

# Register / Sign In

## How do I register?

From the [Council Online Services](#) page, click on Register/Sign In and Register Here. A page will display the options to use either an automated or manual registration process and provide information about the details you need to complete your registration. Successful completion of the automatic registration will provide immediate access to the services. The manual process will provide your access to the services within two working days.

## How do I use the automated registration?

If you use the automatic registration option, you will need to enter your Online Services ID, which enables you to link to your own transactions, as well as your full name.

## What is my Online Services ID?

Your Online Services ID is a unique identifier consisting of six digits included on your annual rates notice, instalment notice and water account and other documents sent to you by Council.

## How do I find my Online Services ID?

On your rate notice, it is located above the instalment details. On your instalment notice, it is located above the payment slip, on the right hand side. And on your Water Usage account, it is located below the total due amount. The locations are shown in the example below.

**Annual Rate Notice**  
ABN 73 149 644 003  
Account details  
For the year 1 July 2018 to 30 June 2019  
Assessment Number  
Issue date 30 Jul 2018  
Due date 31 Aug 2018

**Summary**  
Rates Levied  
Pension rebate  
Total amount payable

Description	Rateable Value	Rates in \$ or % of Service	Service Charge	Amount
Ordinary Rate Residential	240000	0.0002124		\$1138.21
Domestic Waste - Eastern Area	1	490.00		\$490.00

**Future Instalments**  
2) Due 30 Nov 2018 \$  
3) Due 28 Feb 2019 \$  
4) Due 31 May 2019 \$

**Online Services ID 161170**

**Payment Slip**  
Assessment No. 12345678  
Date Due 31 Aug 2018  
Amount Due \$  
Date Paid  
Amount Paid

If you are not the first person listed on the notice, your name key will not be printed. However you may find it on other documents that Council has sent you where you were the only or the first person listed. If you cannot locate your name key, you should leave the field blank on the registration page.

## What is my User Name?



If you registered using the automated registration process, your User Name will be the same as your Online Services ID that you used to register. It will appear on your annual rates notice, instalment notice and water account and other documents sent to you by Council.

If you used the manual registration process, you will have created your own User Name. If you have forgotten your User Name, you will need to contact Council.

## What if I have forgotten my Password?

If you have lost or forgotten your password, you need to click on the link in the Forgotten Password link under the Register option, which will display the Sign In page.

**Sign In**

 A login is required to use the Online Services.  
 Click [Home](#) if you do not wish to continue.

If you need assistance on your login, please contact Council on 02 4350 5555.

User Name

Password


[Sign in](#)

[Forgotten your password ?](#)

Clicking on the **Forgotten your password** link will display the Login Assist form.

\* Denotes that the field is mandatory.

**Login Assistance**

 Forgotten your Password?

**Validation**

Enter in the details below. You will be allowed to change your password when all these details have been validated with the system.

User Name

Given Name/s  
(if NOT a Company Name)


Surname or Company Name

Email Address

[Next](#)

You will need to enter the user name, given name/s, surname or company name and email address. When the **Next** button is clicked, there is a process to verify the customer by matching the fields and if successful, a confirmation page will display.

**Login Assistance submission**

 Verification of your details was successful. Clicking Submit will reset your password to a randomly generated value, which will be emailed to you immediately.

[Previous](#) [Submit](#)

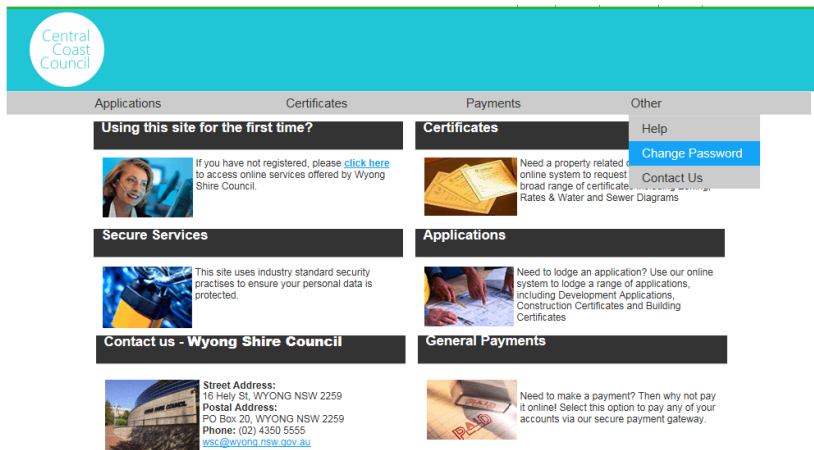
Clicking on the **Submit** button will generate an email to you containing a system generated password that can then be change.

