4**



➢ You have successfully created a new account. Welcome to the new **Developer Services Portal**

# HOW TO NAVIGATE AROUND THE NEW DEVELOPER SERVICES PORTAL
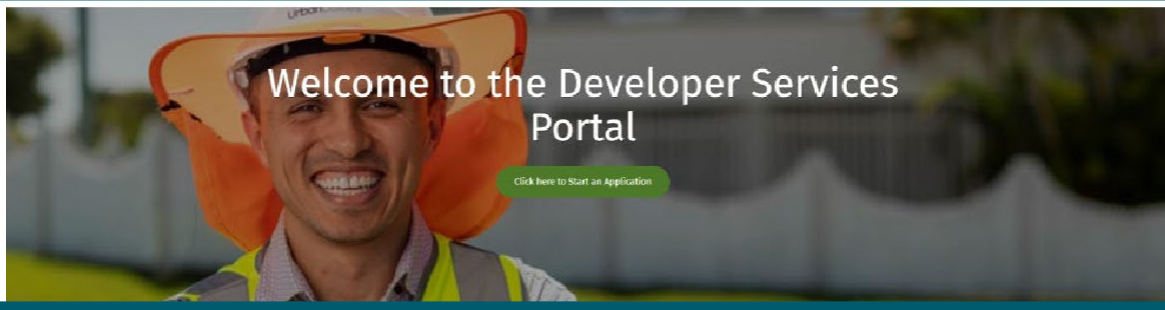
1. View applications in progress

2. View completed or historical applications

3. View any information requests

4. Update my profile

➢ **GET STARTED**: Select the option you require in the **banner** across the top of the page, or select an action **tile** under the Welcome message.

Banner



Welcome to the Developer Services Portal
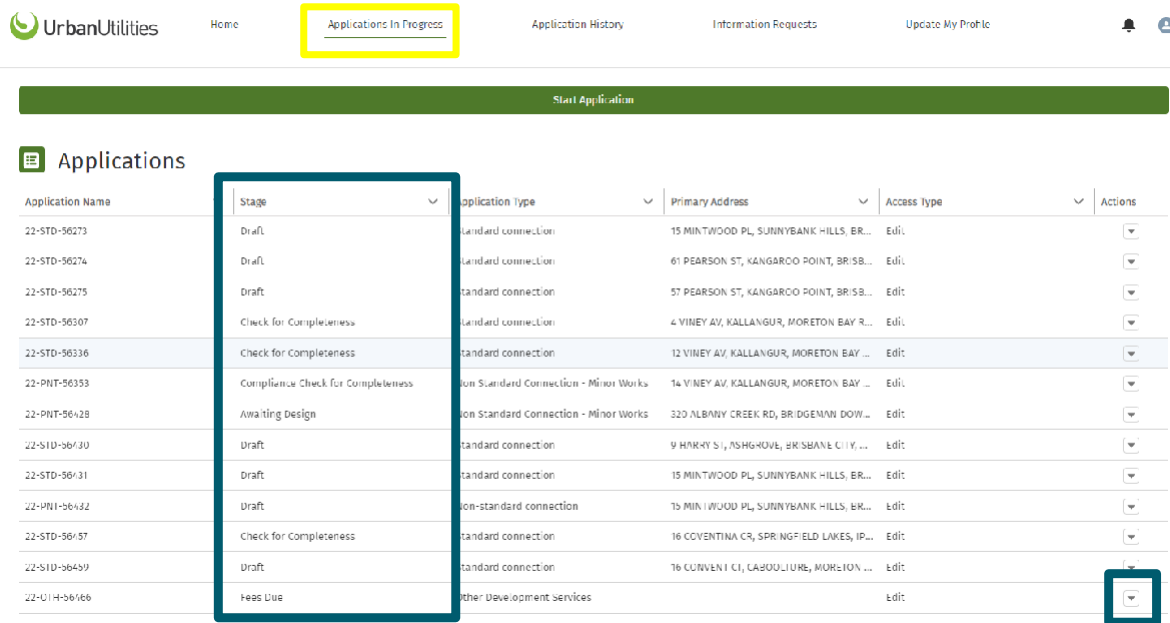
Tiles

