

ONLINE SERVICES REGISTRATION – How to Guide

External User Procedure

Procedure | Customer Service

Detailed below is a step by step process for:

- *How to register with Councils online services*
- *How to submit an Event Form*

Open the link below:

<https://community.singleton.nsw.gov.au/eservice/start.do>

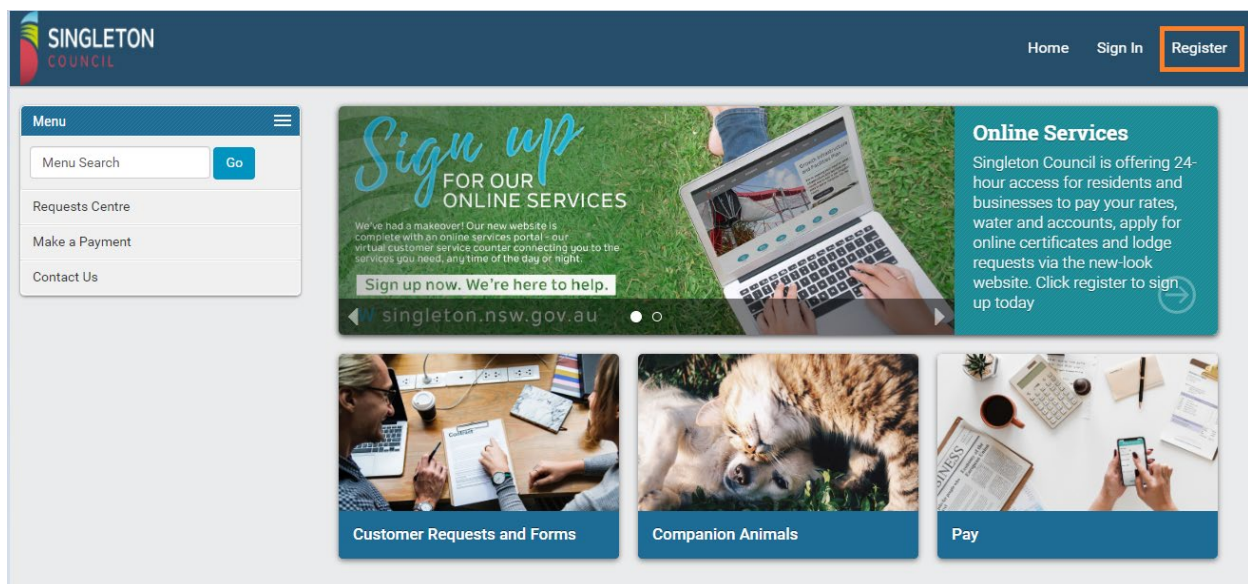
This link will take you to the front page of Council's online services (as per picture below)

Tip: Save this link to your favourites

Register with Council Online Services:

For first time users you will need to register.

Select 'Register' in the right hand corner at top of the screen – as circled below.



Complete the registration form as per below:

The screenshot shows the 'Create an Account' page on the Singleton Council website. The page has a dark blue header with the council logo and navigation links (Home, Sign In, Register). A left sidebar contains a 'Menu' section with a search bar and links for 'Make Payment' and 'Contact Us'. The main content area is titled 'Create an Account' and includes an 'Instructions' box. The registration form consists of several sections: a radio button selection for 'I am registering as' (individual or organisation), a personal details section with fields for Title, First Name, Last Name, Email Address, Mobile Phone, and Date of Birth; a password section with fields for Password and Confirm Password; an address section with fields for Street Address, State, and Postcode; an 'OTHER CONTACTS' section for additional individuals; a CAPTCHA section with an 'I'm not a robot' checkbox; and a 'TERMS & CONDITIONS' section with an agreement checkbox. The form concludes with 'Submit' and 'Reset' buttons.

SINGLETON COUNCIL Home Sign In Register

Menu

Menu Search Go

Make Payment

Contact Us

Create an Account

Instructions
Please complete the details below to register and create your new account

☒ I am registering as ☒ an individual ☐ an organisation, business or company

Title Select...

First Name

Last Name

Email Address

Mobile Phone

Date of Birth

Password

Confirm Password

Street Address

Street Address

State

Postcode

OTHER CONTACTS
You may add additional contact details for other individuals beyond the primary contact above.
Please provide at least a name, phone and email address for any additional contacts.
You may add as many as you please and they will be prioritised in the order added.
Click the below to begin.

