

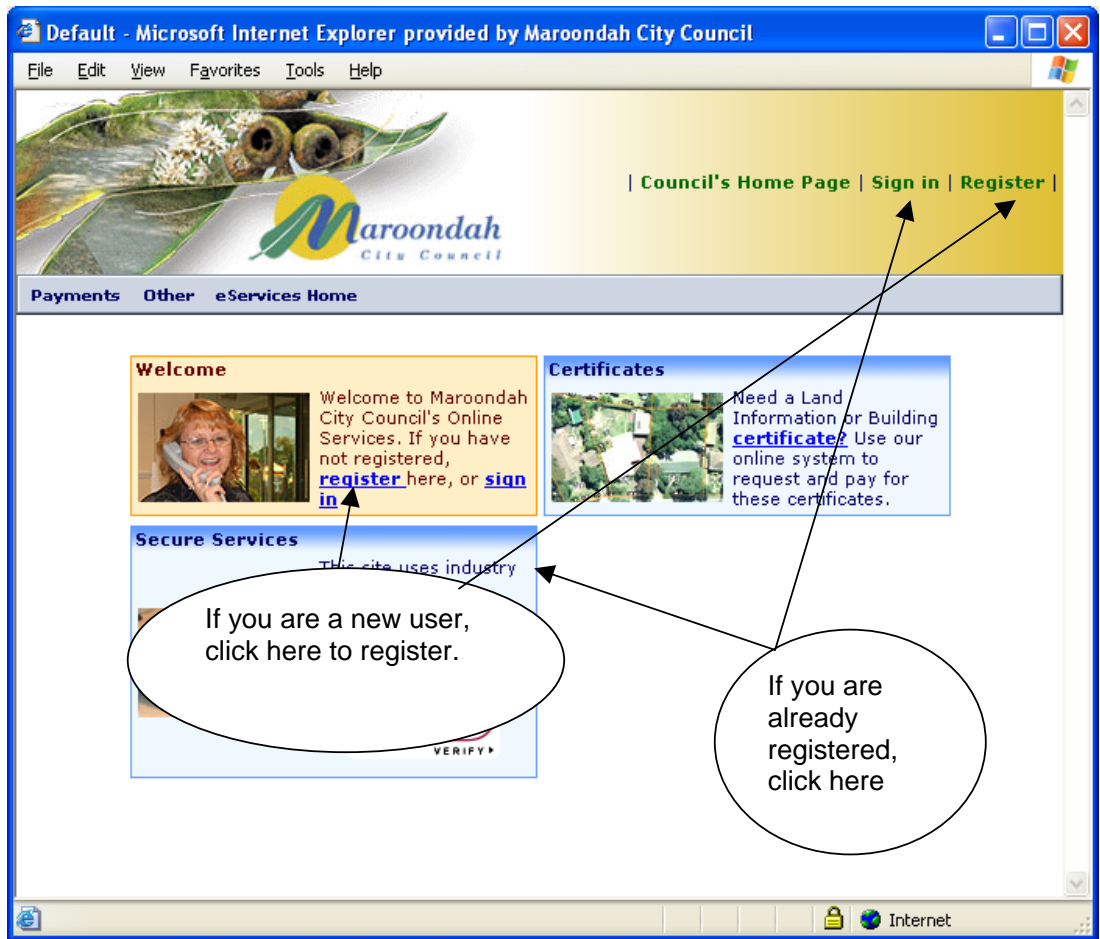


Online
Land Information Certificate and
Building Approval Particulars
Certificate Applications