---

**1**
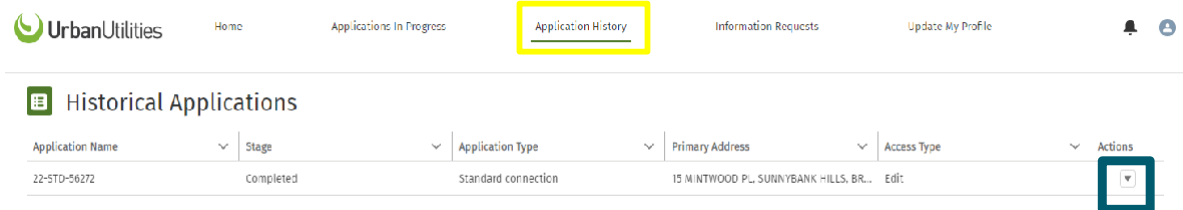
➢ Select **Applications in Progress** in the top banner, shown in the yellow box.



➢ The **Stage** column shows where in the process your application is currently at.

➢ **View** or **Resume** an application by clicking on the drop-down arrow button on the right side of the application row.

➢ When resuming an application, you can view any information previously entered at the step where the application was saved.
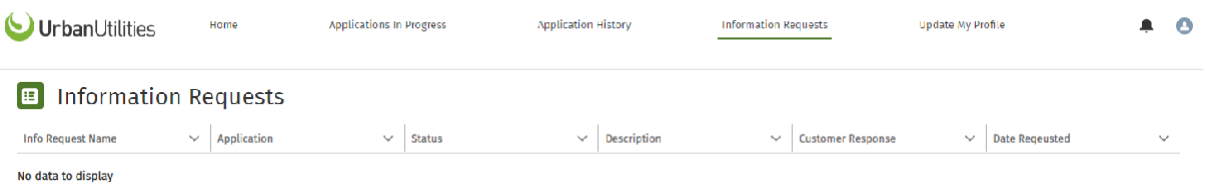
---

**2**



➢ Select **Application history** in the top banner, shown in the yellow box above.

➢ **View** application by clicking on the drop-down button to the right of the application row.
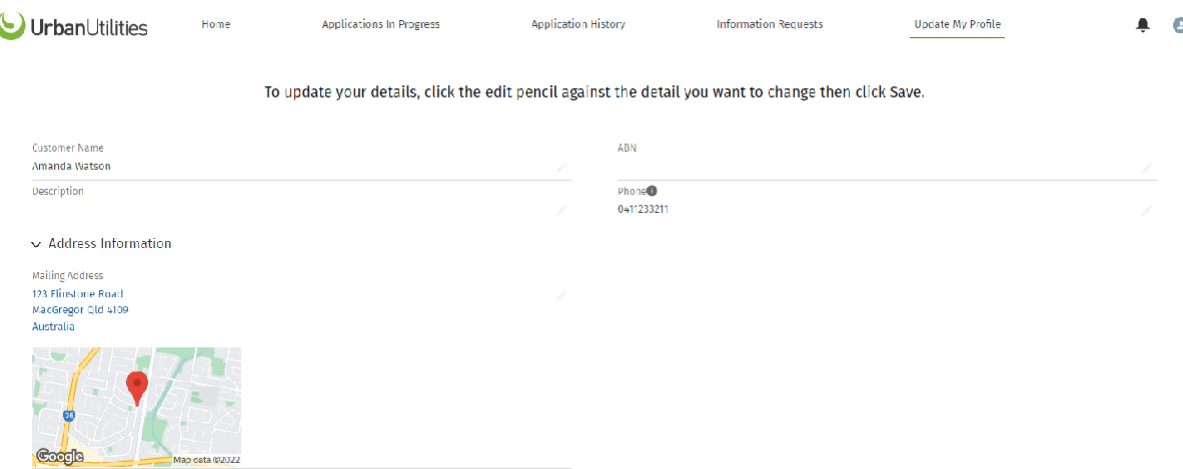
---

**3**



➢ If there is no data displayed, there are no information requests for you to action.

---

**4**



➢ Update your **profile details** by clicking the edit pencil against the detail you want to change.

