Manuals+ — User Manuals Simplified.

Urban Utilities Developer Services Portal User Guide

**Developer Services Portal
User Guide**

Contents

HOW TO REGISTER A NEWDEVELOPER 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**

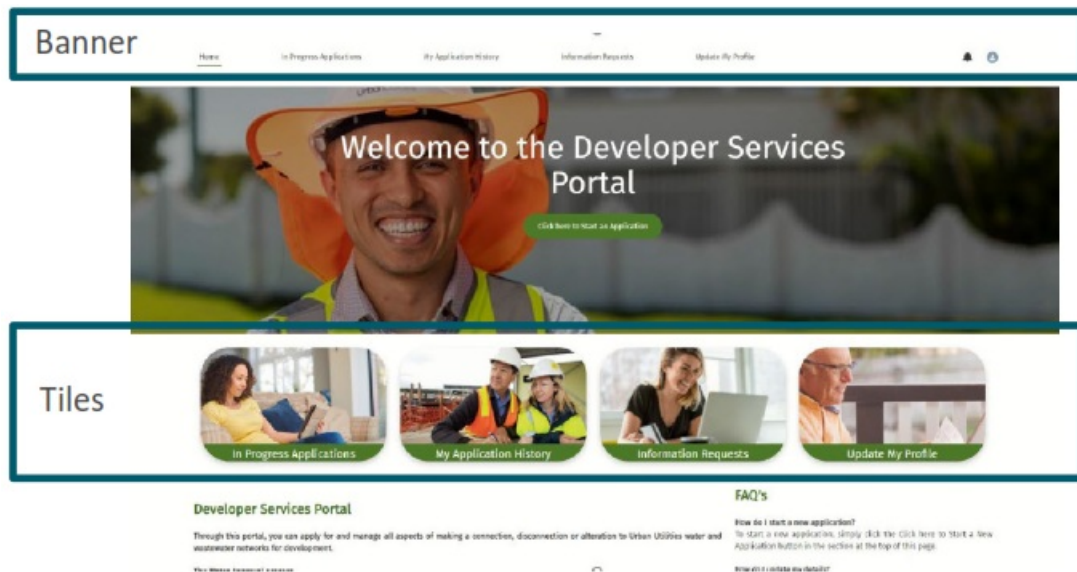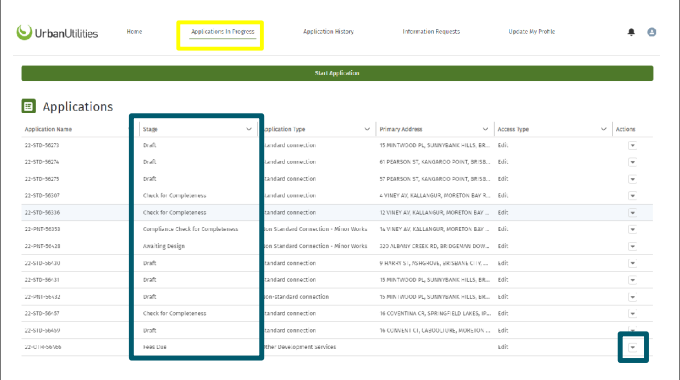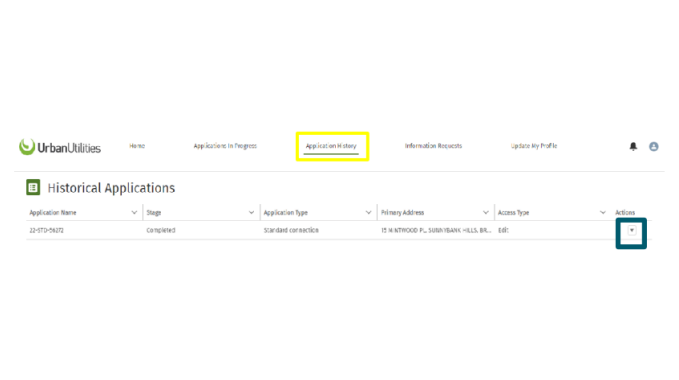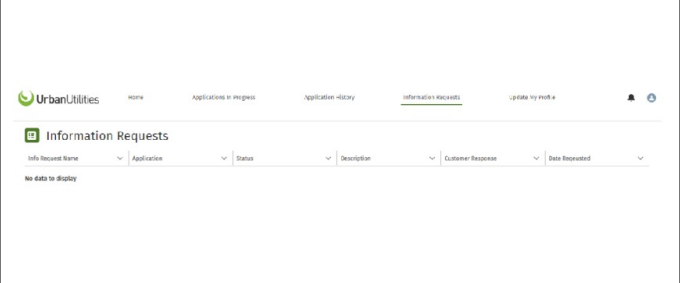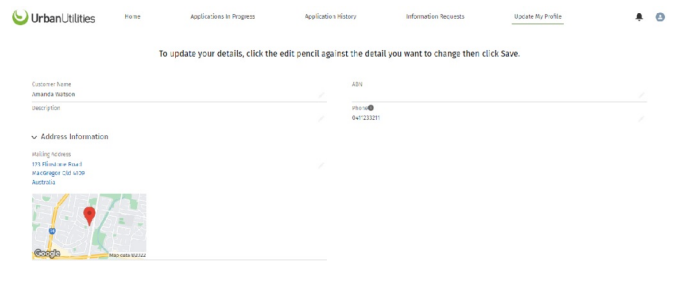|	
Click the Register here link	▶ Complete the required details ▶ Click the Sign Up button
▶ Complete the required details ▶ Click the Save button	▶ You have successfully created a new account. Welcome to the new Developer Services Portal