## What if my new password hasn't arrived?

If the email delivering your new password hasn't reached your mailbox, it may have been recognised as spam and blocked by your security. You will need to list the email address of [ePathwayAdministrator@centralcoast.nsw.gov.au](mailto:ePathwayAdministrator@centralcoast.nsw.gov.au) as being trusted.

## How do I change my password?

Once you have logged in through the Register option, you will need to select the **other** option from the top toolbar and select the Change Password link.



Clicking on the Change Password link will display a page to enter your current password, your new password and confirm your new password.

### Change Password

Please enter your new password below

Current Password	<input type="password"/>
New Password	<input type="password"/>
Confirm Password	<input type="password"/>

[Next](#)

Click on "Next" and your password will be changed and a confirmation page will display.

## How can I change my contact details?

Only registered users are able to change their contact details online. Once you have logged in, select the Update Contact Details link from the Register option and you will again be presented with the log in page to display your currently contact details. You can change your phone numbers and email address by using the **edit** link. If you need to change your postal address, you will need to complete and submit a [Change of Address](#), the details of which are available on the web site.

## Who do I contact if there is a problem with the site?

Please email [ask@centralcoast.nsw.gov.au](mailto:ask@centralcoast.nsw.gov.au) for any issues you encounter.

## What if I didn't find the answer?

If you couldn't find an answer to your question, please email it to us at [ask@centralcoast.nsw.gov.au](mailto:ask@centralcoast.nsw.gov.au) and we will respond to you.

# Online Payments

## What payment options are available?

Currently, the only option available for payments is by credit card. Payments can be made by MasterCard, Visa or American Express.

## Is there a minimum payment amount?

There is no minimum payment amount. However, some of the payment options will not let you pay more than the outstanding balance.

## Can I view my Rate Notice?

There is no option to view your rate notice, but registered users are able to view the balance of any of their accounts with Council through the My Accounts option.

## What should I do if there is a problem with payments?

If there is a problem with a credit card payment, check that you have credit available on the account or the card has not expired and have entered all details correctly. The payment is not processed until a payment has been made by debiting your credit card account. It is important to record all the details, such as the payment ID, amount, date and the request ID (if applicable) to check your accounts at a later date or alternative, use the print function of your internet browser to print a copy.

## Can I make a payment for someone else?

Yes, you can make a payment on behalf of someone else by using the [Online Payments Page](#). You will need to know the exact account number to enable you to make the payment.

## What is the correct format for entering an account number?

**Application Fees:** For Application payments, you will need your application Payment Reference Code, which is a six digit number. Your Payment Reference Code can be found at the top of most correspondence from Council in relation to your application.

**Debtors:** For Debtors payments, you will need your debtor/account number and optionally your invoice number. The Account Number can be found at the top right of any Invoice or Statement. The Invoice Number can be found at the top left of the Invoice.

**Invoice or Statement/Tax Invoice:** Your debtor number is printed as a 6 digit number followed by a stop and an additional "check digit". You will need to enter all eight digits as printed, excluding the full stop.

**Licences:** For Licence payments, you will need your application Payment Reference Code, which is a six digit number. Your Payment Reference Code can be found at the top of most correspondence from Council in relation to your licence.

**Rates:** For Rate payments, your assessment number is required to be entered. The number is at the top right of any rate or instalment notice. It is printed as a 7 digit number, plus a "check digit". You will need to enter all eight numbers without spaces. The example would be entered as **01234567**.