➢ Click **Save.**

# HOW TO SUBMIT AN APPLICATION

➢ The following applications can be lodged in the new Developer Services Portal:

- Standard Connection
- Non-Standard Connection
- Services & Design Advice (previously called *Services Advice Notice or SAN*)

➢ **GET STARTED:** Click the green Start an Application button on the Welcome screen, shown in the yellow box below



**1**
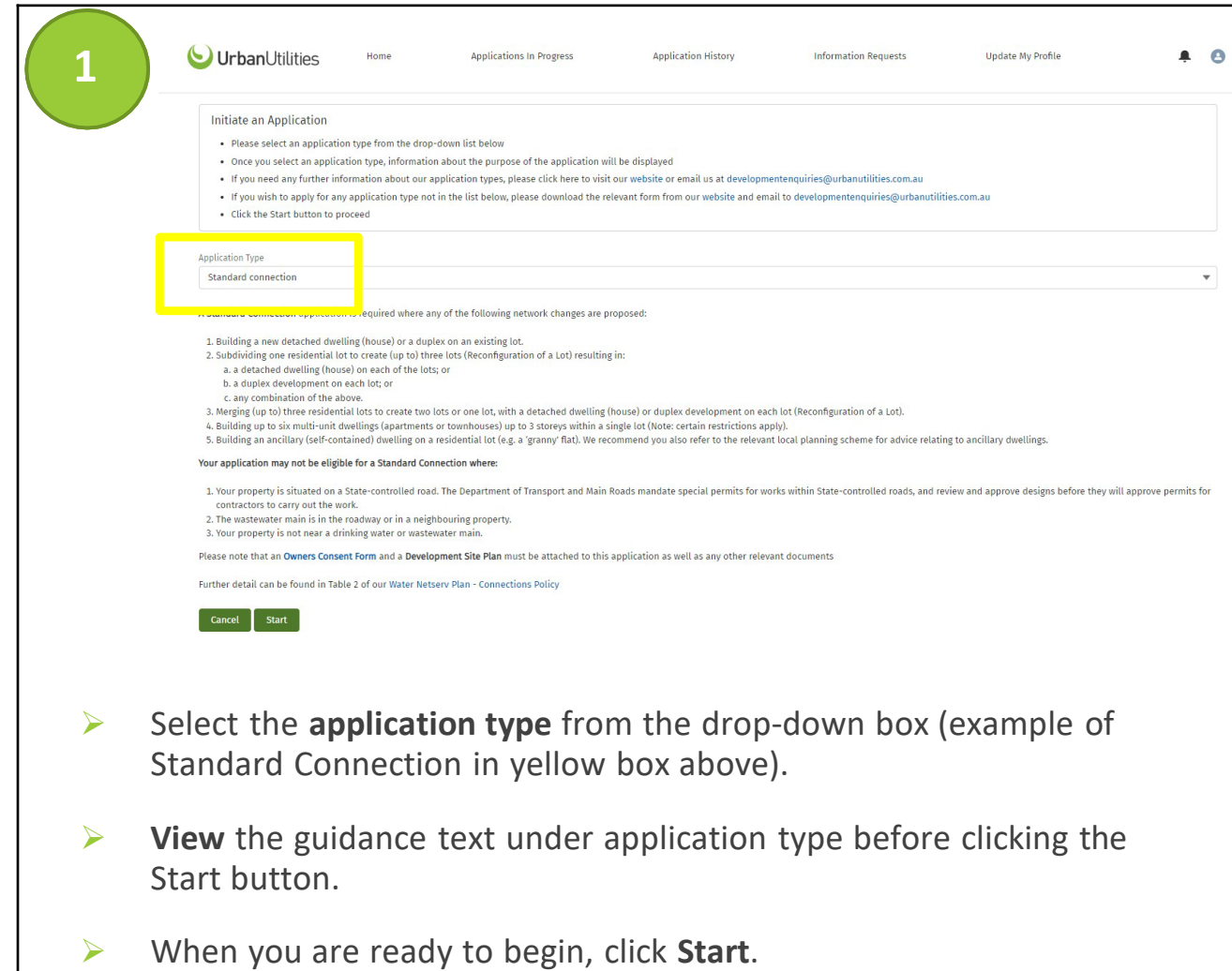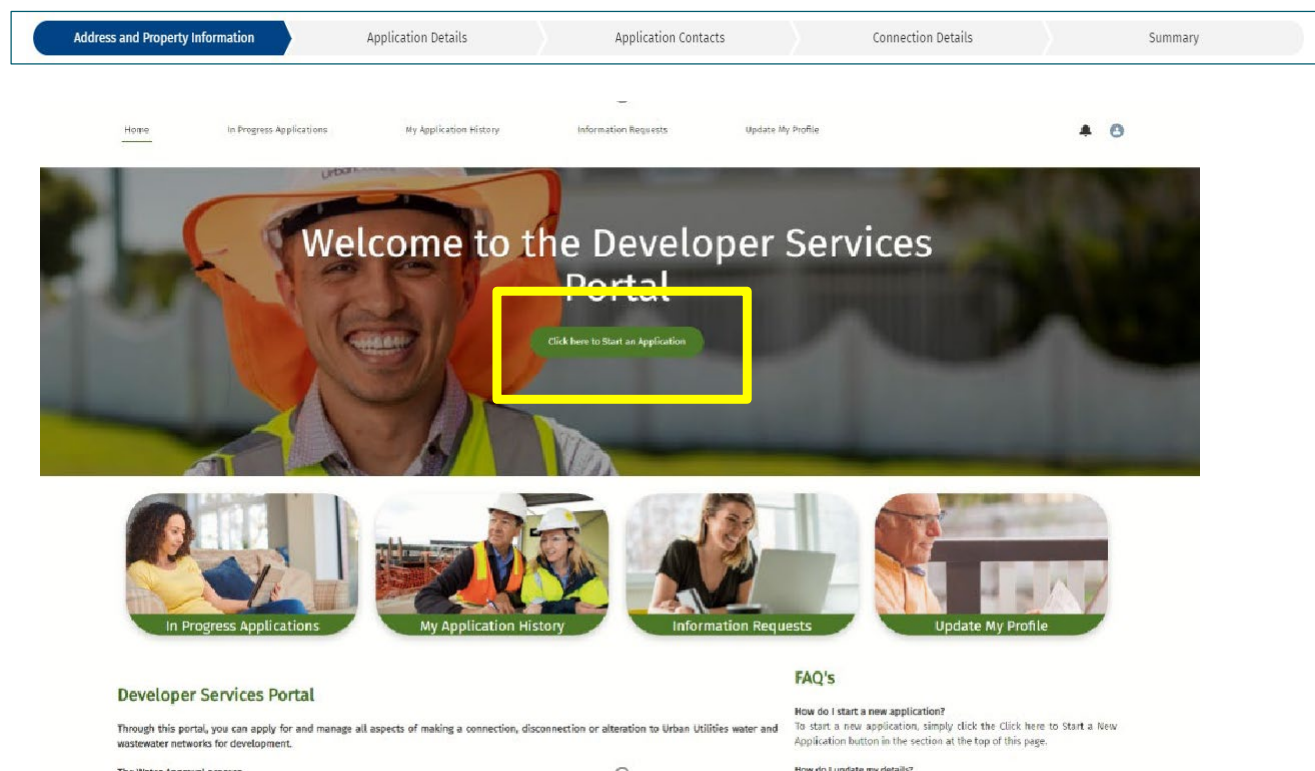
➢ Select the **application type** from the drop-down box (example of Standard Connection in yellow box above).

