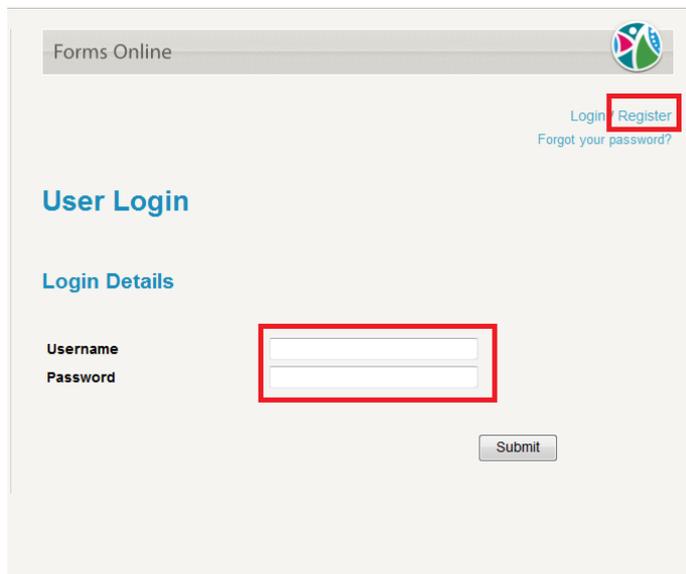


Instruction Manual for Online Building Permit Applications (OLBPA)

Register and Log On

1. Navigate to the City's website at www.cqg.wa.gov.au
2. Go to Services / Building from the top menu tabs
3. Using the menu on the left hand side of the page choose Online Building Permit Applications
4. Click the link on the page entitled:
[Online Building Permit Applications Login Page](#)
5. Existing Users
If you are a registered user add your username and password under the login details. To lodge or view Building/Health Applications via Council's website users will need to login to the website using your login details (Username and Password). These are obtained by registering on the website.



Register on Council's website

NOTE: When using Council's website, there are a number of fields that are flagged as mandatory. If a user attempts to submit a form and has not included details in one or more of its mandatory fields, an error message, showing the field/s that have not been filled in will be displayed. You will need to enter all required information then submit the form again.*

6. New Users
If you are a new user choose the [Register](#) link at the top right hand corner of the page.

To register, you need to go to council's website and click on Register on the Online Building Permit application page. When you do so, the following user registration form will be displayed:

[Login / Register](#)
[Forgot your password?](#)

New User Registration

Fields and questions indicated by an asterisk (*) are mandatory.

Registration Details

Register as an **Individual**
 Company

Username *

Password * (min 6 char)

Confirm Password *

User Details

Title *

First Name *

Surname *

Email *

Phone Number *

Mobile Number

Fax Number

Preferred Contact Method *

Address

Type * **Street Number ***

Street Name * **Street Type ***

- The first option that you need to select is whether you are a Company or Individual. The screen will change according to the option you select. (By registering as a Company multiple users can then use the Company's login details to submit applications on behalf of the Company.) To complete your registration, you must simply enter the relevant information including Name, Address, Phone Number etc into the Registration form.

*NOTE: Both **Username and Password are case sensitive**. To login to the website, you will need to ensure that you enter your Username and Password using exactly the same case as you used when registering e.g. if your Username is SarahL, you will not be logged in if you type in a Username of sarahl.*

- Once all required details have been entered, you click on the **Submit** button and the following will happen:
 - an email is automatically sent to the email address of the Responsible Officer (that was defined in Email Settings) to notify them that the registration has been submitted.

- a web page is displayed so you can continue using the website. (You can add a new application. Once you have added a new application, you will also be able to make amendments to or view the applications progress from within the website.)
- you will automatically receive an email to notify them that your registration has been processed.

Forgotten Password

*NOTE: If you forget your Password you can submit a request to be notified what it is. To do so, click on **Forgot your password?** on the OLBPA Home page. You need to enter your email address and click on the **Submit** button. This will send an email to the Council officer who is flagged as responsible for notifying users of forgotten passwords. The Responsible Officer can then go to the Synergy Online Registration Program and search for the user using your email address. The screen will contain the user's password. The Responsible Officer can then click on the **Send Email** button to notify the you via email what your password is.*

Submitting an Application

The following example explains how to add a Building Licence application from Council's website.

To add an application:

1. You need to navigate to the OLBPA section on council's website using instructions 1-4 above.
2. Enter your Username and Password and click on **Log In**.

