



# ONLINE SERVICES REGISTRATION – How to Guide

## External User Procedure Procedure | Strategy and Engagement

Detailed below is a step by step process for:

- How to register with Council's online services
- How to book a Civic Centre Facility

### Open the Link Below:

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

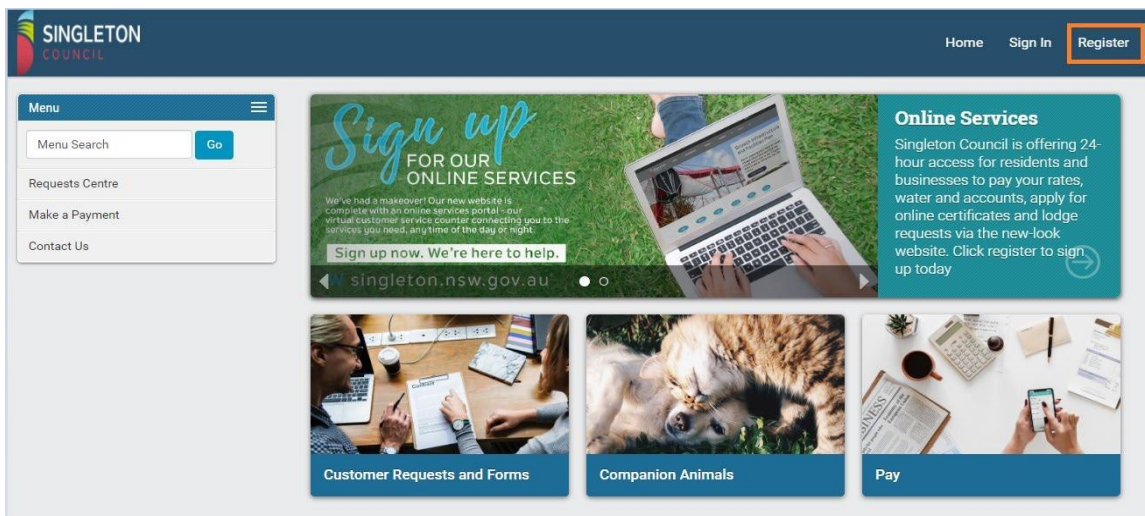
This link will take you to the front page of Council's online services (as per the picture below).

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 outlined 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 for Home, Sign In, and Register. A left sidebar contains a menu 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: 1. Registration type: Radio buttons for 'an individual' (selected) and 'an organisation, business or company'. 2. Personal details: Fields for Title (dropdown), First Name, Last Name, Email Address, Mobile Phone, and Date of Birth. 3. Passwords: Fields for Password and Confirm Password. 4. Address: Fields for Street Address (two lines), State, and Postcode. 5. Other contacts: A section with instructions and a plus icon to add more contacts. 6. CAPTCHA: A checkbox for 'I'm not a robot' and a reCAPTCHA logo. 7. Terms & Conditions: A checkbox for 'I have read and agree to the Terms and Conditions'. At the bottom are 'Submit' and 'Reset' buttons.

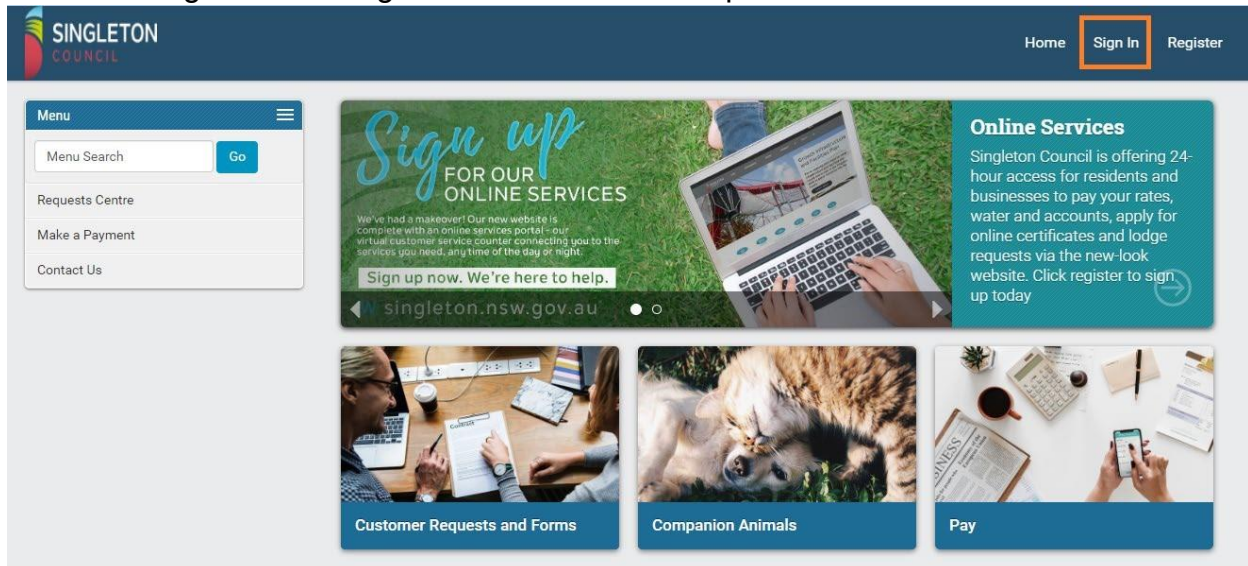
Note: After you hit 'Submit' an email will be sent to your nominated email address to validate your registration. Click on the link in the email and it will return you to Council's online services where you can now **Sign In**.