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.
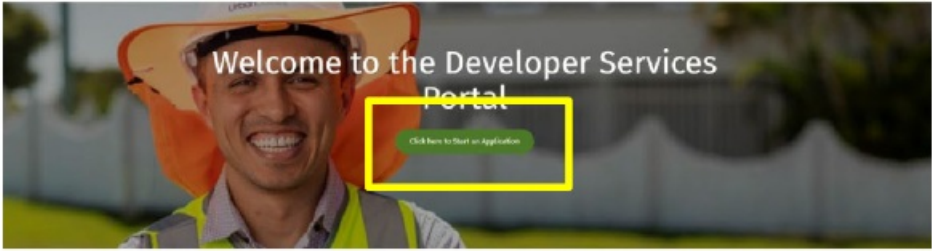
▶ Select Applications in Progress in the top banner, shown in the yellow box. ▶ The Stage column shows where in the process your application is currently at. ▶ View or Resume an application by clicking on the drop-down arrow button on the right side of the application row. ▶ When resuming an application, you can view any information previously entered at the step where the application was saved.	▶ 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.
▶ If there is no data displayed, there are no information requests for you to action.	▶ 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 lodgedin 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

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

Welcome to the Developer Services Portal

Click here to Start an Application

In Progress Applications | My Application History | Information Requests | Update My Profile

Developer Services Portal

Through this portal, you can apply for and manage all aspects of making a connection, disconnection or alteration to Urban Utilities water and wastewater networks for development.
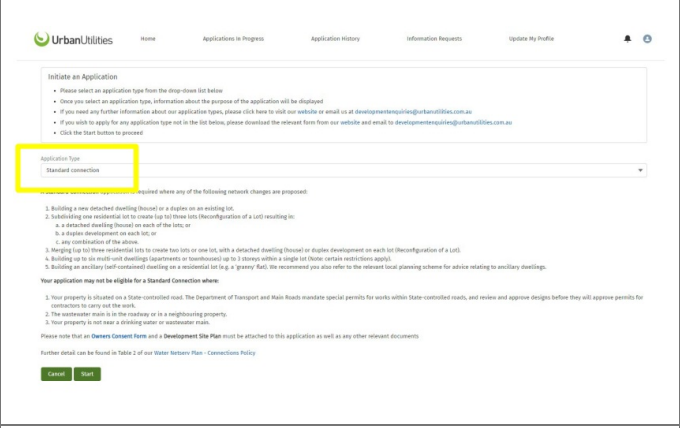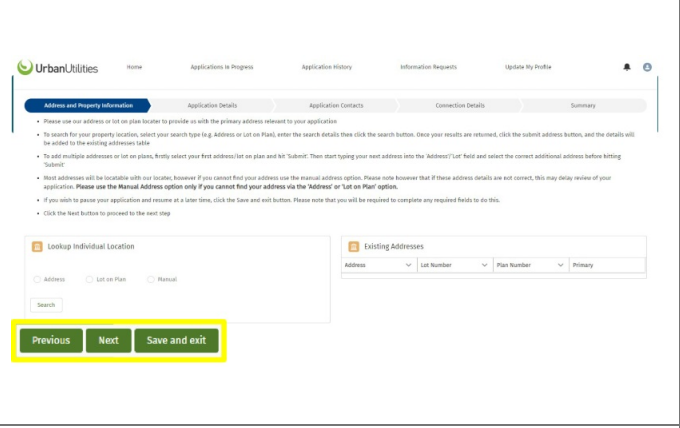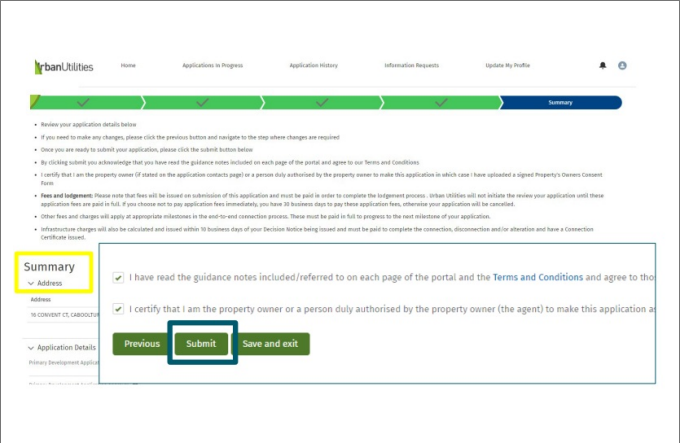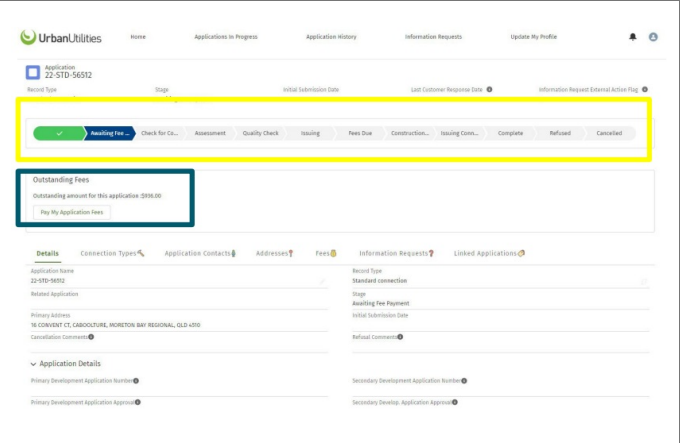
FAQ's

