




# Urban Utilities 2024 Developer Services Portal User Guide

[Home](#) » [Urban Utilities](#) » Urban Utilities 2024 Developer Services Portal User Guide 



## Developer Services Portal Quick Reference Guide

Business Account Registration & Managing Linked Individual Accounts  
Post MFA Rollout 2024  
Customer Experience Product Team

### Contents

- [1 What is a Business Account?](#)
- [2 What is a Developer Services Business Admin user?](#)
- [3 Setting up a Business Account](#)
- [4 How to disable Individual Accounts linked to the Business Account.](#)
- [5 Identifying the Developer Services Business \(Account\) Administrator](#)
- [6 Documents / Resources](#)
  - [6.1 References](#)

## What is a Business Account?

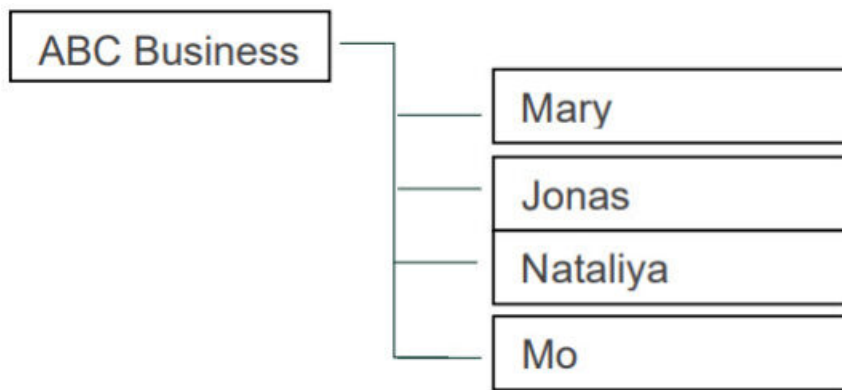
Customers have two different ways to register for the Developer Services Portal:

- o as an Individual, or
- o as a Business.

A Business Account acts as a “Parent” which can have multiple Individual Accounts linked as “Children”.

Individual (Child) Accounts have full visibility of all applications both in progress and completed by other Individual Accounts linked to the Business (Parent) Account. (Please note that these Individual (Child) Accounts will NOT receive email notifications for other applications in progress because they are linked to a Parent Business Account; they will only receive notifications if they are listed as a contact on an application).

In the example below, you see the Business (Parent) Account sits over the Individual employee (Child) Accounts.



Developer Services recommends you only add EMPLOYEES to this structure. If you wish to add a client, we recommend you add them AS A CONTACT on their respective application.

### What is a Developer Services Business Admin user?

- The person who sets up and registers a Business Account is known as the “Developer Services Business (Account) Administrator” (DSBA).
- As they set up the Business Account, they will automatically have an Individual (Child) Account created in their name under the Business Account.
- The DSBA has additional permissions whereby they can create new individual accounts and link them to the business account. They can also disable linked individual accounts if a staff member leaves the business.
- If the person registered as the DSBA is to be changed, or you would like to have more than 1 DSBA, advise [developmentenquiries@urbanutilities.com.au](mailto:developmentenquiries@urbanutilities.com.au) and nominate the person to add/take their place.

### Setting up a Business Account

To set up/register a Business Account, you need to: identify the person in your business who will have control to add and remove people from the business account. They will be known as the Developer Services Business Admin (DSBA).

To setup the Business Account, the DSBA is to:

- Navigate to the [Registration screen on the Portal](#).

**UrbanUtilities Developer Services Portal**

If you are registering as an individual, click the Individual toggle below. If you are registering to complete applications on behalf of a business or corporation, click the Business toggle below.

Individual **Business**

Enter your email address, which will be used as your username  
 Enter your Business Name  
 Enter your Australian Business Number  
 Enter and confirm your password details. Your password must meet the below criteria:  
 a. be 8 to 25 characters in length  
 b. contain at least 1 digit  
 c. contain at least 1 upper case letter  
 d. contain at least 1 special character e.g. !@#\$%^&\*~.-\_+;

First name  
 Last name  
 Email  
 Business Name  
 ABN  
 Create Password  
 Confirm Password  
 Sign Up  
 Already have an account?

DSBA First Name  
 DSBA Last Name  
 DSBA Email  
 Business Name  
 Business ABN (11 digits)  
 8 character (min) Password

- The “First Name” and “Last Name” fields are those of the DSBA (setting up the business account will automatically identify that person as the DSBA)
- The “Business Name” will be the Business (Parent) Account name.
- Password needs to be at least 8 characters.
- Once registered, the Business (Parent) Account name is now known as the “Customer Name”.
- The Individual (Child) Account of the DSBA is now known as a “Contact” of the Business Account.
- The DSBA can select “Update My Profile” from the tabs at top of the Developer Services Portal to review all contacts listed under their Business Account.