➢ **View** the guidance text under application type before clicking the Start button.

➢ When you are ready to begin, click **Start**.

**2**
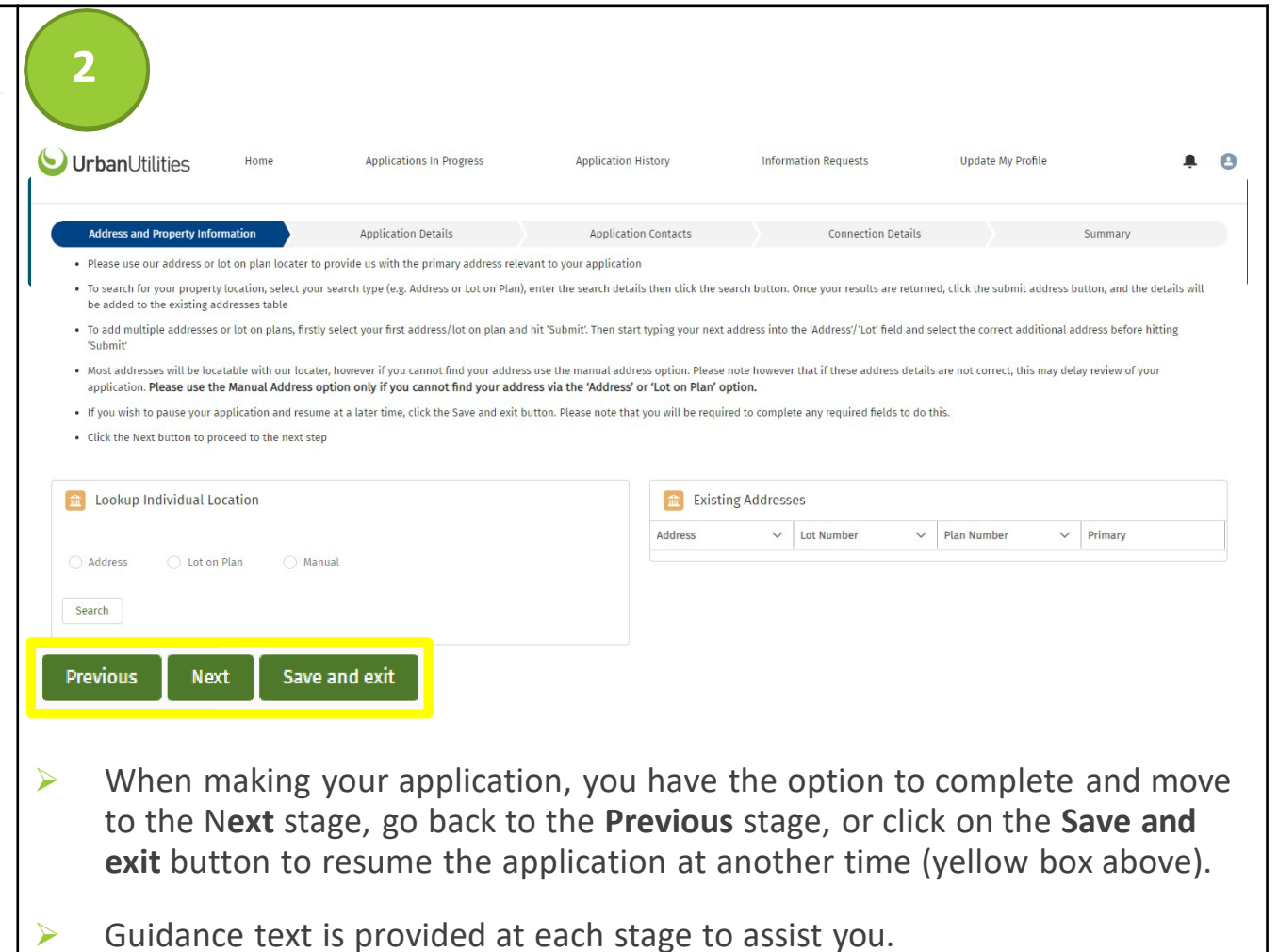
➢ When making your application, you have the option to complete and move to the N**ext** stage, go back to the **Previous** stage, or click on the **Save and exit** button to resume the application at another time (yellow box above).

➢ Guidance text is provided at each stage to assist you.