Assessment Number	123456	Check Digit 7
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**Water:** For Water payments, your assessment number is required to be entered. The number is at the top right of the Water Usage notice. It is printed as a 7 digit number, plus a "check digit". You will need to enter all eight numbers without spaces. The example would be entered as **02345670**.

Assessment No.	0234567	Check digit 0
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## What is the CSV security code?

Flip your card over and look at the signature box. You should see either the entire 16-digit credit card number or just the last four digits followed by a special 3-digit code. This 3-digit code is your CSV security code.



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## What if I didn't find the answer?

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## Applications

### How do I enquire on the status of an application?

If you're unregistered, you can still track the progress of an application and view details of determined applications lodged after 1 July 2007. Unregistered user requests can search for applications by clicking on the link within the 'Enquire on an Application' box on the left hand side.



Users will be able to search by the application type, applications number, dates lodged, the description or property details by entering the required criteria and clicking on **Show**.

**Application Search (Applications Lodged After 01/07/2007)**

Application Number/Year:  /

[show](#)

OR

Dates:  /  /  to  /  /

Description:

Application Type:

Show Determined Applications

Street Number:  to

Street Name:

Suburb:

Property Name:

Lot/Plan Number:  DP (or SP):

[show](#)

[reset](#)

Central Coast Council

The applications that satisfy the search criteria will be displayed.

**Applications Found**

Link	Application	Submitted	Details
<a href="#">Link</a>	DA - 522 / 2014	30/06/2014	474 Tuggerawang Road TUGGERAWONG NSW 2259
<a href="#">Link</a>	DA - 1050 / 2011B	30/06/2014	Alterations, additions, garage & decks including demolition of existing garage 5 Rolis Avenue TOOYWOOD BAY NSW 2261
<a href="#">Link</a>	DA - 523 / 2014	30/06/2014	Dual Occupancy & Subdivision (Amended application) Walarah Point Park 1 Walarah Road GOROKAN NSW 2263
<a href="#">Link</a>	DA - 524 / 2014	30/06/2014	Takeaway food from mobile food trailer 8 Wilfred Barrett Dr THE ENTRANCE NORTH NSW 2261
<a href="#">Link</a>	DA - 525 / 2014	30/06/2014	Minor improvements to kitchen for compliance for home baking 20 Benelong Street THE ENTRANCE NSW 2261
<a href="#">Link</a>	DA - 526 / 2014	30/06/2014	Alterations to existing shed to create an attached secondary dwelling 92 Kerry Cres BERKELEY VALE NSW 2261
<a href="#">Link</a>	DA - 527 / 2014	30/06/2014	Secondary dwelling 36 Coral Fern Way GWANDALAN NSW 2259
<a href="#">Link</a>	DA - 528 / 2014	30/06/2014	Dwelling 6 Bonnet Close WOONGARRAH NSW 2259

The details of the application can be viewed by clicking on the "Link". If there is only one application that satisfies the search criteria, it will display.

**Application Details**

**DA - 538 / 2014 - Development Application**

**Details** Description: Gathering of the Clans  
Submitted: 02/07/2014

**Decision** There has been no decision recorded against this application.

**Status** Lodged

**Properties** Norah Head Sportsground 2CR Lawson Street NORAH HEAD NSW 2263

**People**

**Figures** Estimated Value?: \$22,000.00  
Class of Building (1 and 10=0 / 2 to 9=1): 0  
Is advertising required? (Yes=0 / No=1): 0  
Environmental Assurance Fee apply? (No=0/Yes=1): 0

**Events**

Started	Description	Due	Completed
02/07/2014	DA - Lodgement	02/07/2014	02/07/2014
02/07/2014	DA - Enter Application Details	05/07/2014	
	DA - Allocate Application	10/07/2014	

**Officer** No officers recorded against this application.

**Documents** DA/538/2014 (02/07/2014) DA/538/2014 - Norah Head Sportsground, 2CR La...  

- D09936178 (02/07/2014) Development Application - 2CR Lawson St Norah... --> [Link]
- D09936432 (02/07/2014) Development Plans - 2CR Lawson St Norah Head ... --> [Link]
- D09936569 (02/07/2014) Emergency Management Plan - 2CR Lawson St Nor... --> [Link]
- D09936574 (02/07/2014) Traffic Management Plan - 2CR Lawson St Norah... --> [Link]

**Email** Contact us about this application. Please note that if you choose to make a submission on this development application via email, your email, with the exception of your address, email and telephone contact information, and signature, will be placed on Council's website in accordance with the Government Information (Public Access) Act 2009. Your submission may also be reproduced in full in Council reports or in Court proceedings.