How do I start a new application?
To start a new application, simply click the Click here to Start a New Application button in the section at the top of this page.
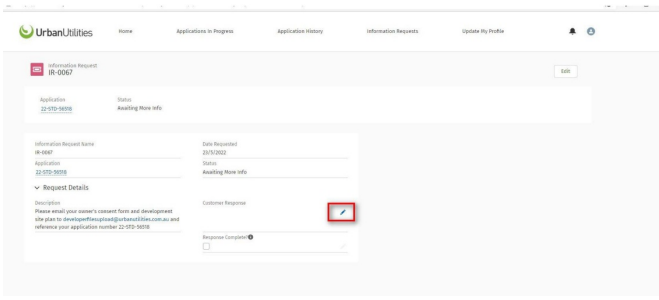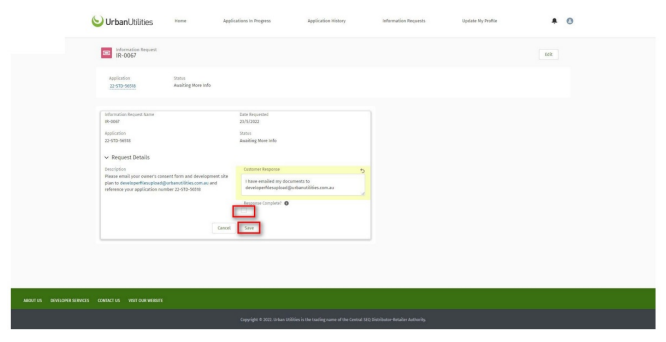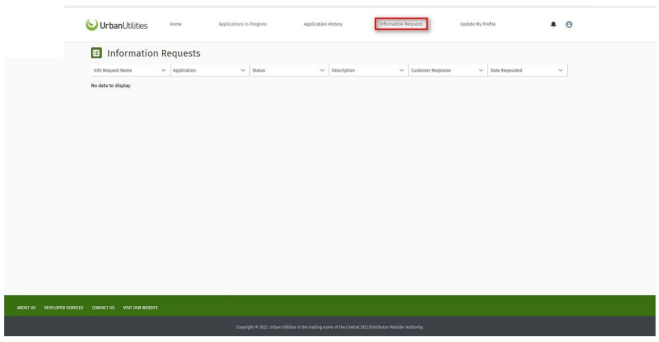
How do I update my details?

► Select the application type from the drop-down box (example of Standard Connection in yellow box above).
► View the guidance text under application type befor e clicking the Start button.
► When you are ready to begin, click Start.

► When making your application, you have the option t o complete and move to the Next 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 yo u.

► All the information you provide is added to the Sum mary where you can
check your application before clicking Submit (yellow b ox above).
► You need to email supporting documents, e.g. Own er'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 develo per services at
developmentenquiries@urbanutilities.com.au Plea se reference your
application number and advise details of your preferre d addressee for the
charge notice.

► After submitting the application, you can view it's pro gress 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 stag e 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.

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

► Click on the Pencil icon to edit your response.

► When you have completed your response, click the Response Complete checkbox.
► Click Save.

► 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.

Documents / Resources

Urban Utilities Developer Services Portal [pdf] User Guide
Developer Services Portal, Services Portal, Developer Portal, Portal