**3**
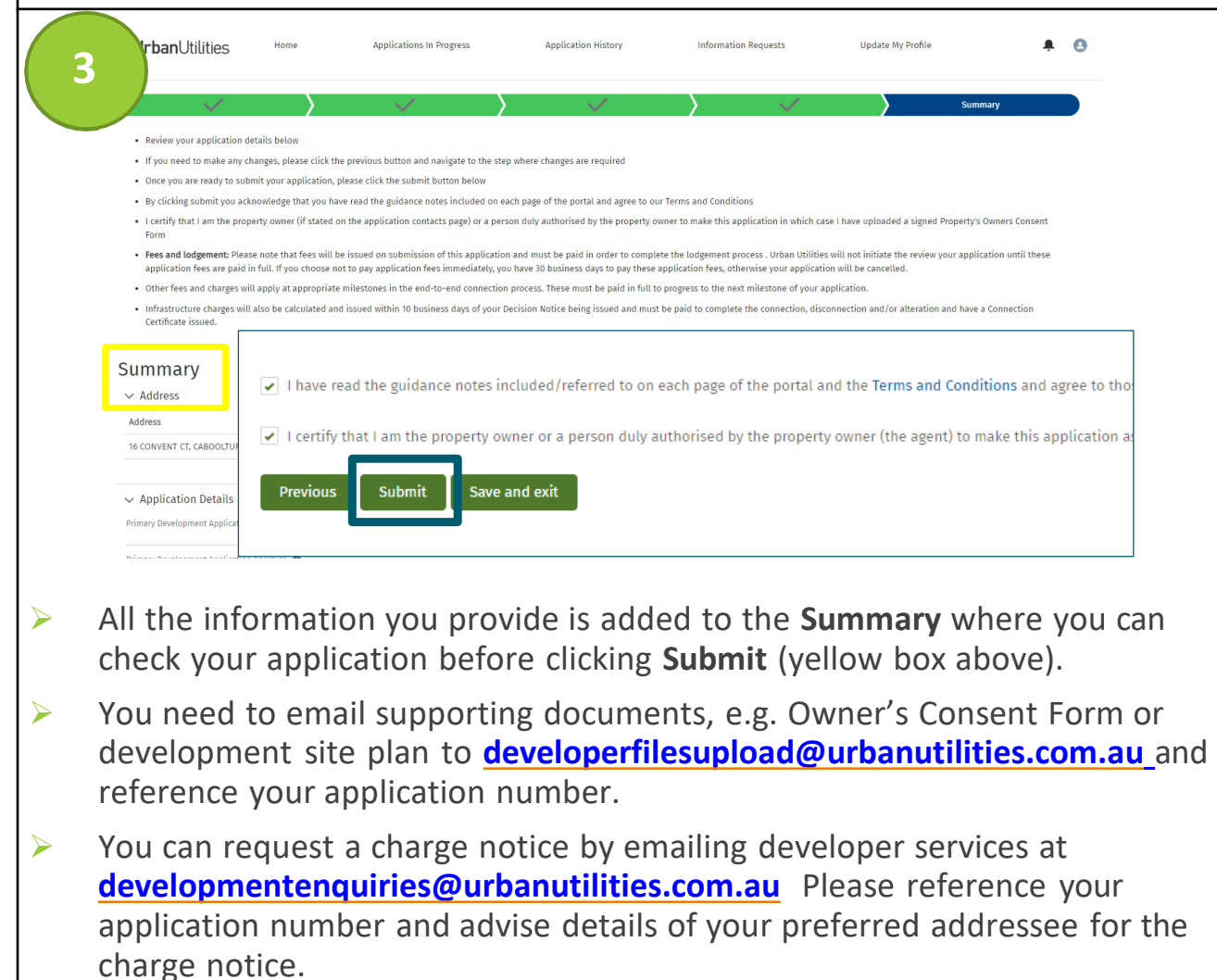
➢ All the information you provide is added to the **Summary** where you can check your application before clicking **Submit** (yellow box above).

➢ You need to email supporting documents, e.g. Owner's Consent Form or development site plan to **developerfilesupload@urbanutilities.com.au** and reference your application number.

➢ You can request a charge notice by emailing developer services at **developmentenquiries@urbanutilities.com.au** Please reference your application number and advise details of your preferred addressee for the charge notice.