CAPTCHA

☐ I'm not a robot

TERMS & CONDITIONS

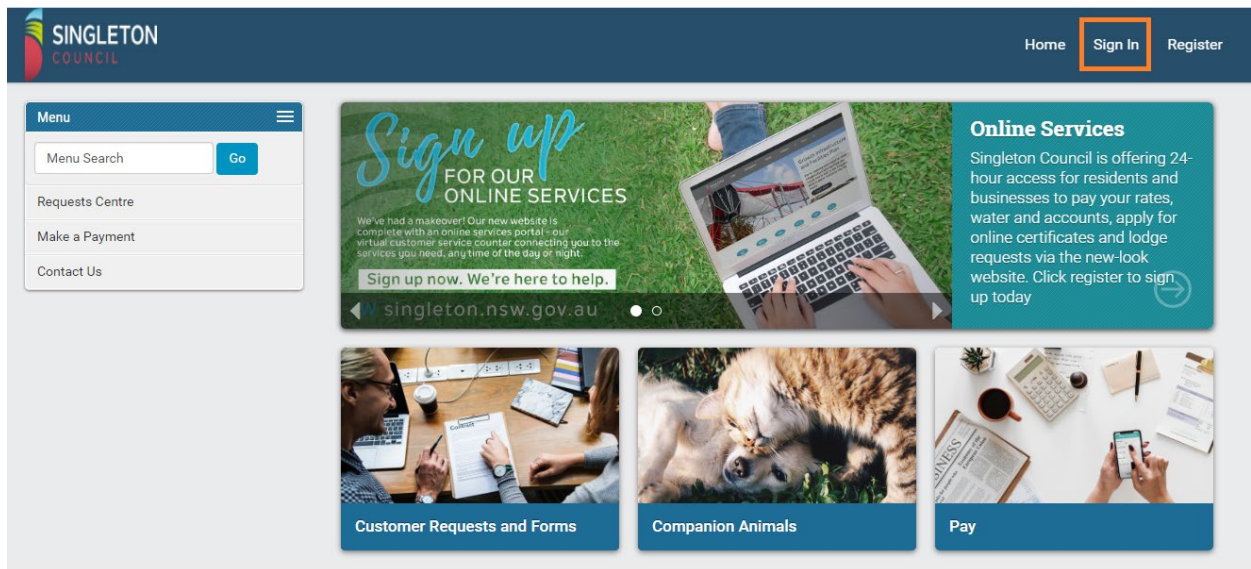
☐ I have read and agree to the [Terms and Conditions](#)

Note: After you hit 'Submit' an email will be sent to your nominated Email address to validate your registration. Click on the link in the email and it will return you to Council's online services where you can now **Sign In**.

If you are registering to submit a form on behalf of a company please ensure you register the account as the company's entity name.



Sign in to Council Online Services:



Select 'Sign In' in the right hand corner at top of the screen – as circled below.

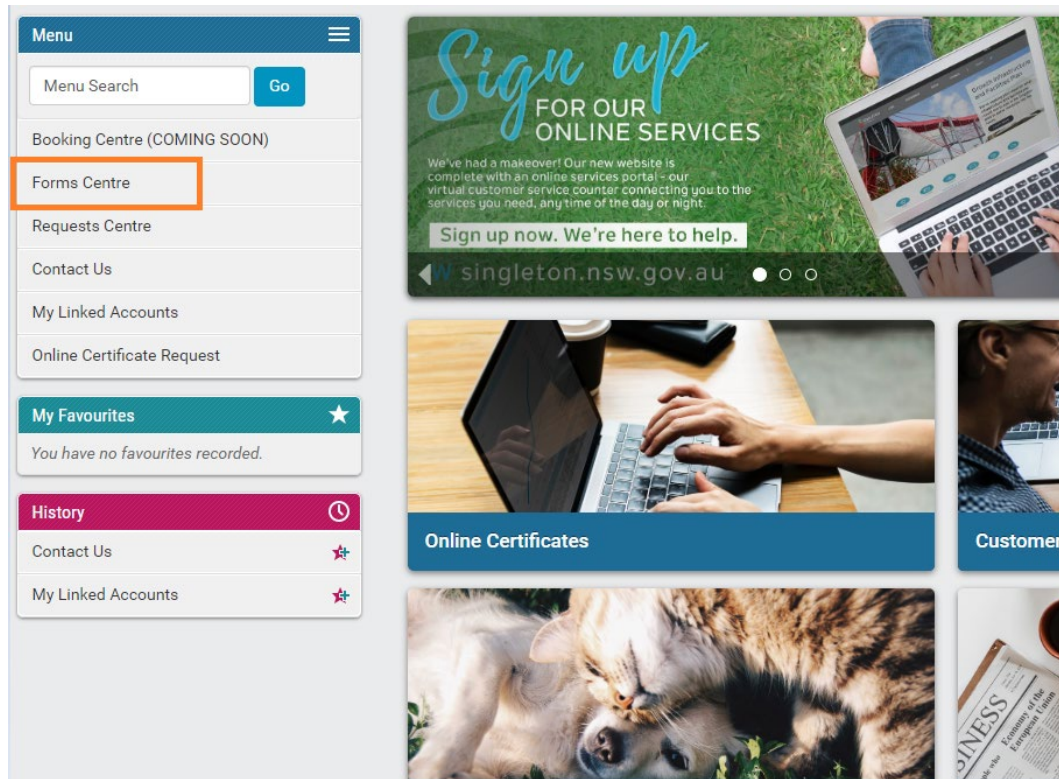
Note: Your 'Customer' sign in is your email address you used to 'Register'