**UrbanUtilities** Home Applications In Progress Application History Information Requests Update My Profile

Please update your details below by clicking the edit pencil against the detail you want to edit. Once you have made this change click the Save button.

Company Pty Ltd  
 Description  
 ABN  
 Password

Address Information  
 Mailing Address  
 11 Dorrice Street  
 Fortitude Valley, QLD 4006  
 Australia  
 Map

Contacts (1)  
 1 steps • Sorted by Last Created • Updated 3 minutes ago

Contact Name	Email
Business Account	test@gmail.com

- The next time the DSBA logs in to the portal, they will be required to setup Multifactor Authentication for their account. Refer to this quick reference guide as to how to setup: [Setting up Multi-Factor Authentication \(MFA\) for Developer Services Portal](#)

## How to create new Individual Accounts and link to the Business Account

Developer Services recommends you only add EMPLOYEES to this structure. If you wish to add a client, we recommend you add them AS A CONTACT on their respective application.

The DSBA is to:

- Log in to their account and navigate to “Update My Profile”
- Select the “New” button located on right side of Contacts Widget

UrbanUtilities

Home Applications In Progress Application Status Information Requests Update My Profile

To update your details, click the edit pencil against the detail you want to change then click Save.

Company Name  
Company Pty Ltd

Description

Address Information

Address  
11 Duncraig Street  
Ferntree Gully (VIC 3156)  
Australia

Map

Contacts (7)

Business Account

New

- Fill in the employee's First Name, Last Name, Email Address, read the Privacy Notice and check the Privacy box (by checking this box, you are giving consent that this person will be able to see EVERY application, complete and in progress, by your business). Select Save:

New Contact

\* = Required Information

Contact Information

\* Name

Salutation  
--None--

First Name  
First Name

Middle Name  
Middle Name

\* Last Name  
Last Name  
Complete this field.

\* Email

\* Customer Name  
Company Pty Ltd

Privacy Notice

When you add an additional contact, this contact will be able to view and access all applications associated with this business account, including documentation containing personal information of staff, clients and all application contacts.

Consent To Disclose Personal Information  
☐

Cancel Save & New Save

- Select that employee's name in the contacts section, as shown below:

Contacts (6)

Contact Name

Business Account

EngineerFive

Engineer Four

Engineer One

- Next select “Enable Customer User”

UrbanUtilities Home Applications In Progress Application History Information Requests Update My Profile

User: Mr. Engineer One [Save] [Cancel] [Update My Profile]

Username: Company Pty Ltd Password: Company Pty Ltd Email: user-01@gmail.com Company: Company Pty Ltd

Applications: 0

- “Save”. You don’t need to update any fields in the window that pops up.

UrbanUtilities Home Applications In Progress Application History Information Requests Update My Profile

Manage External User [Save] [Cancel]

User Information: Username: user-01@gmail.com, First Name: Engineer, Last Name: One, Email: user-01@gmail.com, Password: [password], Confirm Password: [password], Role: Company Pty Ltd Customer User, Status: Active, Generate new password and notify user: [checked]

Contact Information: First Name: Engineer, Last Name: One, Email: user-01@gmail.com, Phone: [phone], Address: [address]

Address Information: Street: [street], City: [city], State/Province: [state/province], Zip/Postal Code: [zip/postal code]

- That user will then receive a “Welcome Email” from the Developer Services Portal where they may need to setup a new Password.
- The next time this new contact associated with the Business (Parent) Account logs into the Developer Services Portal, they will be required to setup Multifactor Authentication for their account. Refer to this quick reference guide as to how to setup: [Setting up MultiFactor Authentication \(MFA\) for Developer Services Portal](#)

## How to disable Individual Accounts linked to the Business Account.

You would use this function if an employee is leaving the business or no longer requires access to the Developer Services Portal.