[close all](#) | [open all](#)

Wyong Shire Council

## Why can't I open a document?

Some documents are not available to be viewed for privacy reasons. Those that can be made available will have a link to the document.

## What applications can I lodge?

The application types that are available for lodgement by registered users include Building Certificates, Complying Development Certificates, privately certified Complying Development Certificates, Construction Certificates, privately certified Construction Certificates, Development Applications, Roads Act Applications, Tree Applications, Water Service Applications and Water Management Act Application.

## Can I lodge an amended application?

It is not currently possible to lodge amended applications under Section 4.55 of the Environmental Planning and Assessment Act.

## How do I search for a property?

You can search for a property using either the Address Search or Parcel Search tab on the Property Search page. You can search the street address by selecting the "Address Search" tab. You can enter the Street Number and Street Name to search for the property. If you enter the Street Name only, the search will return all properties in the street.

The screenshot shows the 'Address Search' tab selected. The search area is titled 'Search for locations using Address details:'. Below the title, there is a paragraph of instructions: 'Use this option if you wish to search for a property or parcel via the address details. Please enter the address details (or alternatively the Property Name or Ward), then click on the search button to invoke the search.' There is a checkbox for 'Advanced Search' which is currently unchecked. Below this are four input fields: 'Street Number', 'Street Name', 'Street Type' (with a dropdown menu set to '(any)'), and 'Suburb'.

Selecting the Parcel Search tab will allow you to search using the Lot and DP or SP.

The screenshot shows the 'Parcel Search' tab selected. The search area is titled 'Search for locations using Parcel details:'. Below the title, there is a paragraph of instructions: 'Use this option if you wish to search for a property or parcel via the parcel details. Please enter the parcel details, then click on the search button to start the search.' There are five input fields: 'Parcel Type' (dropdown menu set to '(any)'), 'Parcel Number', 'Plan Type' (dropdown menu set to '(any)'), 'Plan Number', and 'Section'.

## Why can't I upload a document?

The maximum file size for uploading is 15mb. If your document is greater than this size the lodgement process is likely to fail. This may be overcome by compressing your file. Even if the file size restriction is not exceeded, slow upload connections can also cause 'timeout'. If you can't resolve the problem, you will need to contact Council.

## Can I save the application during lodgement?

The application will be saved at the last completed page. Click on the “Applications” option to cascade to the “Edit Application” option.

The screenshot shows the Central Coast Council website interface. At the top, there is a navigation bar with 'Applications', 'Certificates', 'Payments', and 'Other'. A dropdown menu is open under 'Applications', showing options: 'New Application', 'Edit Application' (highlighted), 'Fee Enquiry', and 'Application Fee Enquiry'. Below the menu, there is a section titled 'Development' with a table of application types and instructions.

Application Types	Instructions
<input type="radio"/> Complying Development Certificate	Lodgement of applications for construction and building works that satisfy the criteria for complying development under the Environmental Planning and Assessment Act.
<input type="radio"/> Construction Certificate	Lodgement of applications for construction and building works under the Environmental Planning and Assessment Act.
<input type="radio"/> Development Application	Lodgement of applications for Local Development under Part 4 of the Environmental Planning and Assessment Act. PLEASE NOTE: Amended applications cannot be lodged through this process.
<input type="radio"/> Roads Act Application	Lodgement of applications under the Roads Act for construction or re-construction of vehicle access crossings or other works within the road reserve.
<input type="radio"/> Water Service Application	Lodgement of applications for connection, disconnection or relocation of a domestic water service.
<input type="radio"/> Water Management Act Application	Lodgement of applications for the issue of a compliance certificate under Section 307(1) Water Management Act 2000

Any applications that are partially completed will be displayed. Select the application you want to continue working with by clicking on the date and it will open at the last completed step in the process. If no longer required, you can remove the application.