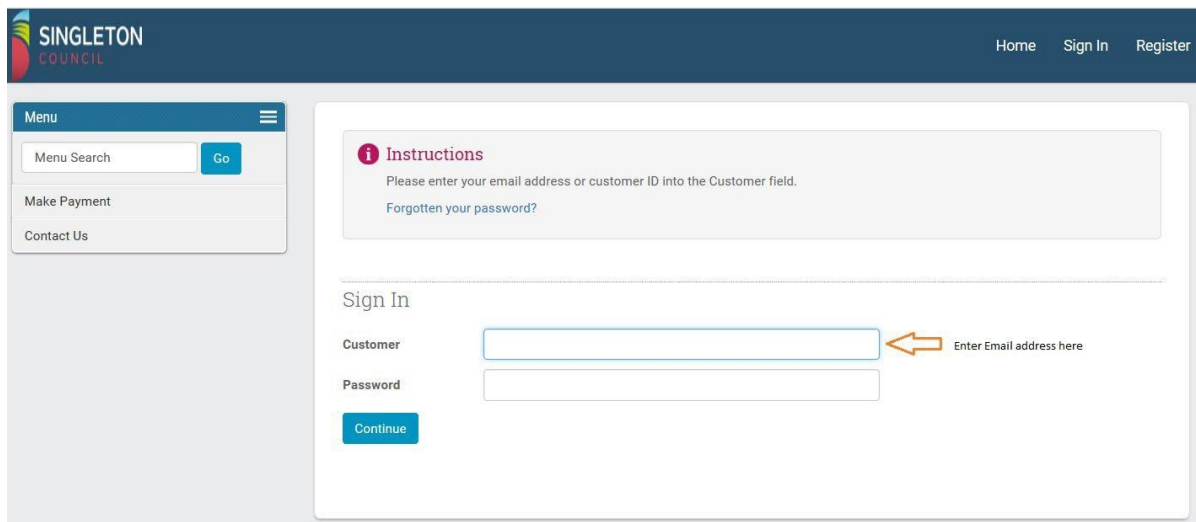
*If you are registering to submit a form on behalf of a company please ensure you register the account as per the company's entity name.*

## Sign in to Council Online Services:

Click on 'Sign In' at the right hand corner at the top of the screen – as outlined below:



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

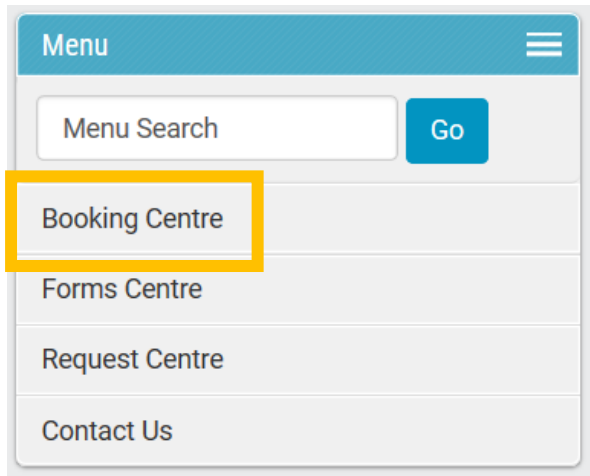


Once signed in, you will now have access to a variety of Council Online Services.

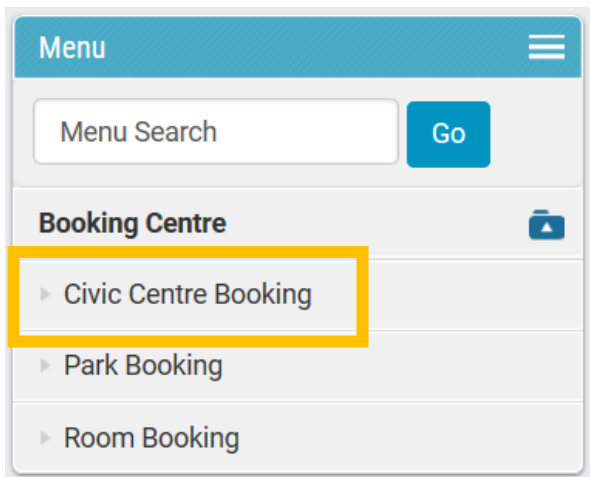


## Booking a Civic Centre Facility:

To submit a Civic Centre Facility enquiry, please select Booking Centre on the left hand side of the page:



Then select Civic Centre Booking:



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).

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Please upload a copy of your Certificate of Insurance / Public Liability to proceed:

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

[Add](#) 0 Attachments Selected

Thank you for your booking, someone will be in contact with you soon

**For further assistance, please contact the Civic Centre on 02 6578 7295.**