The image shows the 'Sign In' page on the Singleton Council website. At the top right, there are three links: 'Home', 'Sign In', and 'Register'. The 'Sign In' link is highlighted with an orange rectangle. Below the navigation bar, there is a 'Menu' section on the left with a search bar and links to 'Make Payment' and 'Contact Us'. The main content area features a 'Sign In' section with a 'Customer' field and a 'Password' field. An orange arrow points to the 'Customer' field with the text 'Enter Email address here'. Below the fields is a 'Continue' button. Above the fields is an 'Instructions' section with the text: 'Please enter your email address or customer ID into the Customer field. Forgotten your password?'.

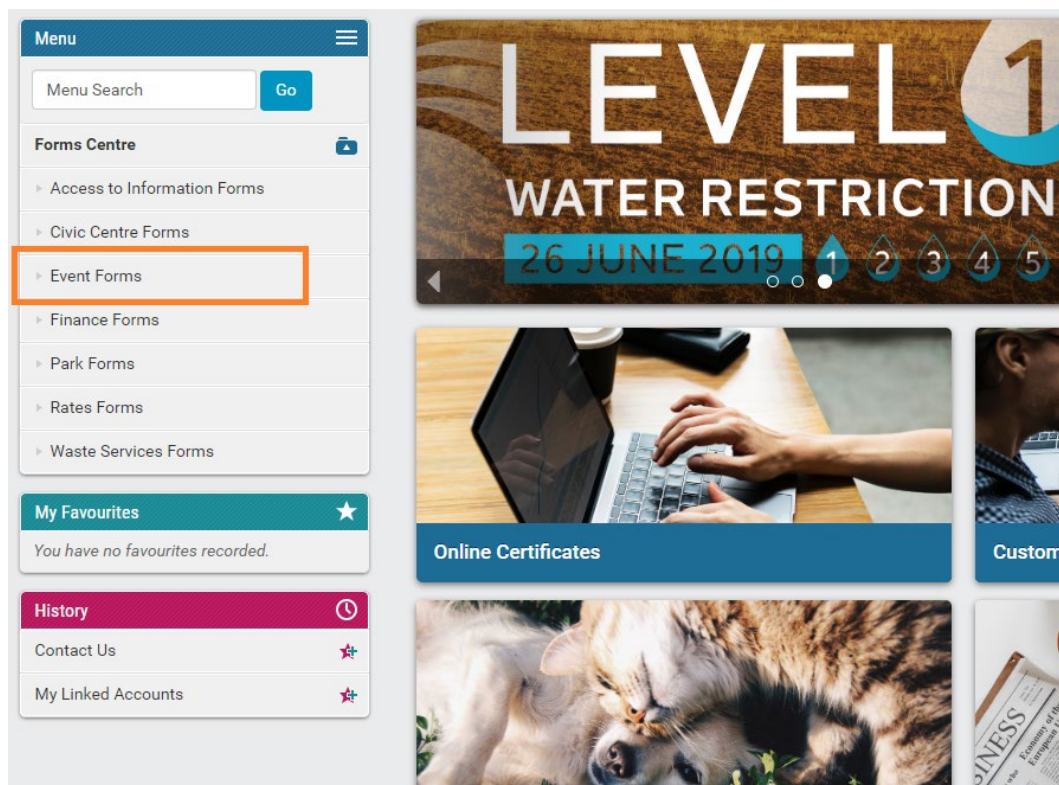
Once signed in, you will now have access to a variety of Council Online Services.