Forms Online 

[Login / Register](#)
[Forgot your password?](#)

User Login

Login Details

Username

Password

Once logged in, you will see a screen that looks similar to the following:

Forms Online 

Welcome AndrewWallace [My Home / Logout](#)

Hide

My Options

Building Applications

- View Completed Applications By Application Number
- View Completed Applications By Decision Date
- View Outstanding Applications
- Edit My Details

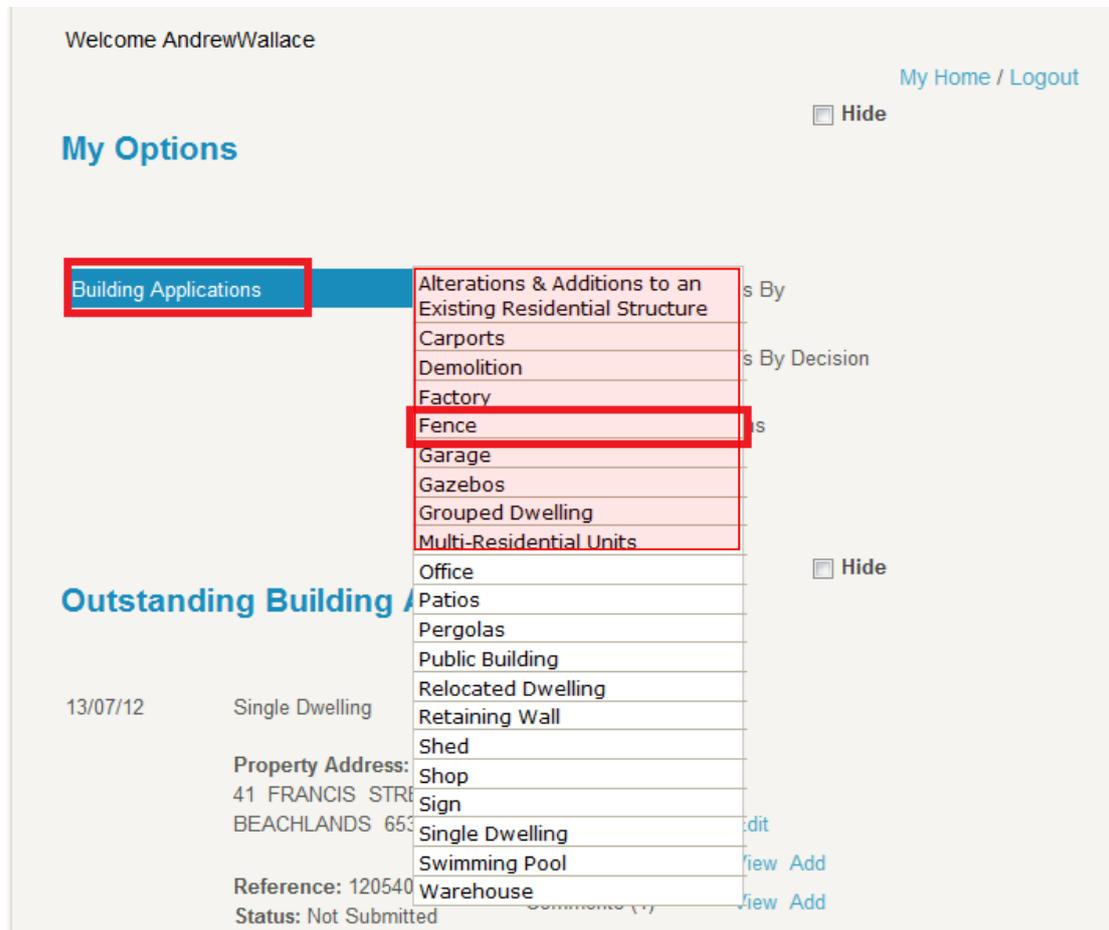
Hide

Outstanding Building Applications

13/07/12	Single Dwelling		
	Property Address: 41 FRANCIS STREET BEACHLANDS 6530	Application	Edit
	Reference: 120540	Documents (1)	View Add
	Status: Not Submitted	Comments (1)	View Add
03/04/12	Additions and Alterations to an Existing Residential Structure		
	Property Address: 41 FRANCIS STREET BEACHLANDS 6530	Application	View Pay
	Reference: 120280	Documents (0)	View Add

Adding a Building Permit application

1. To create a new Building Permit application, you need to place your cursor over the Building applications option. A list of all available Building application types will be displayed:



You then select a relevant Building application type from the list. You will then be guided through a series of pre-determined questions. If the details span more than one page, you will be required to fill in all required details on the first page then click on **Next**.

If you would like to return to the previous page (perhaps to alter some of the details that you entered on the first page) you can do so by clicking on **Back**.

If you wish to exit without submitting your application you can do so by selecting **Cancel**.