The screenshot shows the 'Modify an existing Application Lodgement' page on the Central Coast Council website. It includes a sub-header, a descriptive paragraph, and a table listing application lodgements.

This option allows you to modify the details of an Application lodgement that has not yet been submitted. Once an application has been submitted it is no longer available for modification here.

Date Created	Application Type	Location	Last Modified	Remove
<a href="#">23-02-2017 10:21</a>			23-02-2017 10:21	<a href="#">✕</a>
<a href="#">06-01-2017 9:15</a>	Development Application	2 Hely Street, WYONG NSW 2259	06-01-2017 9:15	<a href="#">✕</a>

### How can I pay my application fee?

Payment is required by Credit Card at lodgement. Payments can be made by MasterCard, Visa or American Express.

### Who do I contact if there is a problem with the site?

Please email [ask@centralcoast.nsw.gov.au](mailto:ask@centralcoast.nsw.gov.au) for any issues you encounter.

### What if I didn't find the answer?

If you couldn't find an answer to your question, please email it to us at [ask@centralcoast.nsw.gov.au](mailto:ask@centralcoast.nsw.gov.au) and we will respond to you.



# Certificates

## What certificates are available to request?

Most of the conveyancing certificates that you will require can be lodged online. The certificate type/s and the cost will be displayed on the Select Certificate Types page.

## Can I request more than one certificate at a time?

You can select as many different certificate types as you require from the Select Certificate Types page.

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

Certificate Types	Cost	Description
<input type="checkbox"/> Section 10.7 (2) Certificate	\$53.00	Planning certificate that includes details of zones, land use, state and regional policies
<input type="checkbox"/> Section 10.7 (2&5) Certificate	\$133.00	Planning certificate that includes details of zones, land use, state and regional policies and any specific issues affecting the land

After selecting a property, there will be an option to “Add More Properties” if required. The certificates that have been selected for each property will be displayed. You will be able to “untick” your selection if necessary.

Select Certificate Types for each location and enter other details as prompted. The checkboxes below each Certificate Type indicate the level at which the Certificate will be processed. This is dependant on whether Certificates can be requested at property or parcel levels. Use the checkboxes to deselect a Certificate if it is not required at that level.

Address/Parcel	Legal Description	Section 149 (2) Sewer Diagram Certificate	Section 603 / 360 Certificate
2 Hely Street, WYONG NSW 2259	Lot 2 DP 222243	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4 Hely Street, WYONG NSW 2259	Lot 3 DP 27040	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Previous](#) [Add More Properties](#) [Next](#)

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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 (or alternatively the Property Name or Ward), then click on the search button to invoke the search.

Advanced Search

Street Number

Street Name

Street Type (any)

Suburb

Selecting the Parcel Search tab will allow you to search using the Lot and DP or SP.

Address Search **Parcel Search**

**Search for locations using Parcel details:**

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

Parcel Type (any)

Parcel Number

Plan Type (any)

Plan Number

Section

### Can I request a certificate for more than one property?

Once a property has been selected by completing a search and ticking the checkbox, there will be an option to “Add More Properties”.

**Property Search**

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

**Number of Properties Found: 1**

The checkboxes below allow the selection of properties and/or parcels which will be displayed against their Certificate Types on the next screen.

	Address	Parcel Description
<input checked="" type="checkbox"/>	Civic Centre, 2 Hely Street, WYONG NSW 2259	Lot 202 DP 516101

[Add More Properties](#) [Next](#)

Selecting the option will return the search page to allow you to search and select additional properties.

### What if the property is not available?

You will be able to select from all of the “current” properties in Council’s database. If the property is not current, it is likely to be within a new subdivision for which the updated details have not been provided to Council by the Lands Title Office.

### How can I pay for my certificates?

Payment is required by Credit Card at lodgement. Payments can be made by MasterCard, Visa or American Express.

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