User Guide

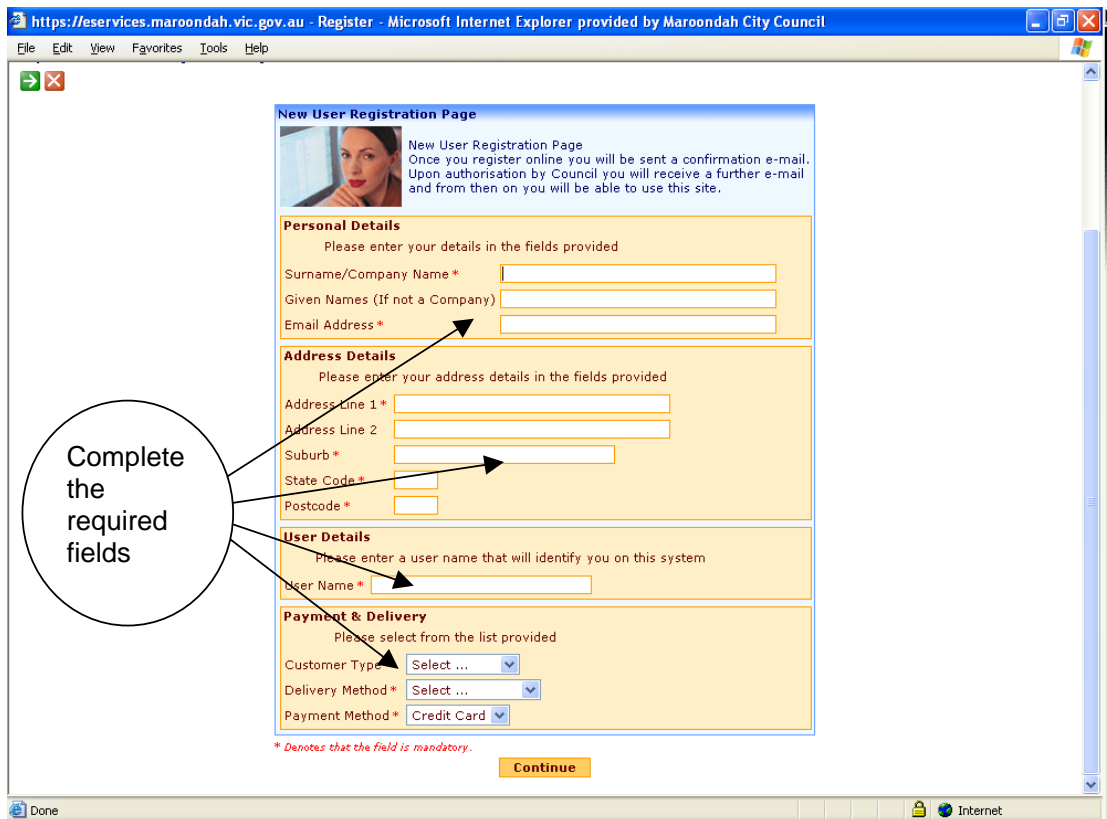
www.maroondah.vic.gov.au

The initial screen you will see when you enter eServices from Council's webpage. If you are a new user, click **Register**, or if you are already registered, click **Sign in**.



New User Registration

Enter your details in the fields. The ones marked with an * are mandatory fields and must be completed. Once all required fields are populated, press **Continue**.



Set a password for your username and confirm, then press **Submit**.

https://eservices.maroondah.vic.gov.au - RegisterSubmit - Microsoft Internet Explorer provid...

File Edit View Favorites Tools Help

Council Home Page | Sign in | Register |

Payments Other eServices Home

Step 2 of 2: Submit Registration

Submit Registration

Please nominate a password for use when logging into the system and confirm the password as requested, then click the Submit button to lodge your details (Your password must be at least 6 characters long, and is case sensitive).

User Name ColonelMustard

Password

Confirm Password

Submit

Create your password and confirm

Done Internet

A confirmation email will also be sent to the registered user's email address .

https://eservices.maroondah.vic.gov.au - RegisterSuccess - Microsoft Internet Explorer provid...

File Edit View Favorites Tools Help

Council's Home Page | Sign in | Register |

Payments Other eServices Home

Your Request has been successfully lodged

Your request to be registered as a new user has been lodged and will be processed shortly. You will receive an email confirming the details that you have just entered. If you have any questions please contact the Customer Service Centre.