If you want to process your application you can:

- click on **Save** to save a partially completed application and return to complete the application at a later date.

To return to complete the application, simply select the relevant application from the OLBPA Home page and click on **Edit**. (The application will have a Status of Not Submitted, as follows)

The screenshot shows a user interface for Andrew Wallace. At the top, it says 'Welcome AndrewWallace' and 'My Home / Logout'. Below this is a 'My Options' section with a 'Hide' button. Under 'Building Applications', there are links for 'View Completed Applications By Application Number', 'View Completed Applications By Decision Date', 'View Outstanding Applications', and 'Edit My Details'. The main section is 'Outstanding Building Applications' with a 'Hide' button. It lists two applications:

Date	Description	Property Address	Application	Documents	Comments	Action
13/07/12	Single Dwelling	41 FRANCIS STREET BEACHLANDS 6530	Application	Documents (1)	Comments (1)	Edit , View Add
						View Add
03/04/12	Additions and Alterations to an Existing Residential Structure	41 FRANCIS STREET BEACHLANDS 6530	Application	Documents (0)		View Pay, View Add

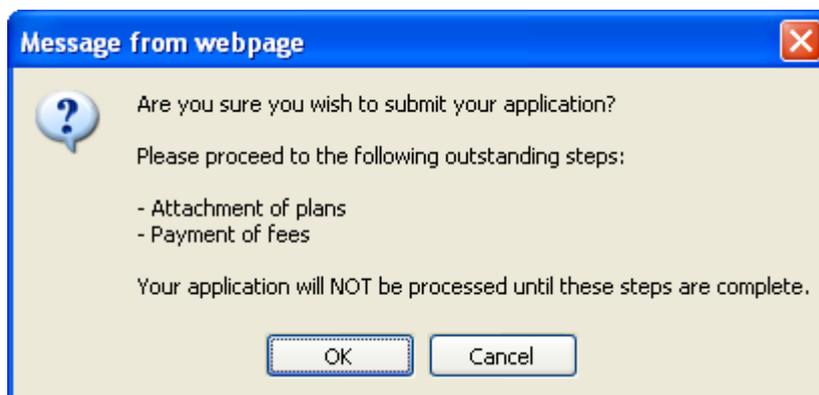
Additional details for the first application: Reference: 120540, Status: Not Submitted.

You then fill in all required details on the application. As you do so, the system automatically calculates the applicable fees.

You can add any attachments e.g. plans, drawings and other supporting documents in PDF or JPG or TXT format to outstanding Building or Health applications.

Once you have completed all details then click on **Submit**

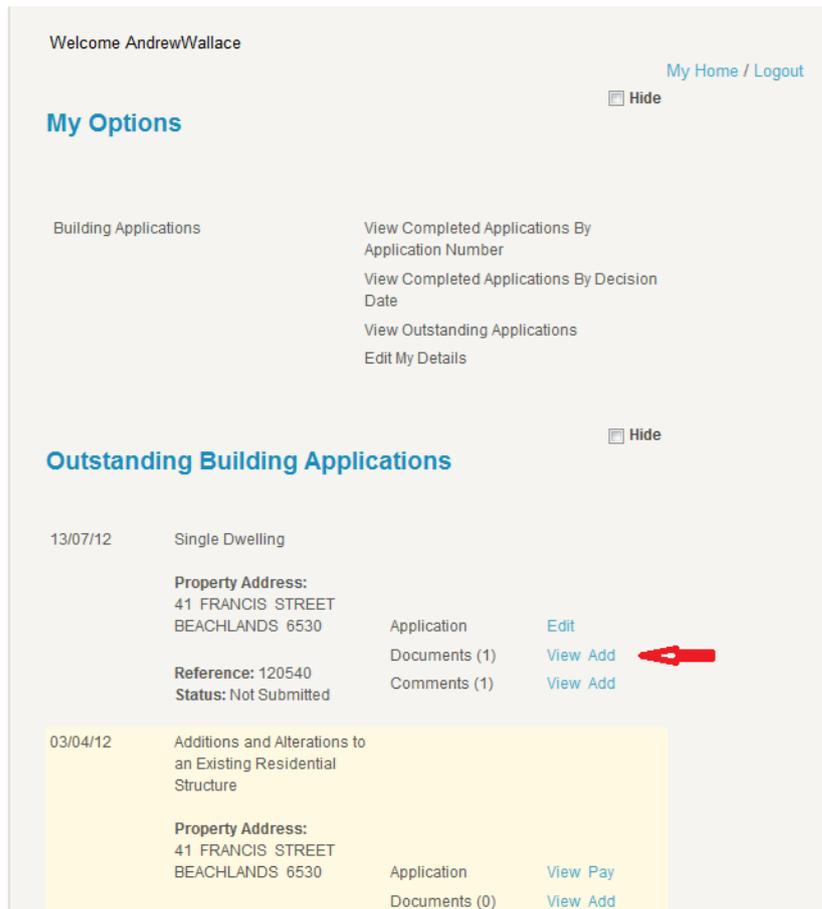
When you click on the **Submit** button, the following message will be displayed to prompt you to add any documents that you need to attach with your application and to pay any outstanding fees.



