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.

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.

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

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.

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 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.

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 login 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 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 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.

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.
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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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”.
The applications that satisfy the search criteria will be displayed.

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.

**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.

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

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.

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.

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.

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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.

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.

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

**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”.

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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