- The DSBA is to log in to their account and navigate to “Update My Profile”
- Select the employee’s name in the “Contacts” section who you want to disable (as shown):

Contacts (6)

Contact Name

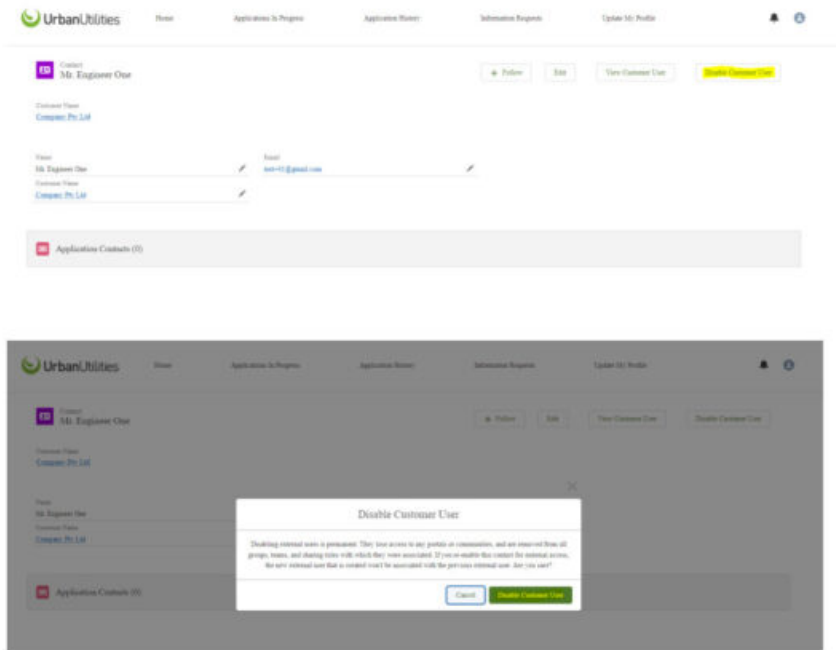
Business Account

EngineerFive

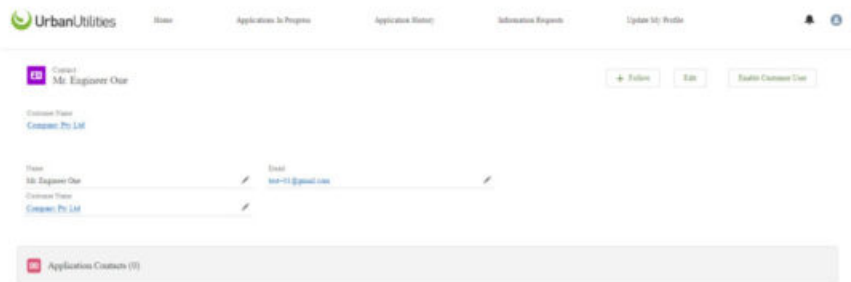
Engineer Four

Engineer One

- Select “Disable Customer User”

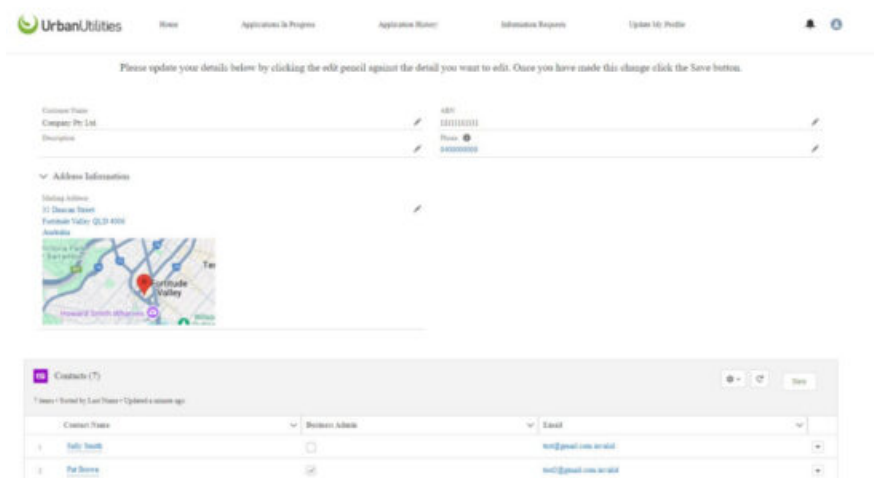


- Once complete, you will now see the button has changed to “enable user”



## Identifying the Developer Services Business (Account) Administrator

Everyone invited to your Business Account can see who is/are the DSBA in your business through their Update my Profile tab. In the Business Account below, we can see Pat Brown is the DSBA – the Business Admin contact.



## Documents / Resources



[Urban Utilities 2024 Developer Services Portal](#) [pdf] User Guide  
2024 Developer Services Portal, 2024, Developer Services Portal, Services Portal, Portal

References

- [User Manual](#)

Manuals+, Privacy Policy

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