PLEASE NOTE: Your registration will only be processed during normal business hours.

Successful registration confirmation message.

Done Internet

Enter your username and password as created in the registration process. Then click **Sign in**.

The screenshot shows a Microsoft Internet Explorer browser window with the URL <https://eservices.maroondah.vic.gov.au>. The page header includes the Maroondah City Council logo and navigation links: "Council Home Page", "Sign in", and "Register". Below the header is a navigation bar with "Payments", "Other", and "eServices Home". The main content area features a "Sign in" section with a sub-header "Sign in" and a brief instruction: "If you are a registered user please enter your sign in details. Alternatively you may click the available link to register." Below this are two input fields labeled "User Name" and "Password", followed by a "Sign in" button. A red link "Forgotten your password?" is positioned below the password field. A callout bubble points to the "Sign in" button with the text: "Once you are registered, click the Sign in link to log into the system". Another callout bubble points to the "User Name" and "Password" fields with the text: "Enter your username and password and click Sign in". The browser's status bar at the bottom shows "Done" and "Internet".

Either click on the **certificate** link or click on the **picture** to start the certificate request process.

The screenshot shows a Microsoft Internet Explorer browser window with the URL <https://eservices.maroondah.vic.gov.au>. The page header is identical to the previous screenshot. The main content area features a "Welcome" section with a photo of a woman and text: "Welcome to Maroondah City Council's Online Services. If you have not registered, [register](#) here, or [sign in](#)". Below this is a "Secure Services" section with a photo of hands typing on a keyboard and text: "This site uses industry standard security practises to ensure your personal data is protected..". To the right is a "Certificates" section with a photo of a landscape and text: "Need a [Land Information or Building certificate?](#) Use our online system to request and pay for these certificates." A callout bubble points to the "Land Information or Building certificate?" link with the text: "Click on the certificate link or the picture". The browser's status bar at the bottom shows "Done" and "Internet".

Select the required certificate type/s and press Continue.

https://eservices.maroondah.vic.gov.au - Certificate Types - Microsoft Internet Explorer provi...

File Edit View Favorites Tools Help

Council Home Page | Sign Out |

Certificates Registration Payments Other eServices Home

Step 2 of 4: Certificate Types

Select Certificate Types

Below is a list of the Certificate request types that you can lodge online. Please select the required certificate type/s and click the continue button. The Cost displayed for each certificate type applies to each property requested.

Land Information Certificate and/or Building Information Request

Certificate Types	Cost	Instructions
<input checked="" type="checkbox"/> Regulation 326 Building Certificate - Part 1 & 2	\$80.00	
<input checked="" type="checkbox"/> Land Information Certificate	\$20.00	
<input type="checkbox"/> Regulation 326 Building Certificate - Part 1	\$40.00	
<input type="checkbox"/> Regulation 326 Building Certificate - Part 2	\$40.00	

Continue

Done Internet

Enter the address of the property for which you wish to search and press Search.

https://eservices.maroondah.vic.gov.au - Property Search - Microsoft Internet Explorer provi...

File Edit View Favorites Tools Help

Council Home Page | Sign Out |

Certificates Registration Payments Other eServices Home

Step 3 of 4: Properties

Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

Address Search | Parcel Search

Search for locations using Address details:
Use this option if you wish to search for a property or parcel via the address details. Please enter the address details, then click on the search button to start the search.

Advanced Search

Street Number 20 or Parcel Number

Street Name dublin

Street Type (any)

Suburb

Search

Done Internet

If there are more than one property returned, select the exact property and press **Continue**, or if you are requesting multiple properties, select one from this list and press **Add More Properties**

https://eservices.maroondah.vic.gov.au - Property Search - Microsoft Internet Explorer provi...