Submitting an Events Form

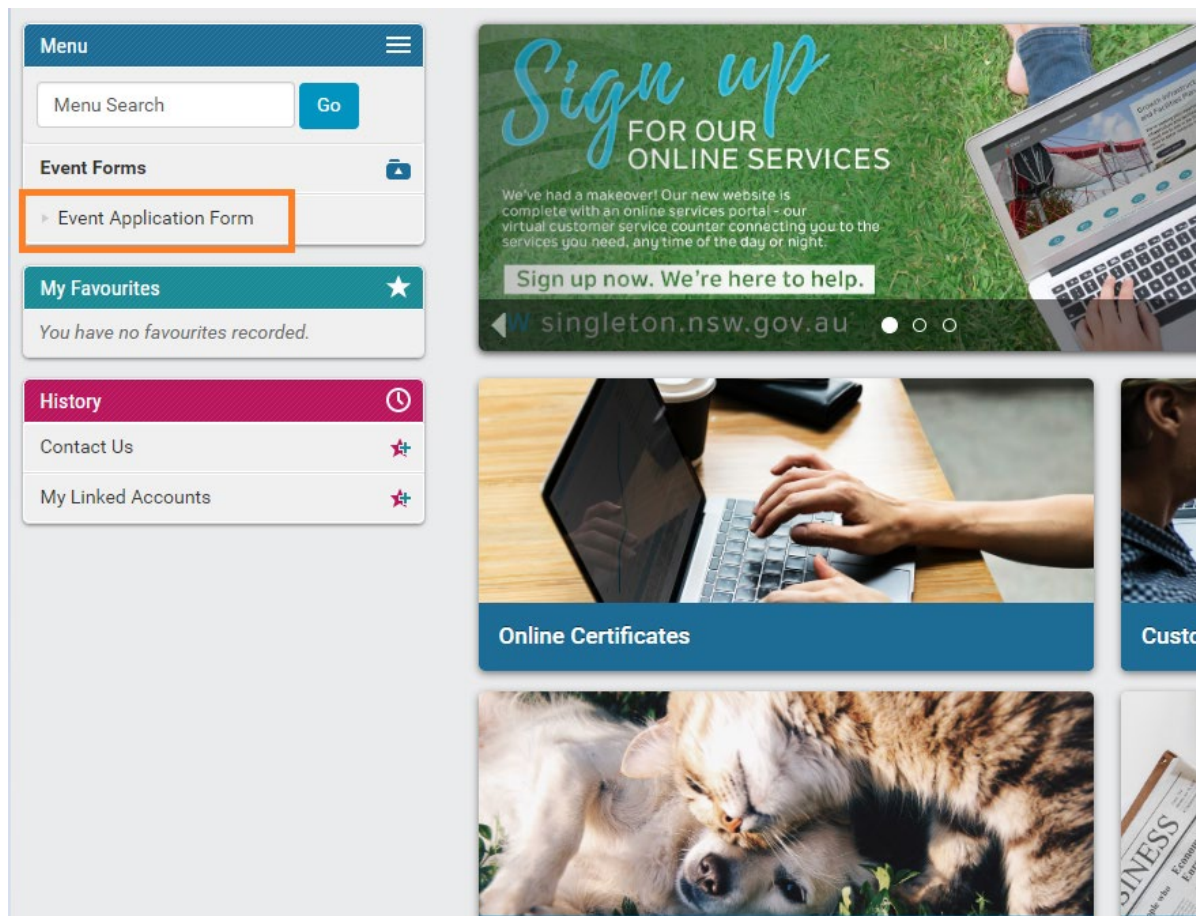
To submit an Events Form online please select Forms Centre on the left hand side of the page



Then select Event Forms



Then select Event Application Form



Complete the online form and fill in all areas that are applicable to the application. You can upload all supporting documentation at the bottom of the form (shown below)

Please attach the following: ESSENTIAL: Site Map, Risk Assessment, Certificate of Currency (Public Liability Insurance) for group organising the event, Waste Management Plan. EVENT SPECIFIC: Traffic Management Plan, Temporary Liquor Licence. *

Upload an attachment from your computer to link to this call.

Add 0 Attachments Selected

Submit

**For further assistance, please contact our Customer Service team on
02 6578 7290.**