**4**
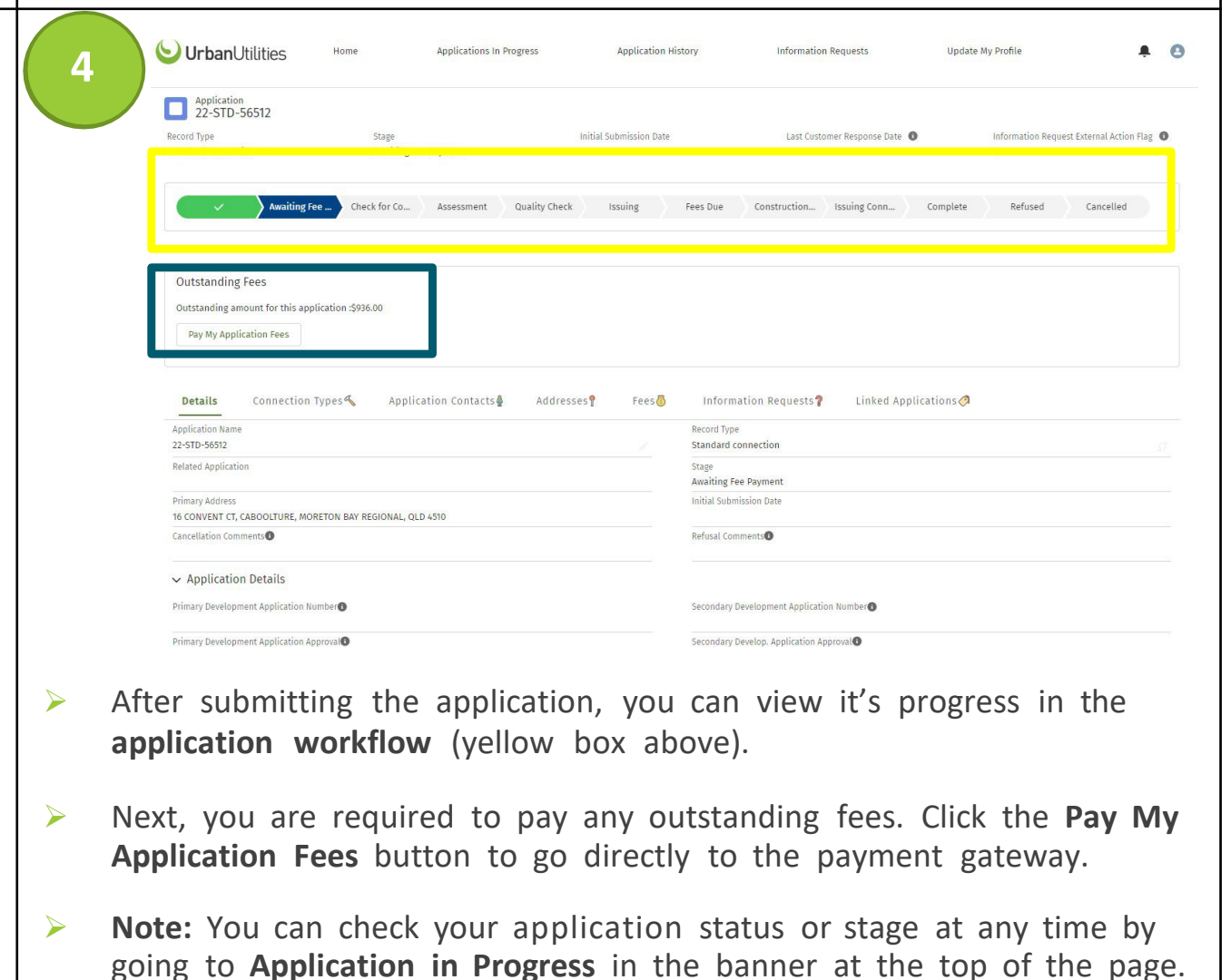
➢ After submitting the application, you can view it's progress in the **application workflow** (yellow box above).

➢ Next, you are required to pay any outstanding fees. Click the **Pay My Application Fees** button to go directly to the payment gateway.

➢ **Note:** You can check your application status or stage at any time by going to **Application in Progress** in the banner at the top of the page.

# HOW TO ACTION AN INFORMATION REQUEST

➢ At any time throughout the application process, we may need further information in order to proceed.

➢ How do I know if I need to provide more information?

   i. You will be sent an email that includes a link back into the Developer Services Portal.

   ii. You can log into the Developer Services Portal to view any current or outstanding Information Requests.
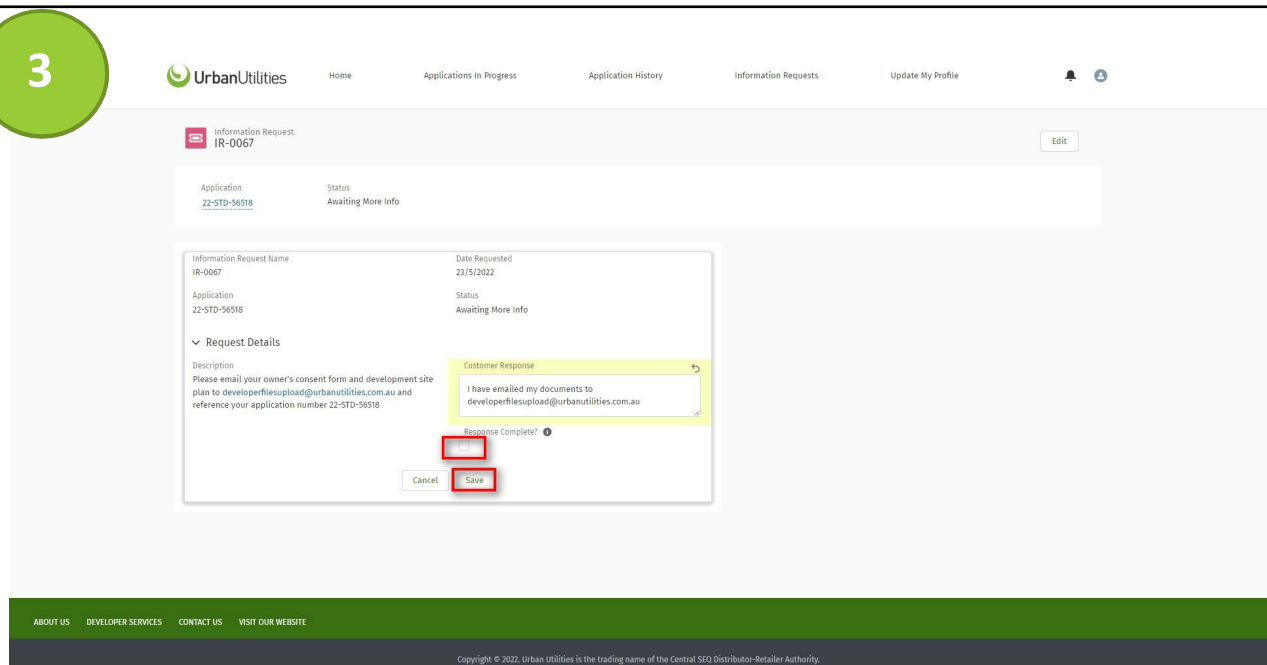
**1**