File Edit View Favorites Tools Help

Street Number 20 or Parcel Number

Street Name dublin

Street Type (any)

Suburb

Search

Number of Properties Found: 11

Address	Title Description	Parcel Description
<input type="checkbox"/> 20-24 Dublin Road, Ringwood East VIC 3135	Internal Title	
<input type="checkbox"/> 1/20-24 Dublin Road, Ringwood East VIC 3135	CT	Lot SP 23324
<input type="checkbox"/> 2/20-24 Dublin Road, Ringwood East VIC 3135	CT	Lot SP 23324
<input type="checkbox"/> 3/20-24 Dublin Road, Ringwood East VIC 3135	CT	Lot SP 23324
<input type="checkbox"/> 4/20-24 Dublin Road, Ringwood East VIC 3135	CT-966	
<input checked="" type="checkbox"/> 5/20-24 Dublin Road, Ringwood East VIC 3135		
<input type="checkbox"/> 6/20-24 Dublin Road, Ringwood East VIC 3135		
<input type="checkbox"/> 7/20-24 Dublin Road, Ringwood East VIC 3135		
<input type="checkbox"/> 8/20-24 Dublin Road, Ringwood East VIC 3135	CT	
<input type="checkbox"/> 9/20-24 Dublin Road, Ringwood East VIC 3135	CT	
<input type="checkbox"/> 10/20-24 Dublin Road, Ringwood East VIC 3135	CT	Lot SP 23324

Continue Add More Properties

Internet

Insert your own internal reference (this is mandatory). This will print out on the issued certificate. Press **Add/Remove Properties** to request certificates on more than one property, or **Continue** if you are only requesting this one property.

https://eservices.maroondah.vic.gov.au - Confirm - Microsoft Internet Explorer provided by M...

File Edit View Favorites Tools Help

Council Home Page | Sign Out

Certificates Registration Payments Other eServices Home

Step 4 of 4: Confirmation

Confirm Your Certificate Request

Below are some of the details of your Certificate request. Click the Continue button when you are sure that all of the request details have been completed correctly.

Certificate Types Land Information Certificate

Properties 5/20-24 Dublin Road, Ringwood East VIC 3135

Total Cost \$20.00

Reference C4328/06 Smith

Add/Remove Properties Continue

Internet

Enter your credit card details and press **Pay**.

The screenshot shows a Microsoft Internet Explorer browser window with the URL <https://eservices.maroondah.vic.gov.au>. The page header includes the Maroondah City Council logo and navigation links: Certificates, Registration, Payments, Other, and eServices Home. The main content area is titled "Payment Entry (DemoGateway)" and contains a form with the following fields:

- Card Type: Visa (dropdown menu)
- Card Number: [Empty text box]
- Expiry Month: 01 (dropdown menu)
- Expiry Year: 2006 (dropdown menu)
- Card Holder Name: [Empty text box]
- Payment Amount: \$20.00
- Payment Reference: CR-959

A "Pay" button is located at the bottom of the form. A callout bubble with arrows pointing to the Card Number, Expiry Month, Expiry Year, and Card Holder Name fields contains the text: "Enter your credit card details and press Pay".

You will receive a confirmation page after successfully lodging your certificate request. You will also receive a confirmation email.

The screenshot shows the same Microsoft Internet Explorer browser window with the URL <https://eservices.maroondah.vic.gov.au>. The page header is identical to the previous screenshot. The main content area is titled "Certificate Submission" and features a green background with a checkmark icon. The text reads: "Your Certificate request has been submitted and will be processed shortly. You will receive an email verifying the details you have just submitted. As the request is processed you will receive further emails notifying you of its status. Please note your Request id (shown below) for any enquiries regarding this request."

Below the text, the following details are listed:

- Certificate Id: 959
- Payment Date/Time: 11/30/2006 11:25:41 AM
- Payment Reference No: DEMO-1125218

A callout bubble with an arrow pointing to the Confirmation message contains the text: "You receive a confirmation of successful submission of request".

You can enquire on the status of lodged certificate requests. From the eServices Home, select **Certificates, Certificate Enquiry.**

The screenshot shows a Microsoft Internet Explorer browser window with the URL <https://eservices.maroondah.vic.gov.au>. The page title is "CertificateSubmission". The browser's address bar shows the URL. The page header includes the Maroondah City Council logo and navigation links: "Council Home Page" and "Sign Out". A menu bar contains "Certificates", "Registration", "Payments", "Other", and "eServices Home". A sidebar on the left lists "New Certificate", "Edit Certificate", and "Certificate Enquiry". The main content area is titled "Certificate Submission" and features a green checkmark icon. The text reads: "Your Certificate request has been submitted and will be processed shortly. You will receive an email verifying the details you have just submitted. As the request is processed you will receive further emails notifying you of its status. Please note your Request id (shown below) for any enquiries regarding this request." Below the text, the following details are listed: "Certificate Id 959", "Payment Date/Time 11/30/2006 11:25:41 AM", and "Payment Reference No DEMO-1125218". The browser's status bar at the bottom shows "Done" and "Internet".

Enter the search criteria and press **Search**

The screenshot shows a Microsoft Internet Explorer browser window with the URL <https://eservices.maroondah.vic.gov.au>. The page title is "Certificate Enquiry". The browser's address bar shows the URL. The page header includes the Maroondah City Council logo and navigation links: "Council Home Page" and "Sign Out". A menu bar contains "Certificates", "Registration", "Payments", "Other", and "eServices Home". The main content area is titled "Certificate Enquiry" and features a small image of a person at a computer. The text reads: "Please enter the search criteria below to enquire upon Certificate requests that you have submitted." Below the text, there is a "Search by" dropdown menu with the following options: "All Certificates", "All Certificates", "Certificate Id", "Reference", and "Request Date". The browser's status bar at the bottom shows "Done" and "Internet".

The status of each certificate request for the current user will be displayed.

Request ID	Applicant	Certificate Type	Address	Status	Created	Expires	Fee
959	C4328/06 SMITH	Land Information Certificate	Dublin Road, Ringwood East VIC 3135	Lodged but not Processed	30-11-2006		\$20.00
955	BLAH	Land Information Certificate	Dublin Road, Ringwood East VIC 3135	Lodged but not Processed	28-11-2006		\$20.00
939	MULTIPLES	Regulation 326 Building Certificate - Part 1 & 2	2 Wicklow Avenue, Croydon VIC 3136	Lodged but not Processed	23-11-2006		\$30.00
939	MULTIPLES	Regulation 326 Building Certificate - Part 1 & 2	2/70 Bedford Road, Ringwood VIC 3134	Lodged but not Processed	23-11-2006		\$30.00
939	MULTIPLES	Regulation 326 Building Certificate - Part 1 & 2	6/20-24 Dublin Road, Ringwood East VIC 3135	Lodged but not Processed	23-11-2006		\$30.00
938	BUILDING	Regulation 326 Building Certificate - Part 1 & 2	5/20-24 Dublin Road, Ringwood East VIC 3135	Lodged and Processed	23-11-2006	23-11-2006	\$30.00
937	PHILLIP TESTING 2	Land Information Certificate	5/20-24 Dublin Road, Ringwood East VIC 3135	Lodged and Processed	23-11-2006	23-11-2006	\$20.00
936	PHILLIP TESTING	Land Information Certificate	5/20-24 Dublin Road, Ringwood East VIC 3135	Lodged and Processed	23-11-2006	23-11-2006	\$20.00

Status shown upon Enquiry

After a period of inactivity (30 minutes) the system will automatically log the user out. This is a security measure adopted by Council. Simply log in again using your username and password and resume.

Session Expired

Your session has expired. This is because you have not used the website for a period of time. Please close the browser and start again.