You will then be directed to the Add Documents page so you can add any documents that need to be attached to the application or click on the **Pay Now** button to start the payment process.

How to add a Document Set to your Building Permit Application

1. On the OLBPA website click on **Add** under the relevant Application



A new screen will be displayed.

2. Click on **Browse** to locate the file that needs to be attached to the application.

*NOTE: Individual documents need to be combined into the below title Document sets. This can be done in PDF, JPG and TXT, you will **not** be able to upload Folders or Zip files. When uploading document sets file size is restricted to 3Mb of upload.*

3. Enter a Name and Description for the file
ONLY use the below title descriptions:

Engineering Documents

This Document set will include documents such as; Footing designs, site classification, soil reports and any other documents that have been certified by a Certified Engineer.

Architectural Documents

This Document set will include documents such as;

- a) Drawings (to scale not less than 1:100) showing —
 - i. a plan of every storey;
 - ii. all elevations of external fronts;
 - iii. one section, transverse or longitudinal;
 - iv. the heights of each storey;
 - v. depth of foundations;
 - vi. floor levels;
 - vii. levels of ground;
 - viii. construction of the walls, floors and roofs;

- b) A site plan (to a scale not less than 1:500) showing —
 - i. street names, lot number, and title reference to the site with the north point clearly marked;
 - ii. the size and shape of the site;
 - iii. the dimensioned position of proposed new building and of any existing buildings on the site;
 - iv. the relative levels of the site with respect to the street or way adjoining;
 - v. the position and size of any existing sewers and existing stormwater drains;
 - vi. the position of street trees, if any, between the site and the roadway;

- c) Specifications describing materials to be used in the construction and, where not indicated on the drawings, the sizes thereof.

Required Approval Documents

This Document set will include documents such as; Indemnity Insurance, Planning Development Application approval, Water Corp, Neighbours consent BA20 form, and Building Commission Applications forms

Energy Efficiency

This Document set will include documents such as; Energy Assessors Certification, water efficiency compliance for fixtures as per Five Star plus etc.

Specifications / Agenda

This Document set will include documents such as Timber frame specifications, brick work construction specifications, steel frame specifications, etc.

4. Click on **Submit**

Welcome AndrewWallace [My Home / Logout](#)

Add Building Document - Single Dwelling (120540)

File Details

File *

Description *

Making an Online payments

End users are able to pay for applications via the website. The CommWeb payment gateway is used for all online payments and ensures safe encrypted access to banking.

To Pay for an Application

After clicking on **Submit** to lodge your application you will be presented with a screen which shows the total amount required to pay. You can either continue with the payment process at this time or exit.

Welcome AndrewWallace [My Home / Logo](#)

Credit Card Payment

Verify Details

Account Number	9000495429
Account Description	Application Number: 120280 MR Andrew Wallace 2423 Geraldton WA 6530

Payment Amount	\$ 2440.00
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To make a payment choose Next.

You will be presented with the Commbank Payment screen.

NOTE: If you cancel out of the payment process part way through, your application will be submitted to council, but will have an outstanding amount against it. Council will not process the application until the outstanding amount has been reconciled.

*If you cancel out of the payment process part way through you can pay for your application later. If you go to your Home page on the Advance One website, a **Pay** link will appear next to the application so you can pay. If you click on **Pay Now** you will be directed to the view application page with the outstanding amount shown. You then simply click on the **Pay** button at the bottom. This will take you to the credit card payment forms so that you can continue the payment process.*

Commonwealth Bank 

Your details will be sent to and processed by The Commonwealth Bank of Australia and will not be disclosed to the merchant

TEST MODE

Merchant name: City of Geraldton-Greenough

Card selection

Pay securely using SSL+ by clicking on the card logo below:

TO AVOID BEING CHARGED INCORRECTLY
DO NOT CLOSE THE BROWSER WINDOW
OR USE THE BACK BUTTON UNTIL
YOU RETURN BACK TO MERCHANT'S WEBSITE.

[CommWeb Terms and Conditions of use](#)

CONGRATULATIONS!!!

You have just completed your first Online Building Permit Application!