➢ If you need to provide more information, you will be notified by email. The email message contains a **Developer Services Portal** link to allow you to directly respond to the Information Request.
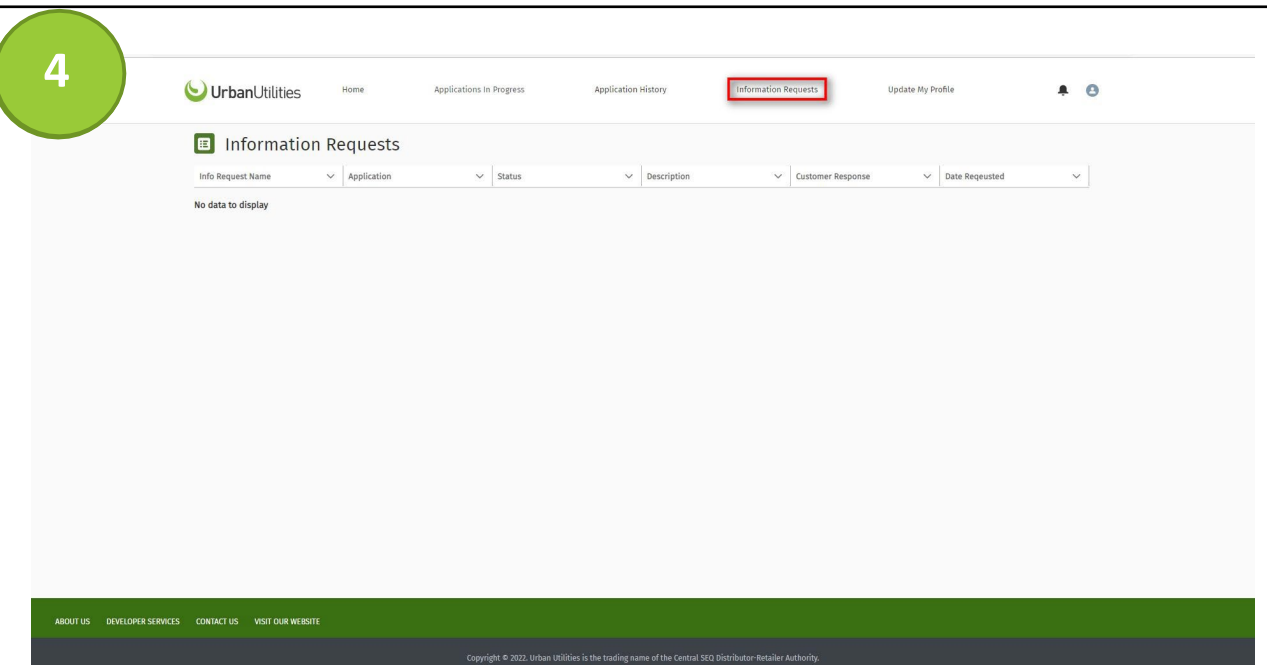
**2**



➢ Click on the **Pencil icon** to edit your response.

**3**



➢ When you have completed your response, click the **Response Complete** checkbox.

➢ Click **Save**.

**4**



➢ At any time, you can click on the **Information Requests** tab in the top banner, or the Information Requests tile on the Home page to view any current or outstanding Information Requests